



Scarborough International, Ltd. launches its Customer Experience Initiative

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Scarborough International, Ltd., Midwest-based U.S. Customs broker and international freight forwarder is proud to announce its **Customer Experience Initiative**. Scarborough's initiative appeals to the international trade community, including importers, exporters and other logistics providers by enhancing communications and collaboration.

Some of the enhanced communications tools include:

- interactive user friendly website with real time track and trace
- social networks (Facebook, Twitter, Linked In, Google Plus)
- automated reporting
- event based email notifications
- shipping tools and resources
- electronic applications & forms
- on the go **mobile application**

"Our existing customers should be thrilled with these enhancements. We aren't changing who we are or how we conduct our business. We will continue to provide the best customer service to be found. We are however, insuring that we stay in the forefront of technology, by establishing a track and trace feature at your fingertips, as well as access to shipping tools which can be accessed on mobile devices. As an industry expert, our social networks and blogs will allow us to share pressing industry news and other industry highlights with our customers," said Kim Taylor, Scarborough's Marketing Director.

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The Scarborough Group of Companies is a full service provider for all global and domestic supply chain needs. Through integrated information systems, Scarborough's technology and personalized customer service offers customized and flexible solutions in a seamless fashion. Some services include: U.S. Customs Brokerage, International Freight Forwarding, Warehousing, Domestic brokerage and Compliance Consulting.

Scarborough encourages its customers to interact on the website <http://www.scarbrough-intl.com/> and social networks, get involved with asking questions, and use Scarborough for a shipping resource for import & export services, compliance and all related supply chain needs.

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