



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