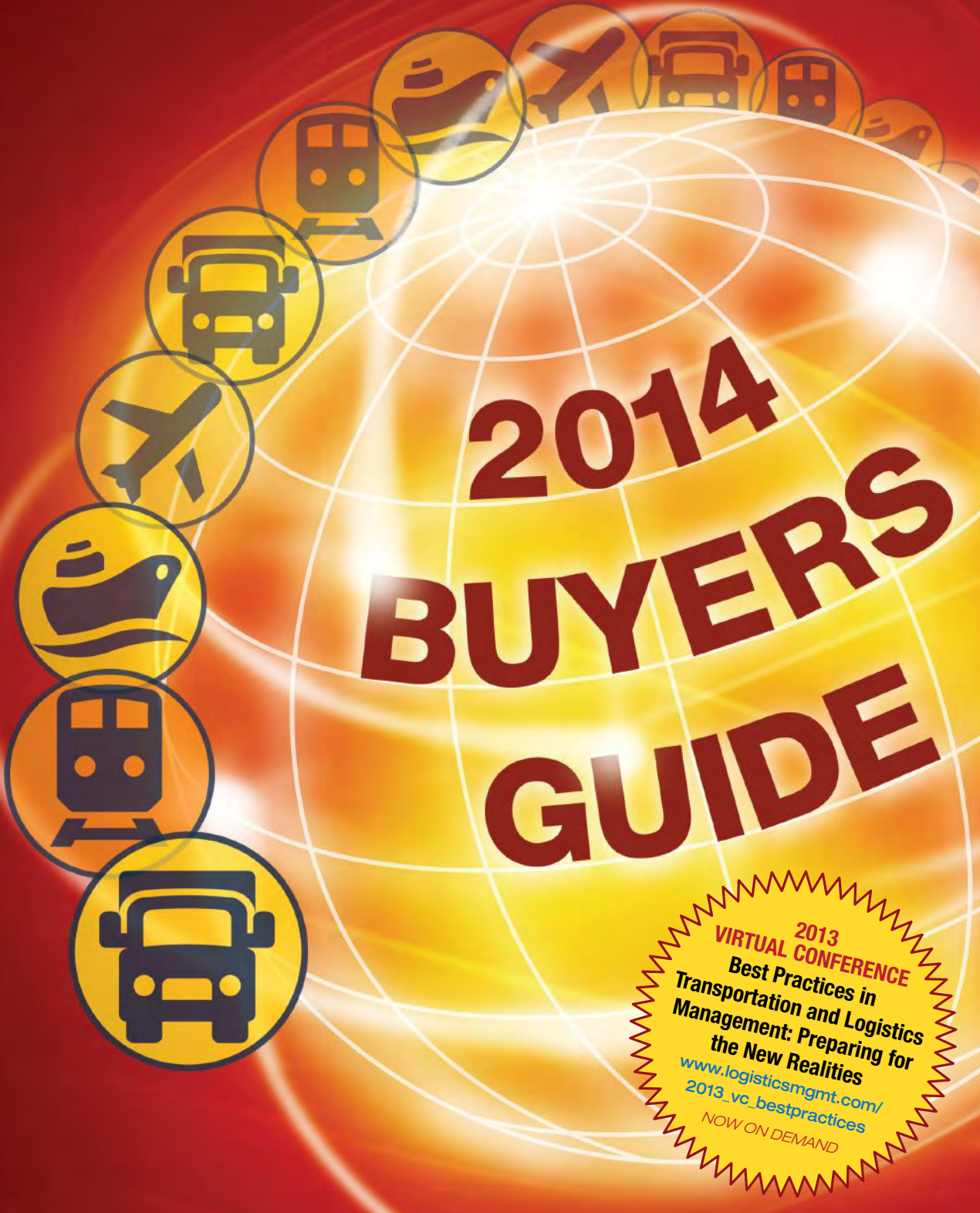


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management UPDATE

AN EXECUTIVE SUMMARY OF INDUSTRY NEWS

◆ **Logistics Management remembers Jack Congdon.** *Logistics Management* regrets to report that John R. “Jack” Congdon, Sr., former vice chairman of the board at less-than-truckload carrier Old Dominion Freight Line Inc., has passed away. Congdon joined ODFL in 1951 and held several positions during his time there, including senior vice president. He also was the founder of Old Dominion Truck Leasing, a Virginia based corporation primarily engaged in the full-service leasing of tractors, trailers, and other equipment.

◆ **Yield management in the air.** The International Air Transport Association (IATA) recently called on all participants in the air cargo value chain to work together towards the common goals of improved quality, increased efficiency through e-freight, and more effective security. Combined, these measures will improve air cargo’s competitiveness in the face of stagnant demand growth and unfavorable market developments, added IATA. Air cargo is suffering from a prolonged slump that has seen falls in yields, revenues, and market share. Since 2010, world trade has grown by 12 percent, whereas air cargo demand growth has been basically flat with only a 2 percent increase. A divergent trend in passenger demand, with growth continuing in the historical 5 percent to 6 percent range, has complicated the situation.

◆ **Holiday cheer is expected for UPS and FedEx.** Like in past years, transportation and logistics bellwethers FedEx and UPS are calling for healthy holiday volumes in December. UPS is calling for December 16 to be its single busiest day of the year, expecting to pick up more than 34 million packages. And FedEx expects Cyber Monday, December 2, to be the busiest day in its entire history, calling for more than 22 million shipments to be delivered globally. Officials at both companies indicate that increased e-commerce activity by consumers is a major driver in these figures. With 26 shopping days between Thanksgiving and Christmas, which is six less days than in 2012, UPS said the 2013 holiday shopping season will be the most “compressed” one since 2002. As for FedEx, during the week of Dec. 1 through Dec. 7, the company’s busiest week of the year, FedEx said it expects more than

85 million shipments to move through its global networks, marking a 13 percent gain over the same period last year.

◆ **And don’t forget about the USPS during the holiday season.** The United States Postal Service (USPS) also expects another busy holiday shopping season, much like the duopoly of UPS and FedEx. The USPS said it expects to process 545 million pieces of mail daily throughout this holiday season, coming in at nearly 15 billion pieces of mail to be delivered between Thanksgiving and New Year’s Eve. And on the shipping side, it noted that competitive package volume is also expected to increase by approximately 12 percent annually to roughly 420 million packages during the 2013 holiday season. The busiest delivery day for mail will be Wednesday, Dec. 18, and the busiest day for packages will be Thursday, Dec. 19, according to the USPS.

◆ **CSX and GE Transportation to team on LNG-powered locomotive pilot program.** The ongoing emergence of the role of natural gas in freight transportation is making its latest stop on the rails in the form of an agreement between Class I railroad carrier CSX and GE Transportation. The companies said that they will focus on exploring emissions-cutting and efficiency advancements through the use of Liquefied Natural Gas (LNG) technology for locomotives. Officials from both companies said that a pilot program in the form of field tests would kick off next year. Among the benefits of LNG-powered locomotives, according to CSX and GE, are trains being able to travel longer distances without refueling stops as well as other economic and environmental benefits.

◆ **Pricey exports.** As the peak shipping period approaches in the U.S. export trade to Asia, shipping lines in the Transpacific Stabilization Agreement (TSA) Westbound section are recommending minimum rate increases in key commodity categories that have seen steady rate erosion in recent months. TSA Westbound has adopted minimum guideline increases of \$100 per 40-foot container (FEU) via U.S. West Coast ports, \$200 per FEU via East and Gulf Coast ports, and \$100 per FEU for

Continued, page 2

LM management UPDATE

AN EXECUTIVE SUMMARY OF INDUSTRY NEWS

intermodal shipments for six commodities (waste paper, metal scrap, plastic scrap and resin, lumber and logs, hay, and agricultural products) effective no later than Dec. 1. In the case of waste paper, lines also adopted guideline minimum rate levels via California ports that may lead to increases above the minimum levels.

◆ Challenges a-plenty for high-tech

shippers. According to a survey released by UPS, the 350 high-tech logistics executives polled in North America, Latin America, Europe, and Asia said that increased export activity will be a common theme in the coming years, with 41 percent of respondents expecting to see exports grow faster over the next two years compared to 2013. Another key theme of the survey was near-shoring. Nearly 30 percent of survey respondents said that they plan to be more active on the near-shoring front—compared to 10 percent in 2010. But even with the percentage of those buying into the fact that near-shoring is on the rise, the data observes that challenges remain. “For high-tech companies, near-shoring is clearly on the rise globally,” said UPS high-tech marketing director Ken Rankin. “The focus on reduced lead times and more customer-centric supply chains rang loud and clear. However, on the flip-side, it’s clear in the data that near-shoring is not for everybody.”

◆ **Port Tracker report says growth is still in the forecast.** Activity at U.S.-based retail container ports continue on a growth path and are expected to continue that way through the end of the year, according to the most recent edition of the *Port Tracker* report from the National Retail Federation (NRF) and maritime consultancy Hackett Associates. The 2013 forecast is now at 16.2 million TEU, which is down from 16.3 million TEU last month. This represents a 2.3 percent increase over 2012’s 15.8 million TEU, with the first half of 2013 at 7.8 million TEU up 1.2 percent compared to the first half of 2012. Hackett Associates Founder Ben Hackett said that this mild annual increase reduction is due in part to the federal government shutdown in October and a fairly high inventory-to-sales ratio. He added that the U.S. GDP forecast is not expected to be hindered by the shutdown,

with growth in the first half of 2014 expected to be decent.

◆ **POLA unveils incentive program for ocean carriers.** In a move geared toward bringing more volume to the Port of Los Angeles (POLA) in 2014, the Los Angeles Board of Harbor Commissioners said last month that it has signed off on an incentive program that will reward shipping lines bringing new container business into POLA. Entitled the Ocean Common Carrier Incentive Program, POLA officials said that participating ocean carriers will earn \$5 per twenty-foot equivalent (TEU) for each incremental container it ships through the port in calendar year 2014, with the rate heading up to \$15 per TEU for all TEU if a carrier’s container volume increases by 100,000 or more units for the same 12-month period. In terms of measuring volume increases, port officials explained that the baseline for measuring volume is the number of containers each carrier moved through the port in calendar year 2013, with carriers receiving their incentive in the form of a lump sum payment in early 2015.

◆ **Greener POLA?** The Port of Los Angeles’ construction and maintenance division has received International Organization of Standards (ISO)14001 recertification, an internationally recognized protocol designed to help organizations minimize negative impacts to the environment. “ISO 14001 recertification is a testament to the port’s ongoing environmental stewardship and leadership,” said Jim Morgan, director of the port’s construction and maintenance division. “Our highly integrated environmental management system means that care and attention to the environment is now woven into all aspects of the port’s daily operations and employee activities.” ISO 14001 involves the training of personnel in environmental processes and procedures, monitoring and auditing of the port’s environmental performance, and annual reporting of data. The Port of Los Angeles is the only port on the West Coast that is ISO 14001 certified, and one of only a handful worldwide to achieve such status.

◆ **CEVA CEO to step down.** Marv Schlanger, CEO of global third-party logistics provider CEVA

Continued, page 4



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UPDATE

AN EXECUTIVE SUMMARY OF INDUSTRY NEWS

Logistics, will retire on January 2, 2014, and will be replaced by Xavier Urbain, a former executive at Kuehne+Nagel. Upon his retirement in January, CEVA said Schanger will resume his position as non-executive chairman of the board at CEVA. According to company officials, Urbain brings a deep experience base to CEVA, having previously served on the management board and board of directors and in several senior executive positions at Kuehne + Nagel as well as CEO of ACR Logistics. CEVA also said that in addition to his new role, Urbain has also been elected a member of the board of directors, effective January 2, 2014, and will work out of the company's headquarters in Hoofddorp, the Netherlands.

◆ **Preparing for future storms.** Natural hazards continue to create disruptions in the global supply chain. They also cause significant loss of life in Asia and the Pacific, with 1.7 million hazard-related deaths being recorded from 1970-2010. So too, the direct physical losses from disasters are not only following a steady upward path, but are also rising more rapidly than regional GDP. However, behind each disaster there are factors underlying the losses, and measures that could be taken to avoid a repeat event. Asian Development Bank (ADB) President Takehiko Nakao has offered his deepest condolences to the Government and people of the Philippines for the tragic loss of lives and property caused by typhoon Yolanda. ADB said that investments in disaster resilience would reduce losses, contributing to sustained economic growth, the achievement of poverty reduction, and enhanced natural resources management.

◆ **Team effort continues on infrastructure.** Industry analysts say that the recent progress made in transport infrastructure legislation speaks volumes about the cooperation of logistics and supply chain community stakeholders. While ongoing conflicts between rail and truck factions have not disappeared, both groups seem to agree that surface networks are in sorry disrepair. Analysts say that a comprehensive overhaul of U.S. roads, highways, and railroads will benefit shippers using both modes of transport, as intermodal movement of goods is the fastest growth sector in the indus-

try. Industry watchers note that it is also heartening to see that our nation's ports are working together toward this common end, even as they fight one another for volume market share and new ocean cargo carrier business. Much credit, say analysts, goes to beneficial cargo owner associations comprising the most active and informed voting constituents. Their ongoing efforts—and collective pressure—appear to be working with Washington lawmakers.

◆ **Flying blind.** While many large companies are aggressively pursuing globalization of their products and brands, the large majority are “flying blind” without the ability to see what's happening globally or make adjustments, according to new research from The Hackett Group. The consultancy's new research that looks at the performance of more than 100 companies found a strong acceleration of the trend towards globalization of business, with most companies moving toward high levels of globalization for their products and services lines and expanding the delivery of business services over the next few years. In large part, these trends are being driven by historically high growth rates in China and other emerging markets combined with stagnation in developed markets. However, despite high levels of automation, most companies cannot quickly access much of the information required to truly understand their global performance.

◆ **Breaking the ice.** The kick-off meeting for the winter navigation project WINMOS took place in Helsinki last month. WINMOS is a project that aims to safeguard efficient winter navigation in the European Union's northernmost fairways by protecting icebreaking resources in a medium and long-term perspective and to develop the winter navigation system as a whole in the Baltic Sea. Functional maritime transport all-year-around is of the utmost importance for the trade within the European Union. According to analysts, 15 percent of the world's maritime transportation, or more than 750 million tons, is performed in the Baltic Sea. Around 2,000 vessels are on their way in the area at any given time, and during a normal winter there are more than 10,000 calls to ports vulnerable to ice obstacles. □

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CONTENTS

Special 2014 Buyers Guide issue



NEWS & ANALYSIS

Debt-related issues looming large for YRC Worldwide

11 With more than \$1.4 billion in debt, LTL player now deals with Teamsters issues and kicks in its network optimization plan.

2014 BUYERS GUIDE

22 Looking for a carrier, third-party logistics provider, or technology vendor? Look inside for a comprehensive list of logistics industry services and organizations.

- 22** Air Services
- 26** Motor Carriers
- 32** Intermodal Services
- 36** Maritime Services
- 40** North American Ports
- 44** Third-Party Logistics Services
- 61** Warehouse/DC
- 65** Logistics Technology
- 74** Industry Organizations
- 77** Finance



90 CSCMP's Annual Global Conference 2013: In Review

The editorial teams of *Logistics Management* and *Supply Chain Management Review* were on the ground in Denver to cover the industry's foremost gathering of thought leaders. Here are some of the key insights they picked up along the way.

127 Quest for Quality Wrap Up

We take a look inside *Logistics Management's* 30th Quest for Quality Awards gala that was recently held at the Hyatt Regency in Denver.

DEPARTMENTS

- 1** Management update
- 9** Viewpoint
- 16** Top news stories of 2013
- 20** Pacific Rim report
- 102** Company profiles

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Top analysts gather to help logistics and supply chain professionals better manage the overwhelming challenges they're now facing in their logistics and transportation management operations at home and around the world. (Page 78.)

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Stay planted in the “preparation business”

LIKE MANY OF OUR MOST relied upon analysts, we’ve taken ourselves out of the year-end prediction business. The topsy-turvy economic news along with the regulatory uncertainty that’s shrouded both carriers and shippers over the past five years has wreaked havoc with even the most thoroughly researched forecasts.

Instead, we continue to renew our vow to keep our feet firmly planted in the “preparation business” by offering shippers the clearest view available of the shifts in the logistics and transportation markets along with insight into the latest best practices that the savviest organizations are putting to work to overcome these new hurdles.

Instead of finding predictions over the next few pages of this December issue, shippers will instead find insight to help prepare for the challenges in 2014.

And what better way to prepare for change than by attending a few conference sessions? Now, we know that logistics and supply chain professionals can’t easily escape the day-to-day rigors as easily as they once could. So, we’ve delivered the highlights of a couple valuable conferences to you this month—one recently concluded live event and one virtual conference that’s now available for you attend today from the comfort of your own office.

Starting on page 90, the editorial staff of *Logistics Management (LM)* has compiled the key highlights from CSCMP’s 2013 Annual Global Conference in Denver. Group News Editor Jeff Berman has neatly summarized a panel discussion covering the impact that new regulations will have on the future of freight movement in the U.S. as well as a couple sessions that covered the state of the third-party logistics (3PL) industry from the unique vantage point of several top 3PL CEOs.

“The effect that hours-of-service and CSA will have on the overall freight transportation system was one of the themes that dominated CSCMP discussions this

year, and for good reason,” said Berman. “How carriers, 3PLs, and shippers manage these new rules will have a huge impact on the efficiency of the global freight system for years to come.”

Executive Editor Patrick Burnson offers us his take on one of several sessions that attempted to tackle the concept of Big Data. “The vast majority of shippers believe that improved, data-driven decision making will be helpful as they prepare to get a handle on how new regulation will affect their logistics operations. Yet, according to the research we heard at CSCMP, it appears that shippers differ widely in their levels of interest, understanding, and adoption, and we have a long way to go in closing this gap,” says Burnson.

But the best way to prepare for 2014 is to take two hours this month and experience *Best Practices in Logistics & Transportation Management: Preparing for the new realities*. This virtual conference, produced by LM and sister publication *Supply Chain Management Review* is available on demand (logisticsmgmt.com/2013_vc_bestpractices).

We’ve gathered some of the market’s top analysts and thought leaders to help shippers better understand the new realities facing their freight transportation operations, help improve 3PL relationships, and better systemize global trade compliance for smoother movements across borders.

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Also:

- USPS and Amazon team up for Sunday deliveries in metropolitan Los Angeles and New York, Page 12
- Political pressure builds for more infrastructure spending, Page 14
- 2013's Top News stories, Page 16
- Intermodal volumes up nearly 5 percent in Q3, according to IANA report, Page 18

Debt-related issues looming large for YRC Worldwide

With more than \$1.4 billion in debt, LTL player now deals with Teamsters issues.

By John D. Schulz, Contributing Editor and Jeff Berman, Group News Editor

OVERLAND PARK, Kan.—Financially ailing YRC Worldwide Inc., parent of the second-largest group of LTL carriers, is asking its 26,000 Teamsters employees to continue working at a 15 percent wage reduction and benefit cuts through 2018 in a labor proposal company officials have describe as vital to the future of the 87-year-old company.

The proposal is bittersweet, union members say. On one hand, they appeared grateful that the company wasn't seeking further pay and benefit cuts from those in effect since 2009.

On the other hand, the company's proposal underscores the dire financial straits of YRC, which has more than \$1.4 billion in debt. Some of that debt is at interest rates as high as 12 percent, costing the company at least \$150 million in interest payments annually.

YRC CEO James Welch has told union leaders that without a restructuring, it will not be able to make debt payments coming due in the next 17 months. It has \$69 million due next Feb. 15, with another \$1.4 billion due in late 2014 and early 2015.

YRC officials say that the company has more debt than the next seven-largest publicly held LTL carriers combined. Most of that debt was incurred during the regime of former CEO William Zollars, who engineered a pair of \$1 billion, highly-leveraged purchases of long-haul rival Roadway Corp. and USF Corp., a group of regional carriers.

YRC says it wants more "flexibility" in its labor contract, according to a memo of understanding (MOU) leaked by the dissident Teamsters for a Democratic Union. What that "flexibility" really means is unclear. What is clear is that YRC, which has lost in excess of \$2.6 billion in the last six years, needs these labor concessions in order to satisfy its lenders, a consortium of banks.

Tyson Johnson, co-chair of the

Teamsters national freight negotiating committee and the union's point man in talks with YRC, said in a conference call with union officials that specifics of the plan would come out in future negotiations.

In an MOU to union local leaders, YRC is asking workers to continue the 15 percent cut in wages and overtime pay the company won in 2009. Wage and mileage rate increases won



from 2012 through 2014 would also be reduced by 15 percent, according to the MOU. According to the MOU obtained by *Logistics Management*, cost of living adjustment provisions of Article 33 of the National Master Freight Agreement “shall be suspended for the duration of this restructuring plan.”

YRC’s overtures came after ABF Freight System, the nation’s sixth-largest LTL carrier, finalized a five-year deal with the Teamsters union that is projected to save the LTL carrier between \$55 million and \$65 million annually. The new contract, covering about 7,000 ABF employees, is now ratified and took effect on Nov. 3 and will run through March 31, 2018. It contains about a 7 percent wage concession.

YRC said last month that consolidated operating revenue for the third quarter—at \$1.253 billion—was up 1.3 percent annually, while consolidated operating income fell from \$27.3 million to \$5.8

million year-over-year. YRC said that the \$21.5 million dip in operating income included a \$1.3 million loss on asset disposals. And third quarter EBITDA—at \$62.4 million—was down \$16.4 million compared to \$78.8 million a year ago.

Jamie Pierson, CFO and executive vice president of YRC, said on the earnings call that the decline in EBITDA was due to the change in operations at the company’s biggest unit, YRC Freight, which was designed to continuously improve customer service by reducing the handling of shipments and excess time in transit and went into effect earlier this year.

Pierson explained that the change in operations is currently hindering service and subsequently led to “some customer flight” in its higher margin channels. Another factor he cited was its driver shortage in which YRC had to pay a fair amount of overtime to its existing drivers—and in some cases, had to pay a third-party carriage carrier to deliver the freight. □

work with other companies for similar partnerships in the future, saying that if other shippers are interested, the USPS would be happy to speak to them.

Jerry Hempstead, president of Orlando, Fla.-based parcel consultancy Hempstead Consulting, said that the USPS/Amazon partnership has potential, while cautioning that it will by no means serve as a financial lifeline for the USPS either.

“Let’s not assume the USPS is providing door to door service from an Amazon DC to the consumer,” Hempstead said. “Most likely, Amazon has to get their packages to a DDU [destination delivery unit] for delivery to the consumer. Who might be best to do that? Amazon does not have a fleet of their own trucks, and I doubt the USPS is planning to run their entire transport network and sortation process so that Amazon can delight their customers with a day earlier delivery.”

Hempstead said that if this is to be a successful alliance it’s more than likely that it will take a partnership of Amazon and a logistics company like FedEx or UPS to get their parcels down to the delivering unit on Saturday or Sunday morning so that Sunday delivery can be accomplished.

What’s more, he explained that this

E-COMMERCE

USPS and Amazon team up for Sunday deliveries in metropolitan Los Angeles and New York

WASHINGTON, D.C.—The financially beleaguered United States Postal Service (USPS) and e-commerce giant Amazon announced that they have teamed up in a joint effort to do Sunday delivery in the Los Angeles and New York metropolitan areas.

Under the parameters of the agreement, USPS will deliver packages on Sunday to Amazon Prime members that receive unlimited, free two-day shipping for \$79 per year. This could be a boon for USPS customers as Sunday package deliveries are typically very costly.

Amazon and USPS officials said that metropolitan Los Angeles and New York are a starting point for this service, explaining that they plan to introduce it in Dallas, Houston, New Orleans, and Phoenix next year.

USPS Senior Public Relations Representative Sue Brennan told *Logistics Management* that the USPS has been

working with Amazon for months on a negotiated service agreement for this service. The USPS defines a negotiated service agreement as a contractual agreement between the USPS and an individual company that provides customized pricing incentives or other terms.

USPS Postmaster General Patrick Donahoe said that “as online shopping continues to increase exponentially, the Postal Service is very pleased to be able to offer shipping solutions that allow major retailers and customers alike to appreciate the benefits of using the U.S. mail. We consider this a win-win for both organizations and are excited to be delivering packages seven days a week in select markets.”

Brennan left open the possibility that the USPS may eventually



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effort is unlikely to add more packages to either entity. Instead, he views it as the “cannibalizing” of deliveries from Monday delivery to Sunday.

“I don’t see this as being the salvation of the USPS by any stretch of

the imagination,” added Hempstead. “Because of union rules at the USPS, this may end up costing the service more revenue than it actually takes in, but we will let history speak to that.”

—Jeff Berman, *Group News Editor*

TRANSPORTATION INFRASTRUCTURE

Political pressure builds for more infrastructure spending

WASHINGTON—The heat is rising in Washington for more spending on infrastructure, and it’s starting at the top.

“Nationally, we’re falling behind,” President Barack Obama said at a Nov. 8 speech at the Port of New Orleans, a port that is getting ready for larger cargo ships as a result of the completion of the Panama Canal expansion in 2015.

“We’re relying on old stuff,” the president said of this nation’s public works. “We should have some new stuff that is going to help us grow and keep pace with global competition.”

Upgrading the country’s transportation, energy, and water facilities is estimated to cost \$430 billion a year through 2030—or \$8 trillion. Of that, transportation infrastructure amounts to about one-third or just over \$2 trillion in necessary upgrades.

What the President is calling for immediately is rather modest. He is pushing a \$50 billion “Fix It First” initiative for roads, bridges, and ports. He would also like federal tax breaks and loans to attract private investors to join with state and local governments on projects. He has also proposed an infrastructure bank to promote public-private partnerships.

That is welcome news to the U.S. Chamber of Commerce. Chamber President and CEO Thomas Donohue is calling for the world’s two largest economies to work together to modernize this country’s infrastructure. He was recently in China pushing for exactly the type of public-private infrastructure

projects the President is also favoring.

That sentiment follows a long awaited report by an influential House committee panel that calls for a major push to modernize freight infrastructure in this country, even though it fell short on calling for specific ways to pay for it.

After a thorough six month review, the House Transportation & Infrastructure Committee’s Panel on 21st Century freight transportation recommended several bipartisan recommendations aimed at improving the efficiency of goods movement and strengthening the U.S. economy. The Coalition for America’s Gateways and Trade Corridors, a group of more than 60 organizations representing a cross section of freight interests, praised the panel and their recommendations.

Among the suggestions were to specifically identify a revenue source for freight infrastructure funding, designation of a multimodal freight network, and sustained continuation of a freight-focused Projects of National and Regional Significance (PNRS) competitive grant program—all policies freight interests have long promoted.

On the funding side, the panel said it was critical for lawmakers to address a \$20 billion shortfall in surface transportation that will be facing lawmakers again next year. Funding for the nation’s highways and bridges is due to expire Sept. 30, 2014—five weeks before the important mid-term elections in which every House member is up for re-election.

Such influential groups as the U.S. Chamber of Commerce and the American Trucking Associations have called for a fuel tax increase, if for no other reason than to keep pace with inflation. However, the chances of raising a fuel tax in an election year are slim to none.

The panel also noted Transportation Secretary Anthony Foxx should create a national freight multimodal policy with the Secretary of the Army and the Commandant of the United States Coast Guard. In a nod to intermodal interests, the report called for Congress to “ensure robust public investment in all modes of transportation on which freight movement relies, not just highways.”

It also called on Congress to create ways to “incentivize” additional private investment in freight transportation facilities in order to maintain and improve the freight transportation network.

That was music to the ears of freight interests.

“The panel’s findings reflect positions our Coalition has championed for many years,” said Mort Downey, founding chairman of the Coalition for America’s Gateways and Trade Corridors. “We look forward to working with the panel to ensure their recommendations enjoy the same broad, bipartisan support among all of Congress.”

—John D. Schulz,
Contributing Editor





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2013's Top 10 News Stories

The news that shaped the year in logistics and transportation

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New Hours-of-Service (HOS) rules affecting truckload market

1 The long-dreaded new components of motor carrier HOS regulations took effect on July 1, and the reception from the shipper and carrier communities has been largely negative. Changes to the 34-hour restart provision have been the biggest culprit, with industry estimates pinning the loss of carrier productivity from the HOS rule changes from 2 percent to 10 percent.

logisticsmgmt.com/HOS



Still a long road ahead for YRC

2 Despite some previous signs of progress, LTL carrier YRC Worldwide still faces an uphill challenge as it tries to get back into the black and meet pending debt obligations to its lenders in early 2014. On top of that, its network optimization plan for its largest group, YRC Freight, had a bumpy beginning, which led to tonnage, earnings, and volume declines in the third quarter.

logisticsmgmt.com/YRCW

Labor peace arrives for East and Gulf Coast ports

3 The United States Maritime Alliance (USMX), a group of container carriers, direct employers, and port associations serving U.S.-based East and Gulf Coasts, and the International Longshoremen's Association (ILA), the largest union of maritime workers in North America, finally arrived to a state of labor peace in April. ILA membership signed off on a six-year Master Contract that covers roughly 14,500 members in a ratification vote held at East and Gulf Coast member ports.

logisticsmgmt.com/portlabor

Trucking M&A activity starting to heat up

4 The second half of the year brought increased activity in trucking deals, with some closed and pending deals in the news. The largest potential merger would be Phoenix-based Knight Transportation's proposed \$242 million takeover, including debt assumption, of financially ailing USA Truck.

logisticsmgmt.com/truckingmergers

UPS-TNT deal fails to come to fruition

5 The planned acquisition of Netherlands-based TNT Express by UPS was officially called off in January. This decision by UPS followed a decision from the European Commission (EC), the executive body of the European Union, which prohibited the acquisition. UPS said that as a result of the prohibition by the EC, the deal would not be completed and UPS and TNT entered into a separate agreement to terminate the merger protocol.

logisticsmgmt.com/UPSTNT

USPS losses continue to mount

6 While its Shipping Services group continues to make positive inroads, the United States Postal Service (USPS) still has a way to go to turn a profit. For the 2013 fiscal year, the USPS incurred a \$5 billion net loss and continues to feel the impact of the decline of First Class mail volumes and its federally-mandated payments prefunding health retiree benefits.

logisticsmgmt.com/USPS

LNG making inroads in freight transportation

7 As diesel prices saw ongoing weekly declines through much of the second half of the year, liquefied natural gas (LNG) deployment and testing continues to increase in both the trucking and railroad sectors. Industry experts say that with natural gas prices low, LNG usage could be a long-term benefit, but upfront costs are a factor, too.

logisticsmgmt.com/LNG

Water Resources Development Act has strong potential

8 The chances of a new water resources bill being passed for the first time since 2007 are strong, with the House and Senate both signing off on the Water Resources Development Act by wide margins. This bill would allocate increased resources for the Harbor Maintenance Trust (HMT) Fund that is comprised of revenues collected annually from importers and domestic shippers for deep-draft navigation maintenance dredging and the operation and maintenance of large and small ports.

logisticsmgmt.com/WRDA

E-commerce continues to change complexion of supply chain

9 The ongoing emergence of consumers shopping online is having a major impact on supply chain and logistics processes in the form of changing delivery patterns and schedules, with a focus on next- or same-day delivery and where to set up warehouses and distribution centers.

logisticsmgmt.com/increasedecommerce



Intermodal continues to roll

10 Increasing intermodal usage by shippers was reflected in data from the Association of American Railroads (AAR). The AAR said August marked the single best-ever monthly performance for the mode at 1,031,179 containers and trailers.

logisticsmgmt.com/aarintermodal



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DATA

Intermodal volumes up nearly 5 percent in Q3, according to IANA report

CALVERTON, Md.—Third quarter intermodal volumes showed decent growth, according to the most recent edition of the *Market Trends & Statistics* report by the Intermodal Association of North America (IANA).

Total intermodal container and trailer movements in the third quarter were up a cumulative 4.7 percent at 4,010,582.

As has been the case for several quarters running, domestic containers showed the highest growth rate, increasing 9.4 percent annually to 1,557,084. This was ahead of the second quarter's 9.0 percent annual increase and shy of the first quarter's 10.2 percent gain.

IANA reported that trailers in the third quarter rose 1.2 percent to 411,659, while international containers headed up 2.0 percent to 2,041,839.

The report observed that intermodal activity regained some momentum after a "dicey" second quarter, with the domestic market continuing to deliver steady growth, while international went from a second quarter decline to modest third quarter growth.

Even though total third quarter volume saw a nearly 5 percent uptick, IANA said it represents the slowest year-to-date third quarter growth since the economic recovery commenced in 2009—adding that intermodal shipments have seen growth since 2009, albeit at a diminishing pace.

IANA President and CEO Joni Casey told *Logistics Management* that the third quarter represents "more of the same," with intermodal continuing to provide more consistent, economical service; conversions from highway based on pricing differentials; and small growth contribution of intermodal trailers."

Casey added that it's still too early to tell if the Federal Motor Carrier Safety Administration's new hours-of-services (HOS) regulations are driving more freight to intermodal. But that could change in the coming quarters, with industry estimates pegging the total



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loss of trucking capacity and production at 2 percent to 3 percent since July 1, when the new HOS rules took effect.

The report's domestic data highlights the fact that domestic intermodal has been on a strong growth track due to things like lower fuel cost and improving service, as well as major investments into rail networks, spurring the thesis that intermodal is taking share from over the road trucking and will continue to be an area of secular growth for railroads.

But while the growth rates are impressive, industry experts maintain that these strong domestic container intermodal volumes are due in large part to freight coming out of intermodal trailers into trailers or from one box to another, coupled with the fact that the gross number of intermodal loadings—both domestic and container—were higher in 2006 than in 2012 as was gross GDP and industrial production.

With the third quarter year-to-date growth rate the slowest since 2009, Casey

said that is not enough at this point to lead to cause for concern, considering that “comparisons to 2010, 2011, and 2012 are tough since those periods saw unprecedented gains. We are in a consistent, steady growth mode that is expected to continue for the foreseeable future.”

When asked about the volatility of the international market, Casey noted

that international volumes are definitely affecting overall numbers, but when looking at the monthly numbers for international in the third quarter—July at 678,092, August at 699,902, and September at 664,987—it had what she called a “roller coaster” effect that evened out to record overall quarterly growth.

—Jeff Berman, Group News Editor

PEAK SEASON

Bullish data for holiday shopping season

If October is the month that sets the tone for the holiday shopping season, then data from Panjiva, an online search engine with detailed information on global suppliers and manufacturers, might portend a positive season's greetings in terms of global trade growth and consumer spending.

Panjiva reported that U.S.-bound waterborne shipments in October—at 1,178,389—were up 2 percent compared to September and up 19 percent annually.

Panjiva officials said this represents the highest level of October shipments since the company began tracking this data in 2007, adding that it could be a sign that retailers are prepping for a hectic holiday season.

Panjiva said that U.S.-bound shipments in recent months have been on a strong run, and October was no exception in setting the table for what the firm called last month “a robust holiday shopping season.”

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Pacific Rim Report

By Patrick Burnson

Patrick Burnson is Executive Editor of *Logistics Management*. If you want to contact Patrick with feedback or a story idea, please send an e-mail to pburnson@peerlessmedia.com.



San Francisco Bay Area sets the sustainability standard

THE SAN FRANCISCO BAY AREA can easily lay claim to being the epicenter for supply chain sustainability, with scores of companies united in a mission to make transportation cleaner and more efficient.

The most recent example of this collaborative effort took place in San Francisco last month when BSR staged its annual global conference. For logistics managers, the highlight of the event was BSR's Clean Cargo Working Group (CCWG) session that provided an update on ocean carrier performance and environmental compliance.

According to the CCWG, container carrier members have been reporting their CO₂ performance to shippers in a credible and comparable format, based on the CCWG CO₂ methodology—the only existing and broadly recognized industry standard for container shipping—for the past five years.

This reporting and dialogue enables shippers to calculate the environmental impacts of transporting goods around the world and benchmark carriers' performance.

In fact, having this information is currently helping multinationals like Nike, Heineken, and Walmart make informed transportation buying decisions in their supply chains.

CCWG also consistently engages in dialogue with other initiatives and experts working on these issues in the global transport industry to align approaches that can improve information sharing and performance for shippers and cargo carriers across the full transport supply chain.

Among the many carrier members of CCWG is Matson Navigation Company, Inc., headquartered across the Bay in Oakland. This storied and iconic carrier recently announced that it has signed a contract with Aker Philadelphia Shipyard Inc. to build two new "clean" vessels for the transpacific trade.

The 3,600 twenty-foot equivalent unit (TEU) containerships will be equipped with dual-fuel engines that have liquefied natural gas capability and will be delivered in the third and fourth quarters of 2018. Matson also announced that the first of the two new ships would be named after the late Senator Daniel K. Inouye, who was a longstanding supporter of the U.S. maritime industry and its role in supporting Hawaii's economy.

The 850-foot long vessels will be the largest Jones Act containerships ever constructed and are designed to

operate at speeds in excess of 23 knots, ensuring timely delivery of goods in Hawaii. Importantly, the ships will also be able to navigate safely into some of Hawaii's smaller ports.

The new vessels will incorporate a number of "green ship technology" features such as a fuel-efficient hull design, dual fuel engines, environmentally safe double-hull fuel tanks and fresh water ballast systems. Matson executives recently told *Logistics Management* that these state-of-the-art advancements are important to Hawaii as a means to reduce fuel consumption, resulting in significant emission reductions over time in their "home trade."

The Port of Oakland—home base for Matson—has made some "green" advances of its own, having just

Bay Area residents can now be assured that logistics providers not only bring jobs and investment to the region, but also set a new standard of corporate citizenship.

completed its shore power infrastructure project. This innovative shore-to-ship connection provides electrical power to the vessel, thereby significantly reducing diesel and other air pollutant emissions from ships while they're at berth.

Shore power at the Port of Oakland is a two-phase, multi-year program covering 11 berths. The port has completed construction of its new electrical infrastructure system (Phases 1 & 2), with the final testing of the new system scheduled to be finished this month.

Finally, it's important to note that the Port of Oakland took on the cost and burden of installing a shore power system to assist its stakeholders in another important way.

The financial and operational challenge of complying with California's new regulations to dramatically reduce air pollutant emissions is massive. Bay Area residents can now be assured that logistics providers not only bring jobs and investment to the region, but also set a new standard of corporate citizenship. □

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Web: www.quickintl.com

SEKO (FF)
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Itasca, IL 60143
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Fax: 630-773-9179
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Sentry Transport Services, LLC (FF)
1200 Corporate Blvd. Ste. D2
Lancaster, PA 17601-1292
717-285-2795
888-737-3449
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Web: www.sentrytran.com

Service By Air, Inc. (FF)
Corporate Headquarters
222 Crossways Park Dr.
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516-921-4101
800-243-5545
Fax: 516-921-4304
Web: www.servicebyair.com

Singapore Airlines Cargo (A)
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Los Angeles, CA 90045
310-646-6200
Fax: 310-641-6348
Web: www.siacargo.com

Southwest Airlines Cargo (A)
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Dallas, TX 75235-1611
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Fax: 214-792-4199
Web: www.swacargo.com

Swiss WorldCargo (A)
 196 EAB Plaza
 7th Fl., W. Tower
 Uniondale, NY 11556-0196,
 516-247-4100
 800-221-4740
 Fax: 516-247-4102
 Web:
www.swissworldcargo.com

Team Air Express, Inc (FF)
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 Winnsboro, TX 75494
 903-342-3516
 800-527-1168
 Fax: 903-342-3764
 Web: www.teamwww.com

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 18850 8th Ave S. Ste. 100
 Seattle, WA 98148
 206-577-4875
 Web: www.transgroup.com

TNT Express (AC)
 200 Garden City Plaza
 Garden City, NY 11530
 516-746-4229
 Web: www.tnt.com

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 1201 Bridgeville Highway
 PO BOX 1620
 Seaford, DE 19973
 302-253-3935
 800-846-3400
 Fax: 302-253-1200
 Web: www.trinitytransport.com

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 International Product
 Development
 1735 N. Lynn St., Rm. 2018
 Arlington, VA 22209-6026
 703-292-3607
 Fax: 703-292-3581
 Web: www.usps.com/global/welcome.htm

United Airlines (A)
 United Cargo
 PO Box 66100
 Dept. WHQWM
 Chicago, IL 60666
 847-700-4000
 800-UA-CARGO
 Fax: 847-700-6782
 Web: www.unitedcargo.com

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 1400 North Hurstbourne Pkwy
 2A
 Louisville, KY 40223
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 888-300-0099
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The screenshot displays the Logistics Management website. At the top, there is a navigation bar with links for News, Critical Topics, Guides, Blogs, White Papers, Webcasts, and Subscribe. The main content area is divided into several sections:

- TOP STORY:** Features a large graphic with a person's head and gears, titled "Voice and Mobility: Enabling the visible supply chain".
- BLOGS:** Includes a post titled "Negative feedback over new HOS rules is likely here to stay" and another about "Houston in the limelight: Investing in disaster resilience".
- WHITE PAPERS:** Lists "Linking Supply Chain Transformation to the Profit and Loss Statement" and "Aberdeen Group's Chief Supply Chain Officer (CSO) Survey".
- LATEST CONTENT:** Mentions "New Mias.-based interchange paying off for Schneider's cross-border shipping".
- End-to-End Supply Chain Visibility:** A prominent blue banner with a call to action: "Click Here to Learn More!".
- Subscription Promotions:** Includes "SUBSCRIBE TO OUR EMAIL NEWSLETTER" and "From the November 2013 Issue".

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Web: www.aaacooper.com

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Fax: 610-696-3768
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Web: www.atsinc.com

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Div. Shevell Group
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Fax: 732-626-6028
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Canada
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Fax: 204-275-2213
Web: www.arnoldbr.com

Associated Petroleum

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Spartanburg, SC 29304
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Fax: 864-573-9305
Web: www.apccorporate.com

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Web: www.bigfreight.com

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877-489-8428
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Web: www.burnsmotorfreight.com

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4701 W. 2100 S.
Salt Lake City, UT 84120
801-972-2712, 800-453-8826
Fax: 801-974-3342
Web: www.crengland.com

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Fax: 608-846-2748
Web: www.capitolwhse.com

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P.O. Box 11708
Fort Smith, AR 72917
479-478-7800
877-919-1600
Fax: 479-478-7801
Web: www.propak.com

Quality Carriers, Inc.

4041 Park Oaks Blvd
Suite 200
Tampa, FL 33610
813-569-7286
800-282-2031
Fax: 813-569-1601
Web:
www.qualitydistribution.com

R+L Carriers

600 Gillam Road
Wilmington, OH 45177
800-543-5589
Fax: 937-655-5051
Web: www.rlcarriers.com

Reddaway

16277 S.E. 130th Ave.
Clackamas, OR 97015
888-420-8960
Email:
sales@reddawayregional.com
Web:
www.reddawayregional.com

Roehl Transport, Inc.

1916 E. 29th St
P.O. Box 750
Marshfield, WI 54449
715-387-3795
Fax: 715-387-8870
Web: www.roehl.Net

Ruan Transport Corporation

666 Grand Ave.
3200 Ruan Center
Des Moines, IA 50309
515-245-2500
866-782-6669
Fax: 515-245-2684
Web: www.ruan.com

Ryder

11690 NW 105th Street
Miami, FL 33178
888-887-9337
Web: www.ryder.com

Saia Inc.

11465 Johns Creek Pkwy.
Ste. 400
Duluth, GA 30097-1572
770-232-4074
800-765-7242
Fax: 770-232-4064
Web: www.saia.com

Schilli Transportation

Services, Inc.
3535 Brady Lane
Lafayette, IN 47909
765-448-3400
800-688-2101
Fax: 765-449-9976
Web: www.schilli.com

Schneider National Bulk Carriers, Inc.

Div. of Schneider National, Inc.
PO Box 2700
Green Bay, WI 54306-2700
920-592-5100
800-558-6767
Fax: 920-403-9890
Web: www.schneider.com

Schneider National, Inc.

3101 S. Packerland Dr.
Green Bay, WI 54313
920-592-2000
800-558-6767
Fax: 920-592-2974
Web: www.schneider.com

Sentry Transport Services, LLC

1200 Corporate Blvd.
Lancaster, PA 17601
717-285-2795
888-737-3449
Fax: 717-299-3636
Web: www.sentrytran.com

Southeastern Freight Lines

P.O. Box 1691
Columbia, SC 29202
803-749-7300
800-637-7335
Fax: 803-794-8131
Web: www.sefl.com

Stevens Transport, Inc.

P.O. Box 279010
Dallas, TX 75227-9010
972-216-9000
800-233-9369
Fax: 972-289-2187
Web: www.stevenstransport.com

Superior Carriers

711 Jorie Boulevard
Suite 101 North
Oak Brook, Illinois 60523
630-573-2555
800-654-7707
Fax: 630-573-2570
Web: www.superior-carriers.com

Swift Transportation

2200 S. 75th Ave.
Phoenix, AZ 85043
602-269-9700
800-800-2200
Web: www.swifttrans.com

Team Transportation, Inc.

P. O. Box 668
Winnsboro, TX 75494
800-527-1168
Fax: 903-342-3764
Web: www.teamwww.com

Texas Cartage Warehouse, Inc.

12344 E. N.W. Hwy.
Dallas, TX 75228
214-320-3200
Fax: 214-320-9103
Web: www.texcar.com

Transport Corporation of America, Inc.

1715 Yankee Doodle Road
Eagan, MN 55121
651-686-2500
Fax: 651-686-2566
Web: www.transportamerica.com

Tri-State Motor Transit Co.

P.O. Box 113
8141 E. 7th St.
Joplin, MO 64802
800-621-8768
Fax: 417-621-8768
Web: www.tsmtco.com

Trimac

Gateway 11, Suite 800
15333 John F Kennedy Blvd.
Houston, TX 77032
281-985-0000
Fax: 281-449-4888
Web: www.trimac.com

Trinity Transport, Inc.

50 Fallon Ave.
PO BOX 1620
Seaford, DE 19973
302-253-3900; 800-846-3400
Fax: 302-253-0253
Web: www.trinitytransport.com

U.S. Cargo and Courier Service

2036 E. Williams Road
PO Box 2948
Columbus, OH 43216
614-552-2746
888-US-CARGO
Fax: 614-358-1368
Web: www.us-cargo.com

U.S. Xpress Enterprises, Inc.

4080 Jenkins Rd.
Chattanooga, TN 37421
423-510-3000, 800-251-6291
Fax: 423-510-3318
Web: www.usxpress.com

United Van Lines

One United Dr.
Fenton, MO 63026
636-343-3900; 800-948-4885
Fax: 636-349-8776
Web: www.unitedvanlines.com

Universal Truckload Service, Inc.

12755 E Nine Mile Rd.
Warren, MI 48089
586-920-0100
800-233-9445
Fax: 800-858-0688
Web: www.goutsi.com

Velocity Express

11104 West Airport Boulevard
Suite 130
Stafford, TX 77477
888-839-7669
Web: www.velocityexpress.com

Vitrans Express

6500 E. 30th St.
Indianapolis, IN 46219
317-803-6400
800-366-0150
Fax: 317-543-1228
Web: www.vitransexpress.com

VM Trucking, LLC.

187-189 Foundry St.
Newark, NJ 07105
973-690-5363
800-268-2520
Fax: 973-690-5364
Web: www.vmtrucking.com

Ward Trucking Corp.

2 Avenue And 7 St Greenwood.
P.O. Box 1553
Altoona, PA 16603
814-944-0803; 800-458-3625
Fax: 814-944-5470
Web: www.wardtrucking.com

Weber Distribution

13530 Rosecrans Ave.
Santa Fe Springs, CA 90670
855-469-3237
877-624-2700
Fax: 562-921-5522
Web: www.weberdistribution.com

Werner Enterprises Inc.

14507 Frontier Road
Omaha, NE 68138
402-895-6640, 800-228-2240
402.894.3686
Email: werner@werner.com

Wilson Trucking Corporation

137 Wilson Blvd.
PO Box 200
Fishersville, VA 22939-0200
540-949-3200
Fax: 540-949-3205
Web: www.wilsontrucking.com

Worldwide Logistics Solutions, Inc.

Worldwide Logistics Solutions, Inc.
PO Box 9800
Champaign, IL 61826
937.652.4704
Fax: 866-500-4704
Web: www.worldwidelogisticssolutions.com/

YRC

10990 Roe Avenue
800-846-4300
913-696-6100
Email: customer.service@yrc.com
Web: www.yrc.com

YRC Glen Moore

YRC Worldwide Inc.
10990 Roe Avenue
Overland Park, KS 66211
913-696-6100
800-846-4300
Web: www.yrc.com

Rail/Intermodal Services

Intermodal service companies are listed alphabetically in this section.

A.G.O. Transportation

Partner: United Shipping
500 Lepine
Dorval, QC H9P 2V6
Canada
514-631-6663
Fax: 514-631-4403
Web: www.actionago.com



Alliance Shippers Inc.

Corporate Office:
516 Sylvan Avenue
Englewood Cliffs, NJ 07632
800-222-0451
201-227-1212
Email: info@alliance.com
Web: www.alliance.com

Services:

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- Intermodal: USA, Canada and Mexico
- Over-the-Road Transportation
- International Transportation Service
- Logistics Solutions
- Complete Protective Service
- Warehousing and Distribution Services
- Dedicated Fleet
- Box Car Service
- Equipment Management
- Carrier Management and Selection
- Accessorial Management

American Fast Freight

7400 45th St. Ct. E.
Fife, WA 98424
253-926-5000
800-642-6664
Fax: 253-926-5000
E-mail: AFFQuotesTAC@americanfast.com
Web: www.americanfast.com

Anderson Trucking Service, Inc.

725 Opportunity Drive
St. Cloud, MN 56301
800-328-2316
Fax: 320-255-7494
Email: sales@atsinc.com
Web: www.atsinc.com

Aspen Distribution, Inc.

10875 E. 40th Ave.
Denver, CO 80239
303-371-2511
Fax: 303-576-9254
Web: www.aspendistribution.com

ATS International Services, Inc.

725 Opportunity Drive
St. Cloud, MN 56301
320-255-7400, 866-854-2747
Fax: 320-255-7478
Email: intlsales@atsinc.com
Web: www.atsisi.com

Averitt Express

1415 Neal St.
P.O. Box 3166
Cookeville, TN 38502
931-526-3306
800-AVERITT
Fax: 931-520-5603
Web: www.averittpress.com

BNSF Railway

2650 Lou Menk Dr.
P.O. Box 961057
Fort Worth, TX 76161-0057
800-795-2673
Web: www.bnsf.com

BNSF Logistics, LLC

4700 South Thompson
Suite A202
Springdale, AR 72764
479-927-6215
877-853-4756
Fax: 479-587-3095

Email: sales@bnsflogistics.com
Web: www.bnsflogistics.com

C.H. Robinson Co.

14701 Charlson Rd.,
Ste. 1700
Eden Prairie, MN 55347-5045
952-683-2800
Fax: 952-937-6740
Web: www.chrobinson.com

Canadian Pacific Railway

401 9th Ave., S.W.
Ste. 500
Calgary, AB T2P 4Z4
Canada
403-319-7000
800-551-2553
Fax: 403-205-9013
Web: www.cpr.ca

Cargo International Logistics Inc.

332 S Michigan Ave
Ste 1032 # M633
Chicago IL 60604-4434
312-450-7056
888-253-3458
Fax: 1-888-253-9155
E-mail: chicago@cargoagents.net
Web: www.cargoagents.net

CEVA Logistics

10751 Deerwood Park Blvd.
Suite 200
Jacksonville, FL 32256
904-928-1400
Web: www.cevalogistics.com

Chassis King

Interglobal Capital, Inc.
1016 Ponce de Leon Dr.
Clearwater, FL 33756
727-585-1500
800-807-6845
Fax: 727-585-1316
Web: www.chassisking.com

ClearPointt

808 134th St. S.W., Ste 209
Everett, WA 982042-300
425-787-8399
Fax: 425-787-8411
Web: www.clearpointt.com

Clipper Exxpress

9014 Heritage Pkwy.,
Ste. 300
Woodridge, IL 60517
630-739-0700
800-678-2547
Fax: 630-739-1817
Web: www.clippergroup.com

Commerce Express

2945 Buckley Way
Inver Grove Heights, MN 55076
651-451-7332
800-333-7731
Fax: 651-451-2312
Web: www.commerceexpressinc.com

Compass Consolidators

47 Stephen St.
Lemont, IL 60439
630-243-0200
800-845-5588
Fax: 630-243-0250
Web: www.cpqcs.com

Comtrak Logistics

5660 Universal Dr.
Memphis, TN 38118
901-541-8000
Fax: 901-541-8030
Web: www.hubgroup.com/comtrak

Cornerstone Systems

3250 Players Club Parkway
Memphis, TN 38125
901-842-1045
800-278-7677
Fax: 901-842-0671
Web: www.cornerstonesystems.com

The CrossGlobe Group

2500 Warwick Boulevard,
Newport News, VA 23607
757-244-8169
Web:
www.crossglobegroup.com

CSX Intermodal

(Div. of CSX Corporation)
301 W. Bay St.
Jacksonville, FL 32202
904-356-9000
Fax: 904-633-1075
Web: www.CSXi.com

Dart Intermodal

800 Lone Oak Road,
Eagan, MN 55121
651-683-1286
800-366-9000
Web: www.dartintermodal.com

DB Schenker/BAX

150 Albany
Freeport, NY 92602
516-377-3000
800-225-5229
Web: www.dbschenkerusa.com

Ford Storage & Moving Co.

7402 L St.
Omaha, NE 68138
402-592-5455
800-397-8581
Fax: 402-592-1285
Web: www.fordstorage.com

GE Capital Rail Services

161 N. Clark St.
Chicago, IL 60601
312-853-5000
800-445-6127
Fax: 312-853-5155
Web: www.ge.com/railservices

Genex, L.P.

6201 W Howard St
Suite 207.
Niles, Illinois 60714
847-446-0440
847-588-2723
Fax: 847-446-0557
Web: www.genexlp.com

Hub Group, Inc.

3050 Highland Pkwy.
Ste. 100
Downers Grove, IL 60515
630-271-3600
800-964-2515
Fax: 630-964-6475
Web: www.hubgroup.com

IOG products

481 Schuylkill Rd
Phoenixville, PA 19460
484-924-9493
Email: tmoseley@iogproducts
Web: www.iogproducts.com
Services: Shock/Impact and temperature indicators and recorders. IOG Products make accountability and awareness a priority in shipping and handling. Immediate visual indication of potential hidden damage throughout the transportation chain. A range of products to monitor all types of shipments from a box of eggs to giant transformers. Used by Federal Government depts. Fortune 500

and all sizes of businesses. Visit our website at www.iogproducts.com and register for a free sample of our low cost solutions to better transportation damage protection.

Kansas City Southern

427 W. 12th St.
Kansas City, MO 64105
816-983-1303
Web: www.kcsi.com

Kenco Transportation Management, LLC

118 Lee Parkway Dr.,
Suite 205
Chattanooga, TN 37421
423-894-4622
Fax: 423-894-4665
Web: www.kencotrans.com

Landstar

13410 Sutton Park Dr. S.
Jacksonville, FL 32224
904-398-9400
800-872-9400
Web: www.landstar.com

Open Your Toughest Freight Car Doors Safely 100% of the Time!

Solutions that alleviate your safety concerns and exceed your productivity requirements are of paramount importance to The Arnold Company. The "Door Buster" Multi-Purpose Freight Car Opener (pictured below, left) meets or exceeds OSHA standards as it provides for safe opening of rail cars with plug doors or sliding doors.



The gear mechanism on many plug doors can cause the handle to spin uncontrollably which results in employee injury. Loads often shift during transport; shifted loads that are resting against the door can cause the door to jump outwards when released. The "Door Buster" is designed to open plug doors without the danger of physical stress to the operator by allowing the employee to open the door safely away from any stored energy of the handle or door and away from any unexpected cargo falling out of the rail car when the door is opened.



The winch feature of the "Door Buster" uses two 9500 pound winches to make pulling open and closed even the toughest of freight car doors easy and safe. We use a synthetic rope that will "lay down" if cut instead of the whipping effect of a cable or chain.

The "Door Buster" provides a method to open your plug doors and sliding freight car doors safely 100% of the time!



THE ARNOLD COMPANY

www.arnoldcompany.com . (800) 245-7505 . sales@arnoldcompany.com

Rail/Intermodal Services

Logistics Management Solutions (LMS)

One City Place Dr., Suite 415
St. Louis, MO 63141
314-692-8886
800-355-2153
Fax: 314-692-0788
Web: www.lmslogistics.com



Lynden

18000 International Blvd
Suite 800
Seattle, WA 98188
206-241-8778
1-888-596-3361
Fax: 206-243-8415
Email: information@lynden.com
Web: www.lynden.com

Services: Over land, on the water, in the air—or in any combination—Lynden has been helping customers solve transportation problems for over a century. Operating in such challenging areas as Alaska, and worldwide, Lynden has built a reputation of superior service to diverse industries including oil and gas, mining, construction, retail and manufacturing. The combined capabilities of the Lynden companies includes truckload and less-than-truckload transportation, scheduled and charter barges, intermodal bulk chemical hauls, scheduled and chartered air freighters, domestic and international air and ocean forwarding, customs brokerage, trade show shipping, sanitary bulk commodities hauling, and multi-modal logistics.

Marten Transport Ltd.

129 Marten St.
Mondovi, WI 54755
715-926-4216
800-395-3000
Fax: 715-926-5609
Web: www.marten.com

Matson Integrated Logistics

1855 Gateway Blvd.
Concord, CA 94520
510-628-4000
800-4-MATSON
Web: www.matson.com

Megatrux, Inc.

Megatrux Express
9449 8th Street
Rancho Cucamonga, CA 91730
909-652-5050
Fax: 909-652-5017
Web: www.megatrux.com

Mode Transportation

17330 Preston Road
Suite 200 C
Dallas, TX 75252
972-447-0075
Fax: 972-447-0090
Email:
info@modetransportation.com
Web:
www.modetransportation.com

Services: Mode Transportation is an asset-light third party logistics company that specializes in complete transportation solutions including Truckload, Less-than-Truckload, Intermodal, Rail, International Air and Ocean as well as small package. Established in 1989, we operate through an agency network of highly qualified transportation professionals. As a multi-modal company, we can find the best solution for our customers without constraints of limited mode offerings. Our parent company, Hub Group gives us unparalleled access to capacity and our transportation management system (TMS) allows our customers' entire supply chain operation unlimited access 24/7/365 to visibility and tracking.

Nebraska Warehouse

10064 South 134th St.
Omaha, NE 68138
402-896-2200
Fax: 402-896-2201
Web: www.nebraskawarehouse.com

Network F.O.B.

2915 Commers Dr., Ste. 1100
Eagan, MN 55121
651-256-1000
800-325-7886
Fax: 651-256-1012
Web: www.networkfob.com

Nexus Distribution Corporation

3555 Salt Creek Lane
Suite 100
Arlington Heights, IL 60005
847-590-6200
800-536-5220
Fax: 847-590-6300
Web:
www.nexusdistribution.com

NFI Intermodal

Cherry Hill Office
1515 Burnt Mill Road
Cherry Hill, NJ 08003
Vineland Office
71 West Park Avenue
Vineland, NJ 08360
877-NFI-3777
Web: www.nfiindustries.com

Norfolk Southern Corp.

Three Coml. Pl.
Norfolk, VA 23510
855-667-3655
800-635-5768
Web: www.nscorp.com

OHL

7101 Executive Center Drive
Suite 333
Brentwood, TN 37027
615-401-6400
877-401-6400
Fax: 615-377-3977
Web: www.ohl.com

Pacer

6805 Perimeter Dr.
Dublin, OH 43016
614-923-1400
800-837-7584
Fax: 614-923-1997
Web: www.pacer.com

Pacific Alaska Freightways

2812 70th Ave East
Fife, WA 98424
253-926-3292
800-426-9940
Fax: 253-926-3161
Web: www.pafak.com

Prologis

4545 Airport Way
Denver, CO 80239
303-567-5000
800-566-2706
Fax: 303-567-5605
Web: www.prologis.com

Quality Carriers, Inc.

4041 Park Oaks Blvd
Suite 200
Tampa, FL 33610
813-569-7286
800-282-2031
Fax: 813-569-1601
Web:
www.qualitydistribution.com



Railinc Corp.

7001 Weston Parkway
Ste. 200
Cary, NC 27513
877-724-5462
Web: www.railinc.com

Services: Railinc is an integral part of the North American rail industry. We maintain extensive industry databases, build critical applications and provide business intelligence services for railroads and their partners. Our systems and services support railroads, equipment owners, shippers and suppliers along every link of their supply chains. Class I, short line, regional railroads, and transportation professionals alike use Railinc's tools and information to manage and analyze their rail traffic.

Road & Rail Services, Inc.

4229 Bardstown Rd.
Ste. 200
Louisville, KY 40218
502-495-6688
Fax: 502-495-6687
Web: www.roadandrail.com

Royal 4 Systems

5000 Spring St., Ste. 415
Long Beach, CA 90815
562-420-9594
888-8royal4
Fax: 562-420-7818
Web: www.royal4.com

Schneider Rail/Intermodal Services

3101 S. Packerland Dr.
Green Bay, WI 54313
920-592-2000
800-558-6767
Fax: 920-592-3036
Web: www.schneider.com

Schneider National, Inc.

3101 S. Packerland Dr.
P.O. Box 2545
Green Bay, WI 54306
920-592-2000
800-558-6767
Fax: 920-592-2974
Web: www.schneider.com

Sea Star Line

10550 Deerwood Park Blvd.
Ste. 509
Jacksonville, FL 32256
904-855-1260
877-775-7447
Fax: 904-724-3011
Web: www.seastarline.com

Sentry Transport Services, LLC

1200 Corporate Blvd.,
Ste. D2
Lancaster, PA 17601-1292
717-285-2795
888-737-3449
Fax: 717-285-2705
Web: www.sentrytran.com

Southwest International Freight Services

8189 S. Central Expressway
Dallas, TX 75241-7820
214-371-1901
Fax: 214-376-4675
Web: www.swfreight.com

Target Transportation

570 S. Ave. E.
Bldg. F
Cranford, NJ 07016
908-709-4400
800-966-0008
Fax: 908-709-4412
Web: www.targettrans.com

Texas Cartage

Warehouse, Inc.
12344 E. N.W. Hwy.
Dallas, TX 75228
214-320-3200
Fax: 214-320-9103
Web: www.texcar.com

Trailer Transport Systems, Inc.

900 Jefferson Rd., Ste. 1200
Rochester, NY 14623
585-427-2080
800-383-5590
Fax: 585-427-0559
Web: www.trailertransport.com

Transentric

1400 Douglas St., Ste. 0840
Omaha, NE 68179
402-544-6000
800-877-0328
Web: www.transentric.com

Trinity Transport, Inc.

1201 Bridgeville Highway
PO Box 1620
Seaford, DE 19973
302-253-3935
800-846-3400
Fax: 302-253-1200
Web: www.trinitytransport.com

Triple Crown Services Co.

2720 Dupont Commerce Ct.
Fort Wayne, IN 46825
260-416-3600
800-756-7433
Fax: 260-416-3771
Web: www.triplecrownsvc.com

TRN Logistics, LLC

107 Gauntt Street
Burlington, NJ 08016
609-239-5200
Fax: 609-239-5400
web: www.trnlogistics.com

Twin Modal, Inc.

2649 Patton Rd.
Roseville, MN 55113
651-697-8800
800-366-8946
Fax: 651-697-8895
Web: www.twinmodal.com

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Our Commitment To You.

Perfect Shipment® Performance via Railroad Intermodal Service*

	Origin Pickup		Railroad Linehaul		Destination Delivery	
July	98.9%	98.2%	98.0%	97.2%	97.8%	97.8%
August	99.0%	98.3%	98.5%	97.7%	97.9%	98.0%
September	99.0%	98.4%	98.4%	97.2%	97.6%	97.5%
Average	99.0%	98.3%	98.3%	97.4%	97.8%	97.8%
	2012	2013	2012	2013	2012	2013



For more information about all of our services, visit us at:
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* First quarter fiscal year results.

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Maritime Services

This section contains information on ocean shipping service providers serving North America.

A.G.O. Transportation

Partner: United Shipping
500 Lépine
Dorval, QC H9P 2V6
Canada
514-631-6456
Fax: 514-631-4403
Web: www.actionago.com

Alianca Navegacao E Logistica Ltda.

North America
465 South Street
Morristown, NJ 07960
973-775-5600
Fax: 973-775-5610
Web: www.alianca.com.br

Anderson Trucking Service, Inc.

725 Opportunity Drive
St Cloud, MN 56301
320-255-7400
800-328-2307
Fax: 320-255-7494
Email: sales@atsinc.com
Web: www.atsinc.com

APL

16220 N. Scottsdale Road
Suite 300
Scottsdale, AZ 85254
602-586-4800
Fax: 602-586-4861
Web: www.apl.com

Atlantic Container Line (ACL)

50 Cardinal Dr.
Westfield, NJ 07090
908-518-5300
Fax: 908-668-5392
Web: www.aclcargo.com

Averitt Express

1415 Neal St.
P.O. Box 3166
Cookeville, TN 38502
931-526-3306
800-AVERITT
Fax: 931-520-5603
Web: www.averittexpress.com

BDP International, Inc.

510 Walnut St.
Philadelphia, PA 19106
215-629-8900
Fax: 215-629-8940
Web: www.bdpinternational.com

Bermuda Container Line

1210 Corbin Street
Elizabeth, NJ 07201
908-352-6266
Fax: 973-242-6286
Web: www.bcl.bm

W.J. Byrnes & Co.

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San Francisco, CA 94128
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Fax: 650-266-8300
Web: www.byrnesnet.com

C.H. Robinson

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800-959-9590
Fax: 630-766-6395
Web: www.chrobinson.com

Cargo International Logistics Inc.

Midwest Division
28 E. Jackson Blvd.,
10 Floor #M633
Chicago, IL 60604
888-253-3458
Fax: 888-253-9155
Web: www.cargoagents.net

Catapult International

13632 W. 95th Street
Lenexa, KS 66215
913-232-2389
E-mail: growth@gocatapult.com
Web: www.gocatapult.com

CCNI

c/o Norton Lilly International
50 Cragwood Road
South Plainfield, NJ 07080

800-223-2264
Fax: 908-412-3439
Web: www.ccni.cl

CEVA Logistics

10751 Deerwood Park Blvd.
Suite 200
Jacksonville, FL 32256
888-564-4789
904-928-1400
Web: www.cevalogistics.com

China Shipping North America

11 Philips Pkwy.
Montvale, NJ 07645
201-505-6900
888-712-7811
Fax: 201-505-6900
Web: www.chinashippingna.com

CMA/CGM

5701 Lake Wright Dr.
Norfolk, VA 23502-1868
757-961-2100
Fax: 757-961-2151
Web: www.cma-cgm.com

COSCO North America

100 Spear Street,
San Francisco, CA 94105
415-778-7888
800-242-7354
Fax: 415-882-9286
Web: www.cosco-usa.com

Crowley Liner Services

9487 Regency Square Blvd.
Jacksonville, FL 32225
904-727-2200
800-CROWLEY
Fax: 904-727-2501
Web: www.crowley.com

CSAV

99 Wood Avenue South
9th Floor
Iselin, NJ 08830
732-635-2600
Fax: 732-635-2601
Web: www.csav.com

Damco

P.O. Box 885
7 Giralda Farms
Madison Ave.
Madison, NJ 07940
973-514-5126
Email: mark.byrne@damco.com
Web: www.damco.com

DB Schenker

150 Albany Ave.
Freeport, NY 11520
516-377-3000
800-225-5229
E-mail: info2@dbschenker.com
Web: www.dbschenkerusa.com

DHL Global Forwarding

1200 South Pine Island Road
Suite 140-145
Plantation, FL 33324
954-888-7000
800-426-5962
Web: www.dhl-dgf.com

Elite International Transportation

15333 JFK Blvd.
6th Floor
Houston, TX 77032
281-775-2100
800-284-7822
Fax: 281-775-2190
Web: www.eliteint.com

Evergreen America Corporation

One Evertrust Plaza
Jersey City, NJ 07302
201-761-3000
Fax: 201-761-3010
Web:
www.evergreen-marine.com

FedEx Trade Networks

6075 Poplar Avenue
Suite 400
Memphis, TN 38119
716-879-1075
800-249-2953
Web: www.ftn.fedex.com

Fesco Agencies N.A.

1000 2nd Ave, Suite 1310
Seattle, WA, 98104
206-583-0860
Email: sales@fesco-na.com
Web: www.fesco.com

Great White Fleet (US) Ltd.

250 E 5th St # 2600,
Cincinnati, OH 45202
888-724-5493
513-784-8000
Web: www.greatwhitefleet.com

Hanjin

80 E. Rte. 4, Ste. 490
Paramus, NJ 07652-2655
201-291-4600
Fax: 201-291-9393
Web: www.hanjin.com

Hapag-Lloyd (America) Inc.

399 Hoes Ln.
Piscataway, NJ 08854
732-562-1800
800-223-4443
Fax: 732-885-3745
Web: www.hapag-lloyd.com

Horizon Lines

4064 Colony Road
Suite 200
Charlotte, NC 28211
877-678-7400
Web: www.horizonlines.com

Hyundai Merchant Marine

222 West Las Colinas Blvd.
Suite 700
Irving, TX 75039
972-501-1100
877-7-HYUNDAI
Web: www.hmm21.com

Independent Container Line

5620 Cox Road
Glen Allen, VA 23060
804-222-2220
800-525-4499
Fax: 804-236-5150
Web: www.icl-ltd.com

Italia Marittima America

4 Gatehall Dr., 2nd Floor
Parsippany, NJ 07054
973-267-5034
Fax: 973-540-8675
Web: www.italiamarittima.it

K Line America, Inc.

8730 Stony Point Pkwy.
Suite 400
Richmond, VA 23235
804-560-3600
800-609-3221
Fax: 804-560-3348
Web: www.kline.com

Kenneth Clark Company, Inc.

10264 Baltimore Natl. Pike
Ellicott City, MD 21042
410-480-2582
800-999-3450
Fax: 410-465-7397
Web: www.kennethclark.com

Kuehne + Nagel

10 Exchange Place
19th Floor
Jersey City, NJ 07302
201-413-5500
Fax: 201-413-5777
Web: www.kn-portal.com

Landstar

13410 Sutton Park Drive, South
Jacksonville, Florida 32224
800-872-9400
904-398-9400
Web: www.landstar.com



Lynden

18000 International Blvd
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555 12th St.
Oakland, CA 94607
510-628-4000
800-462-8766
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MegatruX Express
9449 8th Street
Rancho Cucamonga, CA 91730
800-544-8831
900-652-5050
Fax: 909-652-5017
Web: www.megatruX.com

MOL (America) Inc.

700 E Butterfield Rd. Ste 150
Lombard, IL 60148
800-OK-GATOR
Web: www.MOLpower.com

MSC (USA) Inc.

420 5th Ave., 8th Fl.
New York, NY 10018-2702
212-764-4800
Fax: 212-764-8592
Web: www.msccgva.ch

NEMF World Transport

Div. Shevell Group
1-71 North Avenue East
Elizabeth, NJ 07201
908-965-0100
800-445-3250
Fax: 908-965-0795
Web: www.nemf.com/world

NYK Line

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North America Corporate HQ
300 Lighting Way, 5th Floor
Secaucus, NJ 07094
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Fax: 888-695-7322
Web: www.nykline.com

OHL

7101 Executive Center Drive
Suite 333
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615-401-6400
877-401-6400
Fax: 615-377-3977
Web: www.ohl.com

OOCL (USA) Inc.

North American Headquarters
2633 Camino Ramon, Ste. 400
San Ramon, CA 94583
925-358-6625
888-388-6625
Web: www.oocl.com

Pilot Freight Services

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PO Box 97
Lima, PA 19037-0097
610-891-8100
800-HI-PILOT
Fax: 610-565-6685
Web: www.pilotdelivers.com

Rickmers-Linie (America) Inc.

350 Glenborough Dr., Ste. 180
Houston, TX 77067
281-453-7500
Fax: 281-453-7501
Web: www.rickmers.net
Email: houston@rickmers.net
Web: www.rickmers-linie.de

Safmarine Inc.

Div. A.P. Moller-Maersk
Giralda Farms, Bldg. #7
Madison, NJ 07940
973-490-3400
Fax: 973-443-4390
Web: www.safmarine.com

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877-775-7447

Maritime Services

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Web: www.seastarline.com

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Web: www.seaboardmarine.com

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707-328-1887
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Team Ocean Services, Inc.

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www.teamoceanservices.com

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Web: www.totemocean.com

Trailer Bridge, Inc.

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Jacksonville, FL 32226
904-751-7100
800-727-3859
Fax: 904-751-7444
Web: www.trailerbridge.com

Trinity Transport, Inc.

1201 Bridgeville Highway
Seaford, DE 19973
800-846-3400
Fax: 302-253-1200
Web: www.trinitytransport.com

United Arab Shipping Company (UASC)

511 South Avenue
Cranford, NJ 07016
908-272-0050
Fax: 908-272-9221
Web: www.uasc.net

Wallenius Wilhelmsen Logistics

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Woodcliff Lake, NJ 07677
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Fax: 201-307-0069
Web: www.2wglob.com

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2510 W. Dunlap Ave.
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Fax: 602-567-9101
Web: www.wanhaiusa.com

Waterman Steamship Corp.

1 Whitehall Street
19th Floor
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Fax: 212-747-8558
Web:
www.watermansteamship.com

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Major North American Ports

Included in this section are state-by-state listings of the major ports and port authorities in North America.

USA

ALASKA

Port of Cordova

P.O. Box 1210
Cordova, AK 99574
907-424-6400
Fax: 907-424-6446
Web: www.cityofcordova.net

Whittier Port Authority Commission

PO Box 639
Whittier, AK 99693
907-472-2327
Fax: 907-472-2472

CALIFORNIA

Megatrux, Inc.

Megatrux Express
9449 8th Street
Rancho Cucamonga,
CA 91730
800-544-8831
900-652-5050
Fax: 909-652-5017
Web: www.megatrux.com

Port of Long Beach

925 Harbor Plaza
Long Beach, CA 90802
562-283-7000
562-283-7820
Fax: 562-901-1735
Web: www.polb.com

Port of Los Angeles

425 S Palos Verdes St.
PO Box 151
San Pedro, CA
90733-0151
310-732-7678
Fax: 310-831-4896
Web:
www.portoflosangeles.org

Port of Oakland

Executive Office
P.O. Box 2064
Oakland, CA 94604
510-627-1353
Fax: 510-839-5104
Web:
www.portofoakland.com

Port of Sacramento

3251 Beacon Blvd., Ste. 210
P.O. Box 980070
West Sacramento, CA
95798-0070
916-371-8000
Fax: 916-372-4802
Web: www.portofsacramento.com

Port of San Francisco

Pier 1
San Francisco, CA
94111
415-274-0400
Fax: 415-274-0528
Web: www.sfport.com

FLORIDA

Canaveral Port Authority

445 Challenger Rd.
P.O. Box 267
Cape Canaveral, FL 32920
321-783-7831
Fax: 321-783-4651
Web: www.portcanaveral.org

Jacksonville Port Authority

P.O. Box 3005
Jacksonville, FL 32206
904-357-3000
800-874-8050
Fax: 904-357-3060
Web: www.jaxport.com

Manatee County Port Authority

300 Tampa Bay Way
Palmetto, FL
34221-6608
941-722-6621
Fax: 941-729-1463
Web: www.portmanatee.com

Port Everglades

1850 Eller Dr.
Ft. Lauderdale, FL 33316
954-523-8713
Fax: 954-525-1910
Web:
www.porteverglades.net

Port of Miami

1015 N. America Way
2nd Fl.
Miami, FL 33132
305-371-7678
Fax: 305-347-4843
Web: www.miamidade.gov/portofmiami

Tampa Port Authority

1101 Channelside Drive
Tampa, FL 33602
813-905-7678
800-741-2297
Fax: 813-905-5109
Web: www.tampaport.com

GEORGIA

Georgia Ports Authority

P.O. Box 2406
950 West River Street
Savannah, GA
912-964-3925
800-342-8012
Fax: 912-966-3615
Web: www.gaports.com

HAWAII

Hawaii Dept. of Transportation

79 S Nimitz Hwy.
Honolulu, HI
96813-4898
808-587-1930
Fax: 808-587-1984
Web: www.hawaii.gov/dot

LOUISIANA

Plaquemines Port, Harbor & Terminal District

9063 Highway 23
Belle Chasse, LA 70037
504-682-7920
Fax: 504-682-0649
Web: www.portofplaquemines.com

Port of New Orleans

Executive Div.
1350 Port of New Orleans Place
New Orleans, Louisiana 70130
504-522-2551
800-776-6652
Fax: 504-524-4156
Web: www.portno.com

Port of South Louisiana

Executive Division
171 Belle Terre Blvd
PO Box 909
LaPlace, LA 70069-0909
985-652-9278
888-SLA-PORT
Fax: 985-652-9518
Web: www.portsl.com

MARYLAND

Maryland Port Administration

401 East Pratt St., 19th Floor
Baltimore, MD 21202
410-385-4480
800-638-7519
Fax: 410-385-4485
Web: www.marylandports.com

MASSACHUSETTS

Massachusetts Port Authority

Maritime
One Harborside Dr.
Ste. 200F

Boston, MA
02128-2909
617-586-5000
800-294-2791
Fax: 617-946-4466
Web: www.massport.com

MISSISSIPPI

Mississippi State Port Authority at Gulfport

P.O. Box 40 2510 14th Street #1450
Gulfport, MS 39501
228-865-4300
Fax: 228-248-0027
Web: www.shipmspa.com

Port of Pascagoula

P.O. BOX 70
Pascagoula, MS 39568-0070
228-762-4041
Fax: 228-762-7476
Web: www.portofpascagoula.com

NEW JERSEY

Port Elizabeth Terminal & Warehouse

201-A Export Street
Port Newark, NJ 07114
973-491-0600
Fax: 973-491-0055
Web: www.judgeorg.com

Port of Hamburg

960 Holmdel Road,
Building li, Suite 201.
Holmdel, NJ 07733
732-817-1222
Fax: 732-817-9422

NEW YORK

The Port Authority of New York & New Jersey

Strategic Analysis & Industry Relations
225 Park Ave. S., 11th Floor
New York, NY 10003-1604

212-435-4251
Fax: 212-435-4204
Web: www.panynj.com

NORTH CAROLINA

North Carolina State Ports Authority

PO Box 9002
Wilmington, NC 28402
910-763-1621
Fax: 910-763-6440
Web: www.ncports.com

OREGON

Oregon International Port of Coos Bay

125 Central Ave., Suite 300
PO Box 1215
Coos Bay, OR 97420-0311
541-267-7678
Fax: 541-269-1475
Web: www.portofcoosbay.com

PORT OF PORTLAND

Marine Marketing

P.O. Box 3529
Portland, OR 97208-3529
503-415-6000
800-547-8411
Fax: 503-944-7250
Web: www.portofportland.com

SOUTH CAROLINA

South Carolina State Ports Authority

Port of Charleston
P.O. Box 22287
Charleston, SC 29413-2287
843-723-8651
800-845-7106
Fax: 843-577-8127
Web: www.scsipa.com

TENNESSEE

OHL

7101 Executive Center Drive
Suite 333
Brentwood, TN 37027
615-401-6400
877-401-6400
Fax: 615-377-3977
Web: www.ohl.com

TEXAS

Port Corpus Christi

222 Power St.
Corpus Christi, TX 78401
361-882-5633
800-580-7110
Fax: 361-882-7110
Email: businessdevelopmentdpt@pocca.com
Web: www.portofcorpuschristi.com

Services: Port Corpus Christi is the fifth largest port in the U.S. in total tonnage and provides quick access to the Gulf of Mexico and the entire United States inland waterway system. The Port offers quality solutions and superior logistics for all your shipping needs. Port capabilities include: a straight, 45' deepwater port, RO/RO, transloading facilities, staging capabilities, rail service and vessel-to-rail capabilities, convenient highway access, state-of-the-art security department, covered storage, three Class I railroads, Stevedore availability and 35+ acres of open storage area. By ship, rail or truck, Port Corpus Christi is The Port of the Lone Star State.

Port of Galveston

P.O. Box 328
123 Rosenberg Ave.
Galveston, TX 77553
409-765-9321
Fax: 409-766-6171
Web: www.portofgalveston.com

Major North American Ports

Port of Houston Authority

PO Box 2562
Houston, TX 77252
713-670-2400
Fax: 713-670-2429
Web: www.portofhouston.com

VIRGINIA

The CrossGlobe Group
2500-D Warwick Blvd
Newport News, VA 23607
757-244-8169
Fax: 757-244-4751
Web:
www.crossglobegroup.com

Port of Richmond

5000 Deepwater
Terminal Rd.
Richmond, VA 23234
804-726-3092
Fax: 804-726-3094
Web:
www.portofrichmond.com

Virginia Port Authority

600 World Trade Ctr.
Norfolk, VA 23510
757-683-8000; 800-446-8098
Fax: 757-683-2897
Web: www.portofvirginia.com

WASHINGTON

Port of Grays Harbor

PO Box 660
111 S. Wooding St.
Aberdeen, WA 98520
360-533-9528
Fax: 360-533-9505
Web:
www.portofgraysharbor.com

Port of Kalama

380 W. Marine Dr.
Kalama, WA 98625
360-673-2325
Fax: 360-673-5017
Web: www.portofkalama.com

Port of Longview

10 Port Way
P.O. Box 1258
Longview, WA
98632
360-425-3305
Fax: 360-425-8650
Web:
www.portoflongview.com

Port of Olympia

915 Washington St. NE
Olympia, WA 98501
360-528-8000
Fax: 360-528-8090
Web: www.portolympia.com

Port of Seattle

2711 Alaskan Way, Pier 69
P.O. Box 1209 (98111)
Seattle, WA 98121
206-728-3000
Fax: 206-728-3280
Web: www.portseattle.org

Port of Tacoma

P.O. Box 1837
Tacoma, WA
98401-1837
253-383-5841
Fax: 253-593-4534
Web: www.portoftacoma.com

Port of Vancouver USA (WA)

3103 N.W. Lower River Rd.
Vancouver, WA
98660
360-693-3611
Fax: 360-735-1565
Web: www.portvanusa.com

CANADA

BRITISH COLUMBIA

Port Metro Vancouver

100 The Pointe
999 Canada Pl.
Vancouver, British Columbia
V6C 3T4
Canada
604-665-9000
Fax: 866-284-4271
Web: www.portmetrovancover.com

Port of Vancouver

1900-200 Granville St.
Suite 1900
Vancouver, British
Columbia V6C 2P9
Canada
604-665-9000

Fax: 604-665-9007

Web:
www.portvancouver.com

NOVA SCOTIA

Halifax Port Authority

Business Development &
Customer Relations Dept.
1215 Marginal Rd.
P.O. Box 336
Halifax, Nova Scotia B3J 2P6
Canada
902-426-8222
Fax: 902-426-7335
Web: www.portofhalifax.ca

ONTARIO

Hamilton Port Authority

605 James St., N.
Hamilton, Ontario L8L 1K1
Canada
905-525-4330
800-263-2131
Fax: 905-525-7258
Web: www.hamiltonport.ca

Thunder Bay Port Authority

100 Main St.
Thunder Bay, Ontario
P7B-6R9
Canada
807-345-6400
Fax: 807-345-9058
Web:
www.portofthunderbay.ca

QUEBEC

Montreal Port Authority

Port of Montreal Building
2100 Pierre-Dupuy Ave.
Wing Number 1
Montreal, Quebec H3C 3R5
Canada
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Suite 102
P.O. Box 128
San Ramon, CA 94583
925-830-8900, 800-282-4990
Fax: 877-329-4923
Web: www.4way.com

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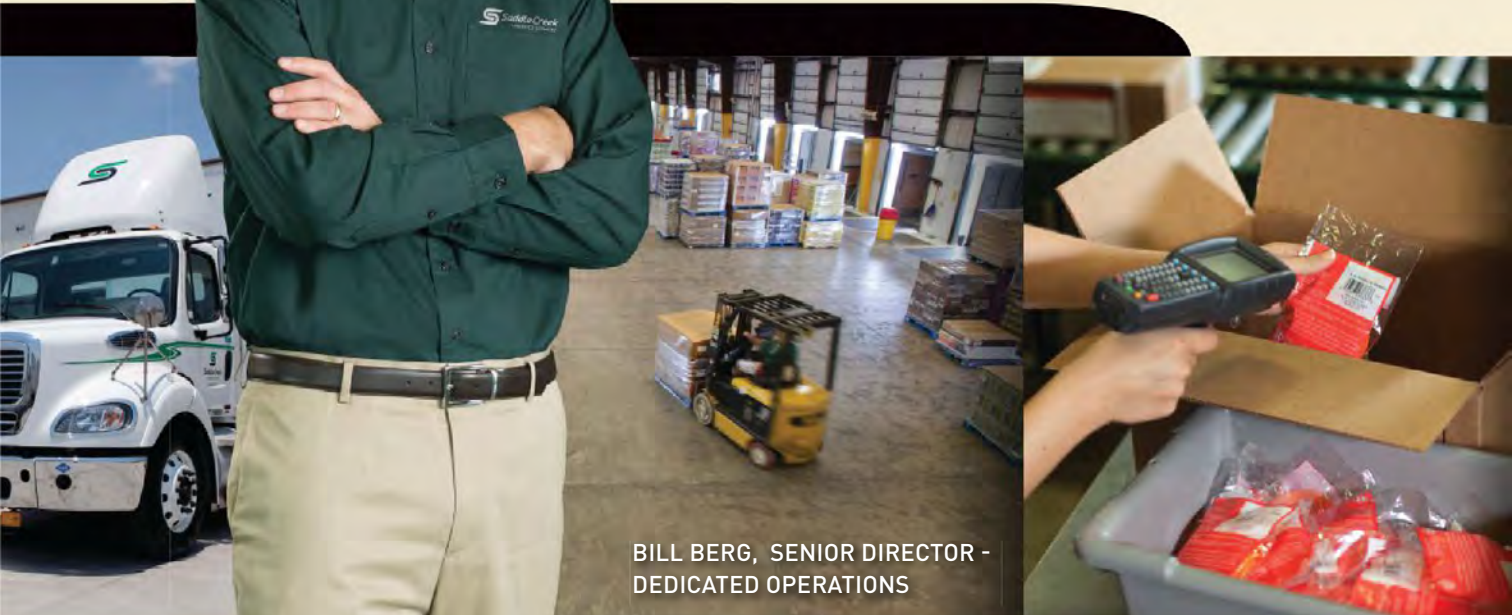
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800-636-6171
Fax: 515-265-8927
Web: www.jacobsonco.com

Jameson Enterprises, Inc.

Jameson Logistics
P.O. Box 1439
Elfers, FL 34680-1452
800-741-5043
727-846-8787
Fax: 727-847-6756
Web: www.jamesonlogistics.com

Third-Party Services

K C Integrated Services

862 Will Carleton Road
Carleton, MI 48117
734-946-8600
800-476-6317
Fax: 734-946-8900
Web: www.kctrans.com/

Kane Is Able, Inc.

P.O. Box 931
Scranton, PA 18501
570-558-5100
800-845-5263
Fax: 570-207-2244
Web: www.kaneisable.com

Kelron Logistics

1355 Meyerside Dr.
Mississauga, ON L5T 1C9
Canada
905-795-8400
800-668-3785
Fax: 866-795-6422
Web: www.kelron.com

Kenco Logistic Services

2001 Riverside Dr.
Chattanooga, TN 37406
423-622-1113

800-758-3289
Fax: 423-643-3500
Web: www.kencogroup.com

Kenco Transportation Management, LLC

118 Lee Parkway Dr.
Suite 205
Chattanooga, TN 37421
423-894-4622
Fax: 423-894-4665
Web: www.kencotrans.com

Kenneth Clark Company, Inc.

10264 Baltimore Natl. Pike
Ellicott City, MD 21042
410-4802582
800-999-3450
Fax: 410-465-7397
Web: www.kennethclark.com

KeyMan Distribution Resources

118 Carlisle St.
Beechwood Center
Hanover, PA 17331
717-633-9596
Fax: 717-633-9833

Keystone Dedicated Logistics

800 North Bell Avenue
Building Six - Suite 100
Carnegie, PA 15106
877- 535-7717
412-429-2141
Fax: 412-429-1026
Web: www.kdlog.com

King Logistics

13535 Larwin Circle
Santa Fe Springs, CA 90670
562-677-3313
800-854-3679 X313
Fax: 562-404-7880
Email: khindsley@kinglogisticsusa.com
Web: www.kinglogisticsusa.com

Services: King Logistics is a full service logistics company specializing in the transportation of high value product.

Focused on "high value product" that requires specialized transportation and handling services.

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616-531-1850
800-666-0701
Fax: 616-531-0810
Web: krclogistics.com

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Web: www.neillcartage.com

Lakeside Logistics Inc.

1185A North Service Road East
Oakville, ON L6H 1A7 Canada
905.338.4810
905.338.4000
Fax: 905 842 8689
Web: www.lakesidelogistics.com

Landair

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Email: info@landair.com
Web: www.landair.com



Landstar System, Inc.

13410 Sutton Park Drive South
Jacksonville, FL 32224
877-696-4507
Email: solutions@landstar.com
Web: www.landstar.com

Services: Providing global & domestic transportation management solutions including: truckload, LTL, heavy haul/specialized, expedited, intermodal, global air and ocean services, cold chain, freight optimization, complete shipment visibility, and carrier selection and management services. Landstar customers have access to more than 36,000 transportation capacity providers.

Description: Landstar, a worldwide, asset-light provider of integrated transportation management solutions offers

complete transportation and logistics services, including truckload, LTL, heavy haul/specialized, expedited, intermodal, global air and ocean services. Landstar's transportation management solutions offer global shipment visibility, bidding & shipping tools, carrier selection & management, event management and freight optimization.

Lansdale Warehouse Co., Inc.

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Lansdale, PA 19446
215-855-8460
Fax: 215-855-8676
Web:
www.lansdalewarehouse.com

Leading Edge Logistics, LLC

90 S Newtown Street Road
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Newtown Square, PA 19073
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Fax: 610-359-1350

Web:
www.leadingedgelogistics.com

Legacy Supply Chain Services

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314-692-8886
800-355-2153
Fax: 314-692-0788
Email:
salesteam@lmslogistics.com
Web: www.lmslogistics.com

Services: LMS Logistics is a non-asset-based, third party logistics firm that empowers manufacturers, wholesalers and retailers to gain competitive advantages through optimal transportation management. Through its transportation management software and services, LMS helps shippers significantly improve their safety, customer service and financial performance.

Established in 1996, LMS has quickly become a formidable contender within the highly competitive third party logistics (3PL) industry.

As an innovative and flexible provider, LMS partners with its clients to create outsourcing solutions that are unique to each shipper. Additionally, LMS offers distinctive freight optimization and collaboration programs that have produced bottom-line results for a variety of companies.

Logistics Insight Corporation (LINC)

12755 E. 9 Mile Road
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586-467-1500
888-334-5462
Web: www.4Linc.com

LTD Management

1230 Pottstown Pike, Ste. 6
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Fax: 610-458-8039
Web: www.ltdmgmt.com

LTD Supply Chain

3 Black Horse Circle
Ste. 7
Allentown, PA
610-614-1814
Web: www.ltdsupplychain.com



Lynden

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Suite 800
Seattle, WA 98188
206-241-8778
888-596-3361
Fax: 206-243-8415
Email: information@lynden.com
Web: www.lynden.com

Services: Over land, on the water, in the air—or in any combination—Lynden has been helping customers solve transportation problems for over a century. Operating in such challenging areas as Alaska, and worldwide, Lynden has built a reputation of superior service to diverse industries including oil and gas, mining, construction, retail and manufacturing. The combined capabilities of the Lynden companies includes truckload and less-than-truckload transportation, scheduled and charter barges, intermodal bulk chemical hauls, scheduled and chartered air freighters, domestic and international air and ocean forwarding, customs brokerage, trade show shipping, sanitary bulk commodities hauling, and multi-modal logistics.

M & E Storage Inc.

335 E. Seventh St., 720
Lancaster Ave.
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859-252-1776
Fax: 859-252-1777
Web: www.mestorage.com

Madison Warehouse Corporation

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Web: www.matson.com

MegatruX, Inc.

MegatruX Express
9449 8th Street
Rancho Cucamonga, CA 91730
800-544-8831
800-541-7722
Fax: 909-652-5017
Web: www.megatruX.com

Menlo Worldwide Logistics

3201 University Drive, Suite 400
Auburn Hills, MI 48326
248-648-6110
Fax: 248-836-9810
Web: www.menloworldwide.com

Services: A leader in LLP services, Menlo Worldwide Logistics' global operations provides integrated solutions to help our business partners achieve efficiency and cost savings in their supply chains through improved processes, optimization, inventory visibility and velocity. Leveraging lean methodologies, Menlo excels in supply chain management, warehousing, transportation, and value added services.

Our 3PL Services include: Supply chain network analysis and design, Transportation management, Multi-client warehouses and distribution centers, Reverse logistics, Vendor-managed inventory, Intermodal transportation, Software and technology solutions, Light manufacturing, Dedicated contract logistics, Supply chain consulting, Truckload brokerage, Configuration, Packaging, Kitting, Order fulfillment, Postponement.

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570-823-1100
Fax: 570-823-0300
Web: www.mericle.com/logistics

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Web: www.meritex.com

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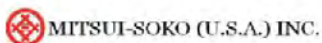
Metro Park Warehouses, Inc.

6920 N.E. Executive Dr.
Kansas City, MO 64120
816-231-0777
Fax: 816-231-7797
Web: www.metroparkwarehouses.com

MIQ Logistics

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Suite 500
Overland Park, KS 66211
913-696-7100
866-972-9272
Fax: 913-696-7501
Email: contact_us@miq.com
Web: www.miq.com

Services: MIQ Logistics is a global logistics company headquartered in Overland Park, Kan., and with offices in North America, Asia, Europe and Latin America. MIQ Logistics enables companies to improve their transportation network and overall supply chain efficiency by offering flexible logistics solutions supported by Web-native technology and global logistics management capabilities. Our end-to-end supply chain and logistics services include: Air & Ocean International Freight Forwarding, Customs Brokerage and Clearance, Global Trade Management, Transportation Management, Truckload Brokerage, Value-added Services, Project Logistics, Warehouse Management & Fulfillment, Supply Chain Management, Distribution Services, Origin Services, Supply Chain Visibility.



Mitsui-Soko (USA) Inc.

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 Carson, CA 90746
 310-639-3060
 800-648-7656
 Fax: 310-639-4060
 Email: sales@mitsui-soko.com
 Web: www.mitsui-soko.com

Services: International ocean forwarding, NVOCC/OTI import/export, warehouse and distribution services, customs-brokerage, door-to-door transport, logistics-management. The Mitsui-Soko group, with over 100 years of experience in warehousing and in the global logistics arena, includes 57 affiliate companies and more than 120 offices around the world. As a leading provider of cargo solutions to and from Asia, our reputation for consistent, reliable, and customized service has won the confidence of our customers across many industries. In the USA, we offer both general logistics and specialized services in 5 warehouses, Los Angeles, Seattle, El Paso, Savannah, Chicago, CFS and bonded warehouse services.

Mode Transportation

17330 Preston Road
 Suite 200 C
 Dallas, TX 75252
 972-447-0075
 Fax: 972-447-0090
 Email: info@modetransportation.com
 Web: www.modetransportation.com

Services: Mode Transportation is an asset-light third party logistics company that specializes in complete transportation solutions including Truckload, Less-than-Truckload, Intermodal, Rail, International Air and Ocean as well as small package. Established in 1989, we operate through an agency network of highly qualified transportation professionals. As a multi-modal company, we can find the best solution for our customers without constraints of limited mode offerings. Our parent company, Hub Group gives us unparalleled access to capacity and our transportation management system (TMS) allows our customers' entire supply chain operation unlimited access 24/7/365 to visibility and tracking.

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 Minneapolis, MN 55414
 612-623-1200
 Fax: 612-623-9108
 Web: murphywarehouse.com

NAL Worldwide

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 Web: www.nalworldwide.com

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800-669-2574
Web: www.nrsonline.com

Nebraska Warehouse

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Omaha, NE 68138
402-896-2200
Fax: 402-896-2201
Web: www.nebraskawarehouse.com

Neovia Logistics

2001 Butterfield Rd, Suite 1400
Downers Grove, IL 60515
630-743-4101
Web: www.neovialogistics.com

New Breed Logistics

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High Point, NC 27265
336-232-4100
866-4-NEW-BREED

Next Generation Logistics, Inc.

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847-963-0007
Fax: 847-963-0079
Web: www.nextgeneration.com

Nexus Distribution Corporation

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Arlington Heights, IL 60005
847-590-6200
Fax: 847-590-6300
Web: www.nexusdistribution.com

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866-219-7450
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800-927-8884
Fax: 310-603-2319
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Corporate Headquarters
4500 Southgate Place
Suite 300
Chantilly, VA 20151
703-964-9500
Fax: 703-964-9111
Web: www.nonstopdelivery.com

North American Logistics Services, LLC

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305-455 1150
Fax: 305-825 9955
Web: www.nalogistics.com

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888-851-4556
Fax: 812-944-9840
Web: www.nclworldwide.com

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4301 West Valley Highway
Suite #100
Sumner, WA 98390
Tel: 253-987-4031
Fax: 253-987-4015
Web: www.norvanco.com

NVC Logistics Group

One Pond Rd
Rockleigh, NJ 07647
201-767-0911
Web: www.nvclogistics.com

NYK Logistics Americas

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877-897-3788
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Web: www.na.nyklogistics.com

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Fax: 203.448.3901
Web: www.odysseylogistics.com

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OHL

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Email: info@orbiscorporation.com
Web: www.orbiscorporation.com

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Email: sales@PartnerShip.com
Web: www.PartnerShip.com
Services: PartnerShip® is a leading provider of shipping solutions to small and medium businesses nationwide. We have over 20 years of experience

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Penske Logistics

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800-529-6531
Fax: 610-775-2449
Web: www.penskelogistics.com

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Web: www.pilotdelivers.com

PLS Logistics Services

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973-249-1230
Fax: 973-249-7324
Email:
info@portlogisticsgroup.com
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www.PortLogisticsGroup.com

Services: Port Logistics Group is the nation's leading provider of gateway logistics services, including value-added warehousing and distribution, transloading and cross-docking, vendor consolidation and national transportation. With nearly 5 million square feet of warehouse space strategically located in and around major North American ports, Port Logistics Group provides the critical link between international transportation and the "last-mile" supply chain. Other services include port drayage, transloading, cross-docking, inventory management, value-added services, GOH processing, store delivery, eCommerce fulfillment, pick and pack, short/long-term storage, dedicated delivery fleets, warehouse management systems, RF scanning, bar code labeling and RFID capabilities.

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Propak Corporation

Propak Logistics, LLC.
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Fort Smith, AR 72917
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877-919-1600
Fax: 479-478-7801
Web: www.propak.com

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Puerto Rico Storage & Distribution, Inc.

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R&L Warehouse Distribution Services, Inc.

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Fax 510-547-5436
Web: www.warehousedistribution.com

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913-491-0050
800-899-7090
Fax: 913-491-0054
Web: www.rrlx.com

Ray West Warehouses, Inc.

4801 Baldwin Blvd.
Corpus Christi, TX 78408
361-884-5595
Fax: 361-884-0309
Web: www.raywestwarehouses.com

Regal Logistics

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Fife, Washington 98424

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Web: www.regallogistics.com

Rime Sales Corp.

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Fax: 908-272-1276
Web: www.rimesales.com

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Royal 4 Systems

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Web: www.royal4.com

RSI Logistics, Inc.

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Web: www.ruan.com

Ryder Supply Chain Solutions

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Web: www.RyderSCS.com



Saddle Creek Logistics Services

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888-878-1177
Email: sales@sclogistics.com
Web: www.sclogistics.com
Services: Saddle Creek Logistics Services is a nationwide

Third-Party Services

3PL providing integrated warehousing, transportation, packaging and fulfillment services. Our strategic, turnkey logistics solutions help leading companies to increase supply chain efficiency, streamline their businesses and manage costs. With 37 locations nationwide, more than 16 million square feet of space, and over 2,200 associates, we have the resources and expertise to help you meet customer demands and accommodate business growth.

Description: At Saddle Creek Logistics Services, we leverage our warehousing, transportation, packaging and fulfillment capabilities to give you a competitive edge. With our integrated solutions, you can increase speed to market, accommodate fluctuations, control supply chain costs and improve service to your customers. That's our integrated advantage.

Satellite Logistics Group

12621 Featherwood
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Charleston, SC 29401
843-577-5007
Web: www.snapfulfil.com

Softeon

13755 Sunrise Valley Drive
Suite 200
Herndon, VA 20171
703-793-0005
Fax: 703-793-1604
Web: www.softeon.com

Speech Interface Design, Inc.

700 River Avenue
Suite 431
Pittsburgh, PA 15212
800-492-0423; 412-323-1135
Fax: 412-323-1023
Web: www.speech-interface.com

Speedrack Products Group, Ltd.

7903 Venture Avenue
Sparta, MI 49345
800-752-7352
616-887-0002
Fax: 616-887-2693
Web: www.speedrack.net

SPG International, LLC

11230 Harland Drive NE
Covington, GA 30014
877-503-4SPG; 847-541-6500
Fax: 847-541-0858
Web: www.spgusa.com

Spiratex

6333 Cogswell Road
Romulus, MI 48174
734-641-4111
Fax: 734-722-1580
Web: www.spiratex.com

Stanley Vidmar

11 Grammes Road
Allentown, PA 18103
800-523-9462
610-776-3810
Fax: 610-776-3822
Web: www.stanleyvidmar.com

Steel King Industries, Inc.

2700 Chamber Street
Stevens Point, WI 54481
800-826-0203
715-341-3120
Fax: 715-341-8792
Web: www.steelking.com

Supply Chain Services

7800 Third Street North
Suite 920
Oakdale, MN 55128
866-205-4310; 651-202-4300
Fax: 651-731-5870
Web: supplychainservices.com

Swisslog Logistics Inc.

161 Enterprise Drive
Newport News, VA 23603
757-820-3467

Fax: 757-887-5588
Web: www.swisslog.com

System Logistics

90 Alfred Plourde Parkway
Lewiston, ME 04240
888-233-6796
207-784-1381
Fax: 207-795-0828
Web: www.systemlogistics.com

Systems Application Engineering (SAE)

3655 Westcenter Drive
Houston, TX 77042
713-783-6020
Fax: 713-783-3434
Web: www.saesystems.com

Tailift USA Co., Inc.

3939 Brentstone Street
Ontario, CA 91761
909-930-9802
Fax: 909-930-9739
Web: www.tailift.com

Taylor Made Cases

107 Last Cast Drive
Benson, NC 27504
888-776-0023
919-209-0555
Fax: 919-209-0789
Web:
www.taylormadecases.com

TECSYS Inc.

1 Place Alexis Nihon
Suite 800
Montreal, QC H3Z 3B8
Canada
800-922-8649
514-866-0001
Fax: 514-866-1805
Web: www.tecsys.com

TEKLYNX International

2221 West Camden Road
Milwaukee, WI 53209
888-629-4444
414-228-3361
Fax: 414-228-3336
Web: www.teklynx.com

TGW Systems

6870 Grand Haven Road
Spring Lake, MI 49456-9652
231-798-4547
Fax: 231-798-4146
Web: www.tgw-group.com

The Raymond Corporation

P.O. Box 130
Greene, NY 13778-0130
800-235-7200
607-656-2311
Fax: 607-656-9005
Web: www.raymondcorp.com

Topper Industrial

1729 East Frontage Road
Sturtevant, WI 53177
262-886-6931
Fax: 262-886-9569
Web:
www.topperindustrial.com

TotalTrax, Inc.

500 Water Street
Newport, DE 19804
302-514-0600
Fax: 302-636-0100
Web: totaltraxinc.com

Toyota Materials Handling

1 Park Plaza, Suite 1000
Irvine, CA 92614
949-223-7807
Web: tmhnc.com

TranSystems

500 West Seventh Street
Suite 1100
Fort Worth, TX 76102
817-334-4457
Fax: 817-336-2247
Web: www.transystems.com

TranSystems

2400 Pershing Road
Suite 400
Kansas City, MO 64108
816 329-8700
816 329-8703
Web: www.transystems.com

TriEnda LLC

N 7660 Industrial Road
Portage, WI 53901
800-356-8150
608-742-5303
Fax: 608-742-9164
Web: www.triendacorp.com

TZA

3880 Salem Lake Drive
Suite B
Long Grove, IL 60047
847-962-3691
Fax: 847-540-9988
Web: www.tza.com

UNARCO Material Handling

P.O. Box 547
Springfield, TN 37172
800-862-7261
615-384-3531
Fax: 615-382-2702
Web: www.unarcorack.com

UNEX Manufacturing Inc

50 Progress Place
Jackson, NJ 08527
800-334-8639
732-928-2800
Fax: 732-928-2828
Web: www.unex.com

United Sortation Solutions

55 New Plant Court
Owings Mills, MD 21117
410-363-6345
Fax: 410-363-6556
Web: www.unitedsortation.com

UPS Logistics Technologies

849 Fairmount Avenue
Suite 400
Baltimore, MD 21286
800-762-3638
410-847-1900
Fax: 410-847-6246
Web: www.roadnet.com

Van der Graaf

2 Van der Graaf Court
Brampton, ON L6T 5R6
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888-326-1476
905-793-8100
Fax: 905-793-8129
Web: www.vandergraaf.com

Vanderlande industries

1828 West Oak Parkway
Marietta, GA 30062
888-255-2335
770-250-2800
Fax: 770-250-2810
Web: www.vanderlande.com

VARGO Companies

3709 Parkway Lane
Hilliard, OH 43026
877-876-6384
614-876-1163
Fax: 614-876-0706
Web: www.vargosolutions.com

viastore systems, Inc.

4890 Kendrick SE
Grand Rapids, MI 49512
616-977-3950
Fax: 616-977-5006
Web: us.viastore.com

Vidir Inc.

P.O. Box 700
Arborg, MB R0C 0A0
Canada
800-210-0141
204-364-2442
Fax: 204-364-2454
Web: www.storevertical.com

Vitech Business Group, Inc.

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Suite 200
Bellingham, WA 98226
360-647-1622
Fax: 360-647-1684
Email: info@vitechgroup.com
Web: www.vitechgroup.com

Services: Our specialty in delivering highly adaptable and scalable Supply Chain Execution and Voice Directed solutions sets Vitech apart as a leader in the supply chain industry. This expertise is rooted in the long history we have with industry leading applications such as HighJump Software's Supply Chain Advantage product suite and Vocollect Voice. By expertly customizing these solutions, Vitech is able optimize their value and provide our customers with a unique solution that incorporates hardware and software, as well as value-added professional services.

Vocollect

703 Rodi Road
Pittsburgh, PA 15235
412-829-8145
Web: www.vocollect.com

W&H Systems

120 Asia Place
Carlstadt, NJ 07072
201-933-7841
Fax: 201-933-2144
Web: www.whsystems.com

Webb-Stiles Co

P.O. Box 464
Valley City, OH 44280
330-225-7761
Fax: 330-225-5532
Web: www.webb-stiles.com

Westfalia Technologies Inc.

3655 Sandhurst Drive
York, PA 17406-7927
800-673-2522
717-764-1115
Fax: 717-764-1118
Web: www.westfaliausa.com

Wildeck

405 Commerce Street
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800-325-6939
262-549-4000
Web: www.wildeck.com

Witron Integrated Logistics Corp.

3721 Ventura Drive
Arlington Heights, IL 60004
847-385-6000
Fax: 847-398-6140
Web: witron.com

Wynright

2500 York Road
Elk Grove Vlg, IL 60007
847-595-9400
Fax: 847-595-2126
Web: www.wynright.com

Yale Materials Handling Corp.

1400 Sullivan Drive
Greenville, NC 27834-2011
252-931-5535
800-233-9253
Fax: 252-931-5556
Web: www.yale.com

UniCarriers Americas Corporation

240 N Prospect Street
Marengo, IL 60152
800-871-5438
815-568-0061
Fax: 815-568-0179
Web:
www.unicarriersamericas.com

Logistics Technology

The following companies offer software or services designed specifically for logistics applications.

4SIGHT Supply Chain Group

140 E. Ridgewood Ave.
Suite 415 ST
Paramus, NJ 07652
201-940-7311
Email: greg.puckett@go4sight.com
Web: www.go4sight.com

Services: 4SIGHT specializes in supply chain consulting, systems implementation and engineering. Our seasoned professionals average more than 19 years of experience helping companies solve their distribution and transportation challenges. Our expertise includes Operations Analysis/Improvement, Software/Technology Selection & Implementation, Distribution Network Optimization, Facility Layout/Design, Engineered Labor Standards and Transportation Optimization. As a testament to the value our clients place on our expertise, experience and integrity, 4SIGHT has received multiple industry awards, including recognition by the industry's leading information resources as a Top 100 Supply Chain Partner. For more information, email us at in4mation@go4sight.com or call (201) 940-7311.

Acuitive Solutions

11035 Golf Links Drive, #77045
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Web: www.AcuitiveSolutions.com

AGI Worldwide Inc.

3625 Brookside Pkwy.
Ste. 525
Alpharetta, GA 30022
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Agistix

643 Bair Island Rd.
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Redwood City, CA 94063
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Web: www.agistix.com

AGI Worldwide

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Fax: 678-218-4263
www.agiworldwide.com

Airtrax Inc

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877-247-8729
Fax: 609-567-7895
Web: www.airtrax.com

Akoya

3108 State Route 59
Suite 124-117
Naperville, IL 60564
224-612-5110
866-408-3020
Fax: 224-612-5152
Email: akoyasales@akoyainc.com
Web: www.akoyainc.com

ALK Technologies - PC MILER

1000 Herrontown Road
Princeton, NJ 08540
800-377-6453
609-683-0220
Fax: 609-683-0290
Email: sales@alk.com
Web: www.pcmiler.com

Amber Road

One Meadowlands Plaza
East Rutherford, NJ 07073
201-935-8588
Fax: 1-201-935-5187
Email: Solutions@AmberRoad.com
Web: www.AmberRoad.com

Services: Amber Road provides a single, on-demand Global Trade Management platform that automates and streamlines global

trade for importers, exporters and logistics service providers.

Combining an expansive trading partner network and specialized trade content resources, our solutions help organizations comply with country-specific trade regulations, as well as plan, execute and track global trade, enabling goods to flow unimpeded across international borders in the most efficient, compliant, and profitable way.

Our GTM suite includes products that manage transportation costs, optimize logistics, provide shipment tracking and visibility, ensure compliance with import and export regulations, and assist companies in the implementation of free-trade agreements.

AML

2190 Regal Parkway
Euless, TX 76040
817-571-9015
Fax: 817-571-6176
Web: www.amltd.com

Analysis Inc.

6844 W. 111th Street
Worth, IL 60482
708-361-2880
Web: analysisinc.com

Associated Warehouses, Inc.

1740 W. Katella Ave.
Suite M
Orange, CA 92867
714-538-5990
Fax: 714-538-8156
Web: www.awilogistics.com

Avery Dennison

224 Industrial Road
Fitchburg, MA 01420
978-353-2100
Web: www.ibmd.averydennison.com

Avery Dennison InfoChain Express

7 Bishop Street
Framingham, MA 01702-8366
508-383-4172
Fax: 508-383-4099
Web: www.infochain.averydennison.com

Avery Dennison Printer Systems

7722 Dungan Rd.
Philadelphia, PA 19111
800-395-2282
Fax: 215-725-6850
Web: www.ris.averydennison.com

Aviarc Corporation

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Web: www.aviarc.com

Barcodes West (BCW)

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Seattle, WA 98134-1402
206-323 8100
Fax :206-323 2650
E-mail: info@barcodeswest.com
Web: www.barcodeswest.com

Battery Filling Systems of the Americas

6645 Holder Road
Clemmons, NC 27012
877-522-5431
336-714-0448
Fax: 336-714-0449
Email: freeinfo@batterywatering.com
Web: www.batteryfilling.com

BestTransport

400 West Wilson Bridge Rd.
Columbus, OH, 43085
614-888 -2378
Fax: 614-433-9748
E-mail: info@besttransport.com
Web: www.besttransport.com

BlueBean LLC

5636 Ottawa Pass
Carmel, IN 46033
800-966-7343
Web: www.bluebeanfid.com

C3 Solutions

1751 Richardson
Suite 7103
Montreal, QC H3K 1G6
Canada
514-315-3139
Email: sales@c3solutions.com
Web: www.c3solutions.com
Services: Founded in 2000, C3 has become the leader in Yard Management and Site Flow solutions, including dock scheduling, with an impressive roster of Global 1000 clients in manufacturing, grocery, retail, logistics and parcel post across the world.

C3 Reservations its web-based dock scheduling system streamlines the scheduling process by improving dock productivity, expanding visibility on scheduled appointments and measuring vendor compliance.

C3 Yard Smart its yard management system (YMS) empowers yard managers by providing visibility on yard assets, optimizing the flow of trailers from gate to gate and automating yard driver task assignment.

Cadec Global, LLC

645 Harvey Road
Manchester, NH 03103
603-668-1010
E-mail: sales@cadec.com
Fax: 603-623-0604
Web: www.cadec.com

Cadre Technologies, Inc.

7900 East Union Avenue
Suite 1007
Denver, CO 80237
303-217-7037
866-252-2373
Fax: 303-217-7050
Email: roger.rountree@cadretech.com
Web: www.cadretech.com

Services: Cadence Fulfillment System features warehouse management system, order management and multi-carrier parcel shipping. System is build for 3rd party logistics, eCommerce fulfillment, distribution and retail distribution. Cadence is a total platform for logistics from

order capture via EDI and direct ERP interface; warehouse management including all functions from product receipt, inventory management, picking, and shipping; and multi-carrier parcel shipping including LTL. Cadence is built on the Microsoft platform including Windows Server and SQL Server. It provides real-time warehouse operations via advanced bar-code scanning. Also, LogiView, a SaaS visibility and execution system for shippers, logistics service companies and distributors.

Cameleon Software

5215 Old Orchard Road
Suite 505
Skokie, Illinois 60077
847-583-8450
Fax: 847-583 8451
Web: www.cameleon-software.com

Cartasite

1123 Auraria Parkway Suite 102
Denver, Colorado 80204
303-314-1616
Fax: 888-312-1616
Web: www.cartasite.com

Catalyst International

8989 N Deerwood Dr.
Milwaukee, WI 53223-2446
414-362-6800
Fax: 414-362-6794
Web: www.peak-ryzex.com

Catapult International

13632 W. 95th Street
Lenexa, KS 66215
913-232-2389
E-mail: growth@gocatapult.com
Web: www.gocatapult.com

CEVA Logistics

10751 Deerwood Park
Boulevard
Suite nr.
200 Jacksonville, FL 32256
904-928-1400
Fax: 904-928-1410
Web: www.cevalogistics.com

Cirrus TMS

34125 U.S. 19 N
Suite 130
Palm Harbor, FL 34684
877-448-5545; 877-448-5545
Fax: 727-502-6021
Email: info@CirrusTMS.com

Web: www.CirrusTMS.com

Services: Based in the Tampa Bay area since 2005, Cirrus TMS streamlines freight operations for Fortune 500 companies and businesses of all sizes. Available as hosted SaaS-based or installed software, our freight software provides results-driven solutions for carriers, brokerages and shippers. Cirrus TMS delivers real-time rating and shipping information, accounting software integration (e.g., QuickBooks), paperwork generation (e.g., BOL) and performance analytics.

Our mission is to create advanced freight management solutions, complete with dedicated technical support and integration services.

Click Commerce, Inc.

1925 NW Amberglen Parkway
Suite 400
Beaverton, OR 97006
503-601-4000
800-590-5400
Web: www.clickcommerce.com

The CrossGlobe Group

2500-D Warwick Blvd
Newport News, VA 23607
804-412-4518
Web: www.crossglobegroup.com

CT Logistics

12487 Plaza Drive
USA Location
Cleveland, OH 44130
216-267-2000 ext 2015
Email: sales@ctlogistics.com
Web: info.ctlogistics.com

Services: Since 1923, CT Logistics (CT) has provided the optimum transportation audit services. Currently processing in over 80 countries and in 14 languages, our services provide the finest audit, customer service, data sharing, reporting.

Using the domestic and global features and resources of FreightRater®, CT's proprietary freight rating and processing software, CT offers freight bill pre-audit and post-audit services, payment options, and customized management information.

Services:

- Global Invoice Pre-Audit ALL MODES
- Post-Audit\FreightRater® Shipper & Carrier Software

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In an environment where expertise in transportation, data & reporting, cost-containment provides a competitive advantage, CT delivers.

CTSI-Global

5100 Poplar Avenue, 15th Fl.
Memphis, TN 38137
901-766-1500
888-836-5135
Email: solutions@ctsi-global.com
Web: www.ctsi-global.com

Services: For over 58 years, CTSI-Global has provided supply chain management expertise and technology to shippers, 3PLs and LSPs. CTSI-Global is a valuable resource to our clients by helping them manage and control all aspects of their supply chains—physical, informational and financial—within one global database.

CTSI-Global provides customized transportation management applications (TMS), flexible freight audit & payment services, an array of Business Intelligence reporting solutions and Global Logistics Consulting; that give clients more control, improved efficiencies and a cost effective process to result in greater savings. CTSI-Global is Your Link To Supply Chain Solutions.

Cube Route Inc.

The Descartes Systems Group Inc.
120 Randall Drive
Waterloo, Ontario
N2V 1C6 Canada
519-746-8110
800-419-8495
Fax: 519-747-0082
Web: www.cuberoute.com

CubiScan

380 South 200 West
PO Box 929
Farmington, UT 84025
800-488-2823
Email: info@cubiscan.com
Web: www.cubiscan.com

Custom Logistics

3101 Yorkmont Road
Suite 1100
Charlotte, NC 28208
800-596-0708
Fax: 704-887-6730
E-mail: contact_us@

customlogistics.com
Web: www.customlogistics.com

Damco

7 Giralda Farms
Madison Ave.
Madison, NJ 07940
973-514-5126
Email: mark.byrne@damco.com
Web: www.damco.com

Datamax Corporation

4501 Parkway Commerce Blvd.
Orlando, FL 32808
800-816-9649
407-578-8007
Fax: 407-578-8377
Web: www.datamaxcorp.com

Dematic Corp.

Marketing Department
507 Plymouth Ave. NE
Grand Rapids, MI 49505
877-725-7500
Fax: 616-913-7701
Email: usinfo@dematic.com
Web: www.dematic.us

Dickson

930 S. Westwood Ave.
Addison, Illinois 60101-4917
630-543-3747
Fax: 1-630-543-0498
Web: www.dicksonweb.com

DLT Management Inc.

8157 N. Cumberland Ave., Suite B
Niles, IL 60714-2736
847-696-1188
Fax: 847-696-1189
Web: www.dltmanagement.com

DSA - Software

34 School St., Suite 201
Foxboro, MA 02035
Email: Sales:P: 508-543-0400
Fax: 508-543-0856
sales@dsasoft.com
Web: www.dsasoft.com

Echo Global Logistics

600 West Chicago Avenue
Suite 725
Chicago, IL 60654
800-354-7993
Fax: 888-796-4445
Web: www.echo.com

eCustoms

Peace Bridge Plaza
Buffalo, NY 14213-0230
716-881-2590

1-877-ECUSTOM (328-7866)
Email: AHille@ecustoms.com
Web: www.ecustoms.com

Services: eCustoms' solutions and services span the entire spectrum of trade compliance, including import documentation and ABI submissions (ABI certified and ACH capable), NAFTA certificates, export documentation (AES certified), Restricted and Denied Party Screening, DDTC/BIS Export License applications and management, as well as tariff classification (HS codes) and new initiatives such as the ACE (Automated Commercial Environment) program for U.S. importers.

Edgewater Technology, Inc.

200 Harvard Mill Square
Suite 210
Wakefield, MA 01880
781-246-3343
Fax: 781-246-5903
Web: www.edgewater.com

Emerson Process Management

P.O. Box 4100
8000 W. Florissant Ave.
St. Louis, MO 63136-8506
314-553-2000
Fax: 314-553-3527
Web: www.emersonprocess.com

enVista

11711 N. Meridian St.
Suite 415
Carmel, IN 46032
877-684-7700
317-208-9100
Fax: 317-208-9109
Web: www.envistacorp.com

EPICOR

Epicor Software

19 W College Ave
Yardley, PA 19067
215-493-8900
Web: www.epicor.com

Services/ Description: Provider of ERP software that streamlines enterprise-wide customer relationship management (CRM), order/inventory management, supply/demand chain, visibility/ supply chain event management and warehouse management. Epicor is

a global leader providing ERP software solutions to the midmarket and divisions of Global 1000 companies. Epicor's distribution solutions incorporate customer and supplier relationship management, financial accounting, inventory management, order fulfillment and warehouse management capabilities, with low total cost of ownership and an attractive return on investment.

Epicor is a global leader providing ERP software solutions to the midmarket and divisions of Global 1000 companies. Epicor's distribution solutions incorporate customer and supplier relationship management, financial accounting, inventory management, order fulfillment and warehouse management capabilities, with low total cost of ownership and an attractive return on investment.

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Expeditors

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Seattle, WA 98104
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800-284-7474
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Extol International Inc.

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Franklin Lakes NJ 07417
201-847-1200
Fax: 201-847-1622
Web: www.extol.com

FORTE

FORTE

6037 Commerce Court
Mason, OH 45040
513-398-2800
Email: sales@FORTE-industries.com
Web: www.forte-industries.com/
Services:
• Supply Chain Consulting—
Consultants with extensive oper-

ations management experience who utilize advanced business intelligence and analytic tools.

• Distribution Center Design/Build—More than 30 years of sustained success in facility automation design and implementation as well as in the complex requirements of supply chain execution software integration.

• Warehouse Control System Software—FORTE's Smart Warehouse Suite is a lean, agile warehouse control system software platform that is quickly and cost-effectively configurable to each client's needs. This WCS software is designed to extend the capability of legacy systems or augment WMS functionality while providing actionable intelligence to support operational and strategic planning.

Description: FORTE is focused on driving high-performance distribution operations through Supply Chain Consulting, Distribution Center Design/Build and Warehouse Control System Software. Our goals are to ensure our customers' investments result in highly efficient, cost-effective supply chain distribution processes and that they operate reliably under the most challenging business conditions.

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Fax: 512-233-2635
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GT Nexus

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510-808-2222
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HarrisData

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Web: www.highjump.com

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Fax: 201-639-5005
Web: www.iesltd.com

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distribution

Videojet Technologies Inc.

1500 Mittel Blvd.
Wood Dale, IL 60191
630-860-7300
800-843-3610
Fax: 630-616-3657
Web: www.videojet.com

Videx, Inc.

1105 NE Circle Blvd.,
Corvallis, OR 97330
541-738-5500
Fax: 541-738-5501
Web: www.videx.com

WAM Systems

Corporate Headquarters
600 W Germantown Pike
Ste. 230
Plymouth Meeting, PA 19462
484-530-4380; 800-358-8305
Fax: 484-530-4854
Email: info@wamsystems.com
Web: wamsystems.com

Worldwide Chain Store

547 W. Jackson
Suite 920
Chicago, IL 60661
888-514-9972
Web: www.wchainstores.com

XpressRate

255 W. 36th Street, 8th Floor
New York, NY 10018
855-517-3777
Web: www.xpressrate.com

Industry Organizations

This section lists organizations and associations of interest to logistics professionals.

AIM Global

One Landmark North
20399 Route 19, Suite 203
Cranberry Township, PA 16066
724-742-4470
Fax: 724-742-4476
Web: www.aimglobal.org

Air Transport Association of America, Inc.

1301 Pennsylvania Ave., NW,
Suite 1100
Washington, DC 20004
202.626.4000
Fax: 202-626-4181
Web: www.airlines.org

American Association of Exporters and Importers (AAEI)

1050 17th Street, NW
Suite 810
Washington, DC 20036
202-857-8009
Fax: 202-857-7843
Web: www.aaei.org

American Association of Port Authorities

1010 Duke Street,
Alexandria, VA 22314-3589
703.684.5700
Fax: 703.684.6321
Web: www.aapa-ports.org

American Moving and Storage Association (AMSA)

1611 Duke Street
Alexandria, VA 22314-3406
888-849-AMSA (2672)
Fax 703-683-7527
Web: www.moving.org

American Short Line Railroad Association

50 F Street, N.W.
Suite 7020
Washington, DC 20001
202-628-4500
Fax: 202-628-6430
Web: www.aslrra.org

American Society of Transportation & Logistics, Inc.

PO Box 3363,
Warrenton, VA 20188
202-580-7270
Fax: 202-962-3939
Web: www.astl.org

American Trucking Associations, Inc. (ATA)

950 North Glebe Road
Suite 210
Arlington, VA 22203-4181
703-838-1700
Fax: 703-684-5718
Web: www.truckline.com

APICS-The Association for Operations Management

8430 West Bryn Mawr Avenue
Suite 1000
Chicago, IL 60631, USA
800-444-2742
773-867-1777
Fax: 773-639-3000
Web: www.apics.org

CAN/AM Border Trade Alliance

P.O. Box 929
Lewiston, New York 14092
Phone/Fax: 716-754-8824
Web: www.canambta.org

Canadian Association of Importers & Exporters Inc.

P.O. Box 189
Don Mills, Ontario M3C 2S2
10 St. Mary Street, Suite 200
Toronto, Ontario M4Y 1P9
416-595-5333
Web: www.iecanada.com

Canadian Industrial Transportation Association

580 Terry Fox Drive, Suite 405
Ottawa, ON K2L 4C2
613-599-6671
Fax: 613-599-1295
Web: www.cita-acti.ca

Canadian International Freight Forwarders Association, Inc.

170 Attwell Drive, Suite 480
Toronto, Ontario M9W 5Z5
416-234-5100
Toll Free in Canada:
866-282-4332
Fax: 416-234-5152
Web: www.ciffa.com

Canadian Trucking Alliance

555 Dixon Road
Toronto, ON M9W 1H8
613-236-9426
Fax: 866-823-4076
Web: www.cantruck.com

CITT

10 King Street East, Suite 400
Toronto, ON M5C 1C3
Tel: 416-363-5696
Fax: 416-363-5698
Email: info@citt.ca
Web: www.citt.ca

Coalition of New England Companies for Trade

11 Main Street, #11, Suite 6
Southborough, MA 01772
Telephone 508-481-0424
Fax: 508-481-2161
Email: Stefanie@conect.org
Web: www.conect.org

Containerization & Intermodal Institute

732-817-9131
E-mail:
info@containerization.org
Web:
www.containerization.org

Council of Supply Chain Management Professionals (CSCMP)

333 East Butterfield Road
Suite 140
Lombard, Illinois 60148
630-574-0985
Web: www.csmp.org

Council on Safe Transportation of Hazardous Articles (COSTHA)

7803 Hill House Court
Fairfax Station, VA 22039
518-761-0389
Fax: 518-792-7781
E-mail: mail@costha.com
Web: www.costha.com

Cowin Global USA, LLC

4211 Clubview Drive,
Fort Wayne, IN 46804
260-432-6738
800-466-6738
Fax: 260-432-2461
E-mail: info@cowinglobal.com
Web: www.cowinglobal.com

Dangerous Goods Advisory Council

1100 H. Street N.W.
Suite 740
Washington, DC 20005
202-289-4550
Fax: 202-289-4074
Email: info@dgac.org
Web: www.dgac.org

Delta Nu Alpha Transportation

Fraternity, Inc.

1451 Elm Hill Pike
Suite 255
Nashville, TN 37210
615-360-6863
414-764-3063
Fax: 615-360-1891
Web: www.deltanualpha.org

EPC global Inc.

Princeton Pike Corporate
Center
1009 Lenox Dr., Suite 202
Lawrenceville, NJ 08648
937-291-3300
Fax: 609-620-4613
Web: www.epcglobalinc.org

Expediting Management Association, Inc.

534 Bridlecreek Green SW
Calgary, AB T2Y 3P2
Canada
403-201-6401
Fax: 403-201-6402
Web: www.expedite.org

Express Carriers Association

9532 Liberia Avenue, #752
Manassas, VA 20110
Phone: 703-361-1058
Fax: 703-361-5274
E-mail: eca@expresscarriers.org
Web: www.expresscarriers.com

Express Delivery and Logistics Association

400 Admiral Blvd.
Kansas City, MO 64106
703-998-7121
816-221-0254
Fax: 703-998-7123
Email:
info@expressassociation.org
Web:
www.expressassociation.org

Garden City Group

1985 Marcus Ave
Lake Success, NY 11042
800-327-3664
Web: www.gcginc.com

Global Trade Academy

66 Witherspoon
Box 1200
Princeton, NJ 08542
609-896-2020
Fax: 609-896-2025
info@learnatgta.com
www.learnatgta.com

Inland Rivers, Ports, & Terminals, Inc.

316 Board of Trade Pl.
New Orleans, LA 70130
504-585-0715
Fax: 504-525-8197
Web: www.irpt.net

Institute for Supply Management

P.O. Box 22160
Tempe, AZ 85285-2160
480.752.6276 / 800.888.6276
480.752.7890
Web: www.ism.ws

Institute of International Container Lessors

1990 M St NW
Suite 650
Washington, DC 20036-3417
Telephone: 202-223-9800
Fax: 202-223-9810
Web: www.iicl.org

Institute of Packaging Professionals

1833 Centre Point Circle,
Suite 123
Naperville, Illinois 60563, U.S.
630-544-5050
Fax: 630-544-5055
E-mail: info@iopp.org
Web: www.iopp.org

Intermodal Association of North America

11785 Beltsville Drive
Suite 1100
Calverton, MD 20705
301-982-3400
Fax: 301-982-4815
E-mail: info@intermodal.org
Web: www.intermodal.org

The International Air Cargo Association

Physical Address:
5600 N.W. 36th Street
Suite 620
Miami, FL 33122
Mailing Address:
P.O. Box 661510
Miami, FL 33266-1510
786-265-7011
Fax: 786 265 7012
E-mail: secgen@tiaca.org
Web: www.tiaca.org

International Air Transport Association (IATA)

800 Place Victoria
PO Box 113
Montreal - H4Z 1M1
Quebec - Canada
514-874-0202
Fax: 514-874-9632
Web: www.iata.org

International Association of Refrigerated Warehouses

1500 King Street Suite 201
Alexandria, VA 22314-2730
703-373-4300
Fax: 703-373-4301
E-mail: email@gcca.org

International Vessel Operators Hazardous Materials, Assoc. Inc.

10 Hunter Brook Lane,
Queensbury, NY 12804
518-761-0263
Fax: 518-792-7781
Web: www.vohma.com

International Warehouse Logistics Assoc.

2800 S. River Road, Suite 260
Des Plaines, IL 60018
847-813-4699
Fax: 847-813-0115
E-mail: Email@IWLA.com
Web: www.iwla.com

The Intl. Furniture Transportation and Logistics Council, Inc.

116 Deer Meadow Lane
Chatham, MA 02633
508-945-2272
Fax: 508-945-4815
Web: www.iftlc.org

Material Handling Industry of America (MHIA)

8720 Red Oak Blvd., Suite 201
Charlotte, NC 28217-3992
704-676-1190
Fax: 704-676-1199
Web: www.mhia.org

Materials Handling and Management Society

8720 Red Oak Blvd., Suite 201
Charlotte, NC 28217-3992
Phone: 704-676-1190
Fax: 704-676-1199
Web: www.mhia.org/mhms

Megatrux, Inc.

Megatrux Express
9449 8th Street
Rancho Cucamonga,
CA 91730
909-652-5050
Fax: 909-652-5017
Web: www.megatrux.com

Motion Industries, Inc.

P.O. Box 1477
Birmingham, AL
35201-1477 USA
1605 Alton Road
Birmingham, AL
35210 USA; 205-956-1122
Fax: 205-951-1172
Web: www.motion-ind.com

NAFA Fleet Management Association

125 Village Boulevard
Suite 200
Princeton Forrestal Village
Princeton, NJ 08540
Telephone: 609.720.0882
Fax: 609.452.8004
E-mail: info@nafa.org
Web: www.nafa.org

NASSTRAC

9382 Oak Avenue
Waconia, MN 55387 USA
952-442-8850, ext. 208
Fax: 952-442-3941
Web: www.nasstrac.org

National Air Transportation Association, Inc.

4226 King St.
Alexandria, VA 22302
703-845-9000
Fax: 703-845-8176
Toll Free: 800-808-6282
Web: www.nata.aero

National Association of Foreign-Trade Zones

1001 Connecticut Ave, NW
Suite 350
Washington, DC 20036
202-331-1950
Fax: 202-331-1994
Web: www.naftz.org

National Customs Brokers & Forwarders Assoc. of America

1200 18th Street, NW, #901
Washington, DC 20036
202-466-0222
Fax: 202-466-0226
Web: www.ncbfaa.org

National Defense Transportation Association

50 South Pickett Street
Suite 220
Alexandria, VA 22304
703-751-5011
Fax: 703-823-8761
Web: www.ndtahq.com

The National Industrial Transportation League

1700 North Moore Street
Suite 1900
Arlington, VA 22209
Phone: 703-524-5011
Fax: 703-524-5017

Industry Organizations

Email: info@nitl.org
Web: www.nitl.org

National Motor Freight Traffic Association, Inc.

1001 North Fairfax Street
Suite 600
Alexandria, VA 22314
703-838-1810; 866-411-6632
Fax: 703-683-1094
Web: www.nmfta.org

National Private Truck Council

950 N. Glebe Road, Suite 530
Arlington, VA 22203-4183
703-683-1300
Fax: 703-683-1217
Web: www.nptc.org

National Tank Truck Carriers, Inc.

950 North Glebe Road
Suite #520
Arlington, VA 22203-4183
703-838-1960
Fax: 703-838-8860
Email: nttcstaff@tanktruck.org
Web: www.tanktruck.org

National Waterways Conference, Inc.

1100 North Glebe Road
Suite 1010
Arlington, VA 22201
703-224-8007
Fax: 866-371-1390
Web: www.waterways.org

National Wooden Pallet & Container Association

1421 Prince Street, Suite 340
Alexandria, VA 22314-2805
703-519-6104
Fax: 703-519-4720
Web: www.palletcentral.com

New Jersey Economic Development Authority

PO Box 990,
Trenton, NJ 08625-0990
36 West State Street
Trenton, NJ 08625
609-858-6700
Email:
CustomerCare@njeda.com
Web: www.njeda.com

New York/New Jersey Foreign Freight Forwarders & Brokers Association

PO Box 8217

Red Bank, NJ 07701
732-741-1936
Fax: 732-747-1161
Web: www.nynjforwarders-brokers.org/

ORBIS Corporation

1055 Corporate Center Drive
P.O. Box 389
Oconomowoc, WI 53066-0389
800-890-7292
International: 262-560-5000
In Mexico: 01-800-696-8266
Email: info@orbiscorporation.com
Web: www.orbiscorporation.com

Parcel Shippers Association

1420 King Street, Suite 620
Alexandria, VA 22314
571-257-7617
Fax: 571-257-7613
Email: psa@parcelshippers.org
Web: www.parcelshippers.org

Private Motor Truck Council of Canada

1660 North Service Road East
Suite 115
Oakville, ON L6H 7G3
905-827-0587; 877-501-PMTC
Fax: 905-827-8212
Email: info@pmtc.ca
Web: www.pmtc.ca

Pro-Line

10 Avco Road
Haverhill, MA 01835
978-521-2600
800-739-9067
Fax: 978 374 4885
Email: bench@1proline.com
Web: www.1proline.com

Rack Manufacturers Institute

8720 Red Oak Blvd., Suite 201
Charlotte, NC 28217-3992
704-676-1190
Fax: 704-676-1199
Web: www.mhia.org

Ruan Transport Corporation

3200 Ruan Center
666 Grand Ave
Des Moines, IA 50309
866-782-6669
Web: www.ruan.com

SMC3

500 Westpark Drive
Peachtree City, GA 30269

800-845-8090; 770-486-5800
Fax: 770-486-7649
Web: www.smc3.com

SOLE - The International Society of Logistics

14625 Baltimore Avenue
Suite 303
Laurel, Maryland 20707-4902
301-459-8446
Fax: 301-459-1522
Email: solehq@erols.com
Web: www.sole.org

Specialized Carriers & Rigging Association (ATA)

5870 Trinity Parkway
Suite 200
Centreville, VA 20120
703-698-0291
Fax: 571-722-1698
Email: info@scranet.org
Website: www.scranet.org

Supply Chain & Logistics Association Canada

7270 Woodbine Avenue

Suite 204
Markham, ON L3R 4B9
905-513-7300; 866-456-1231
Fax: 905-513-1248
Web: www.sclcanada.org

Logistics Institute at Georgia Tech

765 Ferst Drive, NW
Atlanta, GA 30332-0205
404-894-2343
Fax: 404-894-6527
Web: www.tli.gatech.edu

Supply-Chain Council, Inc.

12320 Barker Cypress Rd.
Suite 600, PMB 321
Cypress, TX 77429-8329
202 962 0440
Fax: 202 540 9027
Web: www.supply-chain.org

Texas Cartage Warehouse, Inc.

12344 E. Northwest Highway
Dallas, Texas 75228
214- 320-3200; 214- 320-9103
Email: sales@texcar.com
Web: www.texcar.com

Transportation Intermediaries Association

1625 Prince Street, Suite 200
Alexandria, Virginia 22314

703-299-5700
Fax: 703-836-0123
Web: www.tianet.org

Transportation Research Board

500 Fifth Street, NW
Washington, DC 20001
202-334-2934
Fax: 202-334-2003
Web: www.trb.org

Truck Renting & Leasing Association

675 N. Washington Street
Suite 410
Alexandria, VA 22314
703-299-9120
Fax: 703-299-9115
Web: www.trala.org

Truck Trailer Manufacturers Association

8506 Wellington Rd., Suite 101
Manassas, VA 20109
703-549-3010
Fax: 703-549-3014
Web: www.ttmanet.org

Truckload Carriers Association

555 E. Braddock Road
Alexandria, VA 22314
703-838-1950
Fax: 703-836-6610
Web: www.truckload.org

The University of Tennessee

603 Haslam Business Building
1000 Volunteer Boulevard
Knoxville, TN 37996-4160
865-974-5001
Fax: 865- 974-4989
E-mail: execed@utk.edu
Web: www.utk.edu

Warehousing Education and Research Council

1100 Jorie Boulevard
Suite 170
Oak Brook, IL 60523-4413
630-990-0001
Fax: 630-990-0256
Web: www.werc.org

World Shipping Council

1156 15th Street, NW; Suite 300
Washington, D.C. 20005
202-589-1230
Fax: 202-589-1231
Web: worldshipping.org

Financial Services

The following is a representative sample; it is not intended to be an exhaustive listing of all the companies in this category.

American Express

World Financial Center
200 Vesey St.
New York, NY 10285
212-640-2000
www.americanexpress.com

Bank of America Corporation

Bank of America Corporate Center
100 North Tryon St.
Charlotte, NC 28255
704-386-5681
www.bankofamerica.com

Citigroup

399 Park Avenue
New York, NY 10043
212-559-1000
www.citigroup.com

CT Logistics

12487 Plaza Drive
Cleveland, OH 44130
216-267-2000
sales@ctlogistics.com
info.ctlogistics.com

Euler Hermes

800 Red Brook Blvd.
Owings Mills, MD 21117
877-883-3224
www.eulerhermes.us

HSBC Corporate Services

2700 Sanders Road
Prospect Heights, IL 60070
847-564-5000
www.us.hsbc.com

JP Morgan Chase & Co.

270 Park Avenue
New York, NY 10017
212-270-3928
www.jpmorganchase.com

MasterCard Worldwide

2000 Purchase St.
Purchase, NY 10577
914-249-2000
www.mastercard.us

Meridian Finance Group

1247 7th St.
Suite 200
Santa Monica, CA 90401
310-260-2130
info@meridianfinance.com
www.meridianfinance.com

PrimeRevenue

1349 W. Peachtree St.
Suite 1800
Atlanta, GA 30309
678-904-7100
primerevenue.com

RBS

600 Washington Blvd.
Stamford, CT 06901
203-897-2700
www.rbs.com

Syncada (formerly PowerTrack)

901 Marquette Ave. South
Suite 1800
Minneapolis, MN 55402
866-274-5898
intouchwithus@usbank.com
www.syncada.com

TradeCard Inc.

75 Maiden Lane
12th Floor
New York, NY 10038
212-405-1800
www.tradecard.com

UPS Capital

35 Glenlake Parkway NE
Atlanta, GA 30328
877-263-8772
www.upscapital.com

Visa Inc.

900 Metro Center Blvd.
Foster City, CA 94404
650-432-3200
www.visa.com

Wells Fargo

420 Montgomery St.
San Francisco, CA 94104
866-867-5568
www.wellsfargo.com

Zurich North America

1400 American Lane
Schaumburg, IL 60196
800-382-2150
info.source@zurichna.com
www.zurichna.com

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Best Practices in Logistics & Transportation Management: Preparing for the NEW REALITIES

Top analysts gather to help logistics and supply chain professionals better manage the overwhelming challenges they are now facing in their logistics and transportation management operations at home and around the world.

BY BRIDGET McCREA, CONTRIBUTING EDITOR

The new year is right around the corner and is bringing a host of new challenges and opportunities for logistics and supply chain managers with it. Eager to help readers get out in front of the latest trends, *Logistics Management* and *Supply Chain Management Review* have once again joined forces to develop an exclusive virtual conference designed to help managers better prepare



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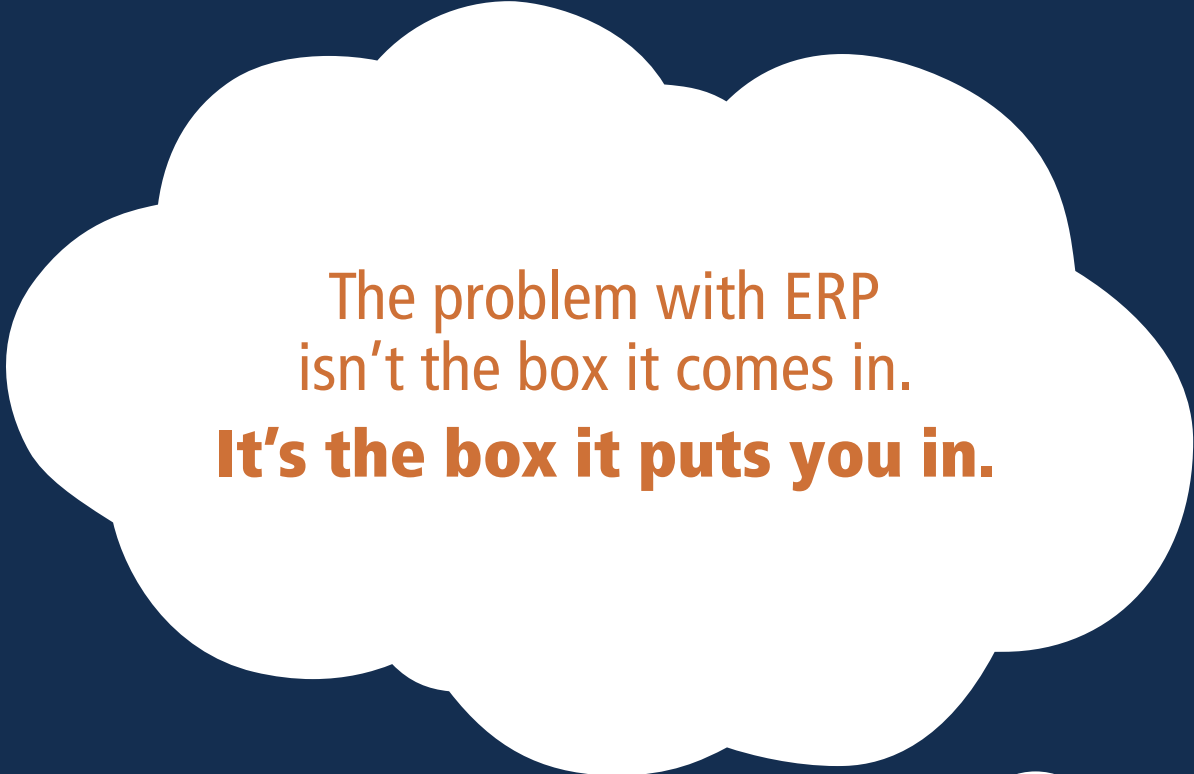
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We have assembled an impressive lineup of educational sessions, top-notch speakers, and valuable resources. Learn how to manage the new realities of transportation management, optimize 3PL relationships, and systemize global trade compliance.

for the new realities facing their transportation operations at home and around the globe.

To do this, the magazines assembled an impressive lineup of educational sessions, top-notch speakers, and valuable resources. From learning how to manage the new realities of transportation management to optimizing 3PL

relationships to systematizing global trade compliance, the event spans a broad range of best practices and critical information for today's supply chain professionals.

Over the next view pages, we'll explore each of the sessions and share some of the key takeaways from this year's event.

Keynote:

Managing the new realities of transportation management

Eric Starks and Noel Perry of FTR kick off the virtual conference by examining the "new realities of transportation management," giving attendees a historical picture of the industry and sharing some valuable insights about the future. The pair examines the current overall transportation markets, including trucking, rail, and intermodal markets, and reviews both current and future cost trends.

Perry shows attendees the trends in freight costs over the last few years and compares pre-recession (2006) numbers with current costs and future expectations. Unlike historical periods of recovery, Perry explains that the current economic climate is not necessarily straining capacity or pushing up freight

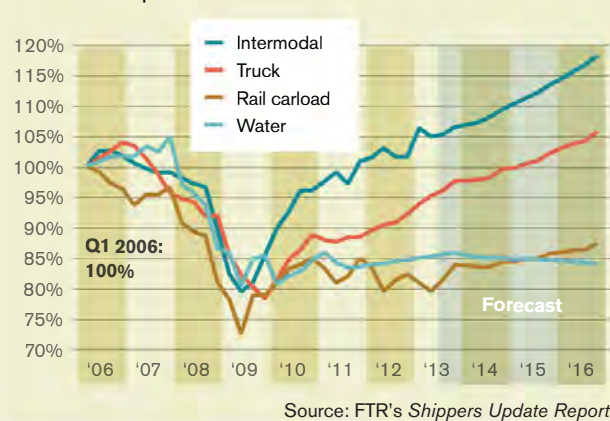
costs. That's because the economy isn't accelerating as quickly as expected and the industry is getting used to—and getting more efficient at—operating at higher capacity utilization levels.

"The recovery has yet to begin expanding and has not yet made up for the losses incurred during the recession," says Perry, who notes that intermodal is the one sector that's quickly returned to its "peak" levels experienced in 2006 and earlier.

"From a fixed asset basis, there's still excess capacity in the system," Perry points out. The phrase "the roads get more and more congested every year," for example, doesn't necessarily hold true in 2013 and probably won't apply in 2014 either, he adds. "We're well

U.S. freight by mode

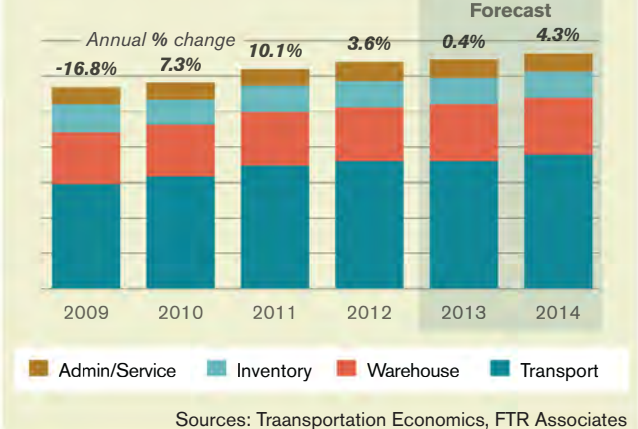
Volume as a percent of Q1 2006 level



Only intermodal has exceeded its 2006 volume peak. It is unlikely that rail and water will return to their peak volumes this decade.

Total shipping costs outlook

Data indexed to Q1 2003



Transportation is a growing share of shipping costs.



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“Toward the end of the last century, as offshoring leapt into the forefront, supply chains have become more global, extended, and complex in nature, and it has become more difficult to engineer optimum performance using conventional means.”

—Brooks Bentz, Accenture

below our previous peak. In fact, the roads are less crowded right now than they were in 2006.”

Starks and Perry also discuss the relationship among gross domestic product (GDP) and the three major freight transportation modes. Industrial production

is expected to grow more slowly than GDP in 2014 to 2015, says Perry. “Truck is slowing down, while rail car and intermodal growth will begin slowing,” he adds. “We’re coming out of a period when capacity utilization was stable. Our forecast is conservative, but it’s up.”

Transportation Network Optimization: New-age solutions for age-old pressures

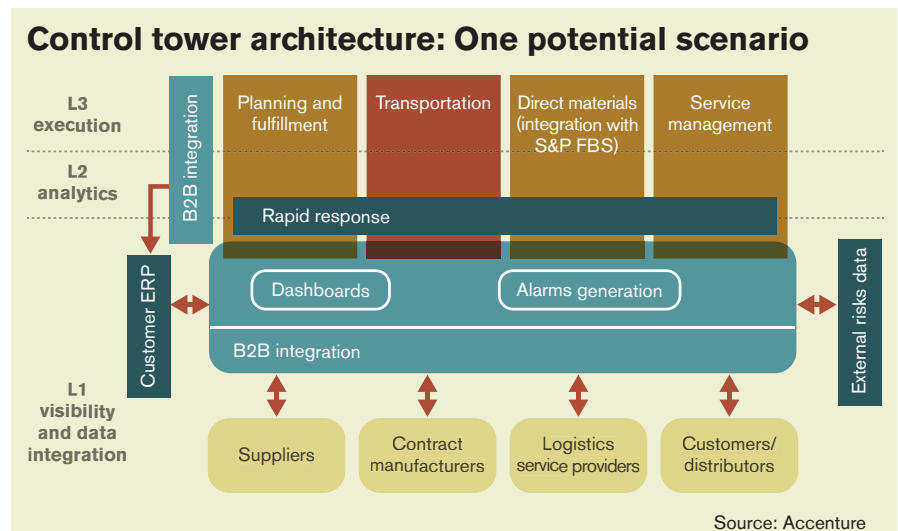
As global supply chains become more and more complex, the need for better optimized networks increases exponentially. In this session, Brooks Bentz, managing director of the supply chain and transportation practices at Accenture, examines how new network design can enable continuous moves, load consolidation, and trailer optimization in order to reduce freight costs, and increase supply chain visibility and consistency.

“This is not your father’s supply chain,” says Bentz as he opens the session. “Toward the end of the last century, as offshoring leapt into the forefront, supply chains have become more global, extended, and complex in nature, and it has become more difficult to engineer optimum performance using conventional means,” he says.

Noting that logistics costs as a percentage of sales are substantial, Bentz says that the impact of energy costs on moving freight continues to drive up logistics costs—regardless of mode.

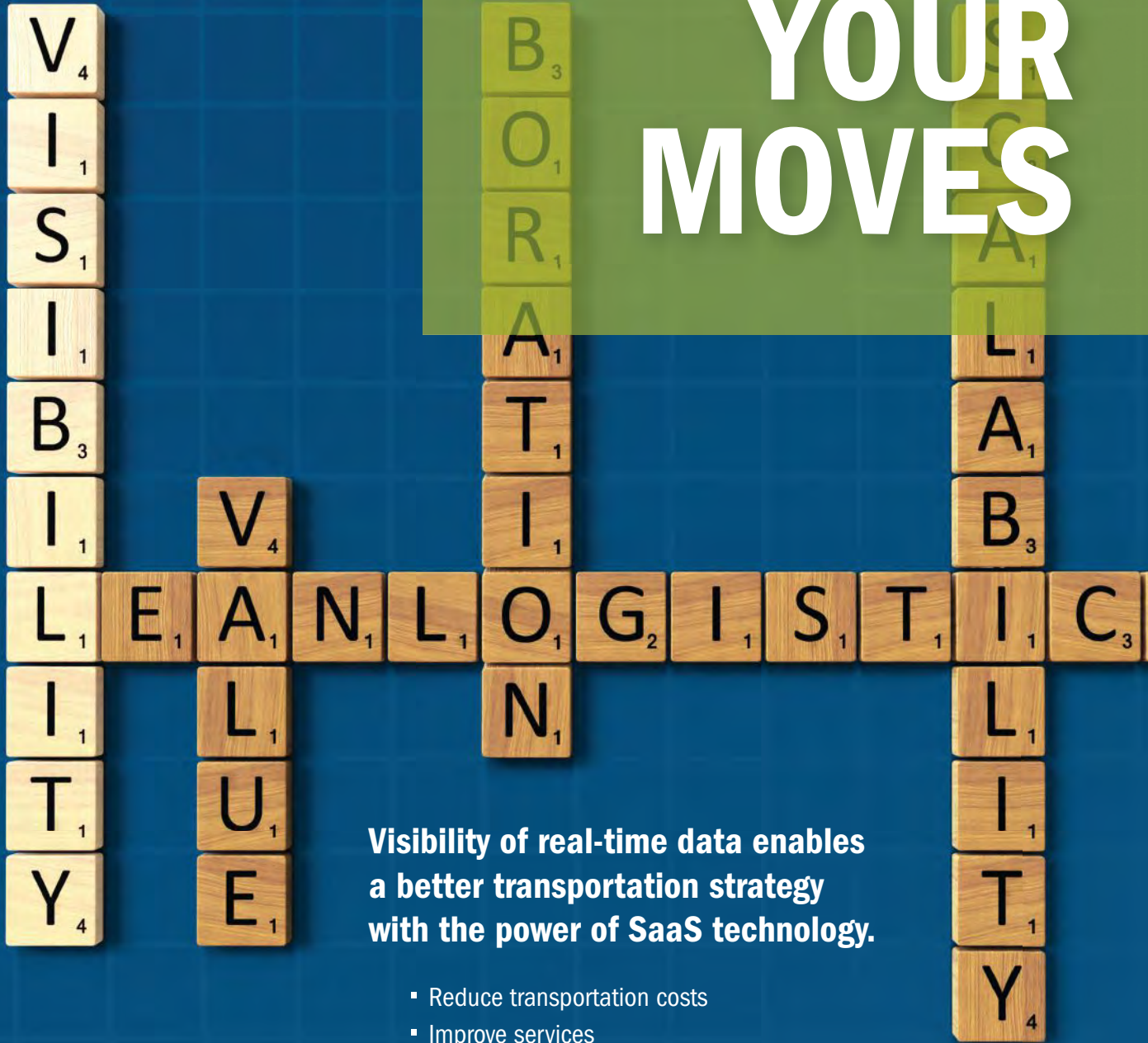
Co-presenter Frank Savino, senior manager at Accenture, then addresses volatility and discusses company vulnerabilities. In a multi-year effort, he says that Accenture has conducted interviews of nearly 3,000 operating executives across 21 countries in major industries to understand supply chain management challenges and emerging responses in regards to volatility.

Through that exercise, Savino says that Accenture has learned that permanent volatility is the new reality for most shippers. One way to tackle this challenge, according to Bentz, is by establishing robust control towers, or



Robust control towers, or sets of capabilities organized as centralized shared services and focused to improve a specific business objective, can be used to effectively respond to supply chain issues.

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sets of capabilities organized as centralized shared services and focused to improve a specific business objective, that can be used to effectively respond to supply chain issues.

“You can’t be an operator of a responsive, dynamic supply chain if you can’t see what’s going on,” says Bentz. “And you can’t see what’s going on without supply chain visibility.”

IT: Technology’s evolving role in logistics and transportation management

With terms like “big data” and “analytics” making their way into corporate boardrooms nationwide, logistics and supply chain managers are taking

a harder look at the evolving role that business intelligence and other technology-enabled processes play in their companies’ supply chains.

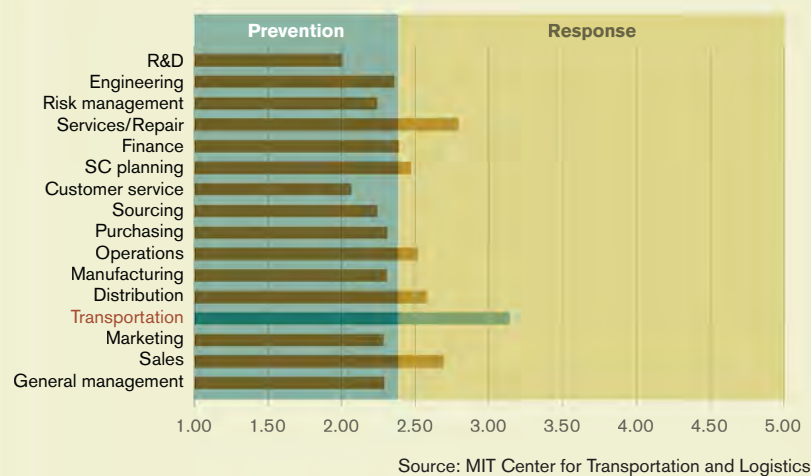
During this session, Chris Caplice, executive director of MIT’s Center for Transportation and Logistics, and Matt Harding, principal at Chainalytics, discuss emerging concepts and practices in supply chain management technology.

In this discussion, the pair focuses on helping attendees make practical transportation management decisions by harnessing data. Caplice covers the various levels of uncertainty in today’s transportation world—including demand, supply, and transit times—and shows how those elements can impact the entire supply chain. To manage such fluctuations, he says that shippers generally take one of two steps: build in robustness by adding extra capacity and inventory; or become more flexible and adjust quickly.

Caplice says logistics managers are usually the last to know when a supply chain problem occurs, but the first to respond when there’s a problem. “We’re a generation of firefighters who have become really good at putting out fires,” says Caplice. “We’re not as good at planning to prevent these fires from occurring because that means becoming less lean.”

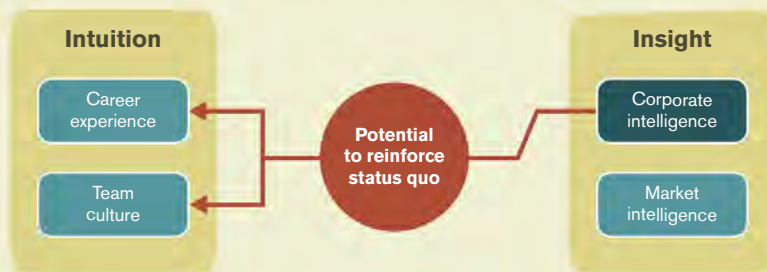
During his portion of the program, Harding discusses the use of business intelligence (BI) across the enterprise and the supply chain. He delves into detailed numbers and metrics, and explains how a focus on “visualization in the context of market intelligence” can help supply chain managers make better decisions.

Job function vs. prevention/response preference



MIT’s Caplice says logistics managers are usually the last to know when a supply chain problem occurs, but the first to respond when there’s a problem.

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“Unlike the purchasing approach taken in the past, shippers need to follow a method and look at what works and what doesn’t.”

—Peter Moore, SC Visions

Harding, who has been involved with a number of BI implementations at the enterprise level, also discusses what drives companies in terms of how

they approach the market, their intuition, how they view the market, and how they develop insights into running their own operations.

Strategy:

Optimizing your third-party logistics provider (3PL) relationship

According to our presenters, shippers aren’t very happy with their third party logistics (3PL) relationships at this point in time, and they single out providers who don’t deliver to their expectations in terms of value, innovation, and thought leadership as their biggest pain points.

Peter Moore and Steven Symmes of advisory firm SC Visions want to help, and do so in this session on how shippers can better optimize their 3PL relationships. Through the session, the pair suggests that logistics and supply chain professionals take the appropriate steps to establish a more strategic partnership with their 3PLs and better utilize the many value-added services that they may be overlooking.

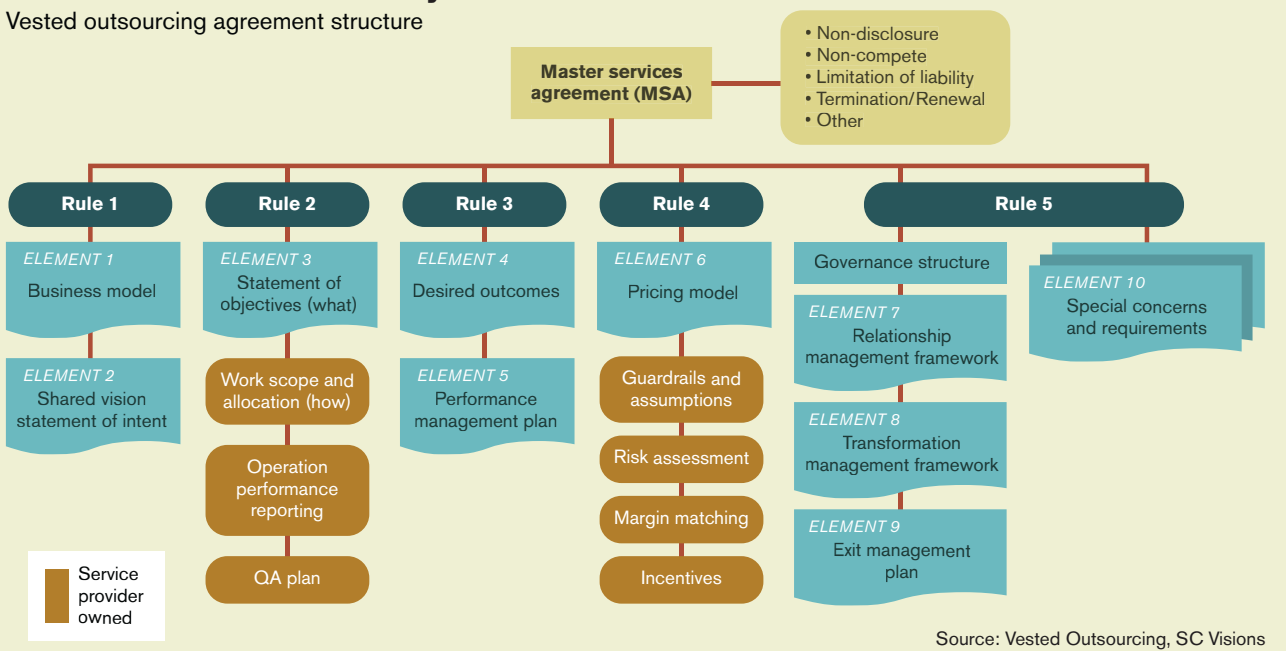
The fact remains that manufactur-

ers and retailers can no longer afford to view their 3PL as just a way to control necessary cost. Today, it must be a strategic partnership where the two can co-create value. Getting there requires a strategic process that Moore and Symmes outline in the session, including how to evaluate current 3PL service relationships. “Unlike the purchasing approach taken in the past,” says Moore, “shippers need to follow a method and look at what works and what doesn’t.”

Consider the current relationship climate, Moore adds, and try to break out of the “bottom dollar” mode to build mutual value in your 3PL relationships. Finally, he suggests taking steps to optimize 3PL partnerships to cut waste and create a targeted value. “Determine

What will it look like when you are done?

Vested outsourcing agreement structure



Source: Vested Outsourcing, SC Visions

BUSINESS NEWS

FREIGHT RATES ON THE RISE

RATES CONTINUE TO RISE
The nation's continuing sluggish economy compounded by increased costs for labor, healthcare and materials have forced many carriers to re-evaluate their pricing strategies. One of the reasons for higher rates is the current capacity shortage facing the industry. Capacity in the LTL division is rather limited, especially with the current driver shortage that is only expected to worsen with higher regulations on drivers, such as CSA and the Federal Motor Carrier Safety Administration's hours of service proposal. Continued on B-12

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“Establish a common global trade compliance vision that’s centered, for example, on minimizing compliance costs and risks globally through effective operations management and supply chain design. Many firms don’t even have a single vision around this right now and wind up fighting daily fires.”

—Beth Peterson, BPE Global

value that you both feel will go towards making that contract with your 3PL more valuable for both parties,” Moore advises.

As part of the session, Moore and Symmes use a case study involving Grocery Haulers Inc., (GHI) as an example of how shippers can improve their 3PL relationships. In 2012, the leading food transportation 3PL launched a concerted effort to change its relationship with a current cus-

tomers, a major food producer.

GHI was providing contract carriage and extensive third-party transportation management under multiple agreements at numerous locations for the shipper. Over a six-month period, GHI and its client began using a collaborative contracting method. Today, members of both teams are driven to examine business processes and activities, and explore more efficient ways to complete the job.

Import/Export: Managing the new realities of global trade

With global supply chains spread across the world, maintaining both import and export compliance has become a major task for today’s manufacturers and retailers.

Knowing this, Beth Peterson, president of BPE Global, presents a session that brings logistics and supply chain professionals up to speed on the latest developments in customs and compliance programs. She then walks attendees through best practice steps to not only help them improve global trade operations, but also raise awareness of trade’s importance to an organization’s future success.

In an annual benchmark report, BPE Global found that the majority of shippers still use manual or spreadsheet-based processes for compliance and import operations. “Some may have automated functions, but at least one or more times throughout the process they’ll stop and refer to a spreadsheet, a piece of paper, and then go back to the automated

system,” Peterson explains. “So even if a shipper is using technology, it’s generally not end-to-end automation.”

The problem, says Peterson, is that true integration is impossible without technology. Despite that fact, she says 60 percent of shippers have no plans to integrate their global trade management (GTM) and transportation management systems (TMS) functions. “It doesn’t appear to be a priority, yet we’ve found that system-based shippers are clearly more efficient across many areas than their manual counterparts,” says Peterson.

Systems-based shippers, for example, process three times the number of entries than manual shippers, yet they only require twice the number of full-time equivalent employees that manual shippers do. “That enables systems-based shippers to maintain more complex import supply chains,” Peterson adds.

To overcome these challenges, Peterson says that firms must take a strategic approach to compliance. “Establish a common global trade compliance vision that’s centered, for example, on minimizing compliance costs and risks globally through effective operations management and supply chain design,” she says. “Many firms don’t even have a single vision around this right now and wind up fighting daily fires.” □

Set your strategic objectives

- Customers/Community
- Strategy/Communication
- Tools/Systems
- Change management
- Leadership
- Finance/Administration
- Training/Professional development
- Metrics



Source: BPE Global

Firms should take a strategic approach to compliance.



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CSCMP's Annual Global Conference 2013 In Review

The editorial teams of *Logistics Management* and *Supply Chain Management Review* were on the ground in Denver to cover the industry's foremost gathering of thought leaders. Here are some of the key insights they picked up along the way.

Editors' Note: We realize that our readers are juggling more responsibilities with less of just about everything they need—especially time. Knowing that many logistics and supply chain professionals can't easily escape the office as easily as they once could, Logistics Management and Supply Chain Management Review offer a few of the highlights that we were able to gather during the three-day event that will help you fine-tune your logistics and supply chain strategy over the coming months.

CSCMP panel focuses on critical industry regulations

BY JEFF BERMAN, GROUP NEWS EDITOR

DENVER—The impact of regulations is a constant theme in the freight transportation and logistics sectors, whether a shipper's core focus is inside or outside the four walls. The subject of regulations was certainly front and center at the Council of Supply Chain Management Professionals (CSCMP) Annual Global Conference in Denver during a session entitled "Planes, Trains, and Automobiles—Regulatory

Challenges in Transportation."

UPS Vice President Tom Jensen, the session's moderator, noted how myriad regulations have had a tangible impact on how freight transportation and logistics services providers treat customers and run their own operations.

James Burnley, a partner at the Washington, D.C.-based law firm Venable LLP and former Secretary of Transportation under the late Presi-

dent Ronald Reagan, addressed the subject of trucking regulations. "There are very significant changes going on in the trucking industry that are important because they're part of your business and part of your supply chain," said Burnley.

One of the most significant changes, according to Burnley, is the new motor carriers hours-of-service (HOS) regulation that took effect on July 1. He said that it might be too soon to assess its overall impact and how it could exacerbate the driver shortage, while noting that despite opposition of the rules from many industry groups, it's apparent that the new regulations will stick.

Burnley also touched upon CSA, which, he explained, in some cases is flawed. "If a truck is in an accident without regard to fault, that goes into the database," he said. "If a driver is distracted at a red light and hits somebody, that goes in. If a driver gets hit

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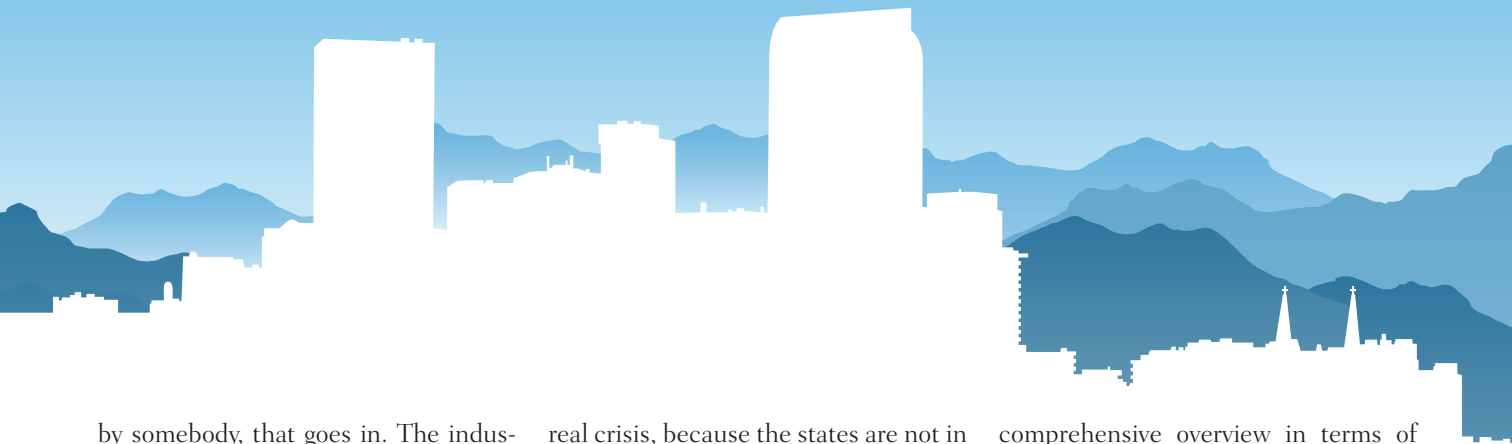


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by somebody, that goes in. The industry believes that there are some ways to work through this, but there are those on the other side who say it's usually the truck driver that survives an accident so all incidents need to be recorded."

While industry stakeholders view many regulations as hindrances, Burnley described the status of the Highway Trust Fund as "one huge cloud" hanging over the federal role in the nation's highway system. The main reason for this, he said, is that the dollars coming into it don't support the level of spending.

"We last raised federal fuel taxes 20 years ago," said Burnley. "And through last year and beginning in 2008, when it went underwater, the federal government had to transfer \$4 billion from the general revenue fund into the Highway Trust Fund just to prop it up and keep current funds going."

What's more, Burnley added that one thing both sides of the aisle agree upon is that they not raise the federal fuel tax. "The White House views that as a regressive tax and Republicans don't want new taxes on anything," he said.

Another issue is the pending expiration of the federal transportation bill, MAP-21, in September 2014, which, coupled with the ongoing funding issues related to the Highway Trust Fund (HTF), leaves the current predicament without a predictable outcome, explained Burnley.

"There are ideas focused on a federal infrastructure bank and vehicle miles traveled and other alternative funding mechanisms that would not replace the HTF, but would instead supplement it," said Burnley. "This is a

real crisis, because the states are not in a position to step in and really replace the federal rules. We are all concerned. If you think our infrastructure today is not being properly maintained or improved, then just wait three or four years."

Peter Gatti, executive vice president of the National Industrial Transportation League, noted that while MAP-21 was a "new" bill it really kept things the same. Parts of MAP-21, such as the two-year study of truck size and weight limits, were more of a compromise among lawmakers than anything else, he said, joking that "there's a saying in Washington that if you study something enough it will go away."

With a finite amount of capital resources available for transportation, Gatti said that there needs to be a

comprehensive overview in terms of ordering the priorities for resources spent on infrastructure and making America more competitive. "The only way to do this is to develop some type of comprehensive plan that deals with freight transportation," he said. "I'm not sure what it will lead to, but that's the premise and we'll have to see where that leads."

MAP-21, added Gatti, essentially kicks the "can down the road" leaving the door open for how to develop new sources of revenue, with pros and cons in terms of where to go in the next cycle, which begins when MAP-21 expires at the end of September 2014.

"I think we're going to see a game of political football again in terms of where to bridge that gap in the HTF," Gatti said.

New study released at CSCMP addresses "Big Data"

BY PATRICK BURNSON, EXECUTIVE EDITOR

DENVER—The fact that we've entered the Big Data era was among the major themes surfacing at the recently concluded CSCMP Annual Global Conference.

When Capgemini analysts unveiled the *18th Annual Third Party Logistics (3PL) Study*, they emphasized that shippers (97 percent) and third-party logistics providers (93 percent) feel strongly that improved, data-driven decision making is essential to the future success of their supply chain activities and processes.

However, shippers differ widely in their levels of interest, understanding, and adoption, says Melissa Hadhazy,

Capgemini consulting analyst. "While other surveys have reported higher levels of participation, 30 percent of shipper respondents and 27 percent of 3PLs indicated that they are planning or currently undergoing big data initiatives," she says.

Interestingly, about half of each group disagree that Big Data fuels these decisions. In spite of this, shippers and 3PLs concur that Big Data can be leveraged in both functional and strategic aspects of supply chain operations and to support visibility and make supply chains more agile.

The 18th Annual Third Party Logistics Study—done in collaboration

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with Penske, Penn State University and Korn/Ferry International—also showed the continuing, positive overall nature of shipper/3PL relationships. Both parties view them as being successful, while shippers report they're seeing positive results again this year. According to the findings, when the relationships are working there's an average logistics cost reduction of 11 percent; average inventory cost reduction of 6 percent; and an average fixed logistics cost reduction of 23 percent.

According to the results, shippers agree that 3PLs provide new and innovative ways to improve logistics effectiveness and that they're sufficiently agile and flexible to accommodate future business needs and challenges. Despite ongoing churn in shipper/3PL relationships, in general, shippers are increasing their use of outsourced logistics services—and shippers and 3PLs now say that they're about equally satisfied with the openness, transparency, and communication in

their relationships.

As suggested in last year's report, however, several ongoing factors are having an impact on the progress toward the advanced end of the maturity model for shipper/3PL relationships.

While gainsharing and collaboration with other companies—even competitors—to achieve logistics cost and service improvements would appear to be markers for advanced relationships, it seems that these approaches are more preferred in certain shipper-3PL relationships, and less in others.

Capgemini says that there are some encouraging results that suggest a slight increase this year in outsourcing of strategic, customer-facing, and IT-intensive logistics activities. Hadhazy and others involved with the survey observed that innovation—when it finally surfaces in the optimization process—is fast, but not disruptive. “And disruption is precisely what we need,” concluded Hadhazy.

that decline, the survey found that more than two-thirds of these companies had a profitable 2012.

“Growth expectations for all three regions were somewhat surprising,” said Lieb in an interview following the presentation. “The forecast for the industry in these regions is always substantially lower than individual company forecasts. The companies profiled in this survey are the ‘big guys,’ and it might be that they can capture very large contracts in these markets—which is far different for smaller 3PL players.”

Lieb said that at the moment North American-based 3PLs are best positioned for future growth, whereas the slow recovery in Europe, especially southern Europe, and an increase in manufacturers shifting operations out of the Asia-Pacific region are having an impact on those respective areas to a degree.

Joe Carlier, vice president for sales at Penske Logistics, said that pressures on CEOs in Asia-Pacific and Europe remain intact, with shippers demanding more from their 3PLs and looking for alternatives and innovative approaches to reduce costs and inventory cycle time. “The difference I'm seeing over there is that discussion points relevant to strategy are gaining momentum compared to what it was like three years ago when more shippers were looking for more help on the technology side,” he said.

Lieb added that today more shippers are less reliant on things like expedited and higher-end services and are looking for lower-cost alternatives. The topic of global near-shoring received a fair amount of attention in the survey, with 78 percent of CEOs observing that increasing labor costs

3PL CEOs are optimistic about growth prospects, according to survey presented at CSCMP

BY JEFF BERMAN, GROUP NEWS EDITOR

DENVER—A focus on growth, regardless of its pace, was a key underlying theme in the results of the *20th Annual Survey of Third-Party Logistics CEOs*, which was released in conjunction with the Council of Supply Chain Management Professionals (CSCMP) Annual Conference in Denver.

This survey is conducted by Dr. Robert Lieb, professor of Supply Chain Management at Northeastern University, and sponsored by Penske Logistics, and is based on feedback from 34 3PL CEOs throughout North America, Europe, and Asia-Pacific, with cumulative revenues in 2012 at roughly \$50 billion.

The survey found that the 3PL CEOs in North America

and Europe forecasted three-year revenue growth projections of 14.6 percent and 10.3 percent, respectively, with Asia-Pacific CEOs calling for growth of 11.6 percent, down from 12.5 percent a year ago. What's more, the survey found that 52 percent of all CEOs surveyed met or exceeded 2012 revenue projections, which were off from 63 percent a year ago. But even with



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in China are leading some companies to relocate manufacturing and export consolidation functions to Thailand, Vietnam, Indonesia, and Sri Lanka.

In North America, the survey cited how near-shoring continues to occur, with shippers moving from Asia-Pacific to Mexico, most notably in the automotive, technology, and pharmaceutical sectors for sourcing- and manufacturing-related activity. On top of that, the survey found that 87 percent of CEOs in North America who are active in Mexico say that their work there represents 9.3 percent of total U.S. revenues. That figure is expected to rise to 12.5 percent by 2016.

“Over the last few years, it has become clear that this is more than just talk,” said Lieb. “Movements are taking place and being driven by a number of things like labor costs and benefit levels, resource costs rising, and transportation costs going up, too. There have also been supply chain disruptions due to natural disasters that are resulting in more companies moving their product closer to the point of consumption.”

Other key trends cited in the survey included:

Talent Management: Finding and keeping talent, specifically managers, has ranked as one of the most significant market challenges in each regional response over the past 20 years. To ensure a bright future, third-party logistics providers must be competitive across multiple dimensions when it comes to hiring, and they must try to understand what the new generation of employees are looking for in an employer.

Forecasting Revenue: With slow economic growth continuing over the next year, North American 3PL CEOs

expect there to be a greater emphasis on developing new financial and economic indicators to provide more accurate revenue projections.

Sustainability: The third-party logistics industry continues to get “greener,” with 56 percent of companies launching new sustainability initiatives during 2012. However, these initiatives have not yet been linked to attracting new customers or keeping current customers.

Retail/ E-commerce: Shifting dynamics in the global retail

economy towards omni-channel retailing has led to an expansion of reverse logistics activities in North America and increased popularity of e-commerce and e-fulfillment in Asia-Pacific.

Healthcare: Twenty-eight of the 34 companies surveyed provide third-party logistics services to customers in the healthcare industry. Many cited increasing regulations of the industry as being a major challenge in their efforts to grow business in that vertical.

CEVA Logistics CEO feels good about company's future prospects

BY JEFF BERMAN, GROUP NEWS EDITOR

DENVER—As shippers' businesses go the business operations of third-party logistics (3PL) services providers follow suite, according to CEVA Logistics CEO Marv Schlanger.

Speaking at a media breakfast at CSCMP's Annual Global Conference, Schlanger cited various drivers of CEVA's customers business that extend to the Netherlands-based 3PL, including market volatility which in turn makes supply chain control and visibility critical to customers.

“It's no surprise that the global economy is tough,” said Schlanger. “There are very few sectors today where we feel comfortable with volume and margin pressure. This means we have to perform, provide better quality, and be more adaptive for both the products and services we offer. Today everything is global, especially our customers, and they need to know where their goods are at any given point in time.

The demands of our customers' customers are increasing as well, which means we have to focus on quality, speed, and price. That puts pressure on us, because our customers are talking about procurement spend, needing flexibility in their operations, and about inventory optimization.”

Other factors playing a role in how 3PLs need to react to customer needs cited by Schlanger include costs and growing demand in emerging markets, as a 3PL's footprint becomes critical to customers and their ability to meet the requirements of their own customers as well.

Shifting over to CEVA's performance as a company, Schlanger said that 2013 has been an interesting year for the company, explaining that in many ways it had to rebuild the foundation of the company.

“This time last year, we announced a cost reduction program, taking 100



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million Euros [\$137.8 million] of costs out of the company in the fourth quarter of 2012 and the first quarter of 2013," said Schlanger. "We also announced the recapitalization of the company, where we rebuilt the balance sheet by eliminating 1.3 billion Euros of debt (\$1.7 billion) and receiving a capital infusion of a minimum of 230 million Euros (\$312 million) for investment in its business plan. That was very significant and important in order to build a strong financial future."

With a healthier balance sheet intact, Schlanger said that CEVA is now able to focus on growth for its customers, bringing in new services

and investments to help support their business, which is being reflected in recent customer wins with large shippers, including Ford, Michelin, and IBM.

"We really have good traction in the marketplace, and we're happy with our position today," said Schlanger. "We're now focused on growing our footprint and our position in the marketplace. Our goal is to create value and logistics excellence, which is our theme and what our customers want. We feel good about the company, have put a number of issues behind us, and the company is well positioned for future success."

our guides have become a primary information source for third-party logistics market information," says Evan Armstrong, president of Armstrong & Associates. He notes that over half of the 3PL profiles highlight international providers. Each profile includes assessments of the 3PLs overall capabilities, strengths, and weaknesses and identifies 3PLs with the requisite capabilities necessary to be classified as Tier 1 global supply chain managers.

"These providers have extensive IT capabilities, over 5,000 employees, and provide service to 90 percent or more of the world's Gross Domestic Product (GDP)," says Armstrong.

Global supply chain services providers such as APL Logistics, C.H. Robinson, CEVA, DB Schenker, DHL, Kuehne + Nagel, Menlo Worldwide, Panalpina, Ryder, UTi, and Yusen Logistics are covered extensively.

In-depth profiles are also presented for continentally based major players GENCO, Jacobson, Kenco, Kerry, Mainfreight, Norbert Dentressangle, OHL, Toll and Werner among others. Important niche specialists like BNSF Logistics, Coyote Logistics, Echo Global Logistics, Freightquote, LMS, Luís Simões, ModusLink, TQL, and Transplace are also reviewed in detail.

Armstrong & Associates releases 3PL guide during CSCMP

BY PATRICK BURNSON, EXECUTIVE EDITOR

Which 3PL brands are the most recognizable? A session conducted by Armstrong & Associates, Inc. at the recently concluded CSCMP Annual Global Conference posited that direct sales activities and the involvement of procurement/purchasing personnel have changed the ground rules.

Their session titled "Third Party Logistics: Buying, Brands, and Ben-

efits," outlined research on brand strength as well as an analysis of the RFP/RFI process. Now shippers can obtain additional perspective with the 21st edition of the leading third-party logistics providers guide, *Who's Who in Logistics*. The new edition, in two volumes, the Americas and International, has been expanded with in-depth profiles of 377 3PLs.

"Since our first publication in 1994,

IWLA chief shares advice for 3PL customers at CSCMP

Joel Anderson, president and CEO of The International Warehouse Logistics Association, spoke on "pesky regulations" at the recently concluded CSCMP Annual Global Conference in Denver. Now that he's announced his pending retirement, Anderson shared this "check list" for shippers wising to vet 3PLs promising "optimization."

Here are some of his observations:

1. Service expectations: The shipper needs to clearly define its market and service expectations. For example, if the shipper does not have any trading patterns outside of a defined area, look for someone with a proven track record of services and promises kept within that service area.

2. Data transparency: The shipper should always be able to get answers to the questions of inventory in storage, in transit, expected delivery dates, immediate notification of any delays, and expected resolution of the delays.

3. Did they ask the right questions? When presenting responses to an RFP, did the 3PL also ask deep questions about the shipper's supply chain and the shipper's customer requirements? Third parties provide substituted services for the shipper, and to provide at the same level or better, the 3PL must know all the "ins and outs" of the shipper's supply chain, including what the shipper's customers expect.

4. Innovation: Does the 3PL bring in-

novation to the shipper's supply chain? After examining the deep questions in #3, does the 3PL mull it over and then respond with an alternative approach that can reduce the time and cost and improve the reliability and efficiency of the supply chain?

5. Commitment: Does the shipper have the commitment of the senior management of the 3PL? Anderson has found that the most successful 3PLs that secure new business contracts are ones where senior management participates in the service offering. Nothing says "I care" better than senior management participating in making the proposal a reality.

—Patrick Burnson, Executive Editor

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Results of the 22nd Annual Study of Logistics and Transportation Trends (Masters of Logistics) shared at CSCMP

BY MARY C. HOLCOMB, PH.D., UNIVERSITY OF TENNESSEE; KARL B. MANRODT, PH.D., GEORGIA SOUTHERN UNIVERSITY

Editors Note: Our live presentation of this annual study, moderated by Group Editorial Director Michael Levans, was once again one of the best-attended sessions at CSCMP. What follows is an overview of this year's findings. To attend the Webcast of this session go to logisticsmgmt.com/masters2013.

Some have said transportation is a street leading to unlimited destinations. On this street, some are headed to a place where transportation is viewed as a commodity. Others have made a U-turn and are headed toward an end point of long-term commitment where transportation providers are viewed as critical partners. Meanwhile, the majority remains in the middle, parked in the off-ramps.

This allegory reflects a trend continued by a group of carriers and shippers towards the co-creation of value, and this group has moved further along the road to positioning transportation as a strategic value-add function. The results of the *22nd Annual Trends and Issues in Transportation and Logistics (Masters of Logistics)* findings indicate that this "value-added" view of transportation directly relates to better company performance.

This year's findings reveal that the value-added approach is a two-way street where both parties are committed to the long-term success of the other.

A changing business climate

Over the past few years, various facets of the business environment have altered how shippers and carriers manage their operations. Study participants reported that foremost among these is changing customer requirements, followed by cost to serve and demand uncertainty.

Regardless of size of company or position in the supply chain, trying to meet performance expectations and customer needs is increasingly difficult. The environment is even challenging for carriers.

What this means for shippers and carriers alike is that flexibility is becoming more critical. The question for shippers is how they can increase their flexibility, especially from transportation providers?

One option is to use a wide range of carriers. If transportation is all the same, it really doesn't matter who moves the goods. This is the commodity perspec-

ive. Or, you could view transportation as a value-added service and work to develop relationships with carriers who work with you and provide flexibility. The big question is: which is the right one if capacity continues to tighten and transportation costs keep on rising.

Cost to serve

As a derived demand, transportation has reflected inconsistent demand patterns due to changing consumer requirements. The result is an increase in the cost to serve that is being directly felt in transportation expenditures.

This year's study results confirm that transportation costs increased at a brisk rate from the previous year. Companies who spent more than 5 percent of sales on domestic transportation grew from 26.8 percent to 30.9 percent from 2012 to 2013. While this shift was noteworthy, the largest swing occurred for those companies that previously had been spending 1 percent to 2 percent of sales on transportation and are now spending 2 percent to 3 percent, representing a 26.3 percent increase in the companies in this spending category—a difference that can translate into millions of dollars.

The data suggests that LTL, intermodal, and surface parcel are the beneficiaries of this multi-modal approach to meeting transportation needs.

Purchasing takes an increasing role

The way we manage and control transportation is changing. Part of this change

is driven by who has the responsibility for transportation decisions.

Transportation/logistics is still the primary functional area with responsibility for managing transportation. However, when it comes to preparing and requesting quotes and bids, purchasing/procurement either solely, or in combination with transportation/logistics, leads this task in almost half of companies. Purchasing/procurement is also materially involved in carrier negotiations.

The "new" Masters

The phrase "Masters of Logistics" was coined during a time when the size of company (based on annual sales revenues) made a significant difference in managing logistics and transportation. Over the years, the impact of the Masters (companies with annual revenues greater than \$3 billion) has ebbed as many of the critical difference-making elements has become more widely available to companies of all sizes.

The results of this year's study point towards a shift by the Masters of Logistics that is significantly different from smaller companies. The survey data indicate that the Masters are focusing on continuously improving their transportation processes in order to keep costs low.

Another key trend: The Masters aren't always the Masters of Performance. Smaller and medium-sized companies, also reported results that were better than competitors across factors such as firm profitability, return on assets, market share, and customer service levels. In the years to come, we believe that the "new" Masters will be dictated by the results they achieve, and not by their size. □

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Our performance metrics consist of benchmarks which allow us to establish goals and timelines as well as develop a systematic approach for auditing the overall process. In using these benchmarks, Alliance Shippers Inc. is better able to plan, implement, check status, adjust or continue a given service until the desired outcome is reached or a new plan is identified.

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We are Hub Group, a leading transportation management company. We provide comprehensive intermodal, highway and logistics services. We are reliable and reputable, a \$3.1 billion publicly traded company with over 42 years of financial stability setting our foundation for success. Our goal is to implement strategic freight management plans that allow us to best serve each customer, and we come equipped with an array of services that can be blended to meet each customer's needs.

INTERMODAL

Our asset-light Intermodal strategy is not only innovative, it's incredibly effective - a model that give customers access to a fleet of over 26,000 of our own 53-foot freight containers, and over 65,000 rail assets. This brings our customers the most flexible and reliable intermodal shipping service operating throughout North America.

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Hub Highway is one of the largest over-the-road brokers in North America. Our \$300 million Hub Highway brokerage business is fueled by a 22,000+ carrier base. Our highway division can provide a personalized plan - from a single load to innovative capacity solutions for special projects.

DRAYAGE

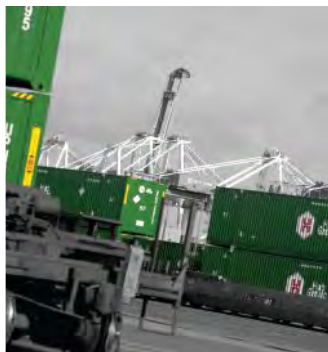
Comtrak, Hub Group's drayage operation, is stronger than ever. 30 years strong in fact. Our services include intermodal drayage, international drayage and dedicated truck services. Our intermodal drayage footprint includes over 2,700 drivers with 28 terminals nationwide. We retain an in-house information technology staff that ensures Comtrak's technological edge.

LOGISTICS

Unyson Logistics is an award-winning 3PL that specializes in customizing solutions to fit our clients' needs. We offer multi-modal capabilities that guarantee supply chain savings through our services, technology and expertise. Unyson deploys structured account management, continuous improvement programs and business intelligence that combines innovative reporting with cutting-edge dashboard technology.

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In 2011, Hub Group acquired Mode Transportation, an asset-light based third-party logistics company focused on delivering truck brokerage and intermodal services. Mode Transportation operates across the United States through company managed operations and a highly qualified network of independent business owners. Mode is headquartered in Dallas and is a wholly-owned subsidiary of Hub Group.



David P. Yeager
Chairman and CEO



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Chuck Leone
General Manager, Forklift

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As stated in the company mission statement, customers and the environment are the central focus of our business. We work closely with our customers, striving to provide the quality products and services that meet your production needs to make your business more prosperous. Hyundai heavily invests in R&D and building state-of-the-art production facilities to ensure continuous innovation and customer satisfaction. We are always looking to provide solutions to our customers' equipment needs.

Our product lines and customer service tools are constantly being improved and expanded. The introduction of our new 9 series forklifts is in full force. This series focuses on quality and comfort as well as easy maintenance for increased productivity. All Hyundai forklifts meet the quality, performance and fuel efficiency required at any worksite.

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The internal combustion cushion fork trucks consist of 11 different models, 4 with dual fuel engines, all smooth-running, efficient and ergonomically designed to meet your needs. These models are also built for fast, easy service with durable parts to minimize downtime.

Our internal combustion pneumatic fork trucks provide high power and low noise, making them ideal for indoor or outdoor use in places like lumber yards, warehouses, manufacturing facilities and more. All 24 models, 9 of which include dual fuel engines, have been designed for fast and stable performance.

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Sri Himakuntala
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We center these services around our company-wide “Can Do” commitment to you.

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Ron Cain
Chairman & CEO

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A High-Level View of OL&T's Services

Client-Managed Transportation	Intermodal	Truck	International Transportation Management	Managed Logistics
<p>WIN: Clients self-manage their own transport through the Odyssey Global Logistics PlatformSM as part of a carrier network exceeding \$1 billion</p> <p>Optimized, multi-mode freight management throughout N.A.</p> <p>Shipment visibility</p> <p>Reporting, analysis & market data</p>	<p>Rail; including ocean container repositioning</p> <p>Intermodal Tank; including food-grade and non-food grade tanks</p>	<p>Bulk; planning, contracting, brokering</p> <p>Truckload & Less-than-Truckload; managed by client or OL&T</p>	<p>Customs brokerage</p> <p>Service through 220 ports</p> <p>International Freight Forwarding; transport & technology</p> <p>NVOCC; full container load shipping solutions</p>	<p>Domestic & International Logistics; N.A., EMEA, APAC</p> <p>Samples Distribution</p> <p>Freight Management; single source for contracting, track & trace, invoice audit/pay & claims support</p> <p>Rail; procurement, car maintenance, operations, service, monitoring & reporting; fleet & car tracking</p> <p>Facilities; supply chain needs analysis, start-up & relocation projects</p>
				

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Panther Expedited Services

Panther Expedited Services, is committed to providing Premium Logistics® solutions while consistently exceeding our customers' expectations. We will experience growth and enhanced corporate profitability through state-of-the-art technology and investing in our most valuable asset, our people.



About Us

Founded in 1992, Panther Expedited Services, Inc. is one of the largest premium logistics companies in the world. We provide door-to-door transportation solutions for more than 10,000 customers worldwide, including Fortune 1000 corporations, government agencies, and transportation service providers.

Premium Services

Whether your shipment needs to move over the ground, through the air, or on the ocean, Panther's logistics professionals can provide a range of potential solutions that best meet your time and cost requirements. We are obsessive about service and lead the industry in on-time performance, regardless of the complexity of the shipment.

Industry Expertise

We not only know our business, but we have people that know your business. Our experienced professionals come from the

automotive, chemical, energy, electronics, pharmaceutical, retail, and defense industries. These experts know what's important to you and ensure our solutions exceed your requirements.

Leading Technology

Our proprietary web-based quote, book, and track technology evaluates over 200,000 shipping options in seconds and presents the customer with buy-up and buy-down options. Customers can track any shipment in real-time by satellite. You'll know where your freight is at all times.

Real Results

We are relentless about finding ways to save customers time and money - all while improving service. We constantly analyze data to identify areas of improvement and provide customized reporting so you have complete visibility to the efficiency of your supply-chain. We know we are successful because our customers continue to turn to us to solve their most complex problems.



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PILOTING LOGISTICS. *Piloting Business*SM

Pilot Freight Services is a full-service global transportation and logistics company with over 75 locations throughout North America, as well as locations in Amsterdam, the Netherlands; A Coruña, Spain; and a worldwide network of overseas partners. Not only can we move your freight anywhere in the world, we can deliver the expertise and customized services that help businesses run more effectively and efficiently. That's what we call *Piloting Business*SM

As North America's largest privately held freight forwarder, we offer a full range of services, such as time-definite Domestic and International air transport; Expedited Ground; Ocean Freight; Special Services, such as B-to-B or Home Delivery; Automotive Services for OEMs; Logistics Services, such as warehousing and inventory; and Transborder Services with complete Customs Brokerage.

Pilot has dedicated more than 43 years to building our business—and a reputation for distinguished service. In fact, we recently won our 24th *Logistics Management* Quest for Quality Award and proudly carry the ISO 9001:2000 certification.

Discover what *Piloting Business*SM is all about. Visit us online, or call our National Customer Service hotline at 1-800-HI-PILOT.

PILOT[®]
FREIGHT SERVICES

pilotdelivers.com



Strategic Supply Chain Support

Challenged to enhance service levels? Increase efficiency? Improve your bottom-line? We can help. At Saddle Creek, we offer strategic solutions to help you reach your business goals.

Optimizing distribution networks

Ready to take a more strategic approach to network configuration? We can help guide your site selection process to ensure optimal efficiency. With access to our conveniently located facilities around the country, you can meet your needs without a major investment in infrastructure — whether you have a B-to-B distribution center model or a B-to-C fulfillment operation. As a result, you'll improve service levels, better manage your inventory and reduce transportation costs.

Supporting postponement strategies

Delaying product configuration until the last possible minute can increase your flexibility and help you be more responsive to market demands. Take advantage of value-added services at our locations nationwide in order to move product customization closer to your customer. From rainbow pack assembly to hard drive formatting to mechanical alterations, we can accommodate a variety of special requirements to help streamline your supply chain.

Investing in e-fulfillment

We've recently invested \$3.5 million in automated fulfillment solutions and opened strategically located facilities to help customers increase efficiency and speed delivery times. Operational solutions include pick-to-light technology, automated label application/manifesting, small-parcel banding and more. With our existing infrastructure, we can build a custom operation from the ground up in as little as six weeks.

We invite you to see how our integrated services can help you develop a stronger, more effective supply chain.



Cliff Otto

President
Saddle Creek Logistics Services

Leverage our wide array of logistics capabilities — warehousing, transportation, packaging and fulfillment — for an integrated solution that supports your business objectives.

**Download our
whitepaper on
distribution network
optimization:**



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WAREHOUSING • TRANSPORTATION • PACKAGING • FULFILLMENT

Whatever It Takes!

Saia LTL Freight



Richard D. O'Dell
President and CEO



Moving you forward

If nearly 90 years has taught us anything, it is that goals are realized and victories won through persistence; a willful determination to never stop moving forward. At Saia, our persistence compels us to continuously find ways to adapt to market changes while never losing sight of who we are.

Today, that drive is second nature to Saia and a major reason why we are the first choice for so many shippers.

Reaping the benefits of Quality Matters

We have also seen the benefits of Quality Matters, our comprehensive company-wide program designed to stress quality in every department, process and corner of our business. Key components of Quality Matters were the investments we made in our fleet, in technology and in employee training – all

of which resulted in significant savings and improved performance for our customers.

A vehicle for employee growth

Our dock-to-driver program enables Saia dockworkers to train for their commercial driver's license while working their current job. It provides them an enhanced career path and allows us to retain some of our most dedicated employees. The program is proving so popular, in fact, that many workers are electing to re-locate to states where it is offered in order to take advantage of the opportunity.

Now, more than ever – whether it's on the dock or on the road – using the latest technology – improving supply chain efficiency – Saia is moving our customers forward.



www.saia.com



Southwest Airlines Cargo®

Southwest Airlines® stands above the rest with an unmatched flight schedule of over 3,500 flights across our network. And, now that the Southwest Airlines® and AirTran® networks are connected, Cargo Customers have hundreds of new flight options to choose from for reliable shipping, including new cargo destinations: Memphis, TN (MEM); Grand Rapids, MI (GRR); Charlotte, NC (CLT); Rochester, NY (ROC); Richmond, VA (RIC); and San Juan, PR (SJU).



Matt Buckley, Vice President of Cargo & Charters

We understand the urgency of time critical shipments and know that sometimes overnight is not an option. With our express service, Next Flight Guaranteed (NFGSM), we provide flight specific service (on available flights) and a 100 percent money-back guarantee. Flight specific service allows Customers to select the next available flight departure for their shipments. If your shipment does not require next flight service, we offer RUSH Priority FreightSM or FREIGHTSM service.

Customer Service remains a focus for Southwest Airlines Cargo. Our Employees are proud to operate Cargo Facilities in a majority of our destinations, providing Customers with award-winning Customer Service and operational excellence. In 2013, Southwest Airlines Cargo was recognized with awards in excellence from *Air Cargo World*, Airfreighters Association (AfA), Express Delivery & Logistics Association (XLA) and *Logistics Management Magazine*. Thanks to the Employees in many different capacities across our system, our Customers' shipments move on time, fast, and efficiently.

Customers can take advantage of our Relentlessly Reliable® service by contacting our Cargo Customer Care Center at (800) 533-1222; our Representatives are available seven days a week. As Southwest Airlines Cargo remains committed to providing our Customers with the most reliable shipping options and the best Customer Service in the industry, we will continue to focus on growing our network and enhancing the Cargo Customer Experience. To find information on our flight schedule, rates, network, or to open a cargo account, visit swacargo.com®.



Contact Cargo Customer Care Center at (800) 533-1222, or visit swacargo.com®



Logistics customers are looking for efficiency and quality performance. UniGroup Logistics is delivering with significant investments in new customer-facing technology, which will create enhanced supply chain solutions, provide customers improved access to their information and create full transparency into our processes. Transparency is important to both UniGroup Logistics and our customers. By giving customers the ability to track, trace and view shipments they can accurately measure the services delivered against the individualized key performance indicators set by each customer.



In addition to the development of our technology solutions, we leverage our large global footprint to provide quality service. For more than 70 years, the UniGroup companies have provided unparalleled transportation, warehousing and logistics services around the world. When customers work with UniGroup Logistics, UniGroup's experienced personnel and its network of 1,400 warehouse locations, 56 million square feet of warehouse space worldwide and 14,000 trucks are ready to execute services ranging from supply chain management to custom warehouse solutions. UniGroup Logistics applies its expertise and resources to support customers' unique requirements, utilizing two trusted names in the transportation industry – United Van Lines and Mayflower Transit.

As a UniGroup company, UniGroup Logistics is well-suited to deliver customized logistics solutions with the high-quality service our customers expect including:

- Truckload/LTL
- Flatbed Transportation
- Specialty Transportation
- Freight Forwarding
- International Services
- Project Management
- Distribution Services
- IT Solutions
- Warehouse Solutions

When planning your next project, call us. As President of UniGroup Logistics, I am proud of the logistics solutions we provide and I am confident our people, experience and resources are ready to successfully manage your logistics projects.

Sincerely,

Jim Powers
President
UniGroup Logistics

U.S. & Canada: 866-456-9726
International: 636-305-4040
UniGroupLogistics.com



UPS WORLDWIDE EXPRESS FREIGHT™

When your international freight can't wait... UPS delivers the goods

UPS began to earn the trust of shippers more than a century ago, when our founder, Jim Casey, delivered our company's first packages on a bicycle in rainy Seattle.

We don't only use bicycles these days. Multimodal logistics options serve customers at blazing speeds by land, sea or air. And in fast times, more and more enterprises depend on express international shipping solutions.

Leveraging the speed and reach of the world's largest transportation network, UPS Worldwide Express Freight provides the reliability businesses need for high-value, time-sensitive palletized shipments of more than 150 pounds.

UPS Worldwide Express Freight offers faster guaranteed palletized shipments in more lanes than any other carrier*, giving businesses the ability to respond more quickly to more situations on time, on the money, to a got-to-have-it-now competitive world. Product launches. Seasonal surges. Sudden drops in inventory.

* Based on a comparison of published city-to-city time-in-transit information. Delivery times may vary by origin and destination postal code. Please go to ups.com for guarantee details, service availability and delivery time commitments.

Equipment failures. Product recalls. Spare parts. They can all be covered with this urgent, international service.

In a high-speed, complicated world, UPS Worldwide Express Freight is the essence of simplicity. One point of contact. One account number. One invoice. One tracking system for packages or freight... whether a big launch or a big surprise.

We leverage our air network (one of the world's largest), and customs clearance capabilities (more than 80 years of experience and offices in more than 60 countries) to offer our fastest scheduled, day-definite, door-to-door delivery in 37 origin and 41 destination countries and territories.

UPS Worldwide Express Freight serves the international air freight needs of your business.

Pharma or farmer. Retailer or Etailer. Factory or firm. Count on us.

We even deliver bicycles.

**For more information,
call 800-782-7892 or visit
ups.com/worldwideexpressfreight**



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Supply chain solutions that deliver.



UTi is one of the industry's leading non-asset based, global third party logistics providers. We deliver competitive advantage to each of our client's supply chains through innovative, integrated solutions. We are committed to delivering value that will help clients succeed in today's uncertain economic environment. This means maintaining an external focus on the global marketplace, being alert to potential obstacles as well as opportunities, and having solutions ready that can eliminate complexity.

Our primary services include:

- Air and Ocean Freight Forwarding
- Contract Logistics
- Customs Brokerage
- Distribution
- Managed Transportation Services
- Supply Chain Analysis and Consulting

UTi FREIGHT FORWARDING

With 313+ freight forwarding locations, in 59 countries, UTi believes freight transportation is about reducing costs while delivering goods when and where they are needed. Value is provided through inter-modal shipping at competitive rates, utilizing air, ocean, surface and specialty transportation services.

UTi CONTRACT LOGISTICS & DISTRIBUTION

Operating a global footprint of 245 logistics centers with more than 26 million square feet of warehousing worldwide, UTi can store, configure and deliver your products while maintaining the visibility and inventory management you need to effectively manage your business. Whether delivering goods to a global client base or managing complex inbound supply chains, our transportation and inventory optimization tools reduce network costs and improve product availability.

UTi SUPPLY CHAIN DESIGN AND INNOVATION

UTi leverages our global network, IT systems, relationships with transportation providers, and expertise in outsourcing to improve visibility and reduce costs. Our team can help you build a business case for change, innovation and cost reduction in your organization.

COMPETITIVE ADVANTAGE

At UTi, our people are the most important resource in keeping our commitments to clients. We nurture talent, providing an atmosphere conducive to performance excellence by each and every person. This is why we can say, at UTi, there's not a weak link in the chain.



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**BILL PFLEGER**
President, Yale Distribution

For more than 100 years, Yale Materials Handling Corporation has made good on the promise to get the job done better, faster and at the best value with unparalleled service at every step. Yale® lift trucks are innovatively designed, engineered to high-performance standards, manufactured in world-class facilities and supported by one of the largest and most experienced dealer organizations in the world.

“We combine our customer-centric product orientation with world-class manufacturing focus to provide high-quality products that meet our customers’ needs,” said Bill Pfleger, president of Yale Distribution. “We apply this strategy across the globe by developing a strong product base globally and then tailoring the features and options to the specific local needs of our customers.”

The full line of Yale products ranges in capacity from 2,000 to 36,000 lbs. and includes electric, gas, LP-gas, dual fuel, CNG and diesel-powered lift trucks, along with narrow aisle, very narrow aisle and motorized hand trucks.

“Our broad product base provides a vast array of materials handling solutions designed to reduce our customers’ total cost of operation,” Pfleger added. “As customers consider not just the initial purchase price of the lift truck, but also the increased performance, the reduced maintenance and the robust interactive features to make operators more efficient, they will understand the overall value that Yale lift trucks provide their business operation.”

Yale continues to add to and improve its product and service offerings. In the last year, Yale has introduced a new center rider, second level order selector, an updated electric rider lift truck series with a capacity of 8,000-12,000 lbs., and an all-new electric alternative to combustion engine lift trucks in the 8,000-10,000 lb. range. The redesigned reach truck features a new side-stance control handle for improved operator grip, comfort and productivity. Yale also made numerous other product improvements to its warehouse end rider, three-wheel stand and sit down lift trucks to improve customer efficiency and productivity. One improvement made

for the end rider was to include power steering to help the operator be as productive in hour eight of the shift as in hour one. The Yale Vision wireless asset management system was also unveiled in 2013 to assist customers in monitoring their lift truck fleets and in reducing operating costs.



“We are working hard to provide many more new product and service innovations in 2013 and beyond,” said Pfleger. “We see ongoing areas for innovation in our electric product range and will pursue those to provide an even greater, more efficient product to our customers. We continually work with our customers and suppliers to identify and develop new products and features that add value to our customers’ operations.”

For more information or to find the Yale lift truck dealer nearest you, call 1-800-233-YALE or visit www.yale.com.

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Yusen Logistics Connects the World

Yusen Logistics is an award-winning global logistics provider with over 55 years of expertise in freight forwarding and transportation. With more than 16,000 employees and 400 offices worldwide, it provides services to customers across Asia, Europe, North and South America, and Oceania. It is a member of the NYK Group, one of the world's largest and most recognized global transportation companies.

Innovative Supply Chain Solutions

As your supply chain partner, Yusen Logistics develops, plans and delivers supply chain solutions addressing today's toughest market demands. Leveraging its global network and industry expertise, Yusen Logistics' supply chain professionals collaborate with customers to optimize cargo transportation processes and lead to measurable cost savings and efficiencies. Yusen Logistics provides a strategic transportation service mix to build advanced, customized solutions for its customers.

Service Scope

Yusen Logistics' ability to provide solutions across industries and companies, regardless of size and location, comes from its strong

global scope. Internationally, Yusen Logistics provides ocean and air freight forwarding, customs and origin consolidation services as part of an overall import management program, or as standalone services. Domestically, it provides multiple inland transportation options, including intermodal, full and less-than-truck load services, and specialized services including project cargo. These are further supported by fulfillment, transload and reverse logistics solutions, managed under its global warehouse network.

Technological Infrastructure

Yusen Logistics provides visibility, tracking and planning across the supply chain, from origin-to-destination. As a proprietary online solution, Yusen Logistics' systems are customizable and integrate seamlessly with each customer's current systems and processes. The flexibility afforded by this approach allows for quick implementation times and minimal business disruptions, while providing maximum business control.

Pledge for Sustainability

Yusen Logistics is passionate and committed to helping its customers reduce their impact on the environment.

As part of a list of select companies, Yusen Logistics has the honor of being recognized by the following organizations for its green initiatives and sustainable business operations:

- Morningstar Social Investment Index
- Dow Jones Sustainability Index
- Ethisphere World's Most Ethical Companies
- Ethics Inside Certification

Yusen Logistics takes great pride in providing new and innovative ways to support its customers in developing a more robust and environmentally conscious supply chain operation.



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Quest for Quality Wrap Up



Simply the best

A look back



The editorial staff of *Logistics Management* was thrilled to offer the logistics and transportation community the results of the 30th Annual Quest for Quality Awards in our August issue (logisticsmgmt.com). This year, 129 providers of transportation and logistics services received the ultimate vote of confidence, posting the highest scores across our lists of critical service criteria. The winners officially accepted their awards on October 23 at the Hyatt Regency in Denver.

Following cocktails, dinner, and the awards presentation, our guests were treated to a performance by comedian Keith Alberstadt. Alberstadt has appeared on *The Late Show* with David Letterman, *Last Comic Standing*, *The Bob and Tom Show*, and is a contributing writer to *Saturday Night Live*, *Fallon*, and more.

For three decades, *Logistics Management's* Quest for Quality has been regarded in the transportation and logistics industry as the most important measure of customer satisfaction and performance excellence. To determine the best of the best, *Logistics Management* readers rate carriers, third-party logistics (3PL) service providers, and U.S. ports strictly on the basis of service quality.

Quest for Quality winners are voted on by the readers of *Logistics Management*—the customers that put these carriers and providers to the test around the clock in countries throughout the world. In fact, this year we had 6,179 logistics and supply chain decision makers place their vote during this six-month research project.



▲ Perennial Air Carrier winner Southwest Airlines Cargo was also on hand to collect its Quest for Quality gold.



▲ FedEx took home an impressive eight awards in eight different categories this year. Once again, the industry bellwether was well represented at this year's Quest for Quality awards dinner.

This year's awards dinner took place on October 23 at the Hyatt Regency Denver. Our editorial staff presented the 2013 Quest for Quality Awards to the 129 winners. ▶



▼ Holland, New Penn, and Reddaway stepped up to the podium five times to collect awards in the Regional LTL and Truckload categories.





▲ Pitt Ohio (left) and DHL (right) accept their Quest for Quality Awards at the podium.



◀ This year's entertainment, comedian Keith Alberstadt, had attendees in stitches.

Winners

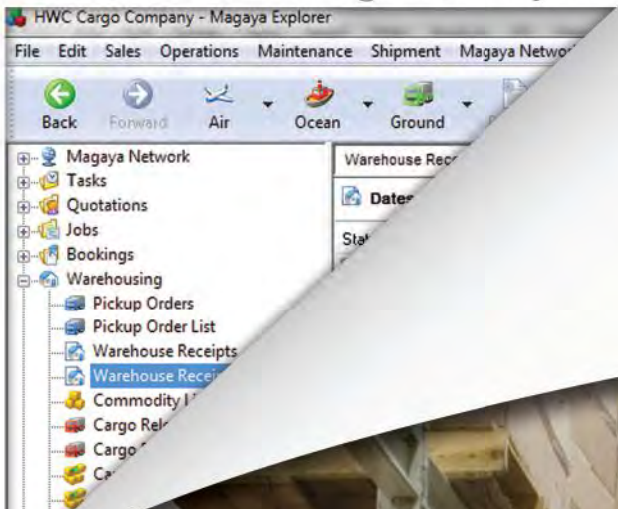
Quest for Quality 2013 Winners

To read the results and see all the winners in the 2013 Quest for Quality Awards, go to www.logisticsmgmt.com/q4q13



Magaya

Warehouse Management System



Magaya WMS

Big benefits for a small budget



All warehousing processes included plus: a complete accounting system, real-time online inventory visibility for your customers, and built-in customization options. All this and more for less than you'd expect.

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