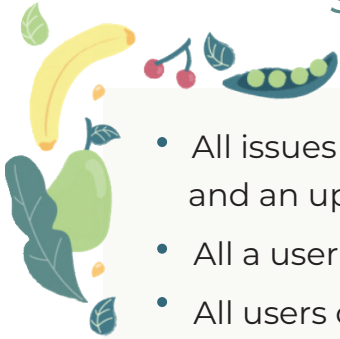




Advantages of The Reference Room Tool

“Why Use a Dull Knife When You Have a Sharpened Knife Sitting Right in Front of You?”



- All issues and submitted tickets get a response from CCPA within an hour and an updated resolution within 24 hours.
- All a user has to do is go to the room and create an account.
- All users can customize their own notification preferences to indicate how they will receive responses to their submitted tickets (via text, email or phone call).
- Tickets should be submitted no matter how small or large the issue is. This way, it's documented and CCPA knows about it, Managers know about it, you know about it, and most importantly, the issue gets resolved faster than ever before.
- Managers/Supervisors can enter the room at their own leisure to view any of their respective accounts and can customize their notification preferences as well. All respective accounts have already been set up for them on the back end.
- You can use this tool as reference guide to help acclimate a new Account Manger or Chef within your organization. It can help bring them up to speed on what's been going on in that area.
- Because of the response time, frustration doesn't build within a Chef or Supervisor to the point at which their focus gets deflected away from what's most important - their client!
- The RR “News Feed” provides a one-stop shop way for your entire company to receive pertinent updates or general information that is useful to the Chef and company as a whole. Customized notifications apply here as well.



CCPA's Goal is to make individual Unit Chefs feel like National Customers. Trucking companies have a hard time doing that on a local level when it's a national customer. CCPA's mission is to hear from Chefs via this tool as soon as they have an issue so we can solve it faster than they have ever experienced before.