



April 2009	UPS™	FEDEX™
<b>Customer Service Response Time</b> Rated by the average speed of the first response by carrier's customer support.	★★★★	★★★
<b>Customer Service One Response Resolution</b> Rated by the average number of responses taken to resolve the issue at hand.	★	★★★★
<b>Account Executive Performance</b> Rated by the average time and contacts it takes to complete a request given to them.	★★★★	★★
<b>Damage Claims Processing</b> Rated by the ease of the process and also the approved vs. denied claims.	★★★★	★★★★
<b>Time in Transit Performance</b> Rated by the average number of shipments delivered late.	★★	★★★
<b>Technology Performance</b> Rated by several areas (carrier website and software, etc.).	★★	★★
<b>Inaccurate Adjustment Credits</b> Rated by ease of refunds and credits returned to the shippers account.	★★	★★
<b>Competitive Pricing</b> Rated by average shippers pricing.	★★★	★★★
<b>Correct Residential vs. Commercial</b> Rated by carrier's performance on accurate zone coding for costs.	★★	★★
<b>Correct Deliveries</b> Rated by carrier's performance on correct delivery to the consignee address location.	★★	★★
<b>Accurate Scan Information</b> Rated by correct scan information in accordance to actual delivery information.	★★★	★★★