Our Value-Added Matrix

WERTHEIMERBOX
A SUPPLYONE Company

	Us	The Other Guys
Overall Experience	• Exceptional, World-Class*	• Varies
Agile	• Adaptable, flexible • Respect all	• Varies • Prioritize the biggest “fish”
Communication	• People-first attitude • Friendly, personal touch • Excellent follow-through	• Often impersonal • Automated voice prompts • AI chatbots
Decision Making	• Direct access to team • Fast • Responsive	• Inefficient, in many cases • Often slow
Delivery	• Reliable, on time • Promises kept	• Inconsistent
Design Support	• Collaborative • Customized to product specs	• Long development cycles
Inventory Mgmt.	• Yes	• Rarely
National Presence	• Yes, broad nationwide network	• Maybe
Offerings	• Custom and stock corrugated • All company sizes served • Grow with your business	• Depends • Often minimum order size • Ignore the “little guys”
Partnership	• Long-term, trusted business relationships • Experts who listen and understand your unique business needs	• Transactional • Order takers
Pricing	• Fair, competitive • Driven by paper costs	• High minimum orders • Driven by paper costs
Printing Options	• Multiple	• Limited
Prioritize Customer	• Dedicated account team that listens	• Have to repeat your story to multiple people each time
Quality	• Consistent, dependable QA process	• Varies
Responsiveness	• Proactive • Address issues quickly	• Often reactive • Varies across locations
Speed	• Reliable lead times • Quick turnaround times	• Variable lead times
Sustainability	• Yes, SFI certified**	• Rarely

*Based on quarter-over-quarter customer NPS® survey results.
**Certified to the SUSTAINABLE FORESTRY INITIATIVE® Standard for Certified Sourcing since 2008.

Why Value Matters to Our Customers

WERTHEIMERBOX
A SUPPLYONE Company

- Fast answers prevent production delays.
- Collaboration and quick turnaround times bring products to market sooner.
- On-time delivery keeps production lines and inventory moving.
- Quality packaging protects products and performs reliably.
- Optimized designs reduce costs.
- Vendor-managed inventory (VMI) optimizes customer space while ensuring reliable packaging delivery.
- Challenges solved proactively.
- Focus on the overall cost of packaging, manufacturing, branding, and delivery optimizes your budget.
- National presence allows regional delivery, saving transportation costs.
- Meet corporate sustainability goals and protect the planet.