

# NVC update

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## New Strategic Initiative Launched NVC Express Expands to West Coast



The new facility provides regional businesses with the same asset-based logistics services found in the New York metro office, including:

- Warehousing
- Distribution
- White glove residential delivery
- Consolidation
- Returns/Field Exchange
- Scheduled deliveries
- Installation Services
- Cross-docking
- Courier & expedited options
- Asset recovery

Managing the LAX office will be Joe Collins, a 25 year veteran of the transportation industry. He brings a wealth of experience and expertise in all aspects of the transportation industry, including operations, management, logistics, supply chain, training and budgeting.


"There's untapped potential in Southern California for expertise in warehousing, distribution and delivery of freight," Collins said. "We'll increase service levels to our clients while also positioning ourselves for growth in key categories such as electronics, medical equipment, furniture, store displays and Internet companies."

"Superior service and dedication to our clients has always been our mission," said Paul Henrici, President of NVC Logistics Group, parent of NVC Express. "That's the reason behind our opening an NVC Express office in Southern California."

The 45,000 sq. ft. facility is located in Brea, California, strategically located close to the Port of Long Beach and Los Angeles International airport. NVC Express-LAX will service all Southern California, and be equipped with advanced safety, security and surveillance systems.

"We are extremely pleased to establish a local presence in Southern California" said Mr. Henrici. "With the high volume of freight moving throughout the area, we'll be able to provide more effective and efficient service to our clients and positively impact transit times," he said. In addition to getting closer to customers, the new LAX facility will allow for more efficient processing of returns, improve consolidation efforts and increase overall freight handling performance.



*When delivery is more than a destination* 



High value.  
High expectations.



## Mapping Technology Improves Service

Modifications and improvements are always taking place to the infrastructure of nDX, our state-of-the-art, web-based analytical and tracking technology.

Recently we deployed new “mapping” software throughout our network for more efficient planning and scheduling of products during the final leg of the process – delivery to the consignee. Once we schedule the appointment with the consignee, the nDX mapping tool automatically plots each appointment geographically, allocates orders and develops the most efficient route for each driver. Drivers are then scheduled for a specific route and are able to view their routes the night before.

This mapping technology allows them to better prepare for the following day and recommend any route changes based on their knowledge of the area.

“It takes the guesswork away from routing and improves dispatching” said Gene Hsueh, IT Manager. “Better planning, timelier routing and enhanced asset allocation reduces complaints and Customer Service calls, saves fuel and makes our drivers more efficient,” he said.

On the back-end, this proprietary mapping software also provides NVC with weekly and monthly data including: orders routed, delivery type, product, orders by zip code, driver performance, re-routes, etc. These analytics lead to better decision-making and improved performance.

As a leader in the industry, mapping is the latest technological tool NVC has developed to bring added-value to our relationships and ensure superior service on every shipment.



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



## Environmentally Aware

Individuals and corporations are becoming more aware of the impact we have on the environment. Here's what we're doing.

Community-minded and environmentally aware, NVC Logistics Group is also committed to improving its environmental "footprint" within the freight transportation sector. With this in mind, NVC has joined the EPA sponsored SmartWay™ Transport Partnership.

The goal of the SmartWay™ Transport Partnership is to produce greater energy efficiency and air quality within the freight industry. The program aims to reduce millions of tons of greenhouse gas emissions and air pollution while simultaneously resulting in fuel savings of up to 150 million barrels of oil annually by 2012. "We've always strived to act in an environmentally responsible manner," said Bob Kovacs, VP Operations. "Membership in this program is an active way we can promote cleaner ground freight transportation while providing value-added transportation solutions to customers."

Partners commit to measure and improve the environmental impact of their freight operations with support from EPA-developed tools, materials and incentives. These tools help quantify benefits of fuel-saving strategies such as: reduced engine idling, operational efficiency, improved loading facilities, energy-efficient lighting, etc.

Reducing fuel consumption, saving money and making a positive impact on the environment is a win-win situation. NVC Logistics Group is proud to be a SmartWay™ member.



## New Director Joins NVC.

Joe is native of Southern California and is also a self-proclaimed, lifelong 'logistics guy'.

"I started in logistics right after graduation and never left the industry."

Starting with his first job at UPS, Joe's responsibilities have steadily grown over the years. His expertise includes supply chain solutions, start-up operations, WMS configurations, P&L activities, training and business development. "I've been lucky enough to hold a variety of positions which have given me a solid managerial foundation, technical know-how and a deep understanding of the logistics industry." His experience in transportation, warehousing, distribution and delivery will no doubt get this new facility running smoothly. You can reach Joe at **714.529.8005** x210.



Here are a few industry sites that may help you stay current and up-to-date on news, research and information about our industry.

U.S. DEPARTMENT OF TRANSPORTATION : [www.dot.gov](http://www.dot.gov)  
Transportation Research Board : [www.trb.org](http://www.trb.org)  
National Transportation Library : [www.ntl.bts.gov](http://www.ntl.bts.gov)  
American Society of Transportation & Logistics : [www.astl.org](http://www.astl.org)  
Council of Supply Chain Management Prof. : [www.cscmp.org](http://www.cscmp.org)  
Energy Information Administration : [www.eia.doe.gov](http://www.eia.doe.gov)  
SmartWay Transport Partnership : [www.epa.gov/smartway](http://www.epa.gov/smartway)  
National Industrial Transportation League : [www.nitl.org](http://www.nitl.org)



## Best Practices in Field Exchange

A positive customer return experience is shared with 3-5 people while a bad return experience is shared with up to 20 people.



With estimates putting annual returned product costs at \$100-\$150 billion nationwide, it's no wonder that a quality return or exchange has become an integral element in profitability and competitive positioning. It can be a real differentiator for a company: reducing customer dissatisfaction, enhancing loyalty, promoting positive word of mouth, impacting future revenue streams, etc.

However, generating a positive customer experience can be quite challenging - it's a highly sensitive situation, we ask for more of a customer's time, we enter their home, etc.

Many companies may offer it, but NVC is the leader in the category, having done hundreds of thousands of returns and exchanges. Why are we so successful?

**The secret is simple -**

**Technology:** we built our system platform to handle both B2C and C2B shipments for better visibility, control and analysis.

**Process:** documentation is simplified, automatically matching inbound/return orders, reducing paperwork; we manage the process for you.


**Service:** customers are called to arrange for convenient pick-ups; and our Service Reps monitor returns to ensure quality and consistent handling.

**Focus:** we are delivery and return specialists - it's our core competency; we are not a cartage or line-haul company.

**Expertise:** Our return specialists understand the nuances of these shipments (diplomacy, neutrality, courtesy, positive attitude).

**Network:** our nationwide network of trained agents makes for speedy transit times and consistency of service.

What does this mean to you? Positive customer experience. Increased service and satisfaction. Maximized asset recovery. Improved bottom line. NVC is an experienced, single source for both your outbound and return deliveries. If you're not using us already, give us a try.

When delivery is more than a destination  **NVC**  
Logistics Group