

## CUSTOMER testimonial

**FOR IMMEDIATE RELEASE**

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### **“...We Need Attention to Details...”**

Atlanta, GA – September 2003: This past Thursday Amware’s Jacksonville, Florida facility received an eMail from a new customer in which they complimented Amware’s customer service and operations. The client is a small chemical company that has acquired our services as a pick & pack operation involving pallets of air fresheners and soaps. The original eMail follows:

-----Original Message-----

“We want to say to all of you how much we appreciate your hard work and all your help with our inventory and orders. As a small company dealing with other small companies on a daily basis, we need attention to details and people who think about what they are doing, not just do it. I am happy to say we have found it with all of you. Being the bookkeeper/customer/sales rep/... in the office, you make my job a lot easier.

“I also want to say that we were very impressed with the unloading of our last container. It used to take 8 hrs and you did it in 4. So, thanks to all of you, for everything”.

Sincerely,  
[Your Customer]

Facility Manager, Carl Dixon, forwarded this customers' compliment onto Amware's Headquarters with the following note:

"This is what we strive for, not meeting but exceeding Customer expectations. I am proud of everyone's efforts to improve productivity and yet maintain an exceptionally high level of Customer Service.

"Personal Responsibility and Continuous Improvement are our expectations and we look forward to the challenges of increasing volumes and even higher expectations as we grow our business, together".

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***Amware Logistics Services, Inc.***

Amware Logistics Services is dedicated to craftsmanship in delivering customer-focused, quality-driven, cost-appropriate logistics solutions for our customers. With national reach, operational excellence, flexible services, and careful monitoring every step of the way, Amware offers an efficient and affordable logistics alternative that provides measurable cost savings. At Amware, our company is crafted around one important principle: to provide you with the personalized service, secure environment and complete accountability to become your full service logistics partner.

Any logistics company can meet your expectations.  
***We won't quit until we exceed them.***

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