



Never Settle for Less.



# CON-WAY TRUCKLOAD CUSTOMER SERVICE

Con-way Truckload's customer service begins long before your freight reaches its destination. An initial discussion with your salesperson is followed by booking your load with a courteous and efficient customer service representative. Before pickup, you will receive a follow-up call to obtain other important information and directions. You can always track your load online and confirm that your shipment has been safely delivered.

## → OUR EXPERIENCED PEOPLE KNOW YOU.

Our customer service groups specialize in geographic service areas, as well as specific accounts. All Con-way Truckload customer accounts have a primary and secondary representative to ensure your shipment arrives safely and on time.

## → BILINGUAL CUSTOMER SERVICE REPRESENTATIVES TO ASSIST YOU.

Mexico is an important market for Con-way Truckload and our customers. Our bilingual customer service representatives are ready to answer questions and provide assistance in either English or Spanish.

Con-way Truckload is North America's truckload leader. The company was founded in 1951 as CFI with one tractor and two trailers. Today, we operate over 2,600 tractors and more than 8,000 trailers and serve customers throughout the continent. Con-way Truckload is built on the four values of safety, integrity, commitment and excellence — all values that we bring to our customers every day. Our strong commitment to environmental stewardship and green initiatives is reflected in our membership in the EPA SmartWay™ program. Through this program, Con-way Truckload has received multiple SmartWay Excellence Awards.

## → WE ANTICIPATE THE DETAILS.

Con-way Truckload pays attention to details others might overlook.

- Our dispatchers monitor weather conditions. If there are weather delays in your area, we will reschedule pickups to ensure on-time delivery.
- Continuous system information updates allow for fleet managers to quickly know if a change in scheduling is required.
- If a bill of lading is different than planned, our drivers are trained to alert Con-way Truckload of any changes, and a customer service representative will call you to verify the correct information before the load is dispatched.

## **CON-WAY TRUCKLOAD CUSTOMIZES OUR SERVICE TO YOUR NEEDS TO GIVE YOU THE BEST SHIPPING EXPERIENCE IN THE BUSINESS.**

### 24 | 7 ACCOUNT EXPERTISE

**UNLIKE MANY TRUCKLOAD CARRIERS, CON-WAY TRUCKLOAD PHONE OPERATORS ARE AVAILABLE AROUND THE CLOCK, EVERY DAY OF THE YEAR. HAVE A QUESTION ABOUT YOUR SHIPMENT? NEED TO BOOK ANOTHER LOAD? OUR CONSIDERATE AND PROFESSIONAL CUSTOMER SERVICE REPRESENTATIVES ARE ALWAYS JUST A PHONE CALL AWAY.**

