

AIRPORTS COUNCIL INTERNATIONAL



9th November, 2017

To whom it may concern,

Reference for Globex Worldwide Courier Inc.

Globex Worldwide Courier Inc. acts as the shipping provider for the Airport Service Quality (ASQ) department, which is part of Airport Council International (ACI) World.

Responsible for managing shipments to over 300 worldwide airports on a recurrent quarterly basis, Globex efficiently ensures delivery within our time-sensitive requirements. We have found their services to be simple and straightforward, from the provision of shipping labels and courier arrangement to actively monitoring each shipment and sharing their tracking files for our reference.

The Globex support team rapidly responds to any issues, following up with recipients wherever necessary to resolve any delivery queries and obtain optimal shipping details. The Globex network has been especially beneficial in obtaining information that recipients could not retrieve from the courier, allowing for a full picture of transit for all parties involved.

Working with Globex over the past three years has been an easy experience which effectively meets our customer needs. If you have any additional questions or require clarification, feel free to come back to us.

Sincerely,

A handwritten signature in black ink, appearing to read 'Valérie St-James', is written over a horizontal line.

Valérie St-James

Senior Manager, Market Research

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