

CASE STUDY

3PL Email Automation Workflow

From order issue to carrier reply — one automated workflow for fulfilment teams.



Review shipped orders and start investigations



Attach evidence and route to the right carrier



Keep replies and case progress visible in one portal

• Real workflow examples

Shipped orders

Review shipped orders that are still eligible for investigation and start a carrier query with the right evidence.

READY TO REVIEW
22

LIVE INVESTIGATIONS
8

AWAITING CARRIER
2

Search by order ID, customer, or email

19
orders available

ORDER	CHANNEL	SHIPPED	ITEMS	STATUS	RAISE QUERY
ORD-2505-00123 Customer A customer.a@example.com	ChannelDock	19 Apr 2026	1 items 3 x Bicycle	shipment	Raise query
ORD-2505-00122 Customer B customer.b@example.com	ChannelDock	19 Apr 2026	1 items 1 x Bicycle	shipment	Raise query
ORD-2505-00121 Customer C customer.c@example.com	ChannelDock	19 Apr 2026	1 items 2 x Helmet	shipment	Raise query
ORD-2505-00120 Customer D customer.d@example.com	ChannelDock	19 Apr 2026	1 items 2 x Helmet	shipment	Raise query

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Raise investigation

Use the shipment details and evidence below to create a clean handoff for the carrier.

01 Shipment details
Confirm the carrier, tracking, and investigation details.

02 Evidence and review
Attach supporting files and review the final submission.

Carrier routing

Choose the carrier, tracking link, and investigation reason.

Carrier: DHL Germany
Tracking URL: https://tracking.example.com/...

Tracking URL is required for DHL Germany

Investigation reason

Wrong product delivered

Parcel and customer context

Capture the parcel size, contents, received items, and any extra context.

Parcel dimensions (L x W x H)

30 x 20 x 15 cm

Contents summary

1 x Bicycle

ORDER SUMMARY

Customer A

Channel: ChannelDock
Order reference: ORD-2505-00123
Customer email: customer.a@example.com

PROGRESS SNAPSHOT

Shipment details: In progress

Supporting evidence: 0 files attached

Next

CARRIER THREAD DHL Germany Order 21204335

LATEST UPDATE
05 May 2026, 01:48

Complete

Conversation

FF Carrier 05 May 2026, 00:15
Investigation opened for order 21204335. We will review and update you shortly.

FF Support 05 May 2026, 00:45
Thank you. Please confirm once you have an update.

Status updated to In progress 05 May 2026, 00:46

FF Carrier 05 May 2026, 01:30
Investigation complete: claim approved. Resolution will be processed.

Type your reply to the carrier...

Add attachments

Post reply

CASE DETAILS

Order reference
ORD-2505-00123

Carrier
DHL Germany

Reason
Wrong product delivered

Status
Complete

Attachments
1 file

ATTACHMENT

PDF evidence.pdf
200 KB

SLIDE 02

A single queue for shipped orders

Teams can instantly see which shipped orders are ready for investigation and launch the next action from one place.



Review eligible shipped orders



See live investigations and awaiting-carrier workload



Raise a query directly from the order row

1

Review orders

2

Start investigation

3

Track progress

Real screen example

Shipped orders

Review shipped orders that are still eligible for investigation and start a carrier query with the right evidence.

READY TO REVIEW

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AWAITING CARRIER

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Search by order ID, customer, or email

19

orders available

ORDER	CHANNEL	SHIPPED	ITEMS	STATUS	RAISE QUERY
DEMO-ORD-2505-00121 Lotte Visser lotte.visser@email.com	ChannelDock	19 Apr 2026	1 items 3 x Fietsenbel	shipment	Raise query
DEMO-ORD-2505-00120 Sophie Jansen sophie.jansen@email.com	ChannelDock	19 Apr 2026	1 items 1 x Fietsenbel	shipment	Raise query
DEMO-ORD-2505-00119 Lucas van Dijk lucas.vandijk@email.com	ChannelDock	19 Apr 2026	1 items 2 x Fietsenbel	shipment	Raise query
DEMO-ORD-2505-00118 Emma de Vries emma.devries@email.com	ChannelDock	19 Apr 2026	1 items 1 x Fietsenbel	shipment	Raise query

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CASE STUDY

Evidence-rich investigations

A guided workflow helps fulfilment teams submit clean, carrier-ready investigation requests.



Select the carrier and investigation reason



Capture parcel and order context



Attach shipment photos and invoices



Review before submitting to the carrier

1 Step 1 Shipment details

Raise investigation INV-2025-0513-0012 X

Use the shipment details and evidence below to create a clean handoff for the carrier.

01 **Shipment details**
Confirm the carrier, tracking, and investigation details.

02 **Evidence and review**
Attach supporting files and review the final submission.

Carrier routing
Choose the carrier, tracking link, and investigation reason.

Carrier

DHL Germany

Tracking URL

https://tracking.example.com/...

Tracking URL is required for DHL Germany

Investigation reason

Wrong product delivered

Parcel and customer context
Capture the parcel size, contents, received items, and any extra context for the carrier.

Parcel dimensions (L x W x H)

30 x 20 x 15 cm

Contents summary

1 x Bicycle

Order / reference

ORD-2025-0513-0012

ORDER SUMMARY

Customer
Lotte Visser

Channel
ChannelDock

Order reference
ORD-2025-0513-0012

Channel
ChannelDock

Customer email
lotte.visser@example.com

PROGRESS SNAPSHOT

Shipment details In progress

Supporting evidence 0 files attached

Next

2 Step 2 Evidence and review

Raise investigation INV-2025-0513-0012 X

Use the shipment details and evidence below to create a clean handoff for the carrier.

01 **Shipment details**
Confirm the carrier, tracking, and investigation details.

02 **Evidence and review**
Attach supporting files and review the final submission.

Supporting evidence
Attach the files that will help the carrier investigate quickly.

Shipment photo
Accepted: images, PDF

Upload file
Accepted: images, PDF, DOC, DOCX

Sales invoice
Accepted: PDF, images, DOC, DOCX

Upload file
Accepted: images, PDF, DOC, DOCX

Purchase invoice (Optional)
Accepted: PDF, images, DOC, DOCX

Upload file
Accepted: images, PDF, DOC, DOCX

Submission recap
Review the key details that will be sent to the carrier before confirming the submission.

Carrier
DHL Germany

Tracking
Required

Investigation reason
Wrong product delivered

Files attached
0 files

ORDER SUMMARY

Customer
Lotte Visser

Channel
ChannelDock

Order reference
ORD-2025-0513-0012

Channel
ChannelDock

Customer email
lotte.visser@example.com

PROGRESS SNAPSHOT

Shipment details Ready

Supporting evidence 0 files attached

Back

Submit investigation

CASE STUDY

Every investigation stays traceable

Case status, carrier responses, and follow-up communication remain visible in one portal experience.



Open, awaiting-carrier, and resolved statuses



A centralized timeline of updates



Reply drafts and attachments in context



No need to jump across disconnected tools

Investigation queries

See what has been sent, what is still waiting on a carrier, and which cases are resolved or need attention.

OPEN
3

AWAITING CARRIER
2

RESOLVED
18

NEEDS ATTENTION
2

25 shown on this page

ORDER	CARRIER	OPENED	LATEST UPDATE	STATUS
21204337 No tracking updates	DHL	8 May, 00:07	Closed the ticket 14 May, 18:22	Resolved
21204335 Damaged parcel	DHL	4 May, 17:00	Reply added by support 5 May, 01:48	Resolved
20853460 Damaged parcel	DPD	28 Apr, 19:14	Closed the ticket 28 Apr, 19:30	Resolved
20853458 Incorrect address	DPD	19 Apr, 20:21	Closed the ticket 19 Apr, 20:30	Resolved
20831753 Damaged parcel	DPD	17 Apr, 01:57	Closed the ticket 4 May, 23:30	Resolved

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← THREAD DHL Order 21204335 LATEST UPDATE 05 May 2026, 01:48 Resolved X

Conversation

C Carrier 05 May 2026, 00:30
Case #6547: 21204335 - DHL Investigation #6547
We have received your inquiry and are looking into this case.

S Support 05 May 2026, 00:45
Case #6547: 21204335 - DHL Investigation #6547
We'll review and keep you updated shortly.

Support added a reply 05 May 2026, 01:48

Y You Agent 1 attachment 05 May 2026, 01:48
Reply draft
Hi, could you please confirm if the parcel has been located?

ATTACHMENTS 1 file
PDF evidence.pdf PDF | 200 KB

REPLY DRAFT

Reference ID: #6547

Replies are sent to the carrier. Once confirmed, this case will remain open for follow-up.

Delivery: Ready to post

Type your reply to the carrier...

Add attachments

Press Enter to send. Use Shift+Enter for a new line.

Post reply

CASE STUDY

Carrier email forwarding is automated

The portal prepares the carrier handoff and keeps the communication loop connected back to the case.



Generate a carrier-ready email from portal data



Include order details and evidence attachments



Send to the appropriate carrier without manual copy-paste



Keep the reply loop visible to the portal user

1

Compose in the portal

CASE THREAD

Carrier: DHL Germany

Order: 21204335

Complete

X

Conversation

LC

Support #6547: 21204335 - DHL Germany
Investigation #6547
Good day,
Thank you for your ticket.
Unfortunately, we are still waiting for an update...

05 May 2026, 00:12

+

CS

Customer Service Carrier
Support #6547: 21204335 - DHL Germany
Investigation #6547
Thank you for your response.
Please provide an update at your earliest convenience.

05 May 2026, 00:27

+

Carrier support ticket #6547 is open

05 May 2026, 00:27

+

Reply to carrier

Dear DHL Germany,
Thank you for your response.
Could you please confirm the latest status and expected delivery date?
Best regards,
Customer Service Team

ATTACHMENTS (1)

PDF

damaged_parcel.jpg

JPG | 1.2 MB

X

Add attachments

Save draft

Send to carrier

2

Email automatically generated and forwarded

←

+

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🗑

✉

🕒

📁

⋮

⋮

[Support #6547] Update request for Order 21204335

Inbox X

Customer Service <support@portal.com>
to dhl.support@dhl.com

May 5, 2026, 01:31

☆

↩

⋮

Dear DHL Germany,

Thank you for your response.
Could you please confirm the latest status and expected delivery date?

Best regards,
Customer Service Team

Order details

- Order ID: 21204335
- Reason: Damaged parcel
- Tracking code: 123456789012
- Carrier: DHL Germany

Attachments

damaged_parcel.jpg (1.2 MB)

← Reply

→ Forward

😊

CASE STUDY

Built for real operations teams

The seller-facing portal is designed to stay usable across languages, workflows, and day-to-day support environments.



Multi-language support for broader operational use



Dark mode support for continuous dashboard usage



A clean seller-facing experience for 3PL customers



Part of a broader fulfilment support ecosystem



This deck focuses on the seller-side email automation workflow. The TV dashboard can be presented separately.

Orders

Investigations

Support

Nederlands

Uitloggen

Shipped orders

Review shipped orders that are still eligible for investigation and start a carrier query with the right evidence.

READY TO REVIEW
22

LIVE INVESTIGATIONS
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AWAITING CARRIER
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Search by order ID, customer, or email

19 orders available

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ORD-2550-00121 Customer C customer.c@example.com	ChannelDock	19 Apr 2026	1 items 2 x Fietsenbel	shipment	Raise query
ORD-2550-00120 Customer D customer.d@example.com	ChannelDock	19 Apr 2026	1 items 1 x Fietsenbel	shipment	Raise query
ORD-2550-00119 Customer E customer.e@example.com	ChannelDock	19 Apr 2026	1 items 1 x Fietsenbel	shipment	Raise query

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