



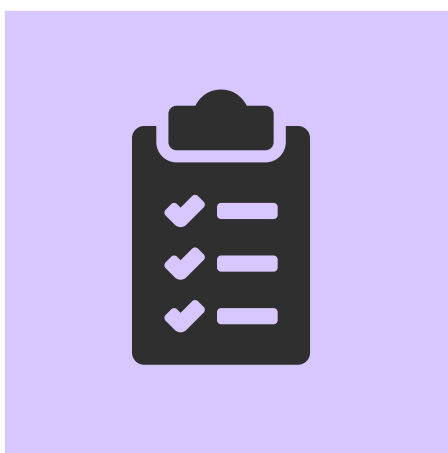
Says

What have we heard them say?  
What can we imagine them saying?



Thinks

What are their wants, needs, hopes, and dreams?  
What other thoughts might influence their behavior?



Does

What behavior have we observed?  
What can we imagine them doing?



Feels

What are their fears, frustrations, and anxieties?  
What other feelings might influence their behavior?


 **fast service**

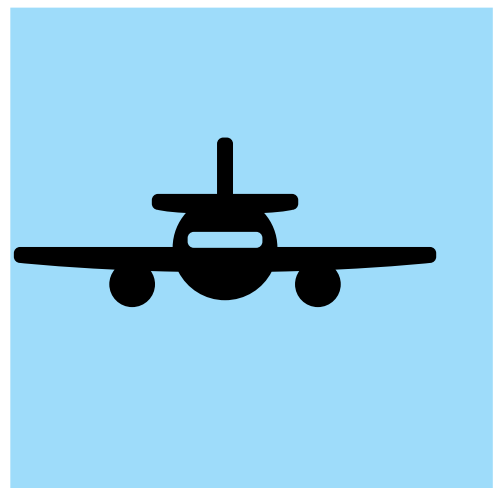
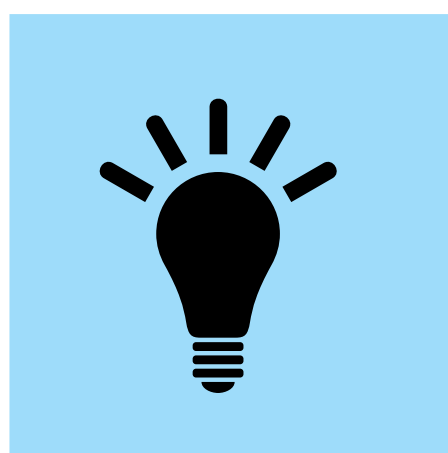
 **Less need of heavy package**


 **No physical limits**

 **Restrictions of goods**

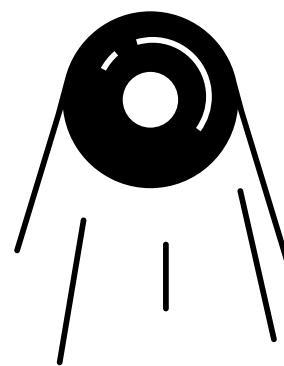
 **High standard of security**

 **very easy to deliver the items across the country**



 **No physical barriers**

 **Emergency service**



 **Less storage capacity**

 **Comfortable and quick service**

 **Quick clearance**

 **Most suitable for light goods of high value**