

Parcelforce Worldwide wins Best Customer Experience Award for Tracking & Reporting Dashboard at the Delivery Excellence Awards

07-02-2020

Parcelforce Worldwide has won the ‘Best Customer Experience Award’ for its Tracking & Reporting Dashboard at The Delivery Excellence Awards.

The Dashboard provides Parcelforce Worldwide customers with a single view of all their UK and international parcels in near real-time in a simple, easy-to-use format. The Dashboard is an innovative tool that gives business customers control and 24/7 visibility of their deliveries and reflects Parcelforce Worldwide’s customer-centric digital strategy.

The Dashboard can search for a specific parcel – pulling up tracking information and customer signatures etc – but can also monitor the status of all parcels, broken down by a comprehensive list of tracking events. These include: ‘Out for Delivery’, ‘Delivered’, ‘Held at Customs’. Users can then extract all this information into Excel and run real-time reports. Customers can also create

‘watch lists’ helping to identify and monitor priority customers where extra focus might be required.

A spokesperson from Parcelforce Worldwide, said: “Within the parcels industry, customers expect to be able to ‘self-serve’ and view an up-to-date status of their deliveries. We wanted to develop a customer centric tool that is user-friendly for tracking and reporting parcel deliveries. We developed and built the Dashboard with customer feedback always at the forefront of our minds; meaning we could tweak, adjust and provide the features they needed most. Winning this award demonstrates that our Dashboard is delivering the excellent customer service we always aim for.”

Source: [Royal Mail](#)