

My VPK Customer Portal



VPK's brand new customer portal 'My VPK' revolutionises the customer experience – giving complete transparency and unique access to the corrugated packaging specification process.

This new tool offers customers an exceptional service – allowing customers to view key business functions and transactions while providing up-to-date 'live' information and giving control over orders and products.

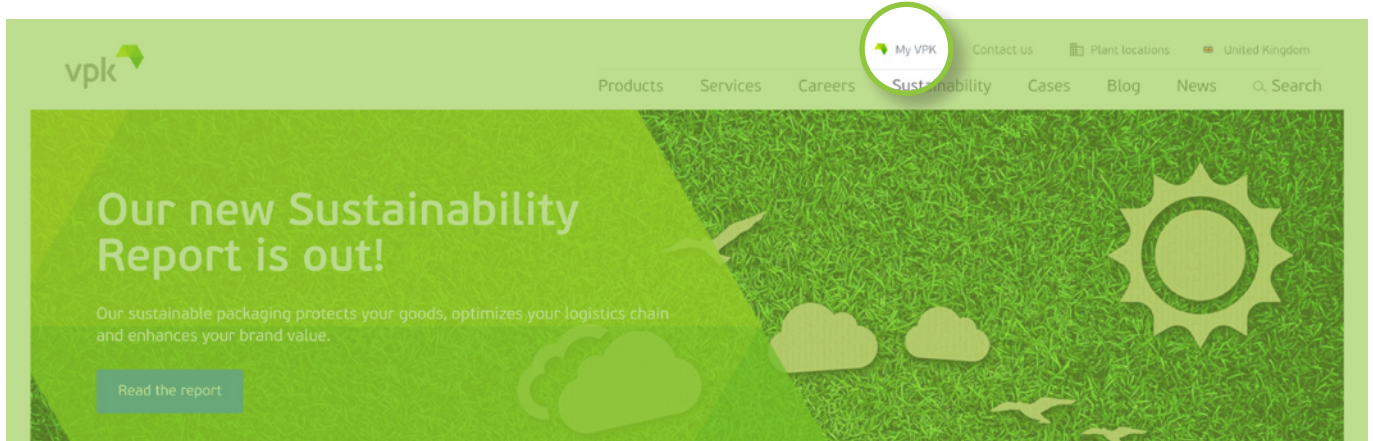
How does 'My VPK' work?

Via **My VPK** you will have 24/7 access to the live status of orders. In addition, you will be able to consult invoices, view stock and have an overview of all active products and associated designs.

It's all about you

We know that our customers have increasingly higher expectations, such as a faster response time and requiring full visibility about the delivery of their packaging. There is a greater need for instant feedback and communication. **My VPK** provides clear transparency for customers.





Customer demands and requirements means offering perfection in various areas: speed, user-friendliness, efficient interaction and transparency. These needs were at the forefront during the entire development process of the portal.

Background to the launch?

We live in a digital world in which we shop online, bank and communicate with each other. So why wouldn't you want you be able to deal with your corrugated packaging supplier that way too? Communicating with your packaging supplier should be completely synchronised with the digital way of working.

Next steps?

If you are interested in finding out more about how **'My VPK'** can help your business, then please get in touch with your VPK contact.

So how was the portal developed?

From its initial concept the portal is a collaboration between VPK's leading technology teams, sales and the business development functions across the VPK Group. The most important part of the development process was working with our customers, an instrumental part in the portal's development. We have worked closely with our customers to perfect the technology – firstly in the UK , and now in Europe. This has allowed us to obtain valuable market insights into the needs of our customers, while ensuring our development process and final result fits in perfectly with their business practices. In addition, the software enables us to align with our customers needs quickly.



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