



NVC Technology Integration – An Added-Value Client Resource

Technological enhancements and process improvements are always at the forefront at NVC. Our team of developers and analysts allow us to provide this added-value service to clients. This resource helps to improve client interface, information and connectivity for more efficient data management.

NVC's team of developers can supply clients with IT support, making any needed adjustments to better integrate order, transportation, logistics or reporting systems. Recent client integrations included:



Information Customization: to improve analysis and carrier control, we provided shipment specific data that our client was able to export, analyze and then manipulate according to data type, audience and specific layer of information.

Enhanced Interface: we supported client efficiency improvements in shipping and cost analysis by integrating data details on order entries, as restrictions and constraints prevented their system from providing data in the proper format.

Software Connectivity: we created a link to improve data reporting by attaching a specific document used by NVC drivers during the delivery process, thus allowing for better consignee follow-up.

Customer Support: working with clients' IT department, an automated system module was developed and installed to enhance consignee notification on selective orders.

Our technology resource can help create and support solutions to access, integrate and manage data more easily and cost effectively.

Strategic Warehousing Growth

Though clients may already have warehouse distribution facilities, issues may arise: limited receiving hours, orders processed by size, dead storage needs, unresponsiveness, volume incentives, product launches, seasonality, etc.

As a compliment to nationwide residential and business delivery, NVC offers a range of strategic warehousing services. In the past several months, this area of our business has seen increased activity.

Unlike major public warehouses and distribution centers with millions of square feet and impersonal service, NVC provides unsurpassed personal service, responsive communications and easy-to-use technology clients expect.



Warehousing categories lending themselves to strategic outsourcing at NVC include:

- Low Volume Products
- Seasonal Support
- Non-strategic Assets
- Products not easy to warehouse
- Special Handling SKUs
- Odd-sized/Bulk Items
- Difficult to fulfill items

With 3 asset-based facilities covering major metro areas, we have the ability to get product closer to consumers:

New York/New Jersey – Reaching nearly 19 million people, this facility is close to all major airports and ports in the area.

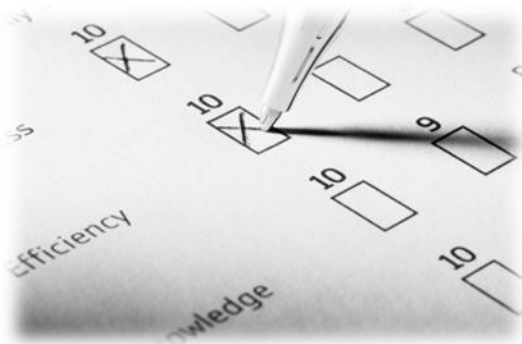
Los Angeles – Supporting the Southern California market, our facility is only 20 miles east of the Port of Long Beach and LAX.

Chicago – Strategically located next to O’Hare Airport, and 25 minutes from downtown, we serve the entire tri-state area.

NVC provides an attractive, flexible supplement to clients’ warehouse requirements, helping to reduce costs, improve transit times and allow for more efficient processing of shipments.

Customer Satisfaction Update

NVC believes that consignee feedback leads to improved processes, better service and satisfied customers. Our Customer Service department measures consignee satisfaction via post-delivery phone surveys, across all clients and products.



Consignees are queried regarding: driver courtesy, delivery team professionalism, timeliness, overall consignee experience, etc. The surveys allow us to diagnose and evaluate our performance at the most critical touchpoint – interaction with the end user.

For the 12 months ending in March ‘11 Satisfaction levels among NVC consignees has edged up, averaging 9.7 – not bad considering that we previously had reached a high of 9.5 (on a 10-point scale).

Training programs, increased communications, continual reinforcement and enhanced technology are the primary reasons behind our maintaining this high level of service. To quote one of our survey respondents:

“...I want to compliment the professionalism of the two young men who delivered the item. He and his partner did an excellent job...more importantly they were very polite and thoughtful.

They came across as hard and dedicated workers and I do admire good work ethics such as what they displayed. Those two are keepers.”

Sustainability

Today, sustainability is everywhere. Over 80% of the Global 1000 companies issue a sustainability report to stock holders. And the logistics industry is key to this sustainability effort, specifically in carbon reduction efforts due to its unique expertise and positioning along the supply chain.



NVC, with thousands of truck deliveries and pick-ups each year, has been an active participant in the green movement. We are a member of the EPA sponsored SmartWaySM Transport Partnership to improve fuel efficiency and improve air quality.

Our state-of-the-art management and tracking software also has an environmental impact via more efficient routing, reduced fuel & maintenance costs, and decreased paper use and copiers required.

Some interesting facts about being “Green” in America:



- Recycling one glass jar, saves enough energy to watch TV for 3 hours
- 81% of people recycle
- 82% plan to reduce water use
- 63% rate preserving the environment “very important”
- 26% say they “actively” seek environmentally friendly products
- 53% worry a “great deal” about pollution of drinking water
- 85% would consider switching brands due to a company’s negative corporate responsibilities.



One Pond Road Rockleigh, NJ 07647 201.767.0911 www.nvclogistics.com

For assistance or to provide feedback, please [contact us](#). Email addresses are not shared with any third-parties. [CLICK HERE](#) to unsubscribe. Put 'unsubscribe' in the subject line.

