



Cleveland – Cincinnati – Chicago – Charlotte – California – Tennessee

Customer Testimonial

"Working with I.D. Images is always a great experience. We have clients set up to order labels online but I also process a lot of manual purchase orders that I send directly to my customer service representative, Rachelle, and I appreciate her attention to detail and helpful correspondence!"

Requests for quotes are always returned within an hour, something that is very impressive to me as I will often wait days for a quote.

Within a few minutes of placing my purchase order, I am always pleased to see a personal response back from Rachelle confirming receipt of the order. Shortly after I will receive the official order confirmation email, giving me the peace of mind knowing that my order has been received by I.D. Images so that I can move to my next project.

Another extremely useful function is the automated email notifying me of the shipment of an order. The details enclosed are very helpful, showing the items I ordered, the quantities ordered and the shipping destination and shipment details. Once I receive this message, I will email my customer to let them know their order has shipped and being able to provide tracking information is very valuable to myself and the client.

Having the constant feedback and order updates allows me to in turn, provide a speedy and excellent service to my customer. Rachelle's attention to the details has saved me a few times from sending something incorrectly. For example, on several occasions Rachelle noticed a discrepancy with the shipment method on an order. I was quickly contacted and we were able to update the shipping preferences before the order left the facility.

Overall I am very pleased with the level of service provided by I.D. Images. Everything is very fast, efficient, and I am therefore able to extend to our clients the same level of service! Thank you for all that you do!"

Lindsay Blum -  **WEBB MASON
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