

TCE CALL CENTER SERVICES

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Plans	Best for	What's included	Key value	Price
Order Confirmation for Cash on Delivery	<ul style="list-style-type: none"> Ecommerce stores using Cash on Delivery High return or refusal rates Cross-border ecommerce sellers 	<ul style="list-style-type: none"> Customer call before shipping Address and contact validation Delivery intention confirmation Upsell / cross-sell opportunity 	Increase delivery rate, reduce returns, validate orders before shipping.	1 eur/ call
Undelivered Parcel Follow-Up	<ul style="list-style-type: none"> High locker / post office returns Failed delivery scenarios Cross-border deliveries 	<ul style="list-style-type: none"> Follow-up calls for uncollected parcels Reschedule delivery support Customer reminder calls Delivery recovery actions 	Recover failed deliveries and convert pending shipments into revenue.	1 eur/ call
Complaint Handling	<ul style="list-style-type: none"> Ecommerce brands with growing volume Fulfillment warehouses Cross-border ecommerce sellers 	<ul style="list-style-type: none"> Dedicated local phone number Native language support Delivery & product complaint handling Customer feedback management 	Reduce workload and improve customer trust with professional support.	1 eur/ call
Abandoned Cart Recovery with Upsell	<ul style="list-style-type: none"> Ecommerce stores with abandoned carts High traffic online shops Cross-border ecommerce 	<p>What's Included:</p> <ul style="list-style-type: none"> Calls for abandoned carts Lost customer reactivation Upsell / cross-sell during calls Order completion support 	Recover lost customers and generate new sales with upsell opportunities.	1 eur/ call

What you get :

Pre-delivery check call every order before shipping to make sure **IF the shipping details are correct** address is retrieved f.e.

the customer can be reached on the given phone number = the courier will reach him as well and can really deliver

the customer wants it and is willing to pick and pay it.

UPSELL: this is instant extra profit for the vendor. As we talk to the customer, we can offer him upsell (f.e. „buy 2 instead of 1 for not double price but 1.7X price“) or cross-sell („you bought product A, what if we add product B also?“).

POST-DELIVERY issues: should a delivery still fail, we call back the customer to find out what happened and how to go on with a re-delivery.

ABANDONED CART/ draft orders: we can call all such and make as many as possible a finalised confirmed offer the customer will take and pay.

We can work in the client's system, extract order data from there (any usual platform like shopify, woocommerce, wordpress, wix), call them, and then put the order details back to the system for the warehouse to proceed.

Also you get:

professional treatment of his customers from the moment they buy something upsell, extra profit, much higher deliveries, much lower returns, savings on logistic costs: if a customer decides he doesn't want the product, then no shipping is needed.

Service Availability & Integration

It can be delivered as a standalone solution or seamlessly integrated with fulfillment and courier delivery services, offering full flexibility based on your operational needs and existing logistics partners.

The service is provided through external partners across Europe and non-European regions We can increase successful delivery rates up to 90-95% for international Cash on Delivery shipments after contacting recipients

Our order confirmation process reduces failed deliveries by up to 90%, completing the sales cycle while eliminating costly return and reshipment expenses

The offer is expressed in **EUR without VAT** (VAT is applied depending on the country of invoicing and the legislation in force) - and is valid for 30 days from the date of transmission.

One Complete Logistics & Delivery Performance Solution for eCommerce Clinet's Undelivered Parcel Follow-Up Calls

Increase successful deliveries by actively contacting customers who have not picked up their parcels.

- Follow-up calls for locker, post office, or courier depot parcels
 - Encourage customers to collect orders quickly
 - Reduce returns and failed deliveries
 - Improve paid delivery ratio instantly
 - Turn pending shipments into completed sales

Draft Order / Abandoned Cart / Lost Customer Reactivation

Recover lost revenue by re-engaging customers who abandoned carts or stopped ordering.

- Reactivate inactive customers and unfinished orders
 - Generate new sales from existing traffic
 - Upsell and cross-sell during follow-up calls
- Scalable telemarketing support for peak periods
- Lower cost than in-house teams with higher efficiency

Complaint Handling

Professional handling of customer complaints and feedback.

- Dedicated local phone numbers for your brand
 - Native agents with local caller ID
- Handle product and delivery complaints
- Reduce workload on warehouse and internal teams
- Improve customer trust and satisfaction

Customer Service Outsourcing

Scale your support and increase profitability.

- Phone, email, chat, and social media support
 - Multilingual customer service solutions
 - Flexible team scaling for seasonal demand
- Local caller ID and brand-aligned communication
- Reporting, transparency, and performance tracking.

Geographic Coverage with Native Agents & Local Numbers

We provide local presence with native-speaking agents and local caller IDs in the following regions:

Romania | Bulgaria | Greece | Hungary | Poland | Germany | Italy | Spain | France | UK | USA | Central & Eastern Europe | Latin | America | Arab Countries

Major Advantages

- Flexible working schedule
- Weekend availability
- Coverage across all time zones
- Native-language communication with customers
- Local caller ID for higher answer rates and trust

Collaboration Models

The above offer represents the standard collaboration model, which can be expanded depending on client needs:

Standard Model

- 3 call attempts per customer within 24 hours
 - Order confirmation and validation
- Upsell opportunities during confirmation

Aggressive Contact Model

- Up to 10 call attempts per customer
- Calls distributed over 3 different days
- Maximum conversion and delivery rate
- +35% additional cost compared to standard model

Hourly Dedicated Team Model


- Dedicated agent for your client
 - 16 EUR per hour
- Flexible workload allocation
- Suitable for high-volume or complex operations

Upsell / Cross-sell Model

- Variable commission
 - 20% from additional cart value generated
 - Direct increase in client revenue
- Performance-based model aligned with results

 TCE SERVICES

details about  Fulfillment Services

details about  Cash on Delivery Services

details about  Prepaid Delivery Service

details about  Domestic Delivery Romania

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