



CUSTOMER SUPPORT

SUPPORT FOR YOUR SHIPPING—AND YOUR SUCCESS.

No other shipping company offers you the comprehensive care that Newgistics provides for every client.

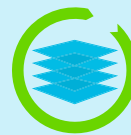
Think only the biggest shippers can receive personalized attention from their shipping company? Like the one-to-one support of a dedicated account manager? Or customer service specialists with intimate knowledge of their account? Then you haven't experienced Newgistics' four-tiered client support system.

From day-to-day issues to strategic decisions, this comprehensive program offers you one-on-one assistance on multiple levels. We provide this high-touch customer service to not only keep your shipping program running optimally, but also help you achieve your growth goals. Because we understand it's not just a box—it's your business.

PERSONALIZED SERVICE THAT STARTS WELL BEFORE STARTUP

You experience Tier 1 of our client support system before we handle a single one of your deliveries or returns. Our partnership begins with comprehensive business and logistics consulting, which we call our "discovery" phase. Working closely with you, we identify specific opportunities to improve processes, reduce costs and increase profits—from the call center to operations and beyond. Based on our findings, our solutions architects apply their Six Sigma expertise to develop a solution. We then devote extensive resources to implementation to ensure a seamless transition with no downtime.

www.newgistics.com



FOUR TIERS OF CUSTOMER SUPPORT

- 1. Expert insight and implementation** – Our business and logistics consultants help you identify untapped opportunities within your organization, and then develop solutions that enable you to seize them.
- 2. Day-to-day assistance** – Each of our Solution Services specialists is trained to understand your shipping data and support your account, so you always have direct access to knowledgeable assistance.
- 3. Continuing consultation** – Your account manager serves as a strategic resource, monitoring network performance, watching for trends and identifying opportunities for improvement.
- 4. Regular business reviews** – On an ongoing basis, your account manager sits down with you to review key metrics and recommend solutions to meet your evolving needs.

newgistics[®]
SHIPPING HAS A NEW HOME

SPECIALIZED KNOWLEDGE ABOUT YOUR BUSINESS, JUST A PHONE CALL AWAY

When you need day-to-day assistance, you want to talk to someone who knows your business—and that's exactly what Newgistics provides. Introducing Tier 2 of our client support system: our Solution Services specialists. Each one is trained across functions and—more importantly—on your specific business, so you get the answers you need when you need them. Our Customer Contact Center tracks every interaction so we can better understand your needs and identify trends to incorporate into your shipping solution. We also offer ongoing technical support for our information technology solutions such as Shipment Manager™ and Flexship™.

And with Newgistics, the communication channels work both ways. We stay in constant contact with you about shipping-related issues such as weather events and postal regulations—particularly during peak periods.

“At Newgistics, ‘Customers Come First’ tops our list of the core values that guide everything we do. We believe in exceeding our customers’ expectations in terms of both performance and service by listening to feedback and responding with urgency. We view our customers as partners, and we put a premium on developing and maintaining personal relationships with them.”

— Bill Razzouk
Chairman & CEO, Newgistics, Inc.

BUILDING LONG-TERM PARTNERSHIPS THAT GO BEYOND SHIPPING

Newgistics believes that every client, large or small, is entitled to individualized support on an ongoing basis. That's why we assign each one a dedicated account manager. The personalized attention your account manager provides throughout our partnership represents Tier 3 of our client support system. As your primary point of contact at Newgistics, your account manager is committed to ensuring your complete satisfaction. This long-term relationship offers you the benefit of strategic recommendations and expertise in areas such as postal issues and mail classes. In addition, your account manager continuously monitors the performance of your parcels and seeks new opportunities to enhance your shipping solution.

Your account manager also services you in Tier 4 of our client support system: business reviews. During these face-to-face meetings—which can occur quarterly or semi-annually, based on your needs—you and your account manager review key shipping metrics and trends. It's an operational drill-down that offers you the industry standard in accountability and transparency. These straightforward discussions provide not only parcel data but also insight that serves as both historical analysis and a guide for the future. A business review may reveal additional ways our Transit Triggers™ shipment notifications can help you cut costs and increase customer retention. Or, based on the array of data presented, you may see value in fully integrating our technology with your order management system.

To learn more about the comprehensive support that Newgistics offers your business, call **866-647-0688** or visit www.newgistics.com.