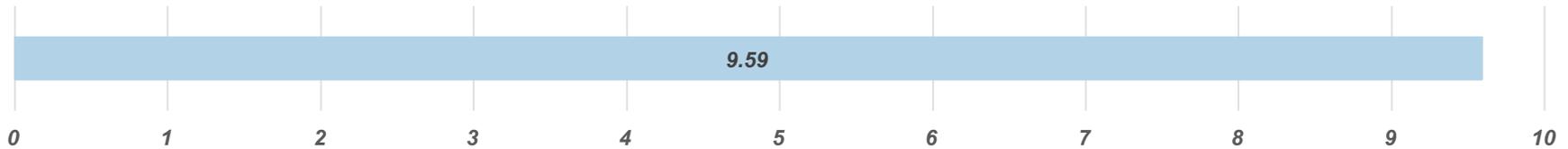


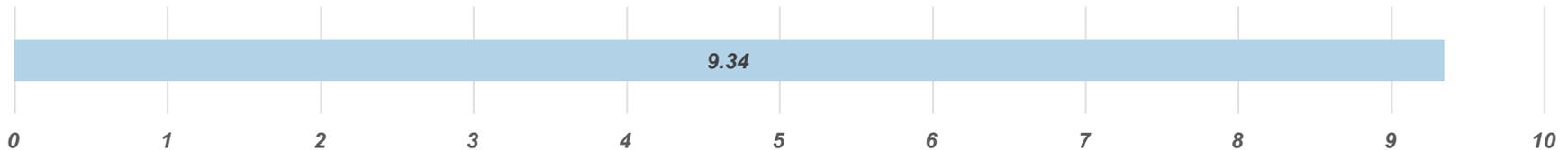
Customer Satisfaction Survey

Average Satisfaction Scores

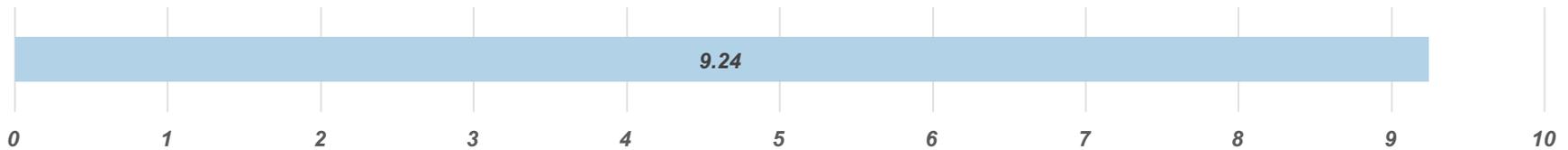
1) My VPL Account Manager is accessible and responsive to my inquiries.



2) I view my VPL Account Manager as a trusted advisor who works in the best interests of my organization.



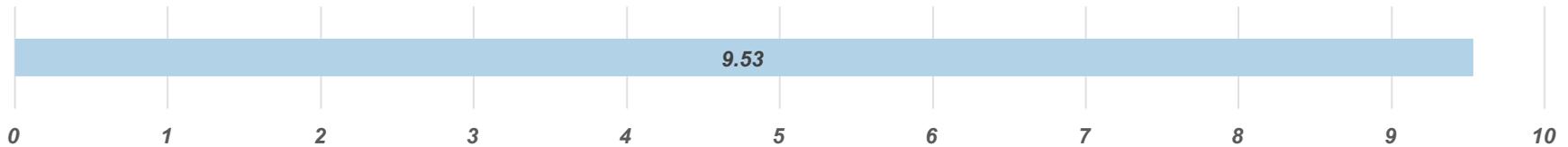
3) My VPL Account Manager understands and adapts to my business needs.



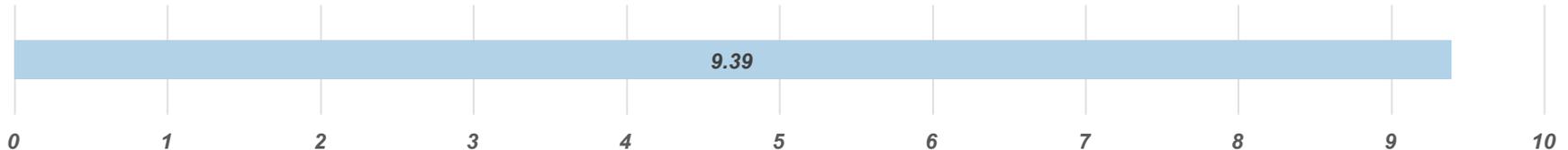
Customer Satisfaction Survey

Average Satisfaction Scores

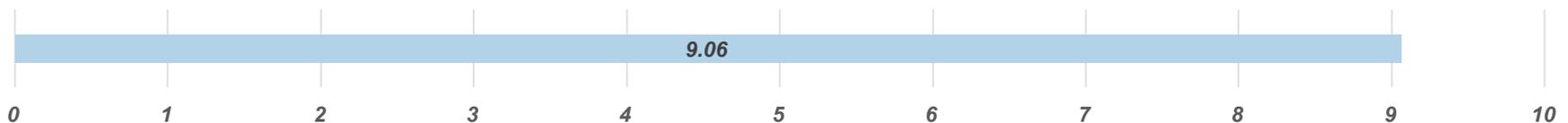
4) I find it simple and easy to contact a VPL Customer Care representative.



5) VPL's Customer Care representatives provide me with timely updates and resolutions to my inquiries.

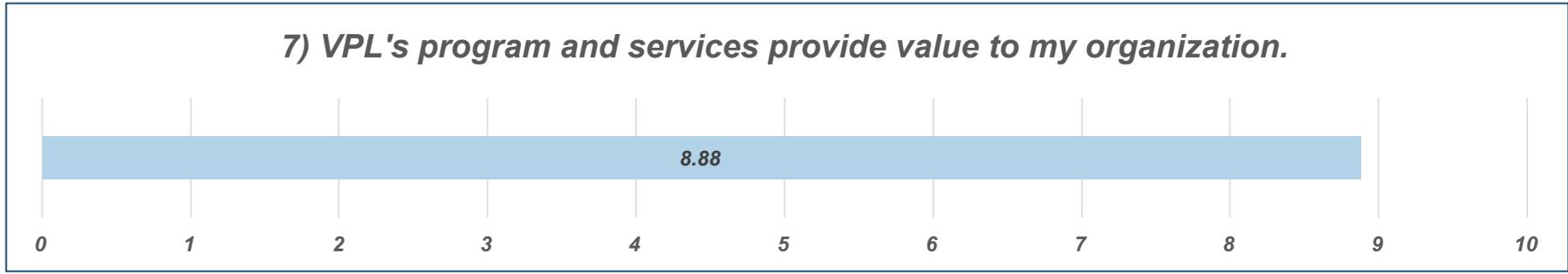


6) The information provided during VPL's business reviews is timely and helpful.



Customer Satisfaction Survey

Average Satisfaction Scores



Customer Satisfaction Survey

Miscellaneous Customer Comments

- *“In my short time working with VPL they have been extremely helpful and are clearly knowledgeable of our business. I enjoy the rapport between our companies and look forward to working more together.”*
- *“Job well done”*
- *“It's been great working with VPL, very responsive and provides information that I need. There is plenty of data but I'd like to see more actions being taken to get us to our goals (compliance/change of service implementation) and actually provide information on how we are tracking on cost savings, manage vs non-manage updates and total value VPL provides to us on a more consistent basis.”*
- *“Sarah is very professional and knowledgeable and is doing an excellent job supporting UTMB. She demonstrates pride in her work.”*
- *“Sarah is the ideal supplier representative that I could only wish to replicate with all of my suppliers! I appreciate her joyous attitude for the industry and transparency into how VPL is doing with our contract. If I need anything I know I can reach out and have her respond quickly!!”*

Customer Satisfaction Survey

Miscellaneous Customer Comments

- *“Sarah is the best- very responsive when I need something”*
- *“Josh is always courteous and prompt in responding to any issue I have. I feel Virginia Tech is very lucky to have Josh as our representative.”*
- *“Don and Sarah have been great to work with.”*
- *“VPL provides exceptional customer service.”*
- *“Sarah is the Account Manager for Clemson University. She is always attentive and provides answers and information quickly. She does an excellent job managing this account for the University. She is always so pleasant to work with and she is very knowledgeable of this account. All of her efforts are greatly appreciated.”*
- *“The last review we had with our customer service rep was very good as it helped the university understand areas we could grow our Inbound Freight Program and areas that, although we thought we could, we really had challenges that would keep it from growing. That took a level of analysis that was then presented to us that I really appreciated. Josh did a good job working through that complex problem.”*