



# ENABLING THE POST-ORDER MARKETPLACE



OrderCare is the infrastructure for post-order services and flexibilities.

OrderCare extends marketplaces by creating a post-order ecosystem which provides value to buyers, suppliers and logistics players. Marketplaces today, have automated the matching, negotiation, and settlement/fulfillment processes. However, in successful ongoing business relationships, buyers also demand services and flexibilities throughout the engagement. Today, after an order has been placed online, buyers have to go directly to suppliers for service and flexibility, completely bypassing the marketplace.

**GAIN CRITICAL MASS**  
OrderCare is the key to transferring strong offline relationships online.



————— Ongoing business relationships

OrderCare provides the infrastructure to enable the service and flexibility processes online, thereby moving existing offline relationships to the marketplace.

## B E N E F I T S

All stakeholders can now extract and monetize spot-services and flexibilities within the post-order commerce ecosystem. With OrderCare, suppliers, buyers, logistics players and market makers all profit:

**Buyers** are empowered to manage their changing requirements via flexibilities like deferring, canceling, re-routing, changing quantities, etc.

**Suppliers** are able to interact with buyers after the initial order to further increase its value. For example, suppliers can continue to offer accessories, value-added processes and spot promotions.

**Logistics Players** like pick-pack-shippers can now monetize dynamic slack and spare capacity by exposing it to end-customers in time.

**Spot Service Providers** like inspectors, appraisers and short-term warehouseers are no longer shut out of the engagement and can reach buyers in time.

## EXAMPLE OF ORDERCARE IN ACTION

Jim, a factory manager, has placed an order at the marketplace for 10,000 tons of unfinished sheet steel. A day later he learns that his factory is short of storage space and the steel he just ordered will strain his warehouse capacity. He goes to the marketplace's order tracking and service center and sees that, via OrderCare, many logistical options are available to him. Additionally, the supplier now has spare galvanizing and tempering capacity which he is willing to offer at a 20% spot discount. Jim chooses to split and short-term warehouse his order, and also opts for the now cheaper galvanizing option.

### Order Tracking & Services Center

Order # [347388856](#)  
Amount **\$30,000.00**  
Order Date **8/20/00 6:23:45 pm**  
Current Status: Processing

**order status**

- order received
- on hold
- backorder
- cancelled
- modifying
- shipped

**still time to add**

Choose the **galvanizing option NOW** and receive a 20% spot discount!

Choose the **tempering option NOW** and receive a 20% spot discount!

**still time to**

- redirect
- split order
- change payment method
- financing
- short-term warehouse
- increase quantity

### Buyer wins

Gets flexibility and moves more business online

### Supplier wins

Retains the order and monetizes spare plant capacity

### Outsourcer wins

Monetizes spare short-term warehousing capacity

### STRONGER MARKETPLACE

Participants attribute value to the marketplace throughout the engagement.

## THE ORDERCARE ADVANTAGE

OrderCare works with all leading marketplace platforms and back-end applications. OrderCare implementation takes under 60 days, with no disruption to existing business processes.

With OrderCare, marketplaces can:



Control the entire customer experience, not just the contract, by providing value across the post-order period.

Effect operational savings for all participants by minimizing manual email, phone and offline contact points.

Generate new revenue streams from spot-services and monetization of spare capacities.

**OrderCare is your link to owning the customer from cradle to grave.**

### OrderCare Information

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