

Service

Company

Customer Service

Company Profile

CUSTOMER SERVICE

At AFC Worldwide Express we exist to serve our customers. We believe that service requires a “Yes We Will!” attitude that is expressed each time we answer a call, initiate a transaction, solve a problem, or meet a need. We also believe that the best way to serve our customers is to provide them with the most reliable, flexible, and predictable transportation and logistics solutions possible. If we do so, they will reward us with new business and a sound reputation in the marketplace.

Reliability

We are committed to the highest standards of reliability in the industry. Our customers can count on us for consistent performance, dependable service, and accurate information. When problems do occur, we will take action to correct them as quickly as possible and use the experience to improve the quality of our operation.

Flexibility

We listen carefully to our customers as we work together to craft solutions to meet their most pressing needs. We will model flexibility at every level of our operation, and when necessary, adjust our operational schedules, internal systems, and delivery methodologies to satisfy their demands.

Predictability

We provide each customer with a predictable experience of quality, service, and expertise. We will work hard to continually improve our internal systems in order to serve the needs of our customer, partners, and vendors. By doing so, we believe we will be rewarded with increased sales and profitability.

Information Technology

At AFC Worldwide Express we believe that Information Technology is one of the most valuable assets in customer service excellence. The use of web-based technology, information management, and reliable automation has never been greater and we are continuing to expand our IT capabilities to better serve our customers. A few of our technological capabilities include:

- > Interactive Web-Based Logistics and Product Visibility
- > Around the Clock Tracking and Tracing
- > Customer Site Dock Manifest System
- > EDI Interface for Various Systems and Formats
- > Direct Connection to Live Status Shipment Data
- > Full and Customized Reporting
- > Customized Programming for Logistics Projects
- > Barcode Scanning



HISTORY

AFC Worldwide Express was established in 1987 to provide high quality domestic and international transportation services of time-sensitive materials. Today, AFC is a leading minority owned transportation and logistics company with a reputation for providing the highest quality solutions and services possible to global clients.

LOCATIONS

Company Headquarters

AFC Worldwide Express
975 Cobb Place Blvd
Suite 101
Kennesaw, GA 30144
888-332-0232
www.afceexpress.com

Network of AFC Offices

Atlanta Station 866-500-2068	Kansas City Station 800-301-2596
Chicago Station 866-293-0500	Los Angeles Station 866-539-0300
Cincinnati Station 800-232-8115	Memphis Station 888-420-6765
Fort Lauderdale Station 877-922-0511	Oklahoma City Station 866-293-0400
Indianapolis Station 800-392-7914	Detroit Station 866-740-8313

CERTIFICATIONS

- Member of International Freight and Logistics Network (IFLN)
- Member of Cargo Network Services Corporation (An IATA Company)
- Licensed Truckload Broker by the DOT
- Ocean Transportation Intermediary (Licensed by the Federal Maritime Commission, Washington, DC)
- Member of the Airfreight Forwarders Association
- Corporate Plus Member of the National Minority Development Council and Regional Councils throughout the USA

