



Ninja Van Thailand doubles shipper support to enhance selling experience

Dedicated account manager support to help shippers resolve delivery issues faster



Bangkok, Thailand – 19 August, 2021: [Ninja Van Thailand](#) Southeast Asia's leading logistics provider, is making it easier for ecommerce sellers to manage parcel delivery by doubling the number of shipper account managers by the end of the year. Account managers support shippers by helping them manage parcel delivery from booking pick-up to solving delivery issues.

The commitment to enhancing service underlines Ninja Van Thailand's commitment to supporting the growth of Thai SMEs. Boosting account servicing is one of three focus areas for Ninja Van during 2021, along with improved infrastructure and customer support, as the company aims for triple volume growth by the end of the year.



“Enhancing shipper support is a key element of our growth this year so we are doubling the number of account managers to ensure small businesses across Thailand get the help they need to boost their customer satisfaction and drive their business growth. Dealing with daily, on-going tasks can be time consuming, and resolving issues can take a lot of time and energy, but at Ninja Van we know our shippers want to focus on sales. By doubling our shipper account managers we are making it easier for shippers to manage logistics and allow them to focus on growing their business,” said **Pierce Ng, Chief Operations Office, Ninja Van Thailand.**

Ninja Van Thailand account managers are able to help shippers via Fast Track priority support through the complete journey of their parcel, helping with everything from booking parcel pick-ups and tracking parcel progress, to locating lost parcels and assisting with parcel claims. They can also help provide information on promotional prices, ensuring shippers get the best value.

Ninja Van’s Fast Track service means shippers have a direct contact to support and don’t need to go through the contact centre to request support. The service is available 365 days a year and shippers can contact Ninja Van support staff via LINE app chat. A Ninja Van Official Account will be launched later this year, providing another channel for customers and shippers to be able to track their parcel and enquire about their delivery.[GM1]

Shippers can also subscribe to Ninja Van Thailand’s SNS service, which includes receiving Facebook notifications about their parcel, and tips on how to work with their customers.

“While we aim to minimise disruption of any delivery there are times when things don’t go as planned. In these cases it’s important the shipper has access to the right information so they can inform their customers, and our account managers are on hand to deal with any issues they face, whether it’s a delivery dispute, billing question, delays or pick-up issues,” added Pierce.