

# NVC

## update

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## Strategic Expansion: Phase II

### New Full-Service Office Opens In Chicago



Early this summer, NVC Logistics Group opened a new regional office in the Chicagoland area, the third asset based facility NVC will now operate.

“Strategically, it fits perfectly with our northern New Jersey and Los Angeles hubs,” said Paul Henrici, President of NVC Logistics Group. “This Midwest presence allows us to provide greater efficiencies to our clients, given the high volume of freight moving through the region from both coasts. Like our LA office, we envision this facility having a positive impact on transit times while simultaneously increasing overall service levels,” he said.


The 40,000 sq. ft. facility in Bensenville, IL, is strategically located next to O’Hare Airport and several major highways. In addition to improving proximity to existing customers, the new ORD facility will allow for more efficient processing of returns, improve consolidation efforts and increase overall freight handling performance.

The new facility offers the same asset-based logistics services that NVC provides in the New Jersey and Los Angeles offices, including:

- Warehousing
- Distribution
- White Glove Residential Delivery
- Consolidation
- Returns/Field Exchange
- Pool Distribution
- Installation Services
- Cross-docking
- Courier & Expedited Options
- Asset Recovery

Managing the ORD office will be Sean O’Conor, who brings twenty years of management experience at major U.S. companies to NVC, including operations and change management. “As a Midwest center for transportation, Chicago offers us untapped opportunities to provide regional businesses with expertise in warehousing, distribution and delivery of freight,” said Mr. O’Conor. “We’ll increase service levels to our clients while also positioning ourselves for increased growth in key categories such as electronics, medical equipment, furniture, store displays and Internet companies.”



When delivery is more than a destination 

# High value. High expectations.



Performance enhancements and process improvements are always at the forefront at NVC. And recently, we've increased both our quality and service with the touch of a button, as NVC has deployed Windows Mobile devices in all our warehouse facilities.

With a push of a button these mobile devices, with built-in scanners, automatically read the bar-coded freight of both inbound and outbound shipments. This increases our loading and unloading efficiency while simultaneously reducing paperwork. This warehouse processing and inventory management tool impacts how and where we store items, as well as routing, deliveries and transit times. Clients will have visibility via nDX, our analytical and tracking technology. They have been implemented at each of our asset-based facilities.

## NVC Technology- Mobile Devices

### Quality & Service – At the Touch of a Button

These devices will be linked directly to our tracking system. "Just like we did when we built our proprietary tracking and management system, nDX, we've custom designed and developed the applications for these devices," said Gene Hsueh, IT Manager. "These mobile devices will immediately provide updates to our system. And since we developed it in-house, we can quickly adapt or update the software based on warehouse or client needs."

In addition, a specific note can be added to a shipment at the dock and audio prompts can be enabled to inform warehousemen whether the shipment is a 'white glove', inside only, field exchange or return shipment.

All this translates into improved quality through better tracking and management, and better overall performance through greater efficiency and real-time visibility. As a leader in the industry, our wireless platform is the latest technological tool NVC has deployed to bring added value to client relationships and ensure superior service on every shipment.



**NVC** – a leader in transportation management and logistics services



## New Director to run ORD

“Chicago is a great business city. Growing a new facility from scratch is a great challenge – and a great opportunity.”

As the Director of Central Region Operations, Sean O’Conor brings to NVC more than 20 yrs. experience in Operations and Management with major U.S. companies including Discover, Sony, Michelin Tire.

“I’ve always welcomed a challenge, it helps you grow and makes you better.” And throughout his career, challenges by embracing change. This is evidenced by the fact that he holds an MBA in Leadership and Change Management. His skills and experience include leading large-scale, strategic efforts across functional, business and geographic boundaries.

Sean has a track record of success and strong operational, communication and technological skills necessary to build sustainable systems for improving performance results and profitability. You can reach Sean at 630.521.9080.

## Improving Our Service

### Expanded Client Offerings



NVC’s reputation for quality and service has grown over the past thirty years through our primary focus on the handling of high-value oversized items. We’ve expanded our core competency (successfully going into homes and offices with white glove shipments), across a variety of industries, including high-end consumer electronics, appliances, furniture, mattresses, medical equipment, kiosks, exercise equipment, and more.

In addition to offering product delivery, field exchange and returns, and warehousing, we also provide several clients with:

**Installation/De-Installation** – a strategic element in the delivery process, this service is offered on major appliances including: refrigerators, washers, dryers and dishwashers. We also offer value added options on other product types such as kiosks and exercise equipment. With trained professionals/technicians and pre-scheduled delivery windows, we can assemble, set-up, connect and/or test the item, ensuring a positive installation experience.

**Asset Recovery** – we provide this service to efficiently maximize the end-of-life value of returned or lease-end products for our clients. Our scalable logistics support includes: dismount & disconnect, pick-up, repacking, data/serial number capture, co-mingled cross-dock services, transportation management and return to destination or disposal. This service is integrated within our information management system and customer service process, providing shipment visibility and tracking to clients.

These are just two examples of the expanded offerings we provide to help our clients improve service and optimize satisfaction.



**Award Winner!** Each year Sharp Electronics selects a top Third Party Logistics and Supply Chain Partner and presents them with their “Sprit of Excellence” award. For 2008, NVC Logistics Group was pleased to accept the Green Carrier Award, recognizing the efforts we’ve made to implement environmentally sound processes.



Both Sharp and NVC are members of the EPA sponsored SmartWay® Transport Partnership, an innovative collaboration between the EPA and the freight sector designed to improve fuel efficiency, reduce greenhouse gas emissions and improve air quality.

COMPANIES PARTICIPATING IN SMARTWAY TRANSPORT PROGRAMS SAVE MONEY, REDUCE FUEL CONSUMPTION AND ARE RECOGNIZED FOR THEIR SOCIAL RESPONSIBILITY. >> **WE THANK SHARP FOR THIS RECOGNITION.**



## The Consignee Experience

**Satisfaction Levels Keep Improving.** NVC believes that consignee feedback leads to improved processes and satisfied customers. With this in mind, the NVC Customer Service team measures satisfaction via post-delivery phone surveys across all clients and products.

Consignees are queried regarding: delivery team professionalism, driver courtesies, timeliness and the overall consignee experience. The surveys, which are on a 1-10 scale, allow us to diagnose and evaluate our performance at the most critical touchpoint – interaction with the end user.



Over the past 24 months NVC satisfaction scores have continued to improve. From October '06 through September '08, our average score has gone from 8.6 to 9.3, a 10% increase. Should a score of 7 or less be recorded, it is immediately forwarded to the appropriate logistics coordinator for investigation and corrective action. This emphasis on quality is also evidenced by a reduced number of claims. We have one of the lowest claims ratios in the industry.

Together with our asset-based facilities, our efforts to enhance technology, increase communications and provide better training are the primary reasons behind these improved levels. Superior service and a “quality delivery, every time” remain key principles of our mission statement.

## Appliance Delivery & Installation:

**Best Practices.** Since appliance delivery and installation can be challenging, we’ve developed a list of *Appliance Delivery & Installation Best Practices* for our agents to ensure a quality delivery and a satisfied customer. **These tips include:**

- Using protective equipment (pads, masonite, etc.) to protect floors, walls & furnishings
- Ensuring the right equipment is available for unloading & moving a unit through the home
- Verifying measurements, room of choice, utility shut-offs & connections
- Having the right tools ready: levels, wrenches, thread sealant, tape, etc.
- Reusing connectors; Removing unit doors, if necessary
- Ensuring unit powers-up and functions properly before leaving the site



*When delivery is more than a destination* 