

# Post-Purchase Platform

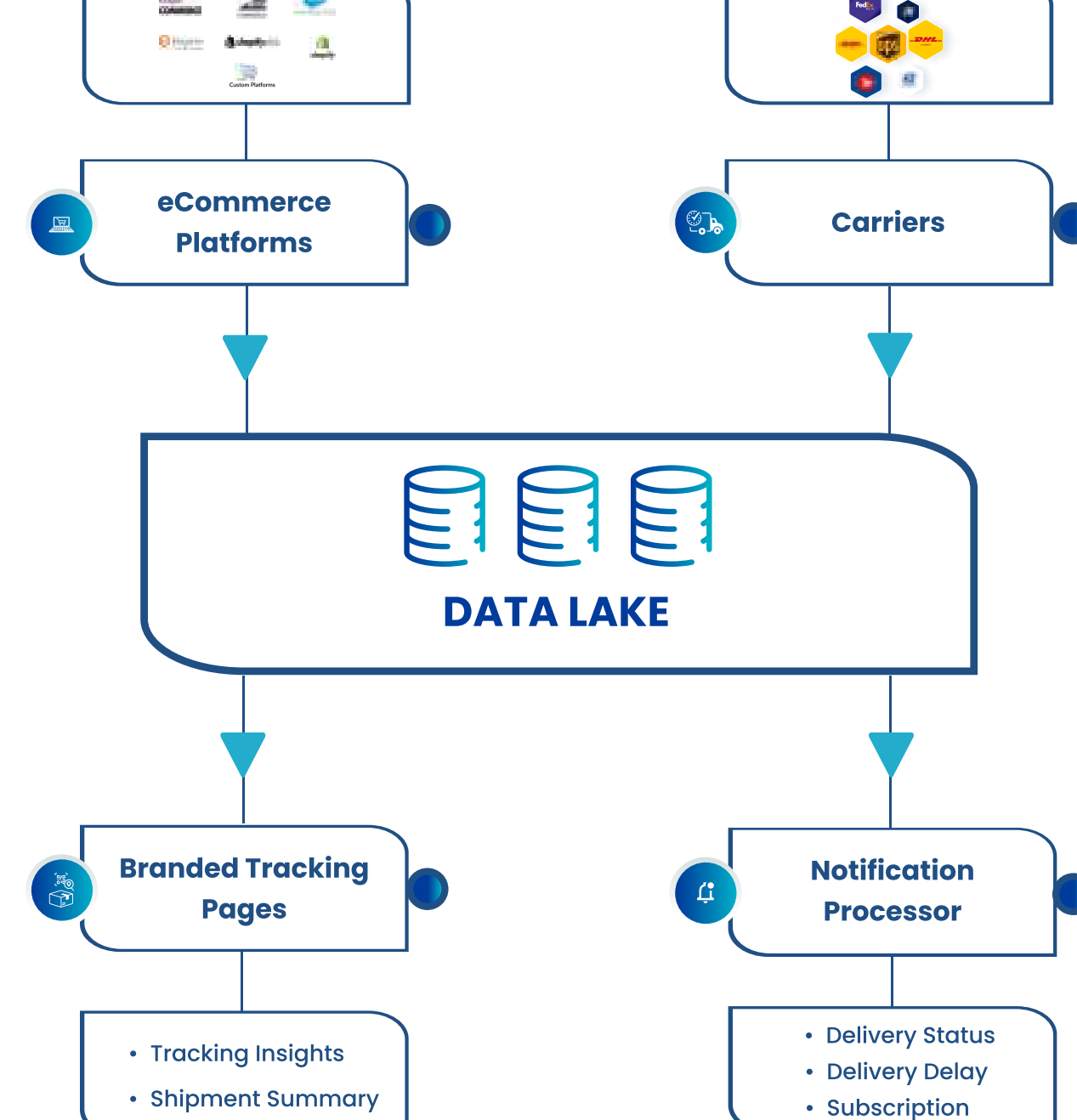
Keep Customers Happy  
Beyond the Buy Button

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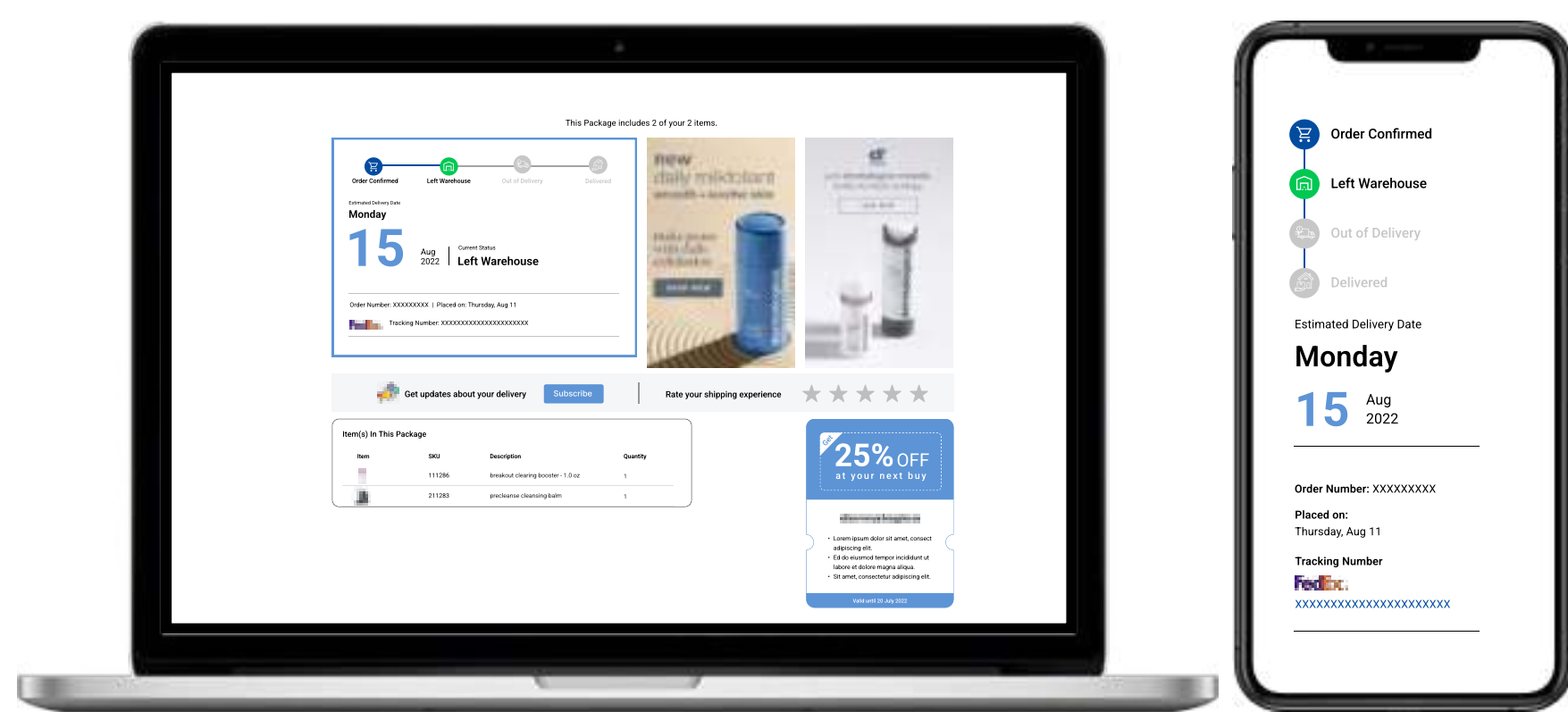


In a post-pandemic era, engaging with customers well after the sale is more crucial to your eCommerce success than ever before. A personalized post-purchase experience is a key differentiator that retailers and DTC businesses need to transform today's buyers into loyal, repeat customers.

FenixCommerce's post-purchase platform allows eCommerce businesses to provide on-brand after sale customer experiences that build trust and rapport, reduce WISMO calls, and drive customer incremental value.



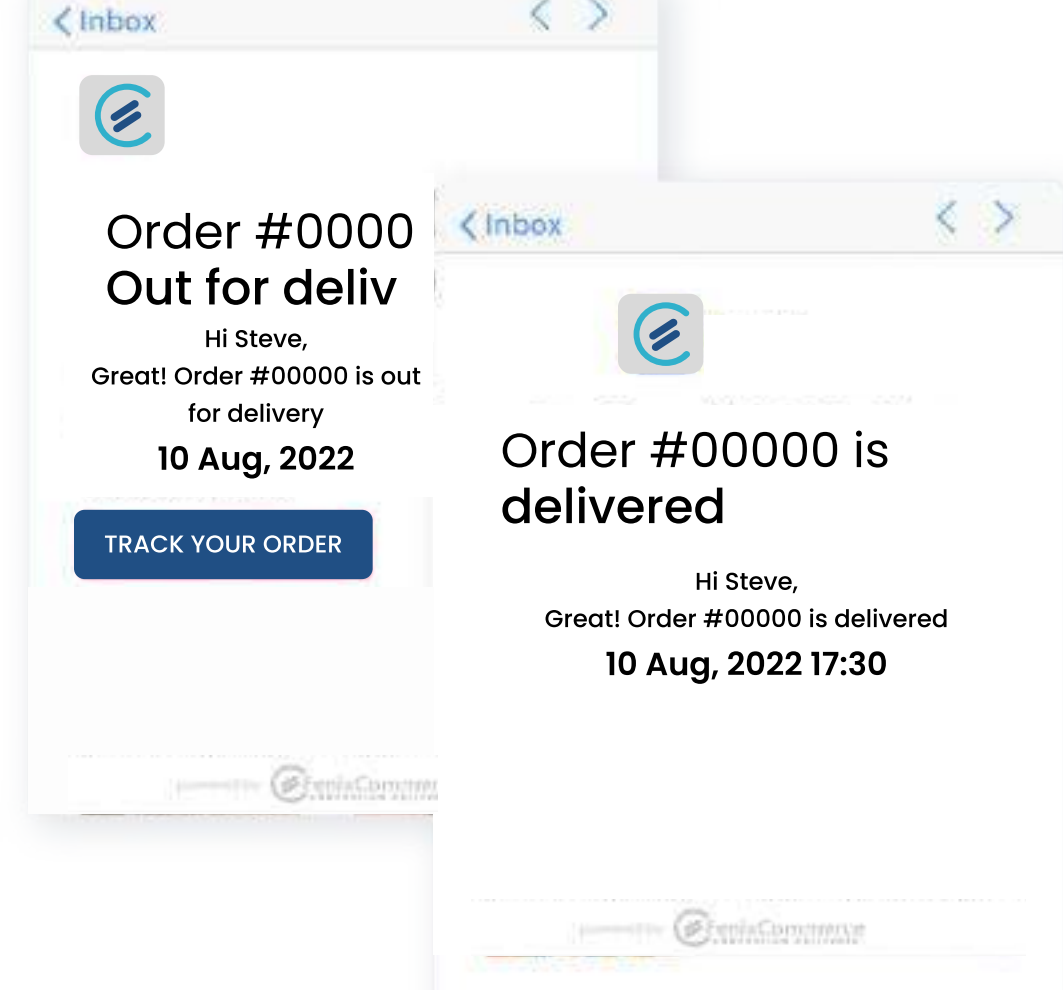
## Branded Tracking Pages



Create awesome branded tracking pages customized with your brand logo and theme to enable customers to track their shipments in real-time.

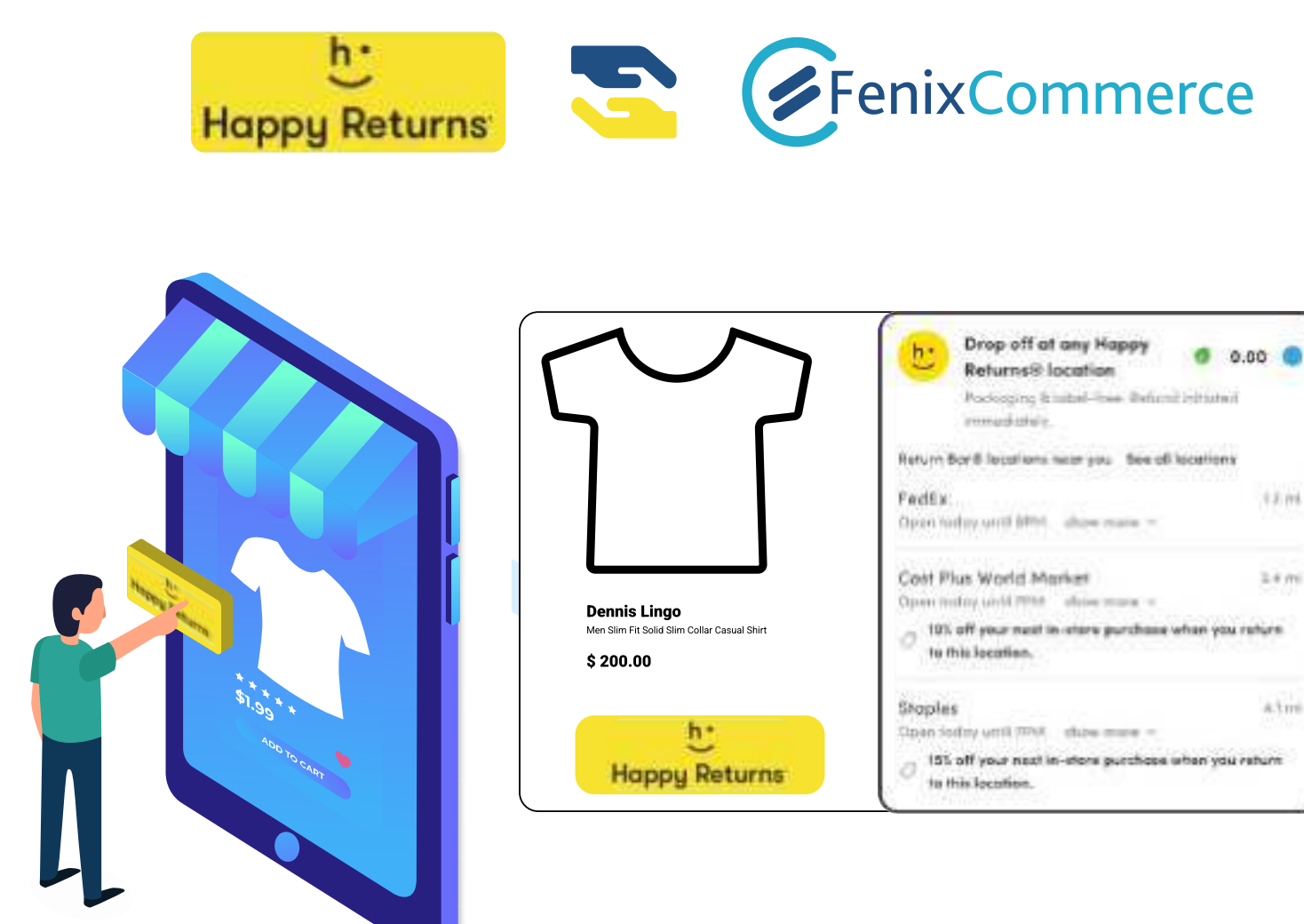
## Automated Shipping Notifications

Keep customers informed on the status of their shipment using multi-channel notifications: Personalized Email & SMS alerts.



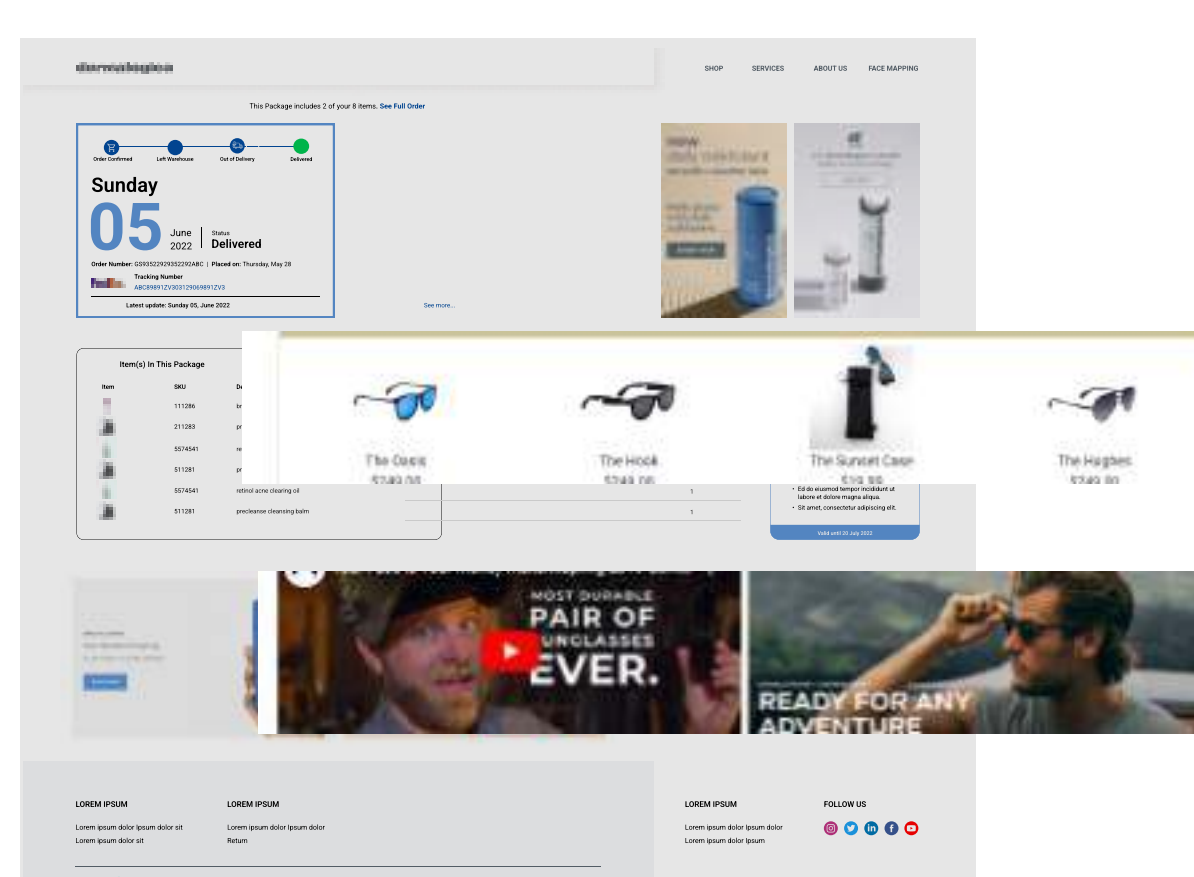
## Seamless returns & refunds

Create exceptionally convenient return experiences that let customers return and exchange items via their preferred option. Keep them happy and drive loyalty with on-time branded refund notifications.



## Customer-centric promotions

Additional marketing avenue. Embed discounts, offers, and product recommendations in tracking pages and notifications to drive more sales.



## Create a Lasting Impression in the Moments That Matter

### Build trust with engaging experiences

Build customer trust using proactive branded notifications, whether a shipment is on its way, or delayed or delivered. A 5% increase in your customer retention rate can increase profits by 25% to 95%.

### Create a memorable impression

Send branded interactions that carry your logo and brand theme to keep customers immersed in your business until their package arrives.

### Reduce customer acquisition costs

New customer acquisition cost is 5 to 25 times higher than retaining an existing one. Focusing on the post-purchase experience helps you foster long-term customer relationships and increase your customer retention rate.



### Reduce WISMO calls

Customers want to know every detail about their package. Keep customers happy through proactive and timely notifications about delivery times, delays, and pick-up status so they don't have to bombard your support team with angry calls.

### Do more sales

Customers check time customers visit your branded page to order. Each time customers visit your branded page, it is an opportunity to engage them. Leverage customer obsession with tracking pages by embedding special offers that boost engagement & drive sales.

### Encourage repeat buys

Use a proactive post-purchase communication to build a perfect shopping experience that keeps customers coming back to your online store.

## Get In Touch

Scale your eCommerce business and improve all KPIs by integrating with Fenix DOS.  
Join a league of brands growing with FenixCommerce.

Request a Demo

## About us

FenixCommerce is an order management platform specially built for driving profitable growth for eCommerce brands and retailers. We offer retailers an innovative platform to help them transform the pre-purchase to post-purchase experience for their customer.

Fenix is trusted by the fastest-growing eCommerce retailers and DTC brands, including Dermalogica, California Baby, Cannondale, RoadID, Grayl, and Priority Bikes.

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