

January 14, 2020

Mrs. Bonnie Knoedler
President
Adcom Worldwide – DCA/PIT
5655-D General Washington Drive
Alexandria, VA. 22312

Dear Bonnie,

As you know my previous career was in logistics, and I would hear from my customers all the time. “It is only a truck, airplane and it is taking my product, display from point A to point B. I don’t really care just make sure it gets there”. Of course, they care especially when something goes wrong or a budget is tight. This is reality.

We switched our business to Adcom in 2013 for specific KPI’s we needed from a logistics partner and it wasn’t just a financial reason. Your team delivers excellent customer service, with the best response times, on time and damage free deliveries. We really like the peace of mind by receiving our email auto status updates as this allows my entire team to know when our product or exhibit is being delivered.

It is critical when we have events outside the US, we have the best information. Your team is ready with research on when shows are moving in and moving out so we don’t make a mistake. This personal attention and care from Adcom delivers added value to Keeler; and allows us to trust your experience when we have multiple challenges or issues which come up when running a business across the Americas.

Lastly, I recently joked with our Training and Events Manager that we are going to use another company instead of Adcom and Shane Breen’s response was “We can’t risk using another logistics company”, I agree.

Adcom DCA is the most professional and superior freight forwarder I’ve partnered with in the past thirty-seven years. Congratulations for delivering the service your customers expect and your competition can’t deliver.

Sincerely,



Eugene R. VanArsdale
Director of Marketing Communications