

Priority roadmap

Quick wins

Under 90 days

Near term

3 - 9 months

Longer term

9 - 18 months

Carrier cost *Spine: A2 wait on A1*

- A1** Lane cost and allocation audit → **A2** *Re-tender audited lanes*
Delivery Strategy
needed by A2 *after A1 | if audit shows a rate gap*

Delivery promise *Checkout date, pickup and tracking*

- B1** Confirm shipping tool date options
Client action → **B2** Date and pickup at checkout
Technology & Integration Enablement
after B1
- B3** Branded tracking and alerts
Technology & Integration Enablement
after B1

Fulfilment partners *Diagnose before any change*

- C1** 3PL diagnosis and requirements
3PL Partner Selection → **C2** *Fulfilment partner change*
3PL Partner Selection
after C1 | if diagnosis confirms it
- STRUCTURAL CHANGE**

Customs data *Lane view of clearance issues*

- D1** Customs log and US postal check
Client action → **D2** HS and origin data to 3PLs
Technology & Integration Enablement
after D1

Returns economics *Measure, then speed up refunds*

- E1** Reason and exchange data → **E3** Refund approval rules
Returns Strategy *Technology & Integration Enablement*
after E1
- E2** Confirm ReBOUND scope and NA route
Client action

EQ50 DIGITAL Services

- Technology & Integration Enablement
 ■ Delivery Strategy
 ■ Returns Strategy
 ■ 3PL Partner Selection
 ■ Client action
Italic title: conditional

STRUCTURAL CHANGE Network, node, fulfilment partner, operating model or core platform change