

AGS
Home Delivery

*The Most Complete
Residential Delivery
Service in America*



Service Advantages



The Most Complete Residential Delivery Service in America.



AGS Home Delivery is a division of Associated Global Systems that is exclusively focused on the transportation and delivery of large big-ticket consumer items for your customer's home. Furniture, mattresses, high definition televisions, appliances and home fitness equipment are among the many products that we deliver. Our delivery times are among the best in the industry. We deliver to any residential address in the contiguous United States within 5 days

or less. Our speed is a beneficial tool for reducing the possibility of buyer's remorse from your customer. The faster they receive their purchase, the less time they have to question their decision.

In the eyes of your customer, the delivery is an event. They make plans for the delivery and wait with anticipation for the final component of their purchase experience. With AGS handling the event, you can rest easily knowing that your customer is being treated to a superior experience from their own front row seat.

Exclusive Home Delivery Customer Service

We all know that the level of customer service needed to support the Home Delivery business is much different than what is required for traditional B2B transportation. It is vital that your support team understands the challenges specific to your industry.

When you begin doing Home Delivery with AGS, you will be introduced to your own Customer Service Manager, imbedded within our Home Delivery call center. This department works exclusively with drivers delivering directly to residences. Our support teams within this division are experienced and have been trained to meet both you and your customer's needs. Their command of your shipment ensures the kind of delivery experience that reflects well on you and keeps your customers coming back to your site for future purchases.



Our advantage is our people. Home Delivery business is all they do.

Our customer service department is open 24 hours a day, 7 days a week to answer any questions. Customers can track shipments anytime by simply logging onto the web at www.agsystems.com.



AGS Network

The AGS transportation network provides pick-up and delivery to every zip code in the U.S. and Canada. Our staff of transportation experts nationwide have extensive experience handling large consumer durable goods so you are assured that your merchandise will arrive safely, on time, every time and to the complete satisfaction of your customer.

AGS offers a full menu of transit times – Overnight – 2nd Day – 3rd Day or Deferred - for your customer's choice and convenience.

Customers will experience drivers who are friendly and courteous trained professionals that will enter a home with care, set up your merchandise, and remove all packaging materials.

Each AGS driver is trained and educated on the delivery expectations, equipment needs and manpower requirements for each of our delivery types. Each driver is made aware of our demand for high-quality service and we have assurance measures and refresher training in place to ensure that we are consistently representing your company with the best service professionals from coast to coast. All of our drivers are given background checks to ensure a clean record.

AGS Domestic Locations



Your customer can expect:

- Polite and professional delivery personnel
- Delivery appointment scheduled at a time convenient for them
- Online scheduling through link provided
- Time definite arrival to local market
- Optional text message or e-mail status updates

Your business can expect:

- Reliable transit times
- myAGS.com supply chain visibility and reporting tools
- Best in class customer service and support
- Warehousing & logistics expertise
- Professional product packaging advice
- Furniture assembly, deluxing and repair
- Competitive pricing programs
- Logistics support to help grow your business





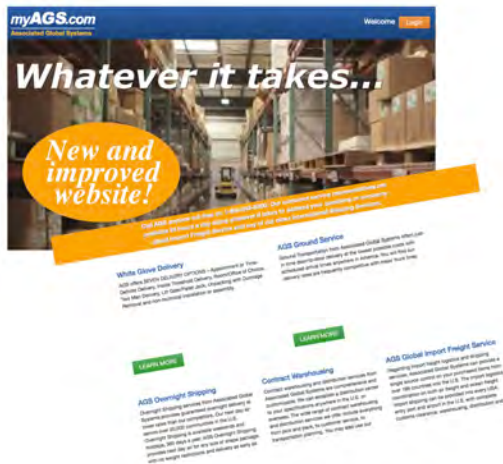
The Best Technology

myAGS.com

When you work with AGS Home Delivery, you will have access to our powerful website, myAGS.com. Use this site to experience all of the AGS electronic service enhancements.

You can request a pick-up, track shipments, generate tracking reports, even check your billing. Get the best rates online and stay informed with transportation links and AGS service news updates.

You'll receive myAGS.com training and continuous support from your customer service team. This robust user-friendly interface was developed with input from our top customers to provide the functionality needed to simplify their processes from order entry, to tracking, through proof of delivery.



Online Scheduling of Deliveries

AGS Home Delivery keeps your customer informed every step of the way. Keeping your customer informed lowers their anxiety by giving them more control of the delivery experience. The moment their purchase is picked up and en route, they will receive an email notification that their item has shipped. This notification will provide them with a tracking number and instruction on how to track their shipment online. It will also include a link that allows them to schedule a delivery date and time within a four hour window.

Management Reporting with myAGS.com

You will decide who will need access to myAGS.com and we will create unique login credentials for various users or groups. We understand that not all information needs to be shared at all levels in your company so you can grant authorization or deny access based on login credentials.

- myAGS.com: Easy interface for shipment initiation
- Full visibility to shipment statuses
- Access to real-time proof of delivery information
- Quoting for accurate delivery charges
- Easy setup of return shipments
- Comprehensive management reporting capabilities

Innovative IT Department

As a leader in technological innovation in the logistics and freight industry, AGS' technology group has developed numerous solutions that make shipping fast, easy and very cost-effective.

AGS provides multiple options for entry of information into our system:

- EDI Transaction Sets
- Text/Flat File Transfer
- XML Data Exchange
- Phone, web, fax or e-mail order processing



Four Levels of Delivery Options

Threshold delivered to the threshold or to a customer's garage.

Room of Choice delivered inside and placed in the room of choice, up or down one flight of stairs.

White Glove inside delivery to the room of choice, unpacking, removal of packaging materials and simple setup (without using tools).

White Glove Plus includes White Glove service plus inspection and pre-assembly at the station.



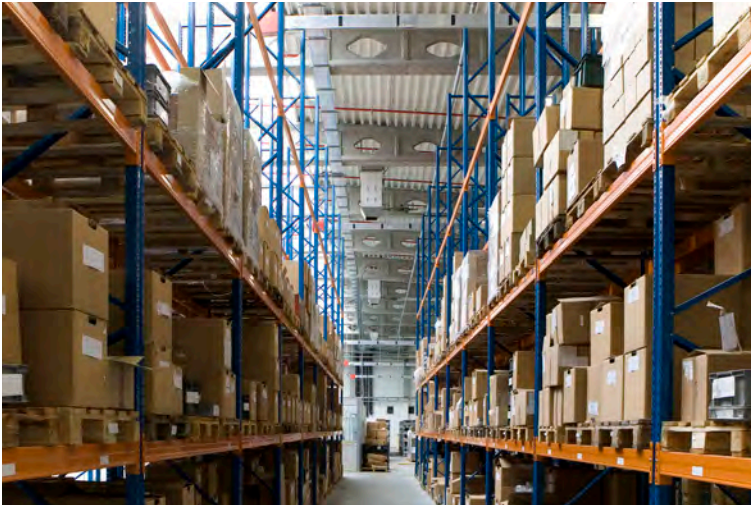
Home Delivery Options

	<i>Threshold</i>	<i>Room of Choice</i>	<i>White Glove</i>	<i>White Glove Plus</i>
2 Person Delivery	■	■	■	■
Inside the Threshold	■	■	■	■
1 Flight of Stairs		■	■	■
Room of Choice		■	■	■
Packaging Removal			■	■
Assembly (15 min)			■	■
Assembly (30 min w/ tools)				■
Deluxing				■



AGS Returns

This customized program is designed to make it easy for your customers to return products. Includes disassembly and repacking when required.



Warehousing and Distribution

Warehousing and Distribution services from AGS are comprehensive and customizable. With our vast number of terminals and warehouses throughout the U.S., AGS can offer temporary staging space or a regional distribution center for storage of your products. We can establish a distribution center to your specifications anywhere in the U.S. You may also use our established

facilities for fast, low cost distribution in many major markets. We can stock, manage and distribute your inventory with the utmost efficiency in cost, time, and tracking.

Delivery Times

1-6 days within the contiguous U.S. Additional two days to Alaska and Hawaii. Additional time definite delivery options available – Overnight, 2nd Day, 3rd Day and Deferred.

Service Days (Residential)

Monday – Saturday 8 a.m. to 9 p.m.

Carton Size And Weight

AGS handles all size and weight products. Many of our competitors have 70-pound weight limits and 165-inch length and girth limits.

Delivery Area

Service is available to and from all 50 states.



Because we do thousands of residential deliveries each month, we have the knowledge and experience to meet the exact requirements of your customers – on time, damage free with courteous, trained delivery personnel.



AGS Home Delivery is the most complete residential delivery service in America.

- Fast nationwide service
- White Glove Delivery
- Online self-scheduling of deliveries
- State of the art supply chain visibility through myAGS.com
- Online inventory management
- Professional delivery
- Product assembly
- Technical installation options
- Packaging consultation
- Furniture deluxing and repair





*Call Us Today for The Most Complete
Residential Delivery Service in America.*

1-800-645-8300

www.agsystems.com

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