



CLEAR
DESTINATION

Journey to a **ClearDestination** Every Time.

Delivering Exceptional Customer Experiences

Streamline Deliveries | Delight Customers | Accelerate Growth

cleardestination.com



The ClearDestination from Retail to Homes.

Your retail business is **destined** for something even better than what the industry has to offer it today. The struggle with product home deliveries remains a service and efficiency problem which threatens your ability to scale and grow.

ClearDestination offers Retailers who manage big and bulky product delivery and specialized small deliveries in pharma, medical, food, drug and alcohol industries an innovative yet adoptable solution.

We are a mobile, real-time and easy-to-use home delivery software that elevates your customer satisfaction levels all while saving you, and your customers, pain, time and money.

Streamline Deliveries

Retailers continue to waste time and money struggling with today's complex process of the home delivery of their large products or specialized small deliveries to their customers. It often involves several parties, too many conflicting systems, with wires often getting crossed between retailers, vendors and carriers.

ClearDestination offers wide-reaching and multi-tasking functionality ensuring improve operational productivity by maximizing efficiency along your entire supply chain. You'll always know where everything is and where it's going.



ClearDestination streamlines the process and embeds efficiency through the integration of typically conflicting systems from start to end of a delivery cycle.

How we do it:

- Automate all delivery logistics and program the most efficient routes
- Track and trace each item in real-time
- Optimize communications throughout the supply chain



Delight Customers

Consider today's challenges when buying products like appliances, electronics, food, pharma or marijuana and getting them home. It's an experience that customers put off until they have "enough time" because of bad past experiences. Between the multiple people they need to speak with, to the lack of clarity on delivery date, to having to book a vacation day to ensure it's received, it's long and complicated.

Now imagine the difference when all this pain is lifted, in a world where buying big and bulky and specialized products is as simple as ordering a pizza online. Customers have visibility from start to finish and aren't required to disrupt their lives to get what they need from you.

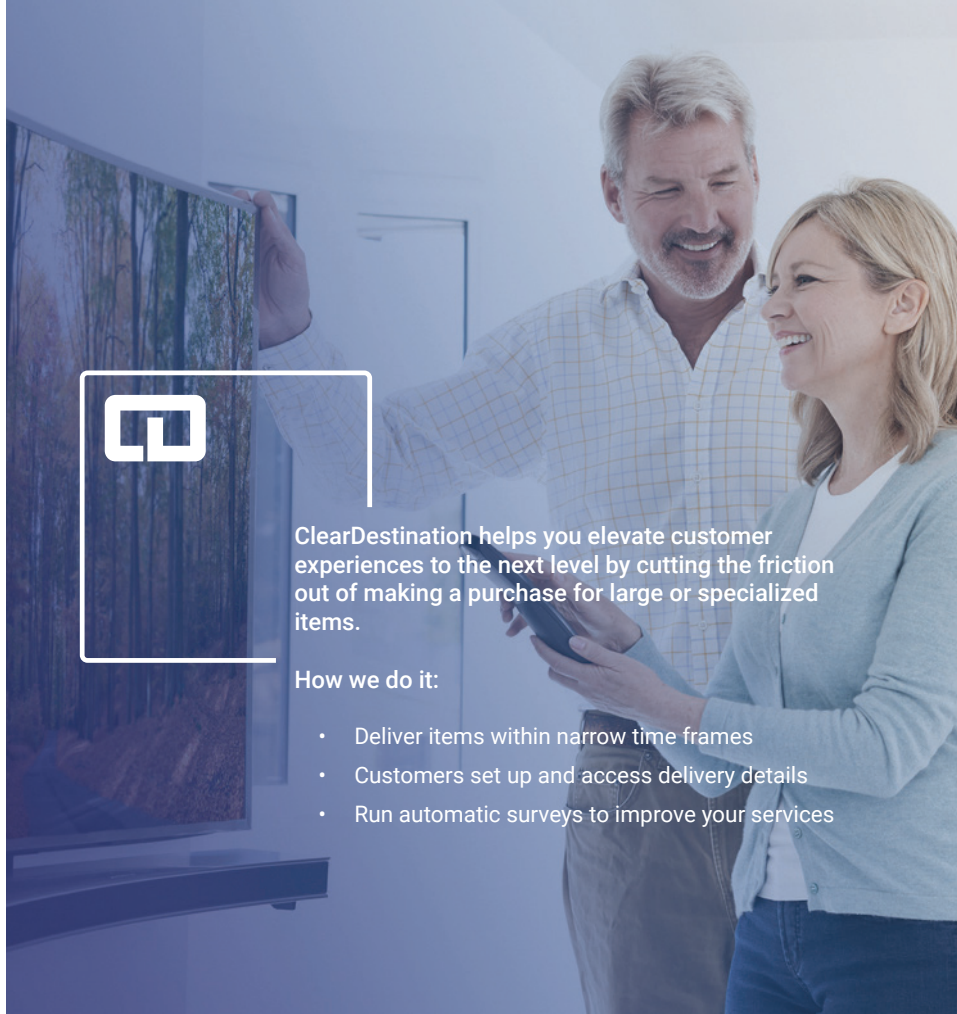
With ClearDestination, you communicate with employees and customers clearly, and at the right moments, in the right ways, so customers enjoy their experience with you on their terms, and feel supported throughout the engagement milestones, and turn to you the next time they have a need.



ClearDestination helps you elevate customer experiences to the next level by cutting the friction out of making a purchase for large or specialized items.

How we do it:

- Deliver items within narrow time frames
- Customers set up and access delivery details
- Run automatic surveys to improve your services



ClearDestination helps you accelerate your business growth by offering more products online and creating a brand experience that creates loyalty, advocacy and referrals.

How we do it:

- Guarantee convenient deliveries & enjoyable experiences
- Continuous strategic improvement thanks to data
- Focus on sales while the system does the work

Accelerate Growth

More and more, an excellent customer experience is the difference between return or lost business. Customers are savvier and more demanding than ever, being technically equipped isn't what makes you competitive, it's what keeps you relevant. Creating remarkable customer experiences that are as frictionless as possible however, does give you an edge on your competition.

Furthermore, you can boost your online sales with ClearDestination's drop shipping system, avoid stocking or managing products and offer more merchandise online that can be delivered directly from the vendor's warehouse to your customer's home. You can stay on top of your vendors' inventory in real-time, and find out which delivery provider is closest to your customer's homes to arrange the fastest, most cost-effective delivery.



From the moment a product is purchased all the way to the moment your end customer receives it, ClearDestination is there, engaged and leading the way through a smooth, strategic and specific **delivery journey**.



1. Purchase

Upon purchase, you instantly and easily communicate with your customer service center, your technical support team, your drivers or delivery providers, your distributors and your manufacturers simultaneously. All stakeholders share exactly the same information at the same time.



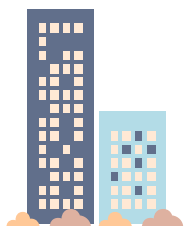
2. Delivery or Pick-up Scheduling

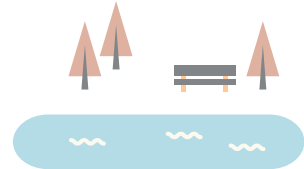
Whether in-store or online, our integrated web services make it possible to **schedule a delivery** as soon as an item is sold. Customers select dates based on availability on an intuitive interface they can access on any media and platform. Offer a pick-up option? No problem, ClearDestination makes it easy for you and your customers to choose what suits you best.



3. Pre-delivery

Bridge the information gap between you and your carrier. Live **delivery tracking based on geolocalization** keeps everyone informed at every step of the delivery. Also coordinate more loads into each truck to save on fuel and transportation. Customers can watch their items live on a map on the way to their homes and even see the faces of the delivery team that will be ringing their doorbell right from the application.





4. Delivery

Deliver the items as quickly as possible, and do it within a narrow time frame that's convenient for both you and your customers. Improve quality control with automated notifications to confirm customers are home, and handle any unexpected issues on the spot. Empower your delivery teams to offer the best possible service once face-to-face with your most important asset, your customer.



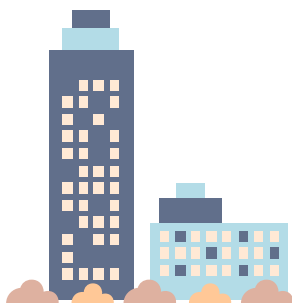
5. Post-Delivery

Collect data that helps you improve your business through automated customer satisfaction feedback requests via survey that are sent after an item has been delivered.



6. Billing & Reporting

Leave nothing to chance or up for interpretation. Automate billing, damaged goods reports, survey results, GPS tracking and much more, all in real-time.



ClearDestination helps you:

Not only save
time and money
but make time
and money.

- Maximize Supply Chain Efficiency
- Improve Real-Time Communication
- Boost Your Online Sales
- Optimize Your Carrier Service
- Leverage Live Reports
- Guarantee Customer Satisfaction

Christian Lafrance
CEO

"No customer should waste a whole day waiting at home to receive a delivery. No carrier should waste their money and time routing their deliveries manually. And, no retailer store should be left in the dark. That's what ClearDestination is committed to transform. We provide the tools for narrow delivery time windows, improving the bottom line and providing full visibility for everyone involved in the process."

Michael Scott,
VP Customer Care, ELTE

"With ClearDestination, our customers are able to track their own delivery which is of great benefit to them. On our end, we don't have to answer as many calls regarding the time of delivery. It's a Win-Win."



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