

## 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
- IntelleCall 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
- Appliances
- Window Treatments

### Global Services

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

### Information Technology

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

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