

Guitar Center recognizes a carrier of the year every year. We have 23 different providers located throughout the United States that are eligible for this award. We use several different metrics to select the provider such as on time deliveries, scanning percentages, claims, and finally a survey filled out by our stores. Sodrel came in as the top performer in both on time deliveries and scanning at delivery. One of the most astonishing metrics about Sodrel is their claims ratio or should I say lack of claims. Guitar Center has not had to file a claim with Sodrel since April of 2014. And finally our stores always have the greatest things to say about Sodrel in the survey. Some of the comments are drivers are friendly and helpful; the pallets are built and wrapped securely; when contacting Sodrel the response time is always quick; and the deliveries are always on time. All of these accomplishments can be attributed to their entire team. Their drivers take pride in delivering on time and scanning all their cartons at delivery, the dock workers take care in unloading trailers and building pallets to avoid potential damage or loss; their invoicing department always submits timely and accurate invoices; and their customer service is always top notch. I would like to congratulate Sodrel for earning the 2015 Guitar Center carrier of the year award and thank them for their hard work and dedication to being such a great business partner.

Thanks,  
Courtney Wood  
Guitar Center  
Pool Network Logistics Manager