



> CUSTOMER CARE PLUS+ LTL Service

Ensuring critical shipments are delivered on-time

Get constant monitoring of shipments in transit, alerts on potential delivery delays and proactive issue resolution to meet deadlines and mitigate risks to your business.

PROACTIVE SHIPMENT MONITORING

FEATURES

- **Constant monitoring of shipments in transit to ensure they arrive on time**
- **Proactive shipment management by:**
 - Contacting service centers to ensure shipments are moving
 - Coordinating with consignees to ensure delivery is made within delivery window
 - Coordinating with shippers to ensure pickups are made on-time
- **Timely notification of delays or delivery risks through:**
 - Email and phone communication
 - Status reports (*delivered/in-transit/at risk/corrective actions*)

BENEFITS

- ✓ **Reduced hassle and workload for you and your customers**
- ✓ **Assurance of on-time arrival**
- ✓ **Avoidance of penalty fees for missed must-arrive-by-dates**
- ✓ **Increased visibility to shipments**
- ✓ **Resource/labor cost savings**
- ✓ **Inventory and other supply chain cost savings**

For as little as:

\$10
PER SHIPMENT

**GET
PROACTIVE
MONITORING
SERVICE**