

# extracare™

**A Sealed Air Initiative  
in ongoing customer care.**



View Orders  
Create Orders  
Open Order Report  
Material Search

Invoices  
Delivery Orders  
Dispatch List

SRP

Artwork

Contact Us

Log Off

Easy.



Sealed Air Corporation

 **CRYOVAC**  
Sealed Air Corporation

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Welcome to the world of Sealed Air e-business where we are making it easier to do business with us in Australia and around the world with *extracare*<sup>TM</sup>.

Sealed Air is committed to streamlining operations and communications with its customers. Our people are second to none when it comes to customer service and we are proud of them and the great job they do.

As part of continuing to improve customer service, Sealed Air has developed extracare. Extracare is one of the first and most advanced sales information tools that exists in the packaging industry at present and is designed with you, the end user, in mind.

All that is required is a PC and Internet connection – it could not be simpler. Extracare has a range of practical and user friendly functions that will help you to better manage ordering and inventory as well as offering visibility with real time information taken straight out of the Sealed Air computer management system.

Extracare has inbuilt security and our screens are not cluttered, so using the system is straightforward and easy.

We already have many Australian customers using extracare and the list is growing daily.

Unlike other industries that cut you off from dealing with people once you have electronic access, Sealed Air are adamant that, should you have any difficulties or have questions, there will always be a friendly voice at the end of a phone line, or a sales person that will call in at your office. Our philosophy is simple - extracare is *not* a replacement for service, it is a *complement* to service and was created to be a useful and time saving facility.

As a registered user of extracare , you can choose all, some or just one of the useful menu items available. It is also possible to have different users within your organisation with different profiles. (The main features of extracare are outlined on page 3),

extracare offers a real advantage to our customers because –

- **It avoids the ‘phone costs and time wasted when chasing information**
- **The information displayed in extracare is in real time**
- **There are tangible cost and resource savings associated with transmitting artwork electronically**
- **The material usage management facility is a practical business management tool.**
- **Extracare is a secure site.**

These are just some of the benefits extracare can bring to your business. You will probably find more.

If you would like to arrange a demonstration or request more information just contact your Sealed Air sales person or customer service person and arrange an appointment. We will be glad to show you the benefits of extracare.

On behalf of the ANZ e-business team,  
Yours Faithfully,



Les Muscat  
Sealed Air, e-Business Manager  
Australia & New Zealand.

## Description of Functions and Facilities of extracare

- **View Orders** – This menu provides a view of all past orders that have been completed by a customer. The history is applicable for all types of orders including schedule agreements, credit notes and ex-stock orders.
  - **Create Orders** – Orders can be created for direct delivery and ex-stock - direct delivery orders via extracare. A list of what each customer would normally order is constructed and ordering is completed in a matter of minutes. A confirmation of order receipt is automatically generated by extracare and sent to order originator and Sealed Air customer service person. Part completed orders can be saved for submitting at a later date and lists of commonly ordered items can be created.
  - **Search for Material** – This is a facility to verify if materials are valid or if some specific information is required.
  - **Invoices** – Provides all details of issued invoices.
  - **Delivery Orders** – In this facility, a customer can verify if an order has been scheduled for delivery.
  - **Dispatch Report** – This is a verification screen to determine that goods are actually issued and are, so to speak, 'on the truck'.
  - **Material Usage Report** – This report is a useful business tool that can accurately pinpoint total purchases and associated invoiced dollar amounts for one or all materials, over any available history period.
  - **Open Orders** – All orders outstanding appear in this screen. Information included is quantities ordered, delivered, on-hand, availability dates and required dates.
  - **Artwork** – A very practical and reliable feature that offers many benefits to clients that have printed product. Artwork is sent via extracare by our art department for perusal, change requirements or approval. What used to take days through courier transport and postal systems can now be completed in a matter of hours or even minutes. Of course, final approval is always sent via hardcopy, as a tangible confirmation.
  - **People** - We are also working on a new range of enhancements and additions that will make extracare an even more useful companion to any person that deals with Sealed Air. And, we never want to lose that personal touch, so if you do need to speak to someone at Sealed Air we are just a phone call away.
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