



# FROZEN FOOD EXPRESS

www.ffeinc.com

INTRODUCING

# CUSTOMER SUCCESS

TEAM

INCREASE  
CUSTOMER  
SUCCESS



REDUCE  
CHARGE  
BACKS

## SHIPMENT TRANSPARENCY



### First Contact Resolution

Dedicated shipment tracking



### Pre-Notification Alerts

Proactive shipment visibility allowing for fewer charge back costs



### Customer Tracking Reports

Proactive shipment visibility allowing Shipment tracking reports provides shipment transparency and less guess work

### Hours of Operations

Monday - Friday

7:00 AM - 6:00 PM CST

## Benefits of the Customer Success Team

- First contact resolution
- Reduced chargebacks
- Transparency from pickup to delivery
- Proactive tracking is customizable based on your needs
- Tracking reports available

Contact your Customer Success representative for details

### Additional Customer Tools

Visit our website at [www.ffeinc.com](http://www.ffeinc.com) for 24/7 access to online tools such as:

Instant Rate Quotes

Order Placement

Shipment Tracking

Document Retrieval

Transit Time Calculator

Custom Reports

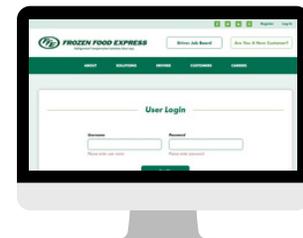
Sign up for Auto-Email alerts

Forgot Your Password? Here's How to Retrieve It. If you have already registered but can't recall your password, click on the "Retrieve Password" button located on the login screen. Please note that your registered email address serves as your username. If you require further assistance, including login support or web tutorials, you can always reach us via email at [ffesales@ffex.net](mailto:ffesales@ffex.net).

PICKUP



DELIVERY



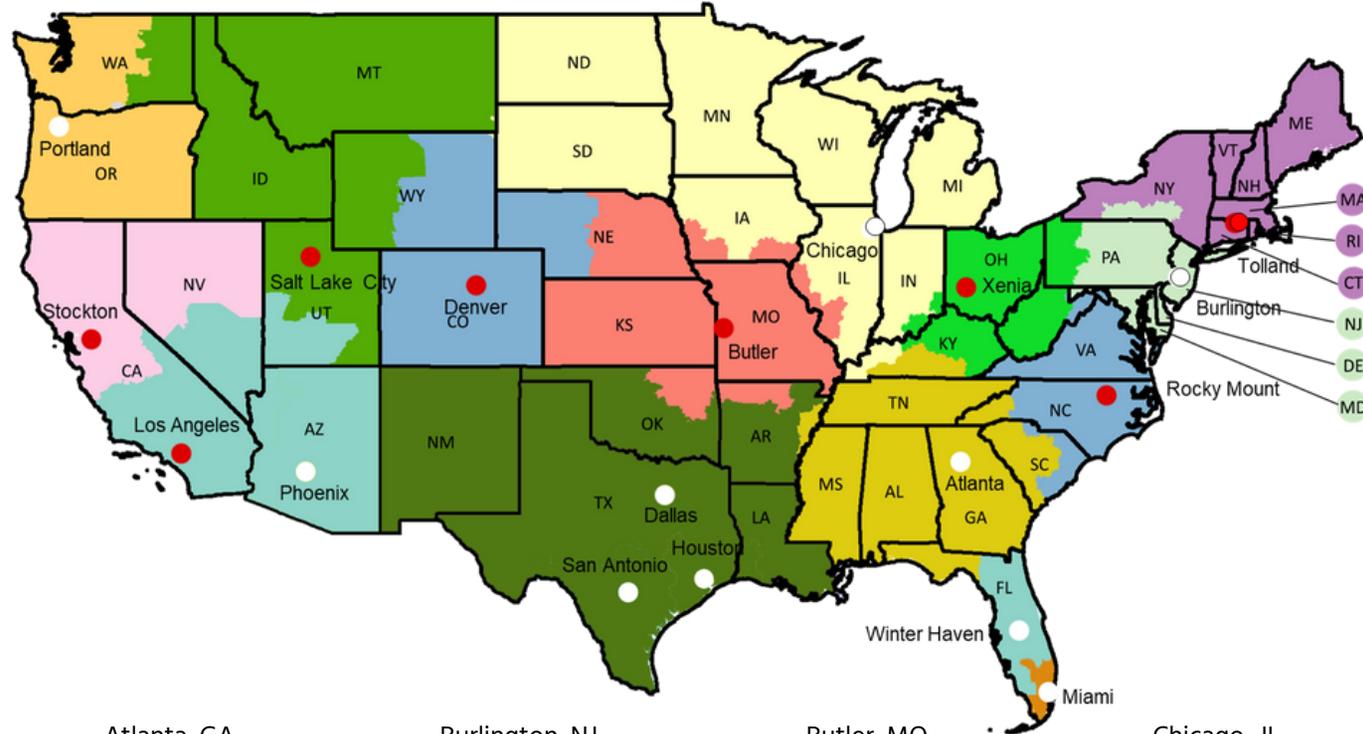


**CUSTOMER SUCCESS TEAM**



**FROZEN FOOD EXPRESS**

**NATIONWIDE SERVICE CENTERS**



**Who do I contact?**

Dedicated customer tracing representatives are each assigned one of our nationwide service centers. Contact your Customer Success representative based on the billing address.

Example: Bill-to is in Texas, but the Load-at is in Illinois; you will contact the Texas representative. Bill-to is in CA, and Load-at is in CA; you will contact the California representative.

**ADDITIONAL CONTACTS**

- Rate Quotes  
ratequotes@ffex.net
- Place Orders  
orders@ffex.net
- Billing Inquiries  
billingissues@ffex.net
- POD Requests  
podttl@ffex.net
- Guaranteed Dept  
guaranteed@ffex.net
- Cargo Claims  
cargoclaims@ffex.net
- Sales  
ffesales@ffex.net
- Customer Service  
800-569-9200

- Atlanta, GA  
atlanta.trace@ffex.net
- Burlington, NJ  
burlington.trace@ffex.net
- Butler, MO  
butler.trace@ffex.net
- Chicago, IL  
chicago.trace@ffex.net
- Dallas, TX  
(Austin/San Antonio)  
lancaster.trace@ffex.net
- Denver, CO  
denver.trace@ffex.net
- Los Angeles, CA  
(Including Phoenix)  
la.trace@ffex.net
- Miami, FL  
miami.trace@ffex.net
- Portland, OR  
portland.trace@ffex.net
- Rocky Mount, NC  
rm.trace@ffex.net
- Salt Lake City, UT  
slc.trace@ffex.net
- Stockton, CA  
stockton.trace@ffex.net
- Tolland, CT  
tolland.trace@ffex.net
- Winter Haven, FL  
dundee.trace@ffex.net
- Xenia, OH  
xenia.trace@ffex.net

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