

# Customer Care Portal (CCP)



*Free up your customer communication processes*

**A software solution for use by  
Pack-Houses & Co-operatives, providing  
online connectivity solutions with  
customers.**

## Customer Care Portal (CCP)

ProducePak provides a powerful suite of software solutions which make every day business easier and more profitable – whilst allowing you to maintain higher quality, staff performance, cost control, traceability levels, and improved customer communications and services. The Customer Care Portal can be used in conjunction with other ProducePak products such as Packhouse, Farm, and Food Manufacturing.

The Customer Care Portal allows your business to provide customers with online access to invoices, traceability information, delivery status and order status.



The primary focus of the system is to improve:

- Communication with customers for the status of goods in transit
- Time taken to receive orders from customers
- Reduce costs of administration
- Customer service improvements

### Your business will benefit!

- Reduce administration costs
- Increase customer satisfaction
- Provide real time transport information to clients
- Allow clients to manage their own orders and invoices
- improve marketing staff efficiency
- reduce duplication & redundancy
- improve reporting, analysis, and business monitoring
- share and collect information from customers online, reducing administration costs

### Major Features

- Deliver and display invoices for customers online
- Each customer can have their own username and password which you control
- Customers can enter new orders online which are automatically inserted into other ProducePak software solutions such as ProducePak Packhouse or Food Manufacturing
- Transport Management allows customers to log in and view the physical location and status of their orders
- Customers can view and print invoices
- Customers can view and print orders

## Customer Care Portal Screen Shots

**Customer Care Portal**

Home | New Purchase Order | Pending Orders | About the Portal | Sign Out

**New Purchase Order**

Your reference number: #606296  
 Notes: Update our transit/damage price  
 Invoice # date: 12/25/08  
 Lead Date: 11/12/08

Dive Farmer 1.6 KC Oklawaha: 1000  
 Happy Fresh 1.6Kia Merry Hudson: 4000  
 Jesuit's Choice 5.1 KC: 4000  
 Operation Happy Farm Market 2.4kg: 700  
 Farm Freshness Assurance Brand 3.2KC: 700

Cancel Order Save Order

Creating new purchase orders

**Customer Care Portal**

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**Pending Orders**

Delivery Date Reference and  
 and 12/12/2008

OK, enter Your Reference: Search  
 OK, enter Order Number: Search

Search Results (click and order to preview/print order from new window)

Order Number	Your Reference	Lead Date
1655	#3162412	12/12/2008
1656	#3162413	12/12/2008
1657	#3162414	12/12/2008
1658	#3162415	12/12/2008
1659	#3162416	12/12/2008
1660	#3162417	12/12/2008
1661	#3162418	12/12/2008
1662	#3162419	12/12/2008
1663	#3162420	12/12/2008
1664	#3162421	12/12/2008
1665	#3162422	12/12/2008
1666	#3162423	12/12/2008
1667	#3162424	12/12/2008
1668	#3162425	12/12/2008
1669	#3162426	12/12/2008
1670	#3162427	12/12/2008
1671	#3162428	12/12/2008
1672	#3162429	12/12/2008
1673	#3162430	12/12/2008
1674	#3162431	12/12/2008
1675	#3162432	12/12/2008
1676	#3162433	12/12/2008
1677	#3162434	12/12/2008
1678	#3162435	12/12/2008
1679	#3162436	12/12/2008
1680	#3162437	12/12/2008
1681	#3162438	12/12/2008
1682	#3162439	12/12/2008
1683	#3162440	12/12/2008
1684	#3162441	12/12/2008
1685	#3162442	12/12/2008
1686	#3162443	12/12/2008
1687	#3162444	12/12/2008
1688	#3162445	12/12/2008
1689	#3162446	12/12/2008
1690	#3162447	12/12/2008
1691	#3162448	12/12/2008
1692	#3162449	12/12/2008
1693	#3162450	12/12/2008
1694	#3162451	12/12/2008
1695	#3162452	12/12/2008
1696	#3162453	12/12/2008
1697	#3162454	12/12/2008
1698	#3162455	12/12/2008
1699	#3162456	12/12/2008
1700	#3162457	12/12/2008
1701	#3162458	12/12/2008
1702	#3162459	12/12/2008
1703	#3162460	12/12/2008
1704	#3162461	12/12/2008
1705	#3162462	12/12/2008
1706	#3162463	12/12/2008
1707	#3162464	12/12/2008
1708	#3162465	12/12/2008
1709	#3162466	12/12/2008
1710	#3162467	12/12/2008
1711	#3162468	12/12/2008
1712	#3162469	12/12/2008
1713	#3162470	12/12/2008
1714	#3162471	12/12/2008
1715	#3162472	12/12/2008
1716	#3162473	12/12/2008
1717	#3162474	12/12/2008
1718	#3162475	12/12/2008
1719	#3162476	12/12/2008
1720	#3162477	12/12/2008
1721	#3162478	12/12/2008
1722	#3162479	12/12/2008
1723	#3162480	12/12/2008
1724	#3162481	12/12/2008
1725	#3162482	12/12/2008
1726	#3162483	12/12/2008
1727	#3162484	12/12/2008
1728	#3162485	12/12/2008
1729	#3162486	12/12/2008
1730	#3162487	12/12/2008
1731	#3162488	12/12/2008
1732	#3162489	12/12/2008
1733	#3162490	12/12/2008
1734	#3162491	12/12/2008
1735	#3162492	12/12/2008
1736	#3162493	12/12/2008
1737	#3162494	12/12/2008
1738	#3162495	12/12/2008
1739	#3162496	12/12/2008
1740	#3162497	12/12/2008
1741	#3162498	12/12/2008
1742	#3162499	12/12/2008
1743	#3162500	12/12/2008

Viewing pending order delivery status

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**Purchase Orders**

Delivery Date Reference and  
 and 12/12/2008

Search Results (click and order to preview/print from new window)

Order Number	Your Reference	Lead Date
1699	#3162456	12/12/2008
1493	#8585444	14/12/2008
1799	#7543025	11/12/2008

Reviewing purchase orders

Visit <http://www.producepak.com/ccp/index.htm> for an online demonstration.



**Call now for a demonstration**

USA (646) 652-6698 UK 020 8123 2669  
Australia 03 9016 3293

Or [info @ ProducePak . com](mailto:info@ProducePak.com) to find your  
nearest ProducePak partner.

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**Upgrades & Patches**

- Subscription to patch upgrades
- Subscription to "Instant Upgrade Path"

**Consulting**

- On site consulting by Farm/Packhouse solutions expert

**Software Development**

- System Analysis & design
- Engineering of solutions based on client requirements
- Integration with financial packages

**System Specifications:**

- SQL Database
- 3<sup>rd</sup> Party solution for backups of database is recommended
- Minimum database size 11MB
- Average client database size 20MB
- Software delivered digitally for all projects
- Development environment C# & Delphi

**Minimum Hardware Requirements**

**Operating System for Server & Client PC's:** Windows XP, Windows 2003 Server, Windows 2008 Svr, Windows Vista, Windows 7

**Server/Client:** 2 GHz+, 2GB Ram+, NIC, X VGA

**PDA:** Microsoft PPC 2003+, Windows Mobile 5+ (non .CE versions. Must be Symbol PDA if being used in Packhouse or Fodd Manuf. PDA solution. (IIS required for PDA solution)

**Printers:** any Laser or inkjet for reports, optional label printer for use in Packhouse & Food Mauf.