

Residential Delivery: List of Services

Supply Chain Solutions

- Customizable Residential Delivery Service Levels
- Convenient Scheduling Options
- Reliable Delivery Network
- Vertical Market Expertise

Customizable Service Levels

- **Basic** – delivery outside the ground floor entrance
- **Threshold** – delivery across the first ground floor threshold
- **Room of Choice** – delivery to room of choice, including one flight of stairs
- **White Glove** – delivery to room of choice, including unpacking, minor assembly, and debris removal

Customer Communication

- Automated Email Alerts for Shipment Status Updates
- Intellect Automated Phone System
- Custom Phone Scripting Call Campaigns
- Online Appointment Scheduling with Click-to-chat Option

Value Added Services

- Inventory Management
- Reverse Logistics
- SOP Development and Management

Experience

- Home Electronics
- Exercise Equipment
- Home Furnishings
- Game Tables
- Appliances
- Window Treatments

Global Services

- Import and Export
- Expedited and Consolidated
- Ocean FCL and LCL
- Licensed Customs Brokerage
- Breakbulk and Project Cargo

Information Technology

- Complete Shipment Visibility
- MyAIT / FasTrak / PODs
- EDI and Data Integration
- Shipment Status Notifications
- Inventory and PO Management

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Corporate Headquarters: 701 N Rohlwing Rd, Itasca, IL 60143

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www.aitworldwide.com **800-669-4AIT** (4248)

