

CUSTOMER SUPPORT

Customer Support



AWARD-WINNING CUSTOMER SUPPORT TEAM

At U S Chemical, you will receive a level of service unrivaled in the industry. Not a bank of operators taking orders, but a team dedicated specifically to your account, your needs and ultimately the satisfaction of your customers.

Your Customer Support Representative

When you place an order you know exactly to whom you'll be talking. Your U S Chemical Customer Support Representative knows your account, your product mix, every last detail of your sales history, as well as any special issues or handling requirements.



CUSTOMER SUPPORT

Your CSR will make sure you get what you need, when you need it, increasing your efficiency and ensuring timely delivery to your customers.



Back orders are rare, so you can manage a tighter inventory without fear of running out of product. Increased turns drive reduced inventory costs—and increased profits.

Your Account Manager

Another go-to person on your customer support team is your U S Chemical Account Manager. Because growing your business is their number one priority, they know that customer service is a key element to success. We provide the personal attention necessary to help you suggest the right product or resolve any technical issues that may arise.

That's how we win awards. That's how we help you grow. That's your U S Chemical Customer Support team!



QUALITY & INNOVATION



THE COMPETITIVE EDGE

High-quality, innovative products

That's what it takes to succeed in today's competitive marketplace. U S Chemical dedicates significant resources to continual research and development so that you can offer your customers new products, product enhancements and delivery systems. In our state-of-the-art R&D laboratories, products undergo stringent quality control testing to meet rigid specifications for consistency of color, performance and efficacy.



QUALITY & INNOVATION



Our commitment to quality doesn't stop there. U S Chemical packaging conforms to global, performance-oriented standards including DOT and UN specifications. You can rest assured that our products will arrive at your customer's door in the same condition they left our plant.

Proprietary products—your competitive edge

Your customers are looking for products and dispensers that provide convenience, safety and performance. U S Chemical has developed products such as NEXUS® Laundry, OneShot Cleaners™ and Freedom System™ Warewashing to provide the features they desire with the benefit of a unique, competitive lockout.



Dispensing solutions

Chemicals and dispensing equipment go hand in hand when managing a successful chemical program. Along with product development, U S Chemical has designed dispensing systems for ease of use, heavy-duty performance and long service life. By providing all of the components needed to grow your business, we have an acute awareness of what it takes, what works and what doesn't.

From state-of-the-art electronics to parts and supplies, U S Chemical equipment provides turnkey support for your chemical program. Our goal is to develop and supply innovative dispensing solutions that give you a competitive edge while lowering cost of service.



MARKETING & SALES SUPPORT



KEEPING YOU ON TRACK

Personal Touch

Your U S Chemical Account Manager works very closely with your sales and management team to create an appropriate sales strategy, tailored to your strengths and unique approach to your market. This means getting involved and staying involved, keeping your chemical program on track. In addition to helping you effectively motivate your sales force, we play an active role in your marketing effort. Your Account Manager will organize goal-setting and business review sessions, conduct sales meetings, create exciting sales promotions and accompany your sales team on customer calls.



MARKETING & SALES SUPPORT

Marketing & Sales



Marketing Support

From individual products to complete cleaning and sanitation programs, our Sales and Marketing Departments make significant financial commitments to promotional sales activities. Your Account Manager has many resources available, including professionally designed sales flyers, advertising, product literature and trade show materials designed by an in-house team of designers. The result is an exciting, complete chemical program that your entire sales organization will want to sell!

Technical Support

The U S Chemical Sales and Marketing Department provide ongoing training support for new products and emerging technologies for your sales and service personnel.



TRAINING & TECHNICAL SUPPORT



COMPETENCE AND CONFIDENCE

The Learning Center

At U S Chemical's Learning Center, your personnel will receive comprehensive, hands-on training on every aspect of institutional cleaning and sanitation. A carefully developed curriculum, including safety awareness, blends sophisticated audio and video presentations to create a high-quality, high-retention learning experience. Our fully-equipped training facility features operational warewash and laundry machines, providing supervised training on the equipment most commonly found at your customers' facilities. You can expect your personnel to return to work more confident in their own ability to sell and service your chemical program.



TRAINING & TECHNICAL SUPPORT



Resources and Curriculum

The **Sanitation Specialist** course covers all aspects of institutional kitchen cleaning and sanitation, with a focus on warewashing. Each class participant learns the relevant areas of cleaning chemistry, product knowledge and proper use of the U S Chemical Total Test Kit. Small class sizes provide trainees with ample hands-on instruction on ten operational warewashing machines.

The **Advanced Laundry** course covers all aspects of institutional laundry. Because the best results begin with a proper laundry survey, we train your personnel to carefully consider fabric characteristics, soil type and water conditions, in order to select the appropriate product for each application. In addition, trainees learn the importance of correct equipment set-up and service to achieve world-class results.

Both courses emphasize worker safety and teach procedures such as electrical lock-out/tag-out practices and proper use of protective gear. We use testing, competition and spaced repetition, which have proven to be highly effective in fostering the active interest of participants while having fun in the learning process.



Ongoing Field Support

Even the best, most comprehensive training program will not prepare your personnel for every challenge they may face in the field. Therefore, we strongly encourage our graduates to use the Training Department as their "home office" for assistance with chemical, cleaning, equipment, installation or service-related questions. The U S Chemical Training Department handles phone diagnostics and technical service requests for hundreds of specialists from distributors nationwide.



SUPPLY CHAIN

Supply Chain



THE RIGHT PRODUCTS AT THE RIGHT TIME

Your ultimate goal is to deliver product to your customer—on time, intact and ready to go to work for them. For that, you need a supply chain you can depend on. U S Chemical offers the advantages of production, warehousing and shipping resources that are second to none.

Production

In our production facility, products of every type—liquids, powder and solids—roll off the line in every size and manner of packaging, from two ounce control packs to 55-gallon drums and larger. U S Chemical uses the latest technologies from mixing and filling to automatic palletizing. Our uncompromising commitment to quality control assures the consistency and quality that have become the hallmarks of every U S Chemical product.



SUPPLY CHAIN

Supply Chain



Custom, on-demand print-and-apply labeling enables us to produce your privately branded product quickly and efficiently. All product labeling meets established graphic standards and is checked for accuracy and compliance with current regulatory requirements. Container labeling is designed with easy-to-read precautionary and first aid statements, directions for use and bilingual translation. Case labeling features enlarged barcodes and sku numbers, making product easier to pick. In addition, your customers and their personnel will always have the technical information they need at hand, because we pack a Material Safety Data Sheet into every case.



Warehousing

Our warehouse complex encompasses one hundred fifty thousand square feet of space. Our advanced warehousing technology— Pick-to-Voice, Barcoding, EDI, Real-Time Inventory Visibility, Web-Based Reporting, Data Warehousing, Data Mining, Computerized Inventory Management—ensures accuracy and efficiency.

Shipping

Our high standards enable us to ship to all corners of North America, confident that we meet or exceed regulatory requirements in every state as well as Canada. As a U S Chemical distributor, you can either make arrangements to pick up product at our warehouse or you can take advantage of expedited delivery through our preferred carrier network.



MULTI-UNIT ACCOUNT PROGRAM



CONSIDER THE OPPORTUNITY

U S Chemical's Multi-Unit Account Program (M.A.P.) is designed to provide you with an opportunity to participate in the fast growing sector of National Chain Accounts. By becoming a M.A.P. partner your U S Chemical M.A.P. Corporate Account Team will sell chain business at the national level and provide you with the sales and service opportunities in your area. This unique partnership provides chain accounts with an alternative to their current sanitation program. Our combination of microTECH products, corporate account management, distributor partners, and U S Chemical trained service teams offer exceptional products, delivery, and service from coast to coast.



MULTI-UNIT ACCOUNT PROGRAM



U S Chemical Provides

A corporate account sales team to identify and pursue chain account business. We also manage the corporate relationship, coordinate roll-outs, and collect sales and service data.

Multi-Unit Account Partner/Distributor Provides

Product delivery ensuring frequent delivery schedules, billing and servicing of the account.



MicroTECH Product Features

Easy To Handle Packaging: MicroTECH was designed to eliminate the inconvenience associated with replacing 5 gallon pails. The 1.5 gallon canister can easily be changed by most employees.

Reclaim Additional Storage Space: MicroTECH products require less storage space than many commercial warewash, housekeeping and laundry systems. Equipment and product are completely off-the-floor, making the surrounding areas fully accessible. Reclaim 60-80% of your storage space by replacing your 5 gallon pails.

Totally Enclosed Dispensing (TED): Our TED system eliminates the chance of spills and splashes associated with other systems during product changeover. Chemicals can only be dispensed when the patented dispensing cap is engaged.

Reduced Waste And Freight: One case of 2/1.5 gallon canisters replaces two 5 gallon pails. Your plastic waste is reduced by 80%. Micro technology significantly reduces freight costs, allowing us to pass those savings on to our customers.

