

news release

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UNITED VAN LINES LAUNCHES NEW WEB SITE TO ADDRESS CONSUMER CONCERNS

ST. LOUIS – United Van Lines, the nation's largest household goods transportation company, has recently launched its newly updated Web site, www.unitedvanlines.com.

The site was redesigned following a consumer usability study. The most notable changes are a navigation structure that allows the user to quickly perform various tasks including request-a-quote, find an agent, shipment tracking, online claims processing and site searching capabilities. These task-based applications are now easier to find and have been improved functionally. Web site users will only be one click away from any area of information they need.

The interactive site provides consumers with numerous resources to aid in planning their moving experiences, as well as helpful information to ease the process of relocating. Another added feature of the site includes the "Moving Tips" section that provides general moving tips; information on what can and can't be loaded on the moving truck; what you should bring with you that might be needed immediately upon arrival at your new home; a glossary of terms related to the moving business; and many other items that may prove to be helpful in planning a move.

"We recently launched the new and improved unitedvanlines.com, and we are extremely pleased with the flexibility and user-ease of the site," said Carl Walter, vice president of marketing for United. "As America's largest van line, we needed a Web site that answered the needs of our potential and loyal customers and assisted them with every step of the moving process."

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United Van Lines Launches New Web Site – add one

Customers can also log on to the site to find the exact status of their shipment, through RapidTracsm, United's online shipment tracking system. Using their order number, customers can have the security of knowing the location and status of their shipment, any time of the day or night.

United Van Lines transports electronic equipment, trade show exhibits and displays, works of art, and specialized freight, in addition to household goods. United, with headquarters located in suburban St. Louis, maintains a network of 1,000 affiliated agencies in 135 countries around the world. More information about United and its services can be obtained through the company's Web site at www.unitedvanlines.com.

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Editor's Note: If you are interested in locating a United agent in your area to interview, either use the new location tool on the Web site, or call Jennifer Bonham at 636-349-2508.