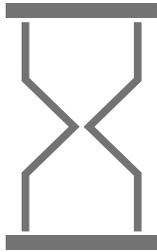




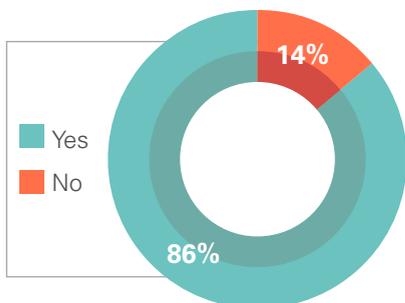
Our Readers Rate the Carriers

In the parcel arena, there really isn't one clear winner—all carriers have their strong points. But here's how our survey respondents rate the top three carriers on a variety of factors. **by Amanda Armendariz**

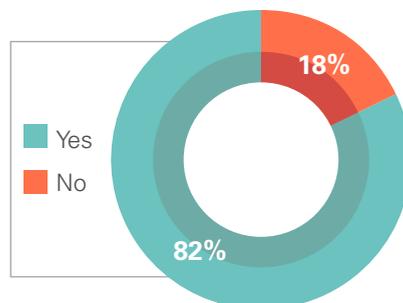


Well, folks, it's our last issue of 2013, which means that this issue is the perfect spot to place our carrier performance survey, in which our readers reflect on the past year with their carriers. Did the carriers excel at customer service? Drop the ball on on-time deliveries? Perform so-so on claims processing? And how did one carrier stack up to the others? The answers are all right here, so sit back, take a look, and see how your experience lines up with those of your peers.

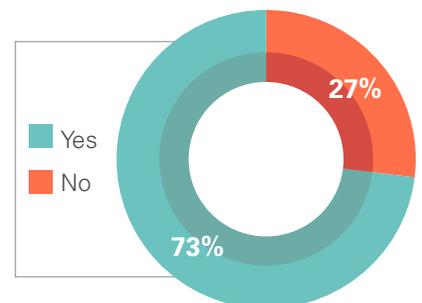
Did you use FedEx in the last 12 months for domestic parcel shipping?



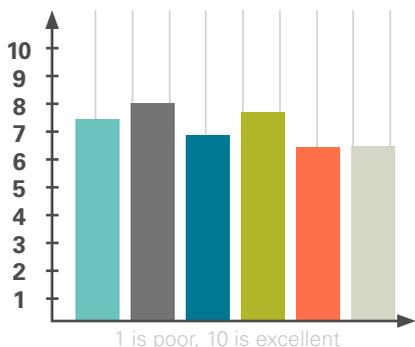
Did you use UPS in the last 12 months for domestic parcel shipping?



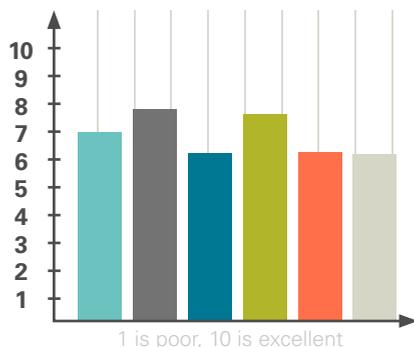
Did you use USPS in the last 12 months for domestic parcel shipping?



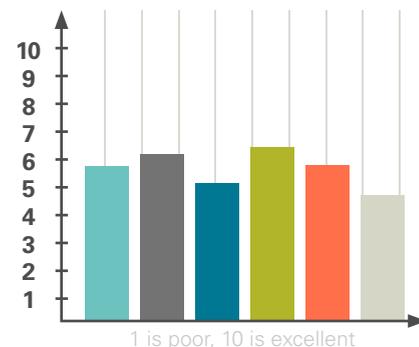
Here is how FedEx rated on a scale of 1-10:



Here is how UPS rated on a scale of 1-10:



Here is how USPS rated on a scale of 1-10:



- Customer Service
- On-time Service Performance
- Claims Processing
- Delivery Performance (driver courtesies, package handling)
- Pricing (published rates for service levels, willingness/fairness of negotiations)
- Refunds for Late Delivery

More Thoughts on the Parcel Industry

Is there enough competition in the parcel delivery market to keep pricing reasonable and service good?



If you believe there is not enough competition, what can be done?

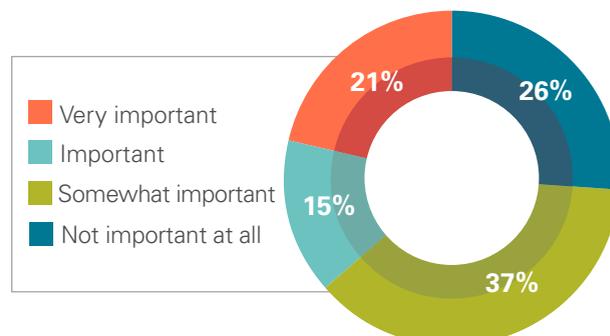
- ▶ Would love to see DHL come back into the US market. Ever since they left, we have seen much higher increases from both UPS & FedEx.
- ▶ Shippers need to create more competition between the duopoly and other options.
- ▶ USPS is too regulated on parcel delivery to promote true competition.
- ▶ Deregulate USPS; regional carriers link up.
- ▶ Change the model for USPS to enable them to compete with FedEx and UPS to service small to medium size business shippers.
- ▶ Unfortunately, not much. UPS & FedEx get people in with their "guaranteed delivery times." They can charge whatever they want plus surcharges and customers don't have much choice.

Will the cost of transportation be a greater percentage of gross company revenue in 5 years than it currently is?

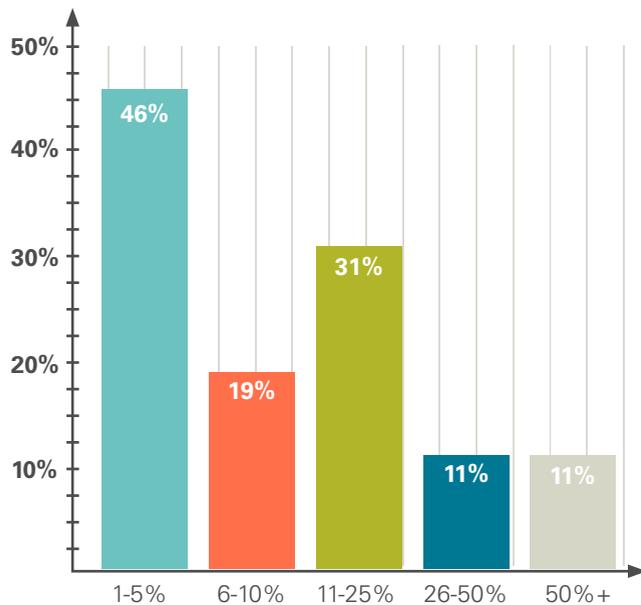


For those who answered yes, the overwhelming consensus was that fuel surcharges would be what drove this cost up.

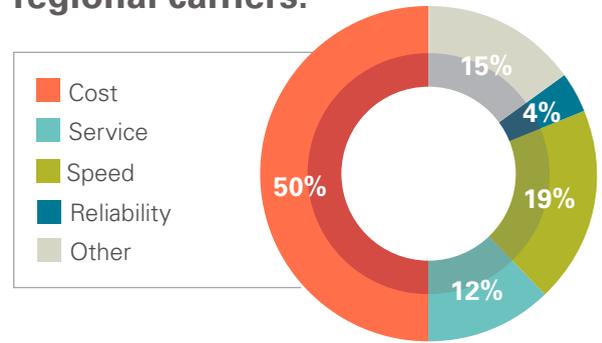
How important are regional carriers to respondents' shipping mix?



If regional carriers are part of the shipping mix, here's the percentage of parcels shipped with them:



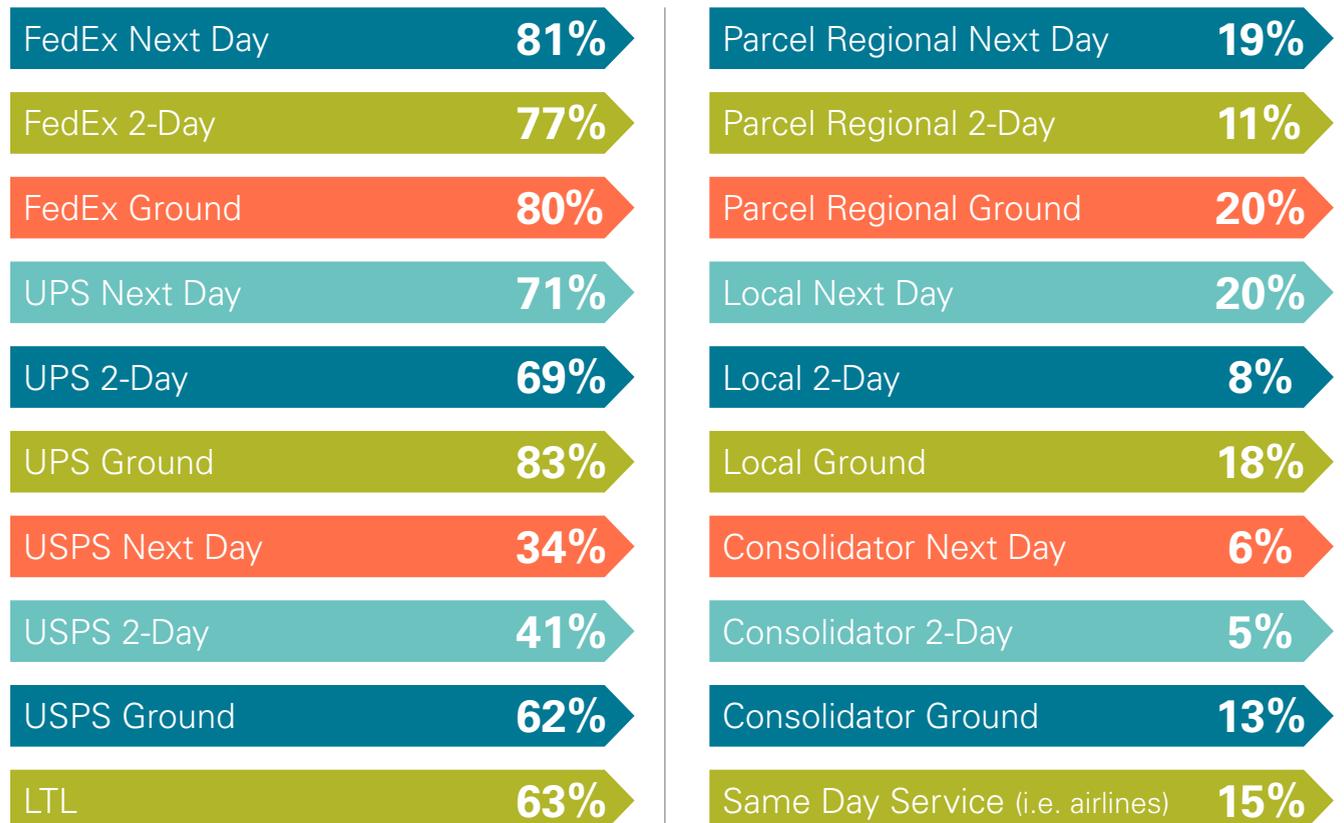
The primary reason for using regional carriers:



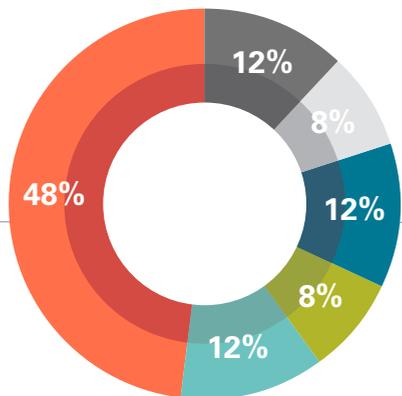
The top 3 biggest complaints about their primary carrier:

1. Accessorial charges (editor's note: no surprise there, right?)
2. Pricing
3. Fuel surcharges and customer service response (tied)

Carriers and level of service used throughout the year (respondents checked all that applied):

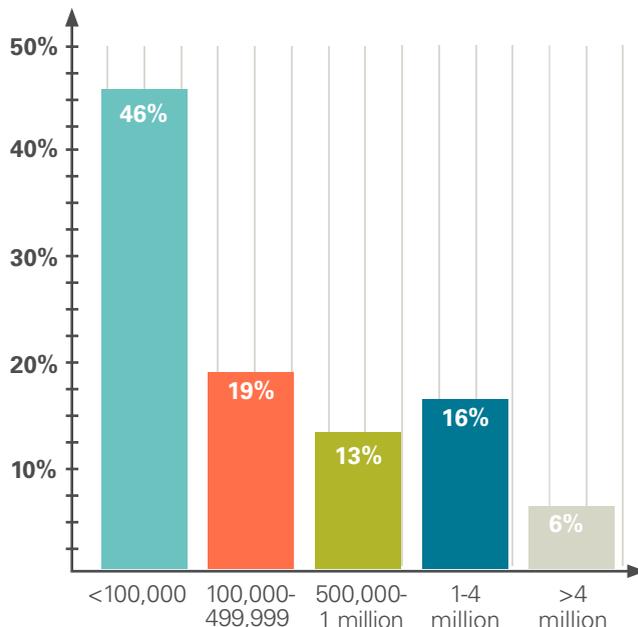


If respondents modified their primary carrier in 2013, here is why:



- Needed to achieve better pricing
- Dissatisfied with service
- Changed our level of service (i.e., air to ground)
- Diversified to use more carriers
- Reduced the number of carriers used
- Rebid transportation and a different carrier(s) won

Our respondents' annual volume of outbound parcels:



Thoughts on this survey? Let us know how your opinions line up with those of your peers!

PRODUCT SPOTLIGHT

Parcel Induction

EZ-WorkDesk

Ell's parcel solutions include the revolutionary EZ-WorkDesk and EZ-Parcels systems which rapidly process parcels for induction and routing. EZ-WorkDesk provides quick parcel induction capabilities with the lowest initial investment, EZ-Parcels adds greater automation, speed, and versatile routing with package diverter sections. Both machines capture data from the face of the package, as well as weight and dimensions, and apply a label. Ell combines more than 30 years of mailroom experience with over 20 years of postal automation design experience to develop solutions that work for mailers of all sizes.



Engineering Innovation Inc.
800.350.6450
www.eii-online.com

Parcel Audit System

Package Audits Reduce Your Costs

Decrease your parcel costs and save your company money with the most advanced and comprehensive parcel audit program in the industry. CTrak's proven benefits include a totally automated, Global audit system that delivers maximized savings with minimal fees to reduce your shipping, administrative and accounting costs.

CT Logistics
216.267.2000, ext. 2190
sales@ctlogistics.com
www.ctlogistics.com

