

ShipTalk™ FedEx Tracking

Real-Time Package Tracking

Overview

Varsity's new ShipTalk FedEx Tracking module provides up-to-the-minute package status information directly from your IBM iSeries through immediate access to the FedEx server. This direct access allows instant resolution of customer service inquiries and complete supply chain visibility.

Designed to streamline customer service access to package status information, ShipTalk FedEx Tracking eliminates calls to the shipping department, the need to launch a separate tracking application or to open a new browser window. To save time with single screen access, package status details are available from the Varsity ShipTalk screen, or can be populated directly into your ERP, warehouse management, or order entry software via an interface.

Through FedExTracking customer service representatives have real-time visibility to shipment status at all points in the shipping process, including tracking numbers, dates, time of delivery, current disposition, order details, and the name of the person who signed for the shipment. For proactive tracking, packages can be flagged for automatic tracking until they are scanned as delivered by FedEx.

Key Features

- ◆ Real-time access to FedEx domestic and international shipment status updates.
- ◆ Automatic package tracking.
- ◆ Batch tracking of all, or selected packages.
- ◆ Standard integration to leading ERP, warehouse management and order entry software packages.
- ◆ Updates order status directly within ShipSoft's historical database.

For more information regarding ShipTalk FedEx Tracking, please contact Varsity at 1-800-438-SHIP.

Key Benefits

- ◆ Streamlines customer service access to package tracking details
- ◆ Eliminates package status calls to the shipping department
- ◆ Enables company-wide visibility to package status
- ◆ Strengthens customer service by providing real-time shipment information
- ◆ Reduces inefficiencies through automated package status
- ◆ Improves shipment management