

# MERCURY PROVEN PROCESS

Since 1984, this process has ended the frustration of shipping for thousands of clients.

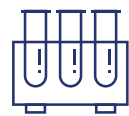
## DISCOVERY

Mercury specializes in **time or temperature sensitive** shipping.

We partner with companies who prefer personal attention (not a 1-800 number).



Professional Services



Healthcare and Life Sciences



Technology

Let us offer you 30 minutes of our time to discover if Mercury is a fit for your business. We'll point you in the right direction if we're not.

Reduce your costs by leveraging our discounts with no volume minimums, contracts or monthly fees.

## EXPLORATION

Discuss your needs and pain points to explore how Mercury can help you meet your business goals.



We offer individual attention and guidance and provide you with a centralized shipping solution.

## ONBOARDING

We expand on what we've learned in Discovery and Exploration through a simple, but comprehensive process to gather information.

Mercury experts join your team

- ▶ Account Manager
- ▶ Client Support
- ▶ Small Package Ops
- ▶ International Freight
- ▶ Domestic Freight
- ▶ Speciality Cold Chain
- ▶ IT Integrations
- ▶ Data Analytics

Our team provides advice and training, preparing you to meet your business's shipping needs.

## YOUR PARTNER

Starting with your first package, Mercury treats each shipment like it's our own

	<b>You</b>	Your business, home office, contract manufacturer, Mercury flexible warehousing, supplier, business partner, contract research organization.
	<b>Shipment</b>	Guidance to answer 'How can I ship this?'
	<b>Packaging</b>	Free express carrier packaging and clinical packs. Cardboard boxes, laptop boxes, validated cold chain shippers, crates and pallets. GPS trackers, temperature monitoring devices. Dry ice, phase change materials, cold packs.
	<b>Label</b>	Use the MyShipNow website, API integration, email us, call for a label. We'll provide assistance with necessary shipping documents.
	<b>Pickup</b>	Flexible daily and on demand pickups, including early or after hours by either a Mercury courier or one of our carrier partners.
	<b>Carrier</b>	Mercury selects the optimal carrier for each shipment based on our 30+ years of shipping expertise and data analytics along with other factors such as weather.
	<b>Tracking</b>	Mercury is unique in that our experienced team proactively tracks and monitors every single shipment. We also provide various ways for you or your recipient to track the shipment.
	<b>Trouble-shooting</b>	Our team specializes in identifying carrier delays and issues, providing more detailed tracking information in addition to the carrier's. We communicate with you directly until final delivery is confirmed. Mercury troubleshooting carrier issues keeps you off a 1-800 number.
	<b>Delivery</b>	Email notifications and proof of delivery. Mercury offers a variety of delivery options, including inside delivery.
	<b>Invoices</b>	Mercury organizes your invoices so you can bill your customers or keep track of internal spending using your department, client/matter number, sales order, PO or other reference. Invoices can come in multiple formats including .csv files.
	<b>Reports</b>	Measure your business expenses, predict and plan for the future using our customized reports. Our data analytics team will work directly with you, providing additional insights.

VALUES

CLIENT OBSESSION

OWNERSHIP

VALUED PARTNER

FLEXIBLE AND RESOURCEFUL