

AIT Introduces Home Delivery Service and Online Scheduling System

PRESS RELEASE

February 2010 - Recognizing the residential delivery expectations of convenience, speed and choice among today's consumers, AIT Worldwide Logistics has developed a versatile and highly sophisticated home service solution.

"Business to consumer needs have become a growth engine for the transportation and logistics industry in recent years," said Ray Fennelly, director of business development for AIT. "This shift in buying patterns and business activities has presented AIT with a tremendous opportunity to develop a prompt and reliable way to deliver goods such as flat panel televisions, fitness equipment and furniture direct to the consumer's door."

Including value-added benefits such as "white glove" services, room-specific deliveries, in-home and hand-carry protection plans, quality assurance measures, warranty returns programs and professional installation, AIT's dedicated in-home delivery team provides an efficient, professional and reliable experience from point of purchase to the final mile delivery.

In conjunction with the residential delivery service, AIT's customers can utilize an integrated online system to schedule online delivery appointments and receive automated e-mail responses and real-time status updates.

The home delivery scheduling system went live on November 16, 2009. Since the automated calling feature was integrated in December, AIT's phone system has made over 12,000 consignee phone calls and has successfully scheduled thousands of delivery appointments.

"In many cases, the consignee has their delivery scheduled within minutes of a shipment being recovered at the AIT delivery terminal," explained Chris McMillin, senior systems analyst for AIT. "The scheduling website application is available 24/7, so consignees are able to request a delivery appointment when it's most convenient for them."

About AIT Worldwide Logistics:

Incorporated in 1979, AIT Worldwide Logistics, Inc. is a global transportation and logistics provider headquartered in Itasca, IL, encompassing an ever-increasing network and servicing an array of vertical markets within the international arena. With 36 U.S. locations and over 190 global service centers, the privately-held corporation employs over 760 people and has a customer base including over 5,800 active worldwide accounts. For more information about AIT, please visit www.aitworldwide.com.

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