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GO! for satisfied customers

Customers play a particular role in GO!'s mission statement and corporate culture. After all, customer requirements are becoming increasingly complex – a consequence of globalisation and digitalisation in the last few years. Customer proximity, expertise and reliability are called for to achieve and maintain a verifiably high degree of customer satisfaction and high net promoter score. To that end, GO! Express & Logistics is continuously enhancing the many parameters throughout the company.

Personal contacts

We take the term "customer relationship" literally: we do not have a call centre; we have dedicated personal contacts. We regard it as important that our customers know exactly whom they can contact and equally that our employees are familiar with customer-specific requirements and expectations. We understand the logistics needs of our customers and translate them into logistics solutions. Roland Zellermann, CEO of BUSINESS VISUM, can endorse that: "We have dedicated contacts in all the GO! stations responsible for looking after us, and they can be reached at any time. Deliveries and follow-ups are 100 per cent reliable and end-to-end. In the many years we have worked together, there has never been a problem that has not been solved."

Close support throughout all logistics concept phases

We action logistics solutions of any scale and for any industry – tailored precisely to respective needs. We achieve such exact-fit solutions by supporting our customers every step of the way. "We believe that good logistics services start with customer-focused research", Diana Petry, Sales Manager South at the GO! station in Berlin, emphasises. This means: we listen carefully before we take action. "The onboarding process at the beginning of our business relationship with GO! was relatively extensive, but that indicated to us that the service provider is focusing on us and our needs", says Ludmila Braun, fonlos e.K..

Close cooperation enables us to obtain a more profound insight into customer processes, understand them better and translate these insights into needs-based logistics solutions. Furthermore, we can react to changes quickly and without any loss of quality.

Expertise

Expertise saves time and resources. We therefore attach importance to an extensive range of advanced training opportunities, to enable our employees and couriers to meet increasingly more complex customer requirements, like special shipping conditions and adherence to deadlines, for instance. As much standardisation as possible means our processes are reliable and flexible. Along with a wide range of exact-fit solutions for special shipping requirements, we are able to provide both industry-specific solutions and handle special shipping commodities that are subject in part to strict requirements.

Customer proximity

Our employees are not based in some central location, but always close to where our customers are, thanks to an extensive network of more than 100 GO! stations in Germany and neighbouring countries. They are familiar with local circumstances, can react flexibly and therefore specifically meet even the most exacting of requirements. "The quality that GO! provides is superb, the working relationship with the local station is very personal, high-quality and extremely professional", Lisa Sinz, CEO of MyCow, emphasises.

Reliability

At a delivery rate of more than 99.00 per cent (as at: 2021), we are the quality leader in the CEP market. Our couriers are in constant contact with their stations, meaning that we can react quickly if delivery circumstances change. "Simply leaving a parcel with a neighbour" – does not happen at GO! Our pick-up services are also unrivalled in the market: our couriers pick up shipments until late in the evening, no matter where. That means that even sensitive consignments are in safe, expert hands.

Punctuality

Just-in-time or at a preferred time: we pick shipments up until late in the evening and deliver them as early as the next morning. Or of course exactly when it suits the consignor and consignee best - tailor-made to requirements in each case and they can be scheduled to be delivered within time slots of up to 15 minutes.

Speed

Express delivery is our passion and speed is our hobby-horse. That is why particularly short transit times are our standard. This means: we pick up shipments until late in the evening and deliver them the next day during the course of the morning. We reach all European business centres overnight, all key international business centres within 48 hours and nearly all destinations worldwide in three to four days.

Regular customer surveys and annual reviews

As a premium service provider, we are continuously enhancing our processes and the quality we deliver. To help us achieve this, we conduct regular customer surveys and annual reviews. The outcome: a high level of satisfaction and willingness to recommend us to other companies.

Award-winning quality!

Independent polls and surveys validate our own customer surveys and performance analyses. We have therefore won a number of awards for the level of customer satisfaction we provide:

https://www.general-overnight.com/deu_en/company/awards.html

The accolades we picked up in 2020 – 2022 include industry Value for Money champion in Germany and Austria, best medium-sized service provider in the Courier Services category and TOP Customer Service (*Wirtschaftswoche*). We also lead the Exemplary Fulfilment of Customer Requests rankings in the parcel and courier services category (*FOCUS MONEY*). *Handelsblatt* and

YouGov also voted us 'Customer Recommendation' Climber of the Year in their parcel and logistics service provider category (edition dated: 27 August 2020).

We are also top of the class as far as employee satisfaction is concerned! Rating platform kununu has listed us as a Top Company and Open Company since 2017. According to surveys conducted by *FOCUS Business*, we have also been rated as one of the best employers in our industry since 2017. The Leading Employers Study by the Institute of Research & Data Aggregation includes us in the top one per cent of German employers in 2021 and a *WELT* online survey in collaboration with ServiceValue rates our standards of corporate responsibility as 'genuine and effective' (Welt.de).

More information at www.general-overnight.com

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