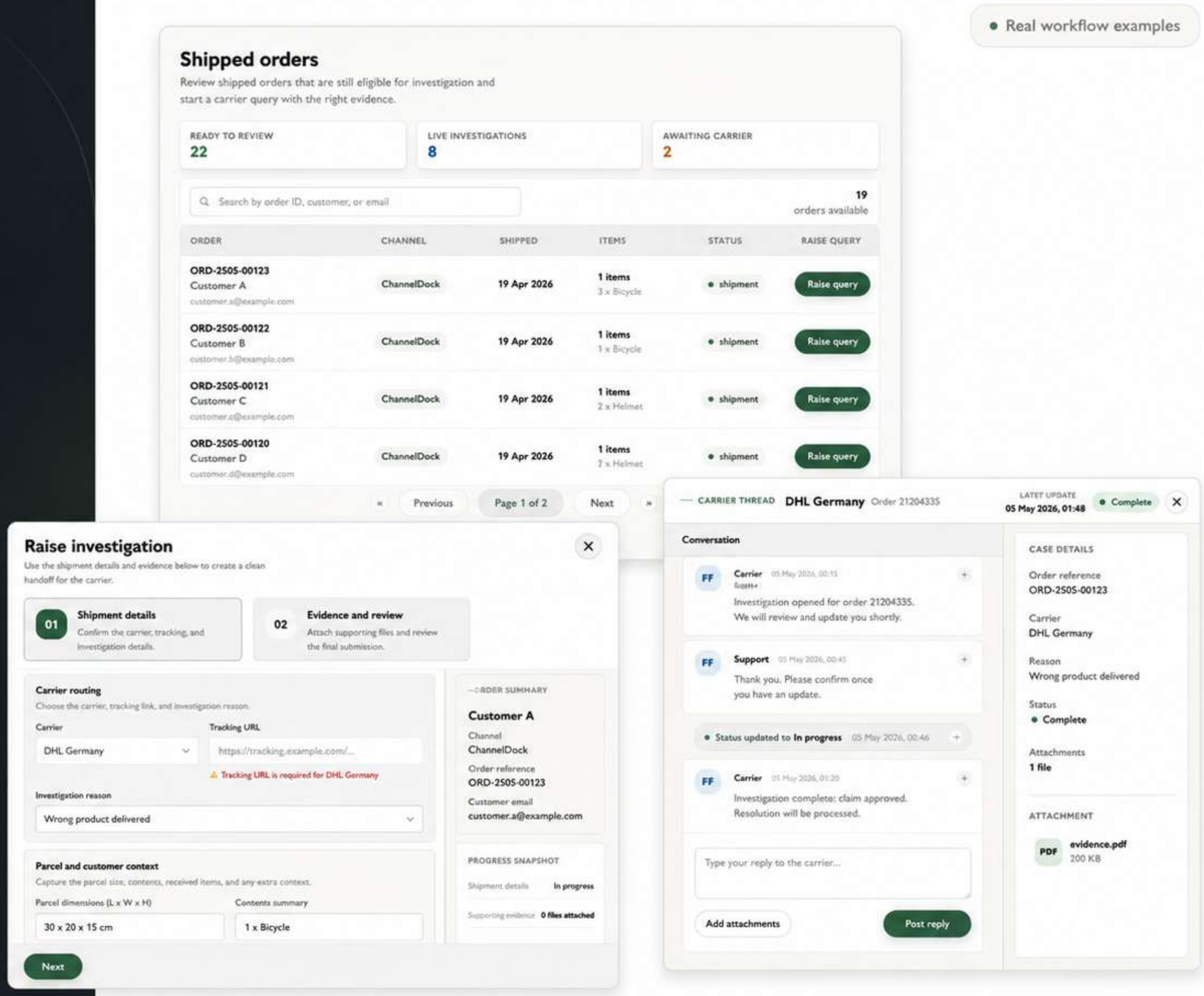
CASE STUDY

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



SLIDE 02

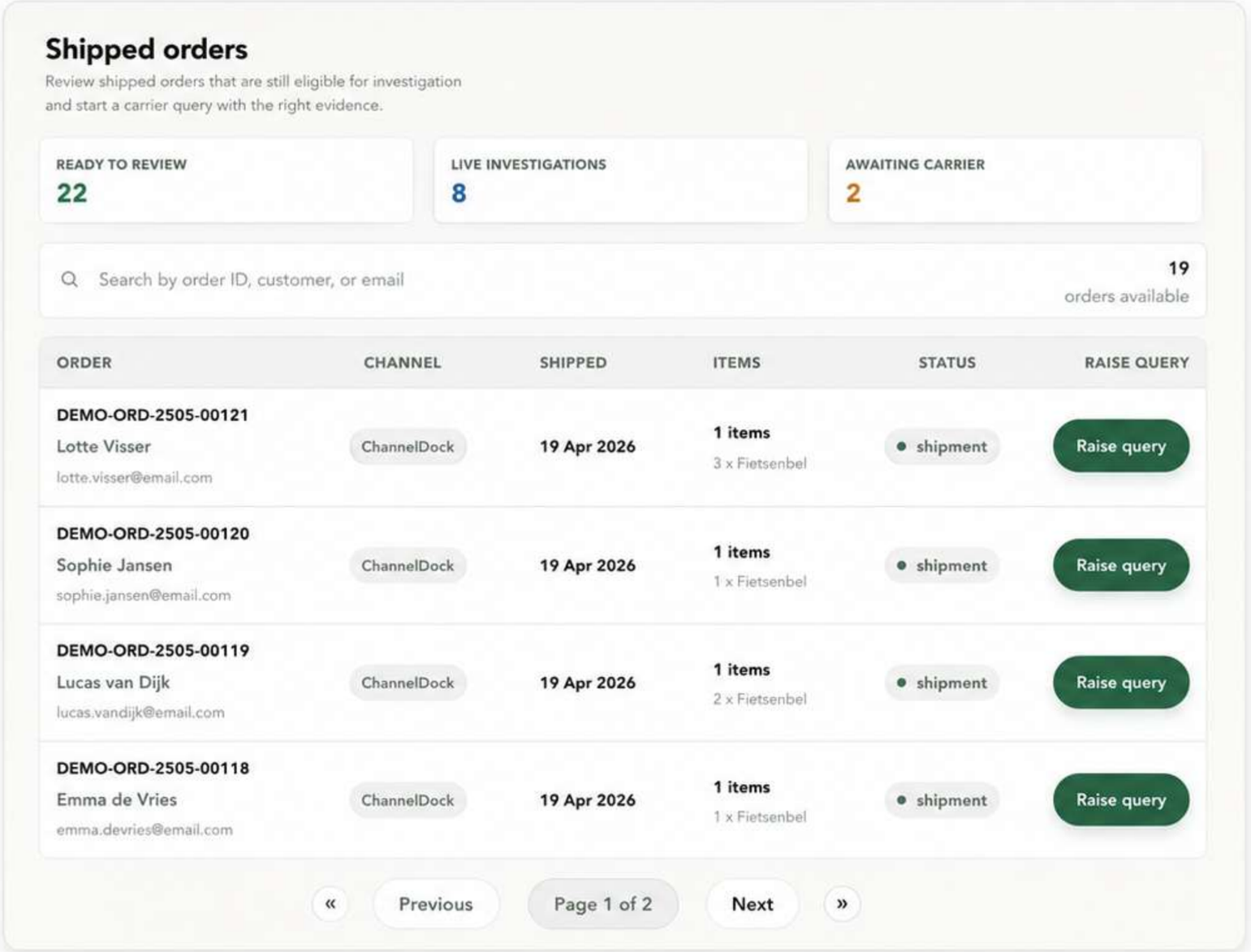
A single queue for shipped orders

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



CASE STUDY

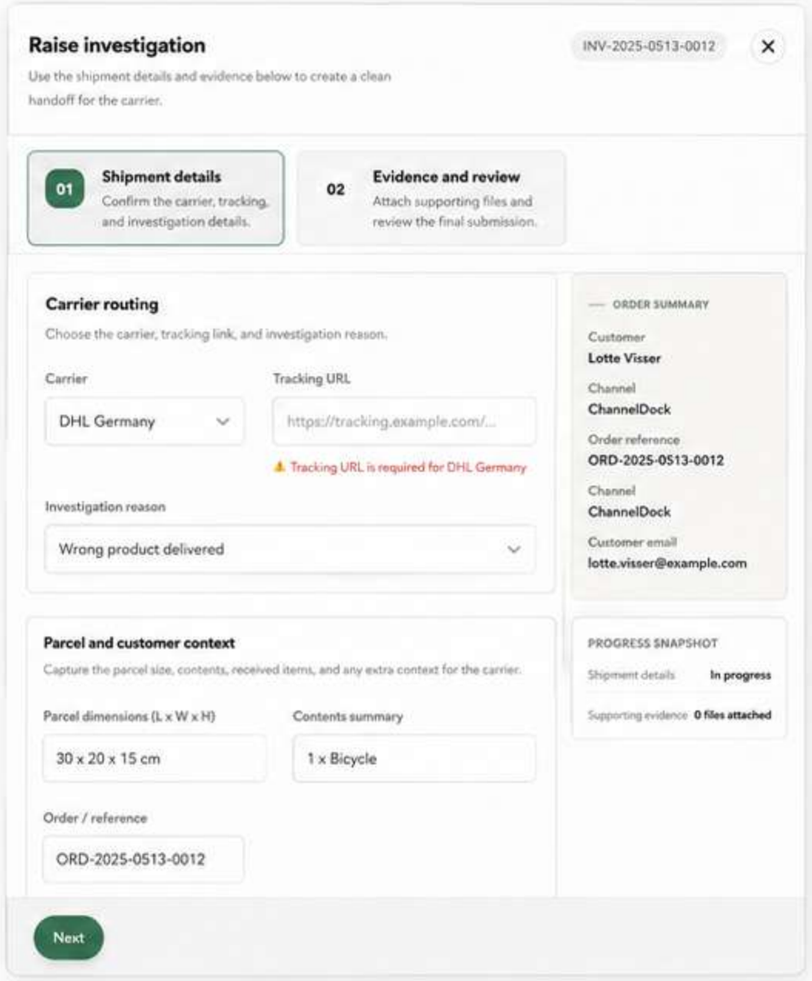
Evidence-rich investigations

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

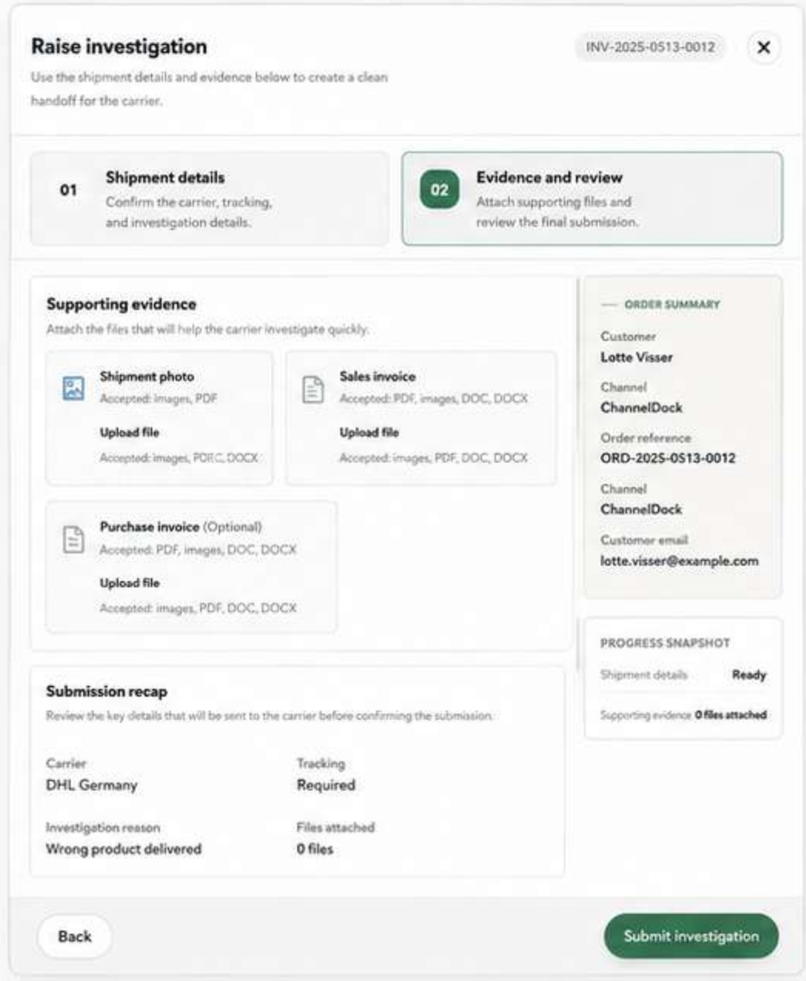
- Select the carrier and investigation reason
- Capture parcel and order context
- Attach shipment photos and invoices
- Review before submitting to the carrier

Real screen examples

1 Step 1 Shipment details



2 Step 2 Evidence and review



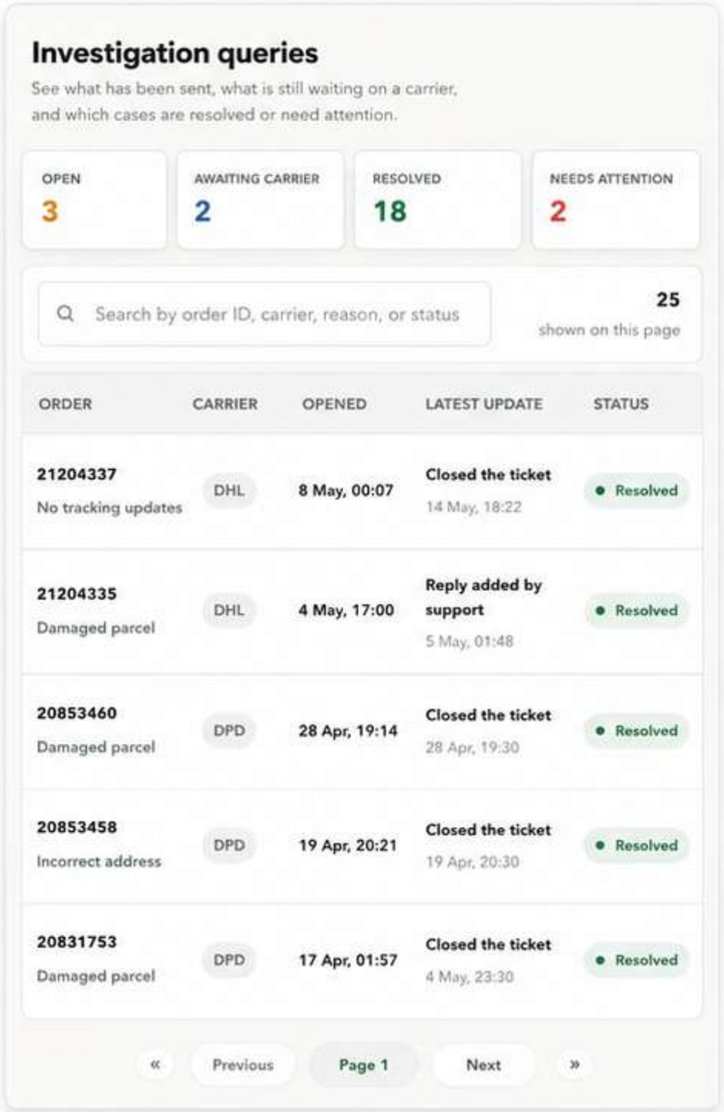
CASE STUDY

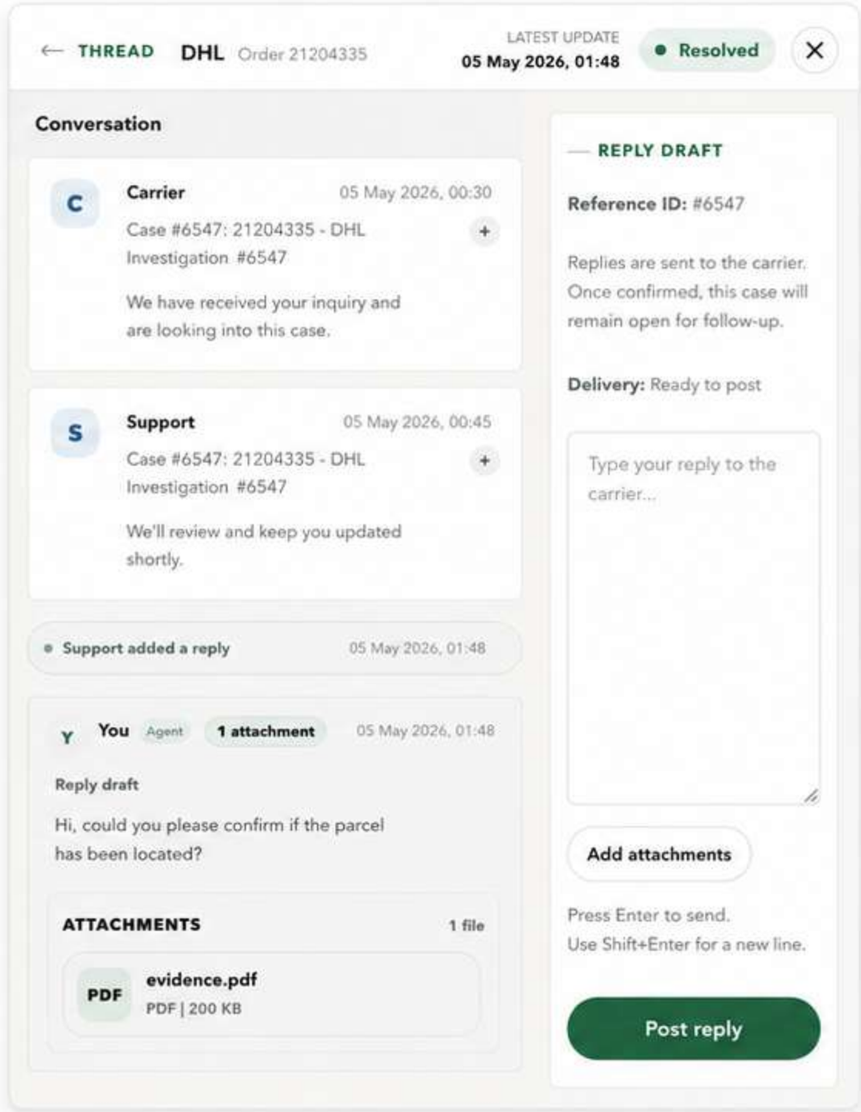
Every investigation stays traceable

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

Real screen examples





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

Conversation

LC — Support #6547: 21204335 - DHL Germany — 05 May 2026, 00:12
Investigation #6547
Good day,
Thank you for your ticket.
Unfortunately, we are still waiting for an update...

CS — **Customer Service** Carrier — 05 May 2026, 00:27
Support #6547: 21204335 - DHL Germany
Investigation #6547
Thank you for your response.
Please provide an update at your earliest convenience.

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

Add attachments

Save draft | Send to carrier

2 Email automatically generated and forwarded

[Support #6547] Update request for Order 21204335 Inbox ×

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

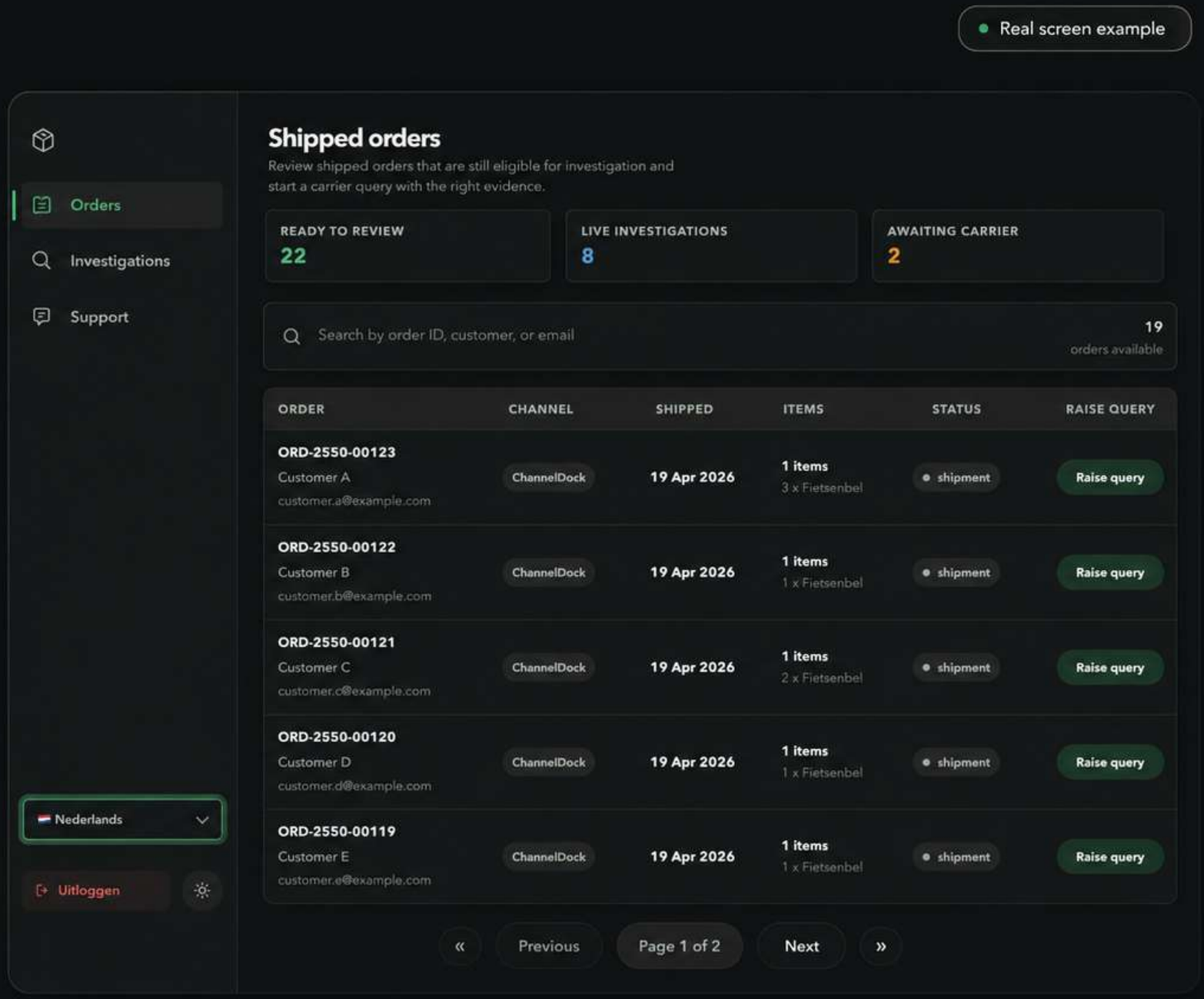
damaged_parcel.jpg (1.2 MB)

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.