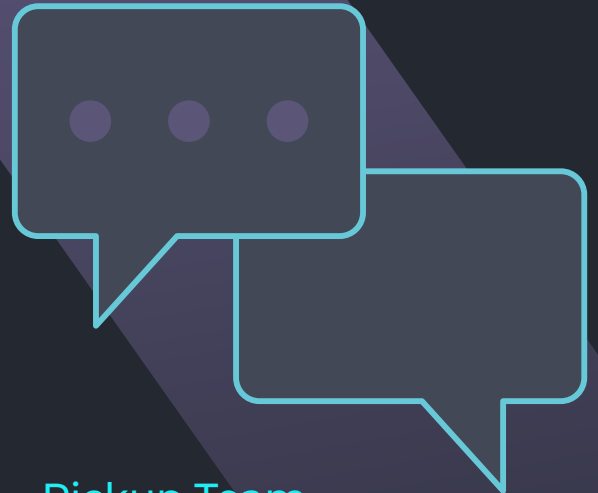


# Customer Support

## Freight Operations Management

Unlimited customer support is available via phone, email and live chat through the customer portal. Our support team is divided into two teams, 'pickup' and 'delivery'. Every enquiry you make is received and assigned to one of the One World Courier customer support teams. Whether it's a pickup status update or tracking a shipment, help and support is always close at hand, and you'll always receive attentive, swift and professional service.

- Dedicated account managers for large, complex or more frequent shipments.
- Problems or issues that arise are resolved quickly and efficiently with full note and chat history available.
- Get expert help and assistance quickly and easily when you need it most.
- Peace of mind, knowing that someone is available to help if something goes wrong and urgent attention is required.
- You'll never have to wait on hold for hours at a time, or wait days to get help and support.
- Knowing that you always have someone to turn to who is an expert in freight and shipping and knows how to get fast answers to everyday freight problems.
- Specialist claims teams who will assist with warranty or freight insurance information and claims.
- Direct contact with freight carriers and couriers to ensure every shipment is collected and delivered on time.
- Direct access to shipment documentation, connotes, shipping and address labels and booking details.
- Monitor shipment progress through the One World Courier Freight Management Platform.

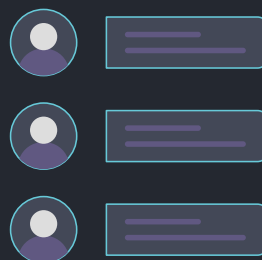


### Pickup Team

Our 'pickup' team is your first point of contact and works closely with carriers to make sure the pickup of your item(s) has been successful. Their role is to assist with planning and booking shipments to make sure everything goes to plan and your item(s) are collected by the carrier. Whether you need an urgent pickup or looking to reschedule, our team will take control and get results – fast!

### Delivery Team

Our customer service delivery team provides a wide range of services to support your business. They provide valuable insights and advice on how to optimise your shipping tasks and assist with shipment tracking and troubleshooting delivery issues on your behalf.



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