

L A S T M I L E S O L U T I O N S

# Home Delivery



***We Treat Your Business Like It's Our Business!***





## ***Better Contractors. Measurable Results. Lower Costs.***

At Last Mile Solutions, a division of PTG Logistics, we understand the importance of Home Delivery and that it represents the final touch point you have with your customers as part of their buying experience. Simply put, the service needs to be outstanding. With our white glove treatment, trained and motivated contractors, and great technology, Last Mile Solutions can deliver this outstanding service for your customers.

### **Technology**

- Optimized Routing Solutions
- Sign-on Glass Visibility
- Real-time Route Visibility (GPS)
- Call Center Operations
- Automated Time Frame Calling Capability



### **Warehousing & Cross Dock Services:**

- Inventory Management with Web Based Visibility
- Product Preparation
- Returns Management

### **Customizable Communications:**

- Voice of the Customer
- Key Performance Indicators
- Exception Reporting

### **Superior Delivery Teams:**

- FMCSA Qualified
- 4 Star Certified
- Product Knowledge Specialists





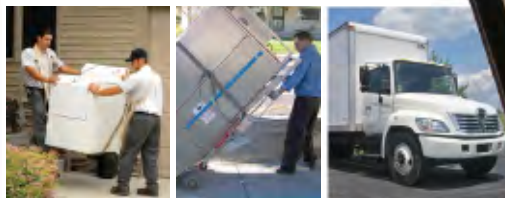
## 4-Star Approach to Customer Satisfaction



Our “4-Star Approach to Customer Satisfaction” provides the foundation for our quality of service. This detailed training guide certifies that all delivery team members have the necessary tools and confidence to deliver the level of superior service that you expect.

- Setting Customer Service Expectations & Delivering On Them
- Treating Customers with Respect & Courtesy
- Working With Customers
- Working Toward Solutions

**Synchronized web mapping** with GIS routing technology enables optimized delivery routes based on multiple factors including customer needs, business rules, vehicle traits, and street restrictions. This technology not only improves customer service, it lowers operational expense through reductions in mileage and more efficient use of delivery teams.



PTG Logistics is proud to join the SmartWay Transport Partner and Affiliates Program. This voluntary program, operated under the U.S. Environmental Protection Agency, identifies products and services that reduce transportation related emissions to measurably improve air quality.



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