



FROZEN FOOD EXPRESS

TRACING

TRANSPARENCY

PICKUP → DELIVERY



INTRODUCING CUSTOMER SUCCESS TEAM



First Contact Resolution

Dedicated shipment tracking



Pre-Notification Alerts

Proactive shipment visibility allowing for fewer charge back costs



Customer Tracking Reports

Shipment tracking reports provides shipment transparency and less guess work

**Tracing Department
Hours of Operation:
Mon-Fri 7am-6pm CST**

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 TX but the Load-at is in IL. You will contact the Texas representative. Bill-to is in CA and Load-at is in CA you will contact the California tracing representative. See map on opposite side of this brochure.



Benefits of the Customer Success Team

- First contact resolution
- Reduced charge backs
- Transparency from pickup to delivery
- Proactive tracking 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 for 24/7 access to online tools such as:

Instant Rate Quotes

Place Orders

Shipment Tracking

Document Retrieval

[Transit Time Calculator](#)

Customer Shipment History Reports

Sign up for Auto-Email alerts for shipment status notifications delivered right to your inbox.

Already registered but forgot your password? Click on [Retrieve Password](#) at the login screen. Your username is the email address used at time of registration. For login assistance or web tutorials email us at ffesales@ffex.net.

**INCREASE
CUSTOMER
SUCCESS**



**REDUCE
CHARGE
BACKS**



FROZEN FOOD EXPRESS

www.ffeinc.com

Customer Registration

Register for online customer tools and Auto-Email alerts in less than a minute!



Online Customer Tools

Login to your account for quick access to rate quotes, document retrieval, view transit times and much more!



Request FourKites Access

Request FourKites access for real-time shipment tracking visibility powered by state-of-the-art technology.

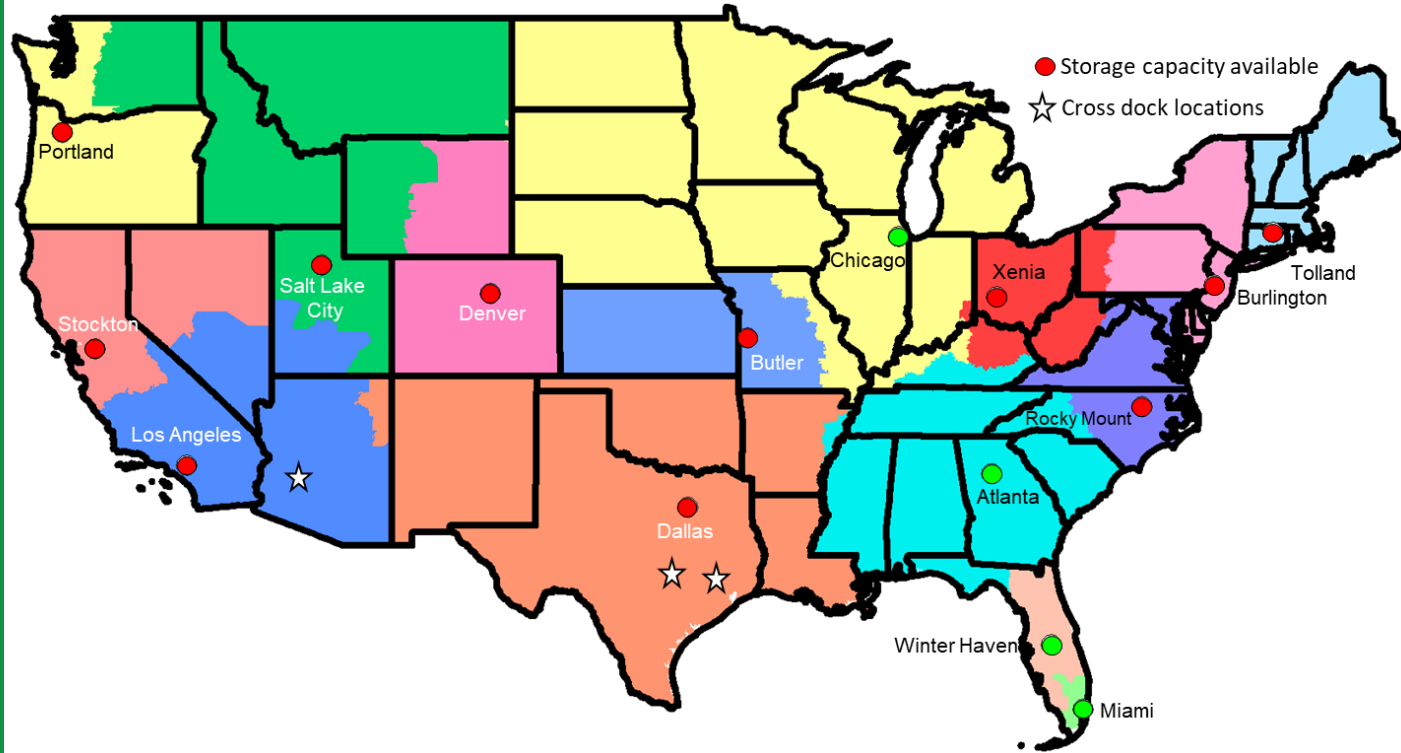


FourKites Tracking

Log in to your FourKites account for quick access to real-time shipment tracking.



Customer Success Team



NATIONWIDE SERVICE CENTERS

Main Office: 3400 Stonewall St., Lancaster, TX 75134 | P.O. Box 655888, Dallas, TX 75265-5888 | 214-630-8090

ADDITIONAL CONTACTS

Rate Quotes
ratequotes@ffex.net

Place Orders
orders@ffex.net

Billing Inquiries
billingissues@ffex.net

POD Requests
podtltl@ffex.net

Guaranteed Dept
guaranteed@ffex.net

Cargo Claims
cargoclaims@ffex.net

[Sales Department](mailto:ffesales@ffex.net)
ffesales@ffex.net

Central 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
lancaster.trace@ffex.net

Denver, CO
denver.trace@ffex.net

Los Angeles, CA
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

Follow us on Social Media



@ffetransportation



ffe-transportation-services



@frozenfoodexp