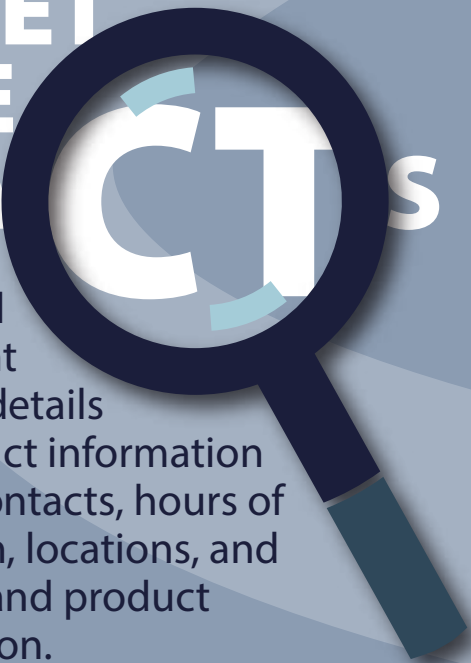


# ONBOARDING PROCESS



## 1 GET THE FACTS

Here we'll document account details like contact information for key contacts, hours of operation, locations, and account and product information.



## 2 GET PERSONAL



We want to meet with your team, face-to-face, to understand your freight challenges, frustrations, and opportunities for improvement. We'll also review our communications promise and set clear expectations about what you can expect.

## 3 GET STARTED



Initially, your freight will be managed by our onboarding team. We'll learn your account's unique requirements and iron out the kinks until processes are perfected.

## 4 GET INTEGRATED

Only after you are completely happy with the service, based on client scorecard ratings, will we transition the account to our logistics team. You'll meet your personal freight specialist, who will know every nuance of your account and will be your main point of contact.



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## GET BETTER

When onboarding ends, we immediately begin the process of continuous improvement. We do client scorecards twice yearly and follow up with detailed action plans to raise performance to "exceptional" levels.