



# Customer Service Department (CSD)

Norman G. Jensen, Inc.

Norman G. Jensen, Inc's. Coastal and Inland Customer Service Department (CSD) has been established to act as the primary contact for new customers, and to work with all NGJ Agents, to ensure customer needs are met and consistent service is provided.

# Customer Service Department (CSD)

- Centrally located in Minneapolis
- Operational support for all Coastal and Inland offices – freight and brokerage accounts
- Focus on small and medium sized accounts
- Work with all NGJ approved Agents
- New business development

# CSD Staff and Structure

- CSD is a division of NGJ's Coastal and Inland Freight Services
- Located in Minneapolis with other Freight Services Departments
- Central contact e mailbox [csd.ci@ngjensen.com](mailto:csd.ci@ngjensen.com)  
fax no. 952-229-2814 tel no. 952-229-5414

# CSD – Operational Support

- Vendor (including NGJ Origin Agents) rate maintenance
  - Periodic Vendor reviews to measure and monitor performance
  - Establish secondary Vendors to ensure constant service in the event of a Vendor change
- Consolidate operational functions for NGJ

# CSD – Focus on Small & Medium Sized Customers

- CSD is the contact point for all new customers and existing small to medium sized accounts
- Focus will be on accounts generating less than \$10,000.00 annual net revenue
- CSD will service freight accounts, brokerage accounts and accounts that support NGJ with both freight and brokerage business

# CSD – NGJ Approved Agents

- CSD will work with all approved NGJ Agents
- CSD will maintain and post current Agent rates and contracts for all services provided
- Agent selection process will be the same as for other Vendors
- Agents selected based on performance evaluations, service reviews, and profitability
- Priority will be given to Agents who meet and exceed NGJ's pre-defined goals and expectations as measured by periodic performance evaluations

# CSD - New Business Development

- Cross selling NGJ products to all customers
- Marketing freight services to existing NGJ Customs Brokerage Customers
- Develop leads for NGJ Agents for exports from the U.S.
- Special projects to assist Route Development Managers, i.e. specific lead generation in advance of a NGJ employee trip abroad