

# Keep track of your orders & shipments online

## with Direct Link self-service

We know that e-commerce delivery is a crucial part of the consumer experience, and that you as retailer need to be on top of your shipments. That's why Direct Link offers several tools for you to keep track of your own shipments and orders, to notify your customers and let them track their package online. We make it easy, flexible and transparent for you to use our services. The three points below give you a general picture on how to follow the progress towards delivery of your goods:

- Monitor your shipped goods by logging in to a self-service web page.
- We can also send you tracking alerts on order dispatch (via an automated data feed) if you choose this service level.
- Your customers who are receiving your goods will be notified twice via email and will be able to track their own orders online.

Read more and learn how Direct Link's self-service tools work to help your e-commerce business area to run efficiently and professionally.

**Shipping & Delivery Information:**

**Order Number:** ABC123  
**Item Number:** AB123456789SE  
**Destination Country:** Australia

Status

Dispatched In transit Destination country Delivery

Date	Status
06/07/16 12:35	Item received for processing
06/07/16 13:36	Order departed from sorting hub.
08/07/16 15:55	Order received into final destination country
11/07/16 09:40	Order out for delivery
11/07/16 09:46	Order delivered

### **Pre-advise your shipment by uploading your manifest**

By using the Direct Link shipping software, you as retailer can print your labels at your warehouse or at your supplier's, and the shipping system will automatically upload the manifest that pre-advises all orders/items to the Direct Link tracking system. If you choose to not use the shipping software, our log-in online self-service area allows you to upload your manifest in CSV format or Excel directly into the tracking system instead.

### **Follow your order's journey on its way to your customer**

Our self-service system reports and monitors your total shipments as well as follows the delivery progress for individual orders. You get full control of your merchandise when shipping with us at Direct Link. You will even be able to follow the status on a given manifest, items shipped on a certain date, and pinpoint specific items/specific events and more.



Get satisfied customers from all over the world – with Merchandise Mail Plus.  
Contact your local Direct Link sales rep or email us.

[www.directlink.com](http://www.directlink.com) | [info@directlink.com](mailto:info@directlink.com)



Direct Link offers automated file transfer with all tracking events. We send you delivery status for all your shipped items using an FTP-feed. Files will be transferred securely in XML- or CSV-format to an address that you provide for us. Your customer service department can use this information as it suits them best. You can even allow your customers to track the data on your own website. (Your system must be configured to allow this.)

#### **Make tracking on the web as easy as possible for your customer**

The order can be found in two ways: either by using Direct Link's item number or your own order number. For instance, when your customers purchase something in your web shop, you automatically issue an order number that is communicated to them. As a carrier of your package, Direct Link also issues a tracking number. Your customer can choose either option to track their order.

#### **Direct Link can design and host a tracking site on your behalf**

The site for your customers can be designed with your logo and brand identity. When your customers want to check the status of their delivery, they can track their item on this page and it will display their results. Or you may choose to add our Direct Link tracking widget onto your own home page instead – that works too.

#### **Email tracking alerts are sent to your customer**

If you choose to use our Merchandise Mail Plus service, we are then able to send tracking alerts through emails to your recipient – that way, they gain peace of mind. When your order reaches us, we send an email to your customer. We send another email when your parcel reaches the country of destination and is handed over for local delivery. If you use a service level that is tracked to final delivery, we will also provide the tracking link within the email for that item as well.

#### **How to apply for the self-service online toolbox**

When you ship with Direct Link, as you know, you'll get your own logged in self-service area through a web page where you can manage your account all in one place. The first thing to do is to apply for an account with your local sales representative. Once that's done, you can create your own user name and password – then you'll be ready to go. After logging in, you'll find an easy-to-understand online tools section on your screen.

For more information, please visit our site – [www.directlink.com/toolbox](http://www.directlink.com/toolbox)



Get satisfied customers from all over the world – with Merchandise Mail Plus.  
Contact your local Direct Link sales rep or email us.

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