



Move Analytics CC - Le Creuset  
Suite 66  
Private Bag X3019  
PAARL  
7620

UTi South Africa (Pty) Ltd  
t/a UTi Distribution  
15 - 23 Munnich Street  
Airport Industria 2, 7490  
P O Box 7080  
Roggebaai 8012  
Tel : (021) 380 2100  
Fax : (021) 386 2185  
Co Reg.No. 2004/015747/07  
Vat Reg. No. 4260213873

### Continuous Focus on Improvement National Contact Centre

UTi Distribution's strategic objective is to be the #1 Distribution Solution Provider in selected markets and in Sub-Saharan Africa, delivering quality, sustainability, and competitive advantage to clients. One of the ways in which we aim to achieve this goal, is to create a culture of quality and continual improvement in order to provide value, service excellence, and client centric solutions. UTi regularly audits and assesses each area of the business in order to identify areas of improvement and optimisation.

One of the main points of contact between clients and UTi is through the National Contact Centre. It is imperative that clients experience consistent, friendly, and outstanding service upon every interaction with the NCC. We have therefore established and implemented new processes and structures designed to meet our service commitments to our clients.

Our inbound team is dedicated to receiving all incoming calls whilst the correspondence team responds to incoming emails. The result of the dedicated teams has been a decrease in the response time of our correspondence team from 2 hours to 30 minutes, thus achieving a 99.3% service level. Our escalation team is tasked with resolving high level queries, within a 2 hour turn-around time. Escalations have also decreased due to better communication between the NCC agents and operations staff.

We have also invested resources to ensure that the training our agents receive is comprehensive and fully equips them to deal effectively with any query or request our clients may have. All activities within the NCC are measured daily in terms of service, efficiency, and quality.

Another platform that we urge our clients to make use of is ClientZone, our custom designed portal that allows clients to manage all logistics requirements with UTi online, in real time. To register for ClientZone visit our website at [www.go2uti.co.za](http://www.go2uti.co.za).

The integration meetings with DSV are still on-going and are gaining momentum. It is still business as usual and we will continue to communicate any changes as the integration progresses. UTi is committed to quality in everything we do; with passion, agility, and an ability to inspire and support each other as enterprise teams in delivering quantified value to each of our clients' supply chains

Yours sincerely

Greg Saffy  
MD: UTi Distribution

UTi Distribution offers our clients an online portal called Client Zone! Client Zone, which is custom designed to allow our clients to manage your logistics with UTi on line, in real time. By registering for Client Zone, authorised users are able to view invoice, credit notes and statements, book collections, request quotes and track shipments. Register now via [www.go2uti.co.za](http://www.go2uti.co.za) and sign in for service excellence.

### Making a payment?

UTi continuously strives to make it easier, for you, our valued client, to transact with us. As part of this drive UTi has arranged with all the major banks that we are loaded as a predefined beneficiary. In order to process payment to us correctly, when setting UTi Sun Couriers up as a beneficiary, search for SUN COURIERS under the predefined beneficiary list in your banks provided list.

The reference required in order for us to correctly allocate your payment to your account, is your 6 digit Account Number (e.g. 000001).

By accepting this email statement you agree to comply with our Contract for Carriage, copy available on request.

# Statement

Statement Date: 31/03/2016  
Account No: 027877  
VAT Number: 4110255892  
Credit Controller: Andre Pitts  
Telephone: +27 021 380 2226  
Email: [apitts@go2uti.com](mailto:apitts@go2uti.com)  
Fax: +27 087 233 3696

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**Banking details** Please select  
**SUN COURIERS** as a predefined  
beneficiary when making a payment  
and use your 6 digit account number  
as reference.

Please quote account no **027877** as reference on your deposit.

DATE	DOC NO	DOC TYPE	REFERENCE	NET AMOUNT	VAT	TOTAL
01/03/2016	Opening Balance					102,044.53
10/03/2016	38236169	Invoice		6,089.46	852.55	6,942.01
13/03/2016	38259143	Invoice		7,964.49	1,115.17	9,079.66
17/03/2016	38276450	Invoice		3,539.80	495.66	4,035.46
23/03/2016	38293276	Invoice		4,562.85	638.92	5,201.77
18/03/2016	00453486	Credit Note	LEECS00073422	-519.06	-72.67	-591.73
18/03/2016	00453497	Credit Note	LEECS00074836	-518.37	-72.57	-590.94
18/03/2016	00453499	Credit Note	LEECS00075751	-499.68	-69.96	-569.64
17/03/2016	001777_CPV	PAYMENT		-60,638.74	0.00	-60,638.74

31/03/2016

TOTAL PAYABLE

64,912.38

If you have any queries please contact Andre Pitts on +27 021 380 2226

Payment is due strictly 30 days from Statement Date

120 DAYS	90 DAYS	60 DAYS	30 DAYS	CURRENT
0.00	2,340.60	5,017.40	32,295.48	25,258.90

UTi SA (Pty) Ltd t/a UTi Distribution is an authorised financial services provider.

CPT\_X/00425/05261

027877