

ClaimsID

Optimise your activity for increased value and reduced waste

Multiple or high levels of Goods Lost in Transit (GLIT) claims drives customer management costs, can damage profitability, customer and supplier relationships, and can be an indicator of fraud.

GLIT claims are increasingly prevalent and are a risk faced by all retailers who offer delivery of their products. They can prove difficult to investigate and their full impact not measured - GLIT losses are often "hidden" in shrinkage or bad debt figures.

Retailers will often refund or replace GLIT claims as a gesture of goodwill to the customer in order to maintain the customer relationship.

Retailers are faced with reduced profitability due to a number of factors:

- **Customer service pressures** - the customer (and their future value) must always be taken into account, and often customer service departments lack a complete view of the customer and their delivery history
- **Refunds and Replacements** - in cases where it is the retailer's word against the customer, refunds / replacements are the most common outcome
- **Redelivery costs** - in most GLIT cases the retailer not only loses the item ordered and covers the cost of replacement, but also pays for it to be delivered again.

ClaimsID - the new GLIT Claims Management solution from Transactis is a new national database of claims, transactional and delivery tracking data relating to goods lost in transit, accessed via a secure web front end.

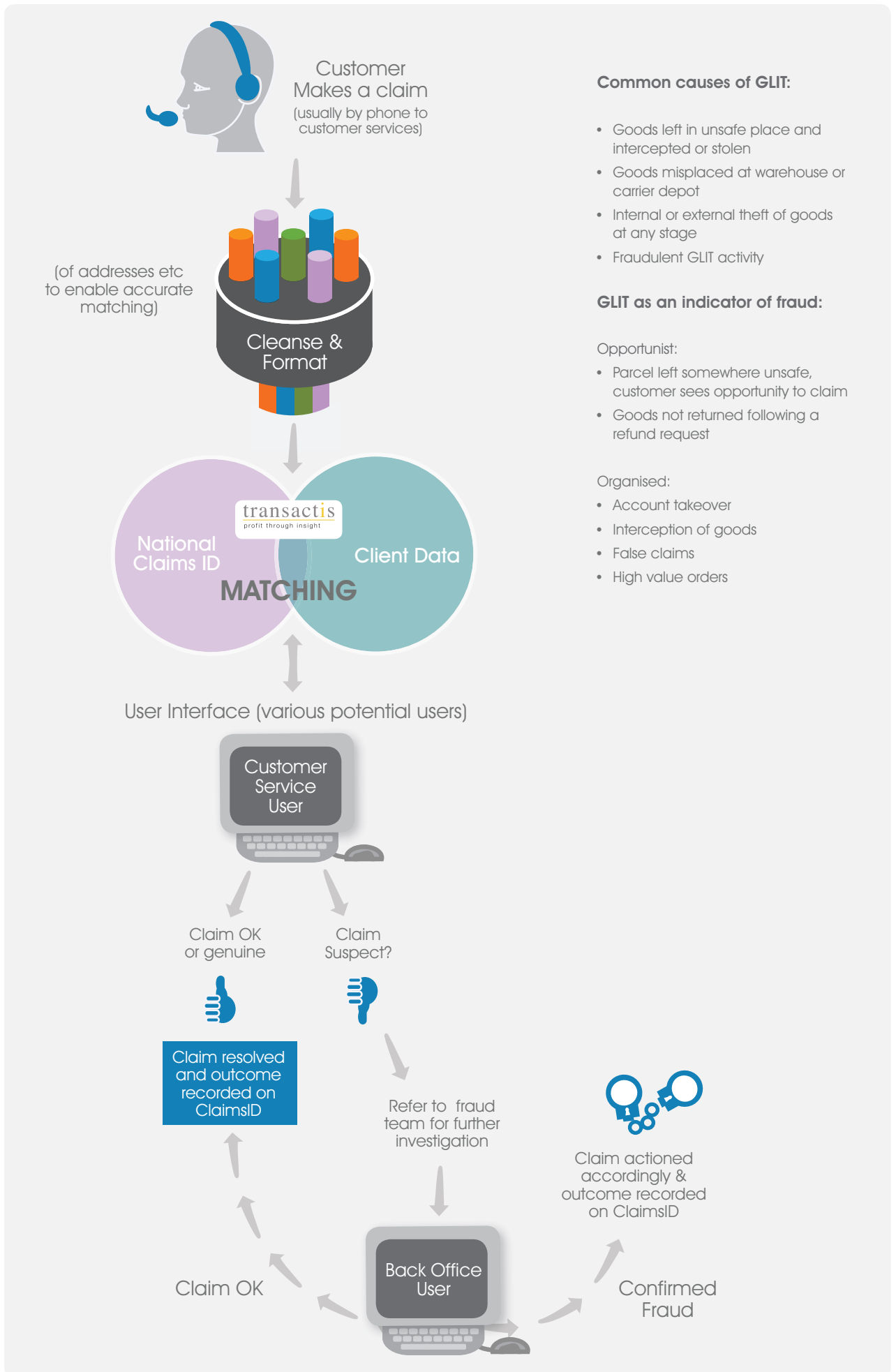
By accessing this central database, retailers and carriers will be able to streamline and enhance customer service, determine customer risk and devise optimal delivery strategies. In addition, retailers will be able to proactively prevent goods lost in transit fraud and the associated losses.

ClaimsID will provide access to data built from previous transactions and deliveries (including the option to include carrier data where it is available) alongside historic goods lost in transit claims and associated outcomes.

With sophisticated matching routines and system functionality, Claims ID also provides tools to assist with investigations, rapid resolution of claims and proactive identification of GLIT fraud risk. The single view of customer transactions, deliveries and claims can also highlight previously unseen suspect activity, for example multiple linked accounts with the same or similar customer details.

• **ClaimsID is a fully functional, IT-light solution**

- Fast deployment with no hardware required
- Web accessed with fully secure data transfer
- Fully configurable user access, restricted areas depending on user type
- Real time and/or batch data supply, whichever fits the business requirements
- Simple, intuitive system design with an easy-to-use front end
- Detailed reporting suite - including some ad-hoc reporting functionality
- Detailed search functionality
- Single Customer View - across transactions, claims and delivery information (plus carrier data where it can be provided)
- Managed Service - full disaster recovery program in place, all data is held at an ISO 27001 accredited site and transferred securely
- Share claims information with a focussed community
- Identify non-profitable customers
- Reduce exposure to fraudulent GLIT claims
- Reduce delivery costs.
- Increase business profitability



Common causes of GLIT:

- Goods left in unsafe place and intercepted or stolen
- Goods misplaced at warehouse or carrier depot
- Internal or external theft of goods at any stage
- Fraudulent GLIT activity

GLIT as an indicator of fraud:

Opportunist:

- Parcel left somewhere unsafe, customer sees opportunity to claim
- Goods not returned following a refund request

Organised:

- Account takeover
- Interception of goods
- False claims
- High value orders