

FLIPCARDS DELIVER THE QUICK REFERENCE SOLUTION FEDEX NEEDS

COMPANY: FedEx is a network of companies, offering a mix of transportation, e-commerce and business solutions.

INDUSTRY: Retail

BUSINESS CHALLENGE: FedEx customer service representatives needed on-going, quick training on frequently updated POS software.

SOLUTION: FlipCards featuring updates and new information are distributed with each new POS software upgrade, giving service agents the ready reference they need to get the job done.



Moving an average of 3 million packages a day, FedEx depends heavily on customer service representatives to ship, track, route, scan, collect payments, schedule pick-ups and deliveries, and process documentation. All of this is performed on POS software upgraded quarterly — far too frequent to offer extensive training for new features. In addition, many changes are made just before the go-live date, leaving little or no time to inform employees.

FedEx turned to FlipCards. With each upgrade, new FlipCards are supplied to POS terminals for ready reference. Help desk calls have plummeted and the effort has been so successful, FlipCards are now an official part of the FedEx training curriculum.

“Service agents always told us to give them something short and simple to tell them how to do it. FlipCards are exactly the right tool.”

—Nancy Boone, analyst