



ENTERPRISE
CARRIER
MANAGEMENT

Personal, dedicated
parcel tracking
support

GFS PRO-ACTIVE **CUSTOMER CARE**

Our Customer Care team pro-actively track shipments to resolve parcel queries fast.

What GFS Customer Care offers:



- Complete end-to-end delivery management with priority service
- Reduce inbound customer queries and save time
- Mitigate risk and deliver the ultimate customer experience

Our Customer Care team offers complete support throughout the delivery journey, working closely with our carrier partners to resolve parcel queries quickly and efficiently.

Instead of tracking parcels yourself or waiting for tracking reports, our skilled parcel trackers continually monitor shipments on your behalf, identifying parcel queries and taking action to reduce the impact on you and your customers. Any misroutes, delays or lost parcels are

recognised quickly and our team provide instructions to our carriers (such as providing address information or directions) to escalate urgency and keep parcels on track.



Our Customer Care Advisors use their unique knowledge and experience of the carrier and logistics industry to find the best solution for parcel issues to avoid long delays turning into big problems.

We have teams based in both Warrington and Horsham, with carrier representative 'implants' advising from our Warrington office.



Find out more about Customer Care - Call the GFS team now on 08456 044 011 or visit **www.gfsdeliver.com**