

# Sovereign Logistics

Quarterly Review January 2019 (Customer ABC Example)



# Sovereign Logistics Customer ABC update

- Proven track record & commitment of assigning single point of contact supported by a dedicated team
- Sovereign Account Manager assigned to customer ABC
- Account Manager possesses experience in the retail industry
- Trained for several months on customer ABC business requirements, supply chain objectives, EDI transaction sets, e document transfers and monthly KPI reporting
- Customer ABC regions report service satisfaction scores above targets
- 100% accuracy of customs brokerage product database updates for customer ABC in Sovereign cloud based system CargoWise One
- Complete review of Pricing Guides and Freight & Logistics Invoicing accuracy every quarter

# Sovereign Logistics Market Update

- Technology updates
- Market pricing updates
- Airlines update
- Ocean Carriers update
- Logistics benchmarks
- Terminal service and handling fees at Airports & Ocean Ports updates