

**We surveyed  
20+ of our  
clients about  
working with  
us. Here's the data:**





## Q1

Key shipping challenges our clients faced before teaming up with CTE Logistics that are no longer a concern:

80% On-Time Delivery



50% Lack of Communication



50% Fair Pricing



Good communication and great reliable service with every shipment."

## Q2

According to our surveyed clients they choose to utilize our services for the following reasons:

90%

better response time by client service & sales team

60%

improved management with unforeseen issues

50%

more economical pricing



We know it will get handled when in CTE's hands."

### Q3

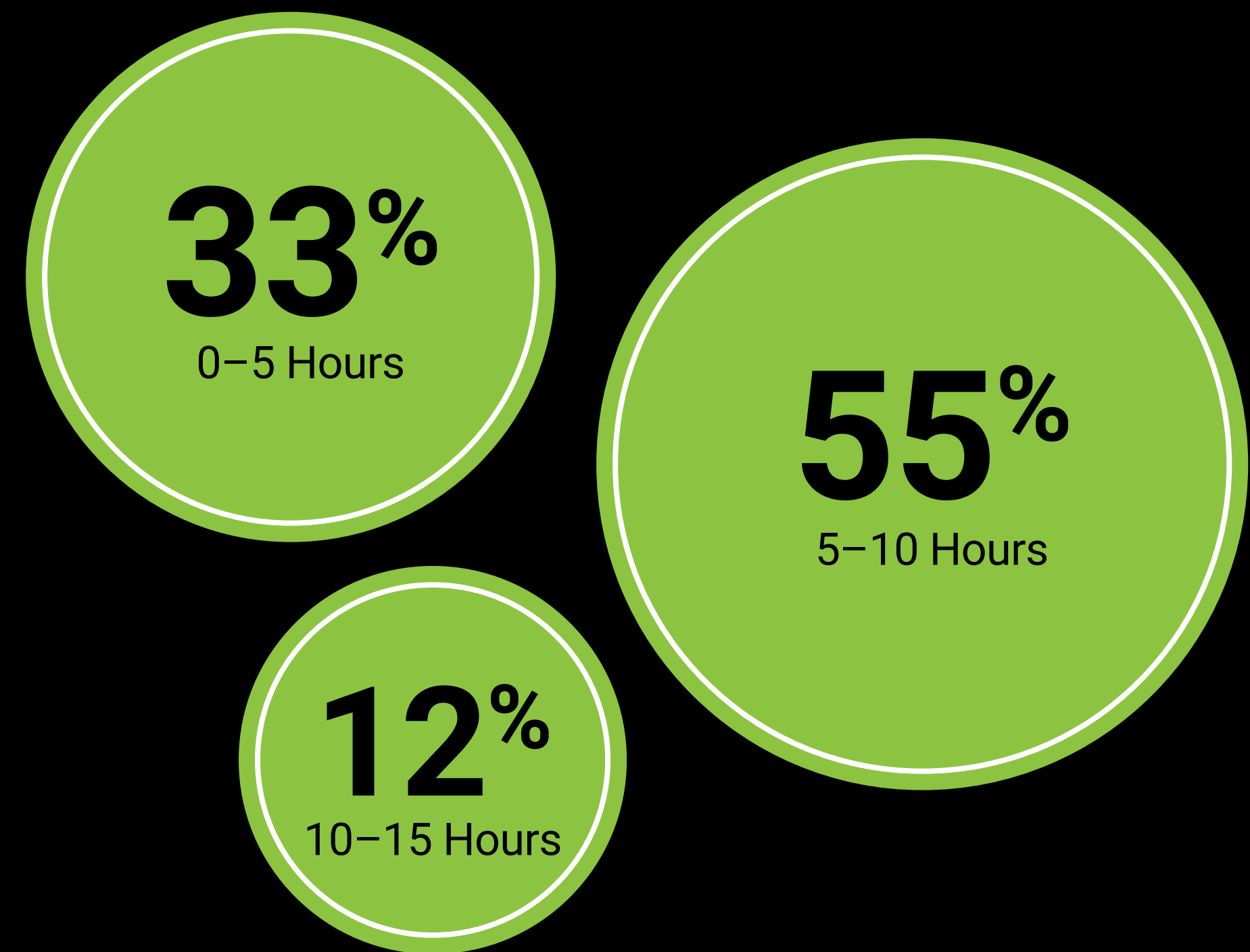
Our logistics services and consistent communication with our clients helped overcome prominent challenges they consistently faced with shipping and logistics.

# How?

- "CTE has helped with capacity and timely ETA's."
- "CTE continues to provide excellent service at a fair price."
- "CTE has the best shipment tracking communications I've ever seen. Rates are consistently competitive. Deliveries are on time (or early when possible)."

### Q4

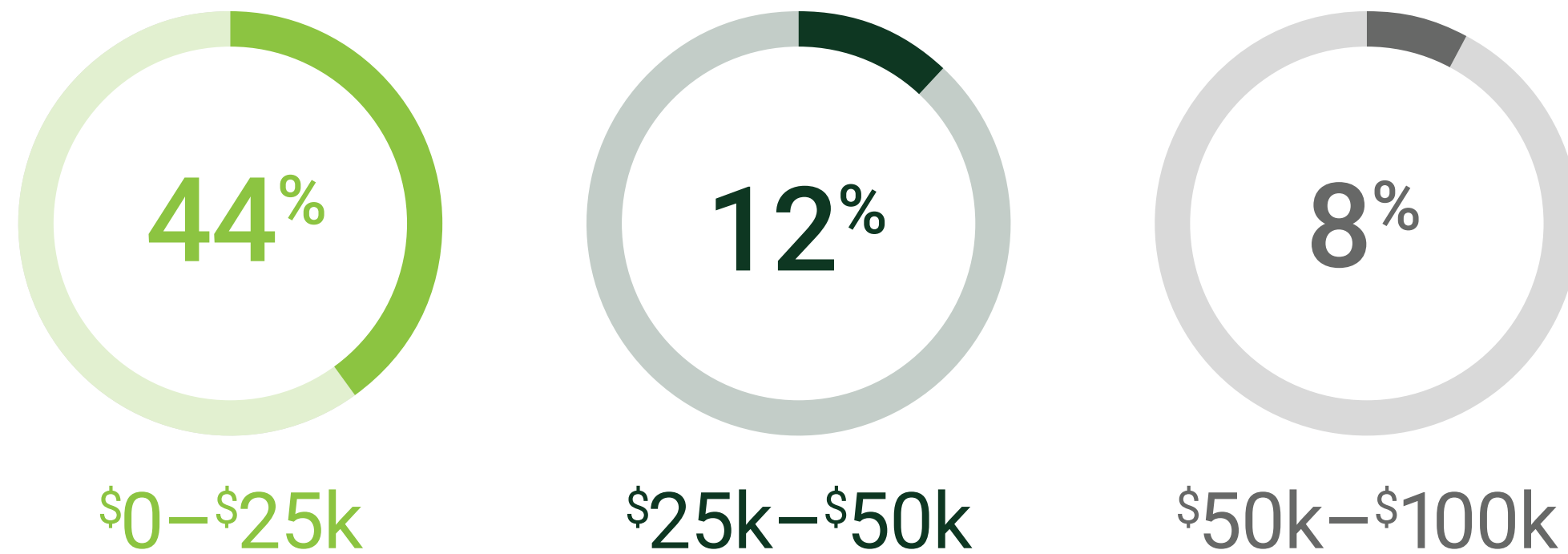
We improve efficiencies and save you time and money. Surveyed clients state we are directly responsible for saving your team several hours of back-office work.



Blair and his team are rock stars - fast quotes, great customer service."

Q5

We asked our clients if they experienced any business losses due to poor performance, service failures, claims, or pricing inconsistency with prior transportation partners before partnering with CTE. 44% of our clients estimate partnering with us contributes up to \$25,000 in yearly savings.



CTE's focus on the customer and providing superior service at a competitive cost is a differentiator versus competition."

Q6

Our effort is obvious. Radical accountability is what we show up for every day. It's also why 100% of our clients would recommend us to other businesses.

100%  
Very Likely

0%  
Somewhat Likely

0%  
Somewhat Unlikely

0%  
Very Unlikely



Our clients speak for us. Whatever your needs are, we deliver."



Q7

Since working with CTE our clients state that the following areas of their business have seen significant improvement with efficiencies.

77%

Professional team members who are attentive to all your company's needs

80%

Quick responses to any questions or concerns you may have

65%

Genuine concern for your business as if it were their own

55%

All of the above



We love CTE and have enjoyed our partnership with them"

Q8

We quoted our clients responses when asked which features or services CTE offers that stand out as particularly valuable to their businesses.

"The portal is helpful...quotes are easy to create when needed."

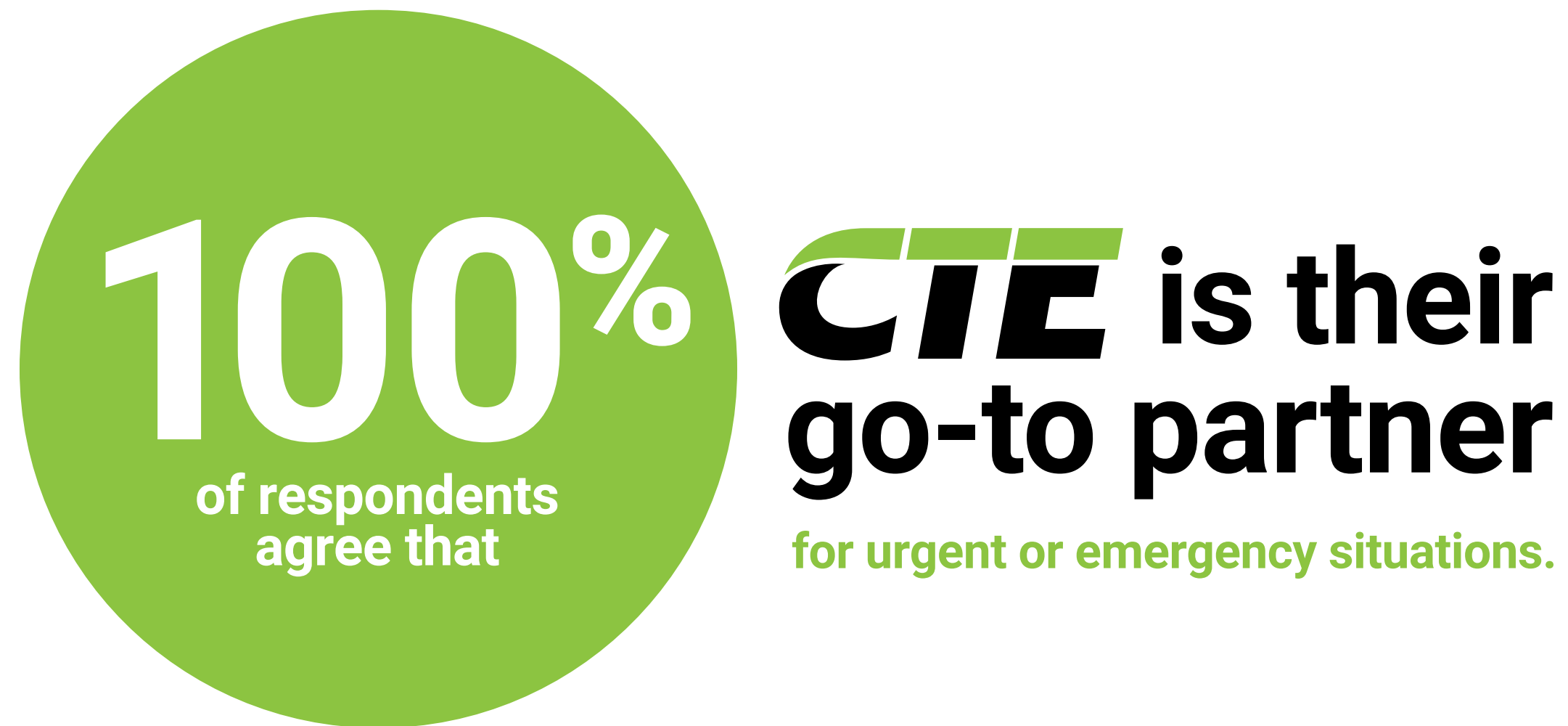
"I do like that we receive POD's for loads, they will check with our customers for delivery appointments, will give us updates and work with us on tough loads."

"CTE has a knowledgeable team that pride themselves on operations excellence."

"CTE consistently delivers fast and outstanding communication making it easier to do business"

Q9

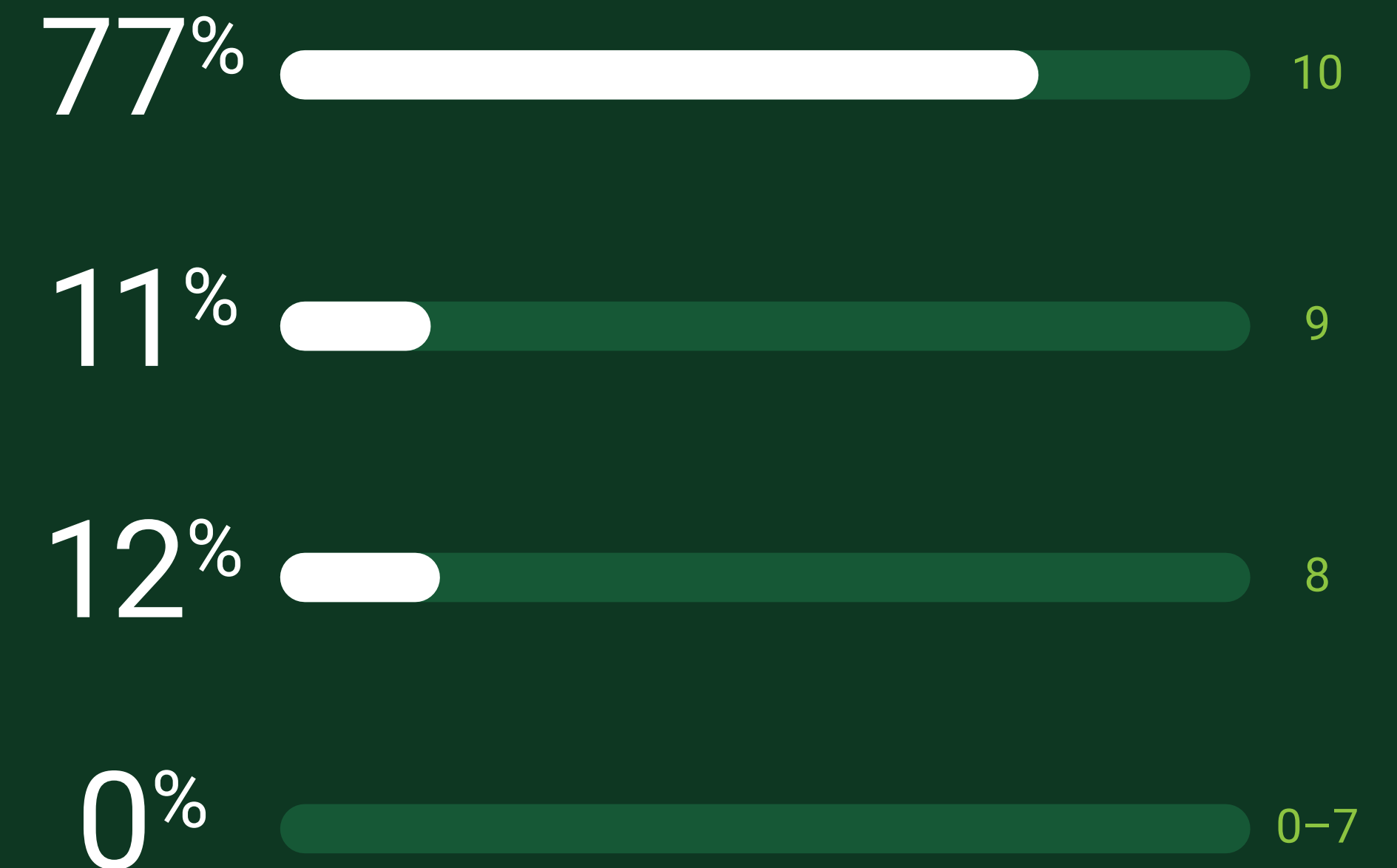
Our clients were asked if CTE has earned being a go-to partner for urgent or emergency situations that require a logical and reliable solution. Their responses were overwhelmingly positive.



CTE continues to provide excellent service at a fair price."

Q10

We asked our clients to rate their overall satisfaction with our services including timely deliveries and pickups on a scale from 1-10.



**Client Satisfaction:** 9.56 average rating



## ADDITIONAL FEEDBACK

We love CTE and have enjoyed our partnership with them."

Keep up the good work. It never goes unnoticed."

CTE is a strategic business partner that helps manage our supply chain and has significantly streamlined our logistics services which has allowed us to see continued growth over the years."

## SURVEYED CLIENTS APPROVING USAGE OF COMPANY NAME

Northshore/Northclad

The BoxMaker

BDA

ACCO Brands

Rockline Industries

Boxlight



**We believe our  
people are better  
than any system.**

**Experience what Commitment to Excellence feels like yourself.**

Did we mention we've made  
the Inc 5000 list again?  
That's 11 years straight.

