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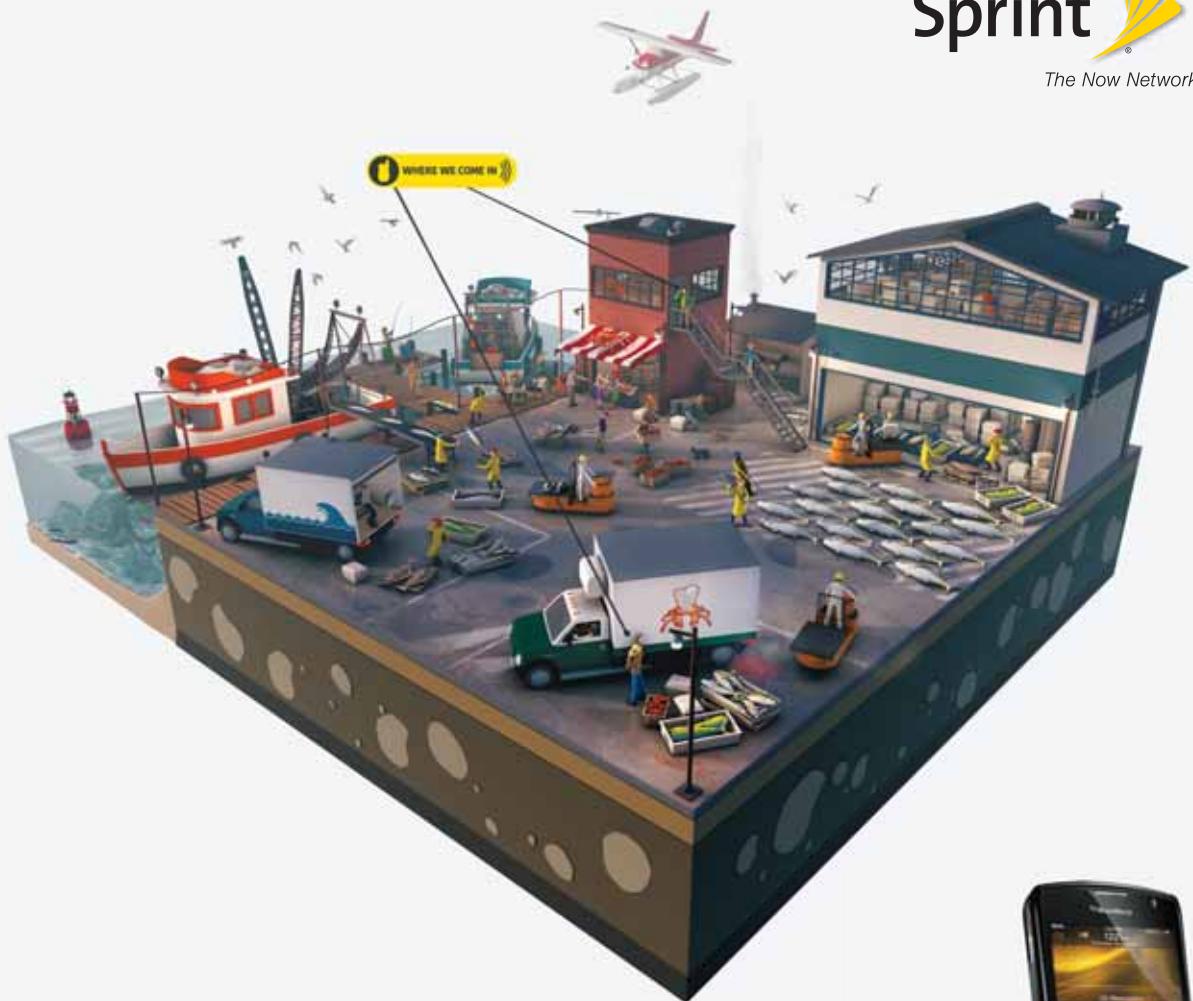
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One key step to finding answers to any logistics problem is knowing the right questions to ask. *Inbound Logistics* asked a team of supply chain technology leaders for their perspectives on the logistics challenges and opportunities impacting your business.



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CHECKING IN

Felecia Stratton

by Felecia Stratton | Editor



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Vol. 30, No. 4

April 2010

THE MAGAZINE FOR DEMAND-DRIVEN LOGISTICS

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Transformative Technology

Yes, technology continues to transform transportation. But your demands also transform those providing technology to you. For example, JDA Software's acquisition of i2 Technologies in January 2010, and their shared roadmap for future integration, serve as a telling bellwether for the logistics technology industry and its customers. From a macro perspective, consolidation among IT companies has been rampant. Before the JDA/i2 juggernaut, Servigistics and Click Commerce joined forces. More recently, Logility acquired Optiant.

In a down economy, contraction is often necessary as some businesses seek anchorage and others look to anchor their position in a soft market. Aligning and integrating complementary business units and technologies, as JDA and i2 have endeavored, builds and optimizes value.

Within the supply chain there is a similar progression—and logistics technology is the enabler that brings supply and demand together. Functional integration materializes in countless ways and the impulses are equally flux. There is wasted effort and redundancy between corporate and value chain partners that perform the same tasks independently, rather than collaboratively; there is time and cost caught in the backwaters between an organization's functional silos; and there are new business partners and customers that need to be plugged in.

Logistics technology companies responding to *Inbound Logistics'* annual *Top 100 Logistics Providers* survey indicate as much, as you'll see in the TrendTracker item on page 22. Sixty-five percent of respondents identify integration as a challenge for their customers. Cost, customer service, and visibility register as higher priorities among shippers, but problems in these areas are largely the result of siloed decision-making and poor integration. As a force equalizer, logistics technology allows businesses to tear apart functional barriers and build more synergistic supply chains that pull to demand.

The need for supply chain integration is also derivative of the arc that technology developers have followed—at their customers' lead. Solutions are more scalable, modular, and function-specific, creating additional strands of connectivity that need to be threaded together with nuts and bolts systems, then tightened. Given the complexity of expanding supply lines and the stratification of third-party partnerships, effectively aggregating and communicating information across disparate areas is a competitive differentiator.

It's also a defining theme in our annual Logistics IT issue. At our readers' lead, we have put together a fully integrated editorial lineup that embraces different perspectives of the logistics technology space. From anecdotal best practices and exclusive market research to our 12th annual Top 100 Logistics IT Providers list (page 52), we present a top-down, inside and out look at how technology trends and companies are transforming today's supply chains. ■



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DIALOG

LETTERS TO THE EDITO



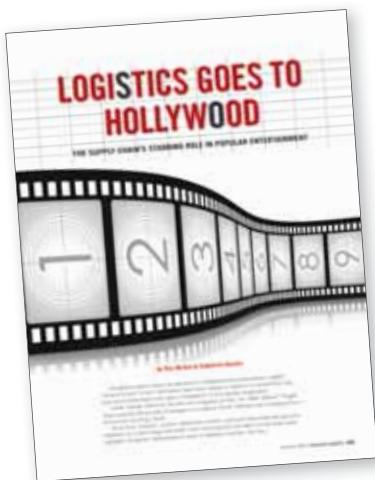
Ready for the Sequel

I really enjoyed the feature article *Logistics Goes to Hollywood* (January 2010). One obvious classic you overlooked: the long-running TV series *Wagon Train*!

Lonnie J. Keller,

Executive VP—Supply Chain & Logistics,
Ronco Communications & Electronics, Inc.

Editor's Note: Good one, Lonnie! For those of you too young to remember it, the show, which ran from 1957 to 1965, followed wagon master Major Seth Adams (Ward Bond) and head scout Flint McCullough (Robert Horton) as they carried supplies across the post-Civil War Western frontier into the hands of eager pioneers.



Read *Logistics Goes to Hollywood*
at [inboundlogistics.com/articles/
features/O110_feature07.shtml](http://inboundlogistics.com/articles/features/O110_feature07.shtml)

Down with Deal-Making

I couldn't agree more with Perry Trunick's column, *Assemble the Fragments* (February 2010).

I have been a transportation and environmental professional for 40 years, and the United States still doesn't have a national transportation policy. Trunick is exactly right: it is a patchwork of self-serving, political knee-jerk promises. I don't know how the transportation industry in the United States operates as well as it does with the crazy array of deals, non-functional policies, and outright political deal-making that is both wasteful and ineffective.

Alton Lanier, Arlington, Tenn.

10+2 Doesn't Add Up

The chart accompanying your article *ISF Compliance: Solving 10+2* (February 2010) is a good reference, except that I question the two items listed in the carrier requirements section. Shouldn't these items be the vessel stow plan and container status message data?

Beverly Bleckman,

Logistics Manager, Cypress, Calif.

Editor's Note: You're right, Beverly. Importers/exporters must send the following 10 data elements:

1. Seller (or owner) name and address
2. Buyer (or owner) name and address
3. Importer of record number/

foreign trade zone applicant identification number

4. Consignee number(s)
5. Manufacturer (or supplier) name and address
6. Ship-to name and address
7. Country of origin
8. Commodity Harmonized Tariff Schedule number
9. Container stuffing location
10. Consolidator (stuffer) name and address

Carriers must submit these two data elements:

1. Vessel stow plan
2. Container status messages

The correct text appears in the digital edition of the issue and the PDF version of the article, available for download at inboundlogistics.com/digital/10plus2_digital2010.pdf

Dictionary Download

I've been visiting your great Web site for eight or 10 years, and from time to time I use the glossary of logistics terms. It would be useful if I could download this as a PDF and read it off-line. Thanks for your hard and great work—it's really appreciated.

Carlos Barajas

Editor's Note: Thanks for the suggestion. We're looking into it, but in the meantime, readers can access our handy definitions of supply chain and logistics terms at www.inboundlogistics.com/glossary

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10 TIPS

STEP-BY-STEP SOLUTIONS



by Deborah Catalano Ruriani

Boosting Loading Dock Efficiencies

Inefficient loading dock operations open the door to delays, accidents, and product damage. They can also derail on-time performance and result in customer dissatisfaction. Make small changes that can deliver a substantial difference with these tips from Walt Swietlik of Milwaukee-based Rite-Hite Corporation.

1 Improve employee comfort. More comfortable employees are more productive employees. Install a dock door with ventilation screen panels, which let in fresh air and light. Use high-volume/low-speed industrial fans to provide consistent air circulation, and seal the dock to keep employees warm and dry during cold, wet weather.

2 Create bigger dock openings. Openings should accommodate doors nine or 10 feet wide by 10 feet tall to efficiently service today's larger and wider trailers.

3 Lighten things up. Lighting the inside of the trailer will improve dock productivity. Try LED dock lights, which save energy and provide better light quality than traditional incandescent bulbs. A properly designed light's beam produces a balanced and optimal level of brightness inside the entire trailer.

4 Think push-button levers. Hydraulic or air-powered levelers that operate at the push of a button speed efficiencies and reduce maintenance when compared with mechanical levelers, which require manual operation.

5 Separate pedestrian and lift truck traffic. Industrial safety barriers protect people from multiple safety risks, including forklift impacts. They also keep employees and visitors from entering the dock, where they can distract forklift operators and cause accidents.

6 Get the right sequence. Loading dock vehicle restraints, overhead doors, and dock levelers must operate in the proper sequence to ensure efficiencies. Dock workers should lock the trailer with the restraint first, then open the overhead door, and, finally, lower the leveler into the open trailer for servicing. The controls should be interlocked to ensure the proper sequence is followed for maximum efficiencies—and to avoid downtime, because improper sequencing can lead to equipment damage.

7 Guide the truck. Use trailer wheel guides to help drivers back up to the docks. Steel wheel guides anchored into the drive approach help drivers properly align trailers with the dock

opening, and reflective guides on the wall below the dock bumpers indicate where to position the trailer. Less time spent aligning the trailer to the dock translates into more time spent loading and/or unloading the trailer.

8 Consider advanced light communications systems. Lights installed on the top corners of the dock doors tell the dock manager whether a trailer is being serviced by a lift truck or sitting idle. These indicators help the manager keep dock traffic flowing.

9 Install vertical-storing levelers. Vertical-storing levelers speed efficiencies at the dock by eliminating the need for the truck driver to get out of the cab, open the trailer doors, then fully back up the trailer to the dock doors. With vertical-storing levelers, the driver can simply back the trailer up to the door and let the dock attendant do the rest.

10 Move beyond wheel chocks. Wheel chocks prevent trailers from moving, but vehicle restraints are more effective. Wheel chocks take time to position and can create safety issues. Electro-mechanical vehicle restraints secure the trailer at the push of a button and hold it safely. ■



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[INPERSPECTIVE]

BY PERRY A. TRUNICK

Associate Editor, Inbound Logistics
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Nation Building at Home

After generations of change, one transition is still difficult – how we integrate military veterans into the private-sector workforce.

The military has had to be innovative—or at least adaptable—when it comes to logistics. And, as strange as it may sound, the military is often more open to change than private-sector companies. In addition to a goal-oriented, committed attitude, many military veterans bring a skill set that is difficult to translate into a private-sector equivalent. But military experience is an asset, and shouldn't be dismissed with just a "thank you" or awkward silence.

During the U.S. Civil War, the Confederacy created the world's first military railroad to keep its troops supplied. That was of little help when they were deep in Union territory, near the town of Gettysburg. Rather than report back to General Lee on the Union troop disposition, a Confederate force chose to attack a target of opportunity—my great-grandfather, a "waggoner" and the supply wagons of Company G of the 28th Pennsylvania Infantry.

Four score and two years later (I couldn't resist), my father was part of the Fourth Motorized Division—the first completely motorized division in the United States Army. "Though the organization was experimental, its pioneering laid the basis for

all future development of motorized divisions," according to one Army account. His war started on the beaches of Normandy and ended with Germany's surrender.

Thirty years after he mustered out, I was completing my own military service—entering a society that was tired of a long, unpopular war and an economy that was struggling with, among other things, high unemployment.

For each of us, service was different, and the transition back to a civilian life was challenging. When I went on job interviews, very few potential employers asked about my military service.

Today's all-volunteer military is different. Reserve and National Guard units are much more heavily deployed

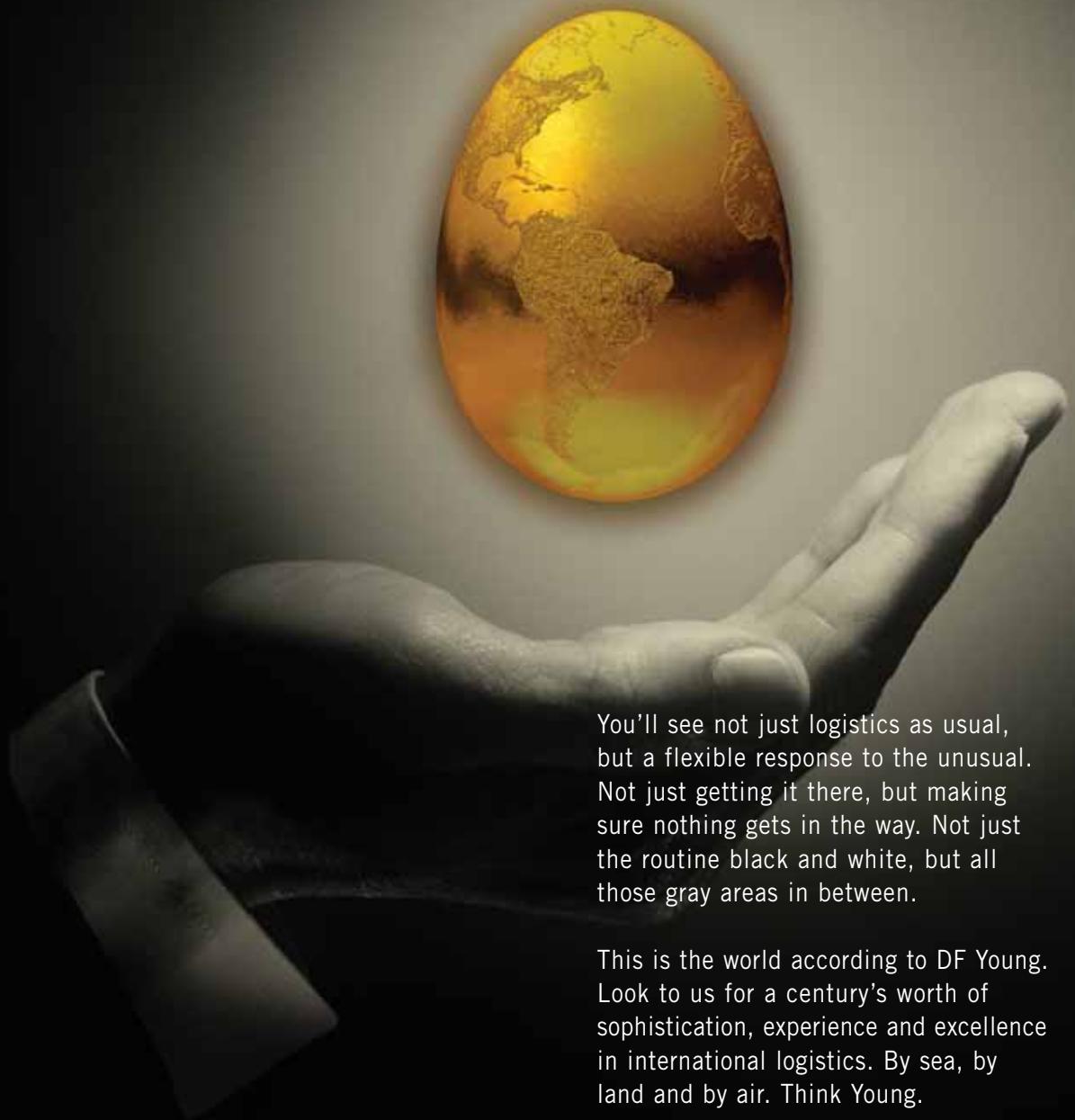
than they have been for decades. That significantly increases their exposure to military systems, tools, and processes. It also brings some of their civilian expertise to the military structure. This could be one of the greatest public/private knowledge transfers, and it's not being managed or administered by anyone; it's occurring organically.

On the active-duty side, the quality of training and on-the-job learning has steadily improved and, whether those service members are entering the private sector after one enlistment or a career, they bring those skills with them. They may need some help translating the language from military jargon to civilian jargon, but if you dig, it will become clear.

On the less tangible side, these veterans bring a sense of commitment and a strong focus on results. They have been leaders or worked under good leaders, and they carry an expectation of strong leadership from the organization they choose to work for.

I guess the real question is: Is the private sector ready to welcome and help develop this next wave of supply chain leaders? ■

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READER PROFILE

by Merrill Douglas

Distributing Ammo and Hot Chow

Jason Ballard spent four years in the Marines, distributing ammunition in locales as diverse as Somalia and Okinawa. When he left the service, he was tired of logistics.

Six years later, when Ballard graduated from college on an Army scholarship, the newly minted second lieutenant found himself back in logistics. "That was a sign," Ballard says.

A good sign, it turns out. Fast forward several years, and there's Captain Ballard, assistant division transportation officer, moving soldiers and equipment from Fort Hood, Texas, through Kuwait to fighting positions in Iraq.

"It was a great opportunity to see logistics operations in action," he says.

Ten years as an Army sustainment officer provided views of the military supply chain from just about every angle. Besides helping to manage the end-to-end flow of assets, Ballard has distributed goods across a brigade, making sure supplies

went first to units that needed them most.

He also led a forward support company in Iraq, where his 200 soldiers maintained armored vehicles and trucks, prepared and delivered food, brought supplies and equipment into the battalion area, and delivered those goods to infantry and armored units in the cities and countryside.

Ballard took pride in treating soldiers well. For example, it would have been easy to deliver Meals Ready to Eat to a remote outpost every two weeks. But those packaged meals taste "pretty bland," he says, and soldiers deserve better.

Making sure that troops in the smaller outposts got the same perks as soldiers in more accessible spots took some ingenuity. Once, the company found itself without refrigerated transport. "We bought deep freezers, put them in an armored stake bed truck, and hooked them to a generator," Ballard recalls. "We made our own refrigerator truck."

ARMY STRONG

NAME: Jason Ballard

TITLE: Major, student in the Command and General Staff School, Fort Leavenworth, Kansas, since 2010

COMPANY: U.S. Army

PREVIOUS EXPERIENCE: U.S. Army Reserve: field artillery. U.S. Marine Corps: ammunition technician. U.S. Army: second lieutenant (recruiter, later cargo transfer company platoon leader); first lieutenant (assistant battalion operations officer); captain (battalion logistics officer, later assistant division transportation officer, then forward support company commander, then assistant brigade logistics officer).

EDUCATION: B.S., interdisciplinary science, South Dakota School of Mines, 2000



The Big Questions

What do you do when you're not at work?

My wife and I spend a lot of time exploring new places, driving the back roads, and visiting small towns. We love fly fishing, being outdoors, and spending time with our dogs.

Ideal dinner companion?

Theodore Roosevelt. His ethos of adventure, patriotism, and determination would make him an enjoyable, entertaining dinner companion.

Business motto?

When I was commander of a forward support company, our motto was "Seamless."

What's in your assault pack?

Pens, paper, and school supplies. In Iraq, I carried two extra magazines of ammunition, a chemical light, a compass, an extra set of clothes, a first aid kit, batteries for my radio, a pocket knife, and a map.

First Web sites you view in the morning?

CNN, Fox, and Army Knowledge Online. I visit sites that enhance my contributions and knowledge, and make me a better manager, soldier, leader, and person.

If you didn't work in supply chain management, what would be your dream job?

History teacher, park ranger, wildlife biologist, or archaeologist.

Delivering the goods stateside could be just as satisfying, such as the 20-degree day in Fort Carson, Colo., when Ballard's company brought hot food to infantry troops.

Currently, Ballard is enrolled in the Intermediate Leadership Education course at the Command and General Staff College at Fort Leavenworth, Kansas. When he's done there, he hopes to become a division transportation or support operations officer.

A logistics position in the Army does have its pitfalls. "If we don't get soldiers what they want, they're not happy," Ballard says. "And when the troops aren't happy, it's usually our fault."

But Ballard's career path brings rewards as well, such as serving soldiers hot coffee on a frigid day. "I can make a difference here," he says. ■

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NOTED

THE SUPPLY CHAIN IN BRIEF

m&a

The company formed by the completed merger between **Diamond Phoenix** and **System Logistics** now operates under the name System Logistics Corporation, a member of the Italian firm, System Group. Customers benefit from a wider mix of order fulfillment technology and service offerings, including a global system design team, dedicated research and development teams, enhanced concept simulations, and advanced testing and analysis of materials handling data for intra-logistics solutions.

Toll Group, one of Asia's leading providers of integrated logistics services, has acquired **Summit Logistics International**. As an ocean freight forwarder serving the Greater China to North America lane, Summit improves Toll's total supply chain capability in the U.S. market. The move is timely, as scale in the Trans-Pacific trade has become a key element in delivering price-competitive services to U.S.-based customers.

soundbyte

“For consumers to spend, business investment must rise because that is what creates jobs. I don't think you will see substantial increases in employment until you see substantial increases in business investment.”

—Fred Smith, chairman and CEO of FedEx, commenting on early predictions of U.S. economic recovery.



UP THE CHAIN

Michael Trainer was recently appointed chief financial officer and treasurer at **Akron Children's Hospital**. Acting as interim CFO since late last year, Trainer joined the hospital system in 2008 as a vice president responsible for supply chain, financial reporting, revenue cycle, managed-care contracting, budgeting, third-party cost reporting, and decision support.

Owens & Minor, a leading distributor of medical and surgical supplies to the acute-care market, has named **Charles C. Colpo** as its new executive vice president and COO. Colpo joined the company in 1981 and served as senior vice

president of operations, overseeing the information technology team. He has also held senior-level positions in supply chain process improvement and inventory management, including a stint handling sales and operations for four distribution centers.

Bell Incorporated, a leading independent folding-carton manufacturer, has appointed **Ben Graham** as its new president and CEO. Graham, who served most recently as vice president of finance, sales, and supply chain, started at Bell nearly two decades ago and was responsible for creating the company's global supply chain management system.

Domino's Pizza recently announced that **John Macksood** has been promoted to executive vice president of supply chain operations. A 24-year veteran of the pizza chain, Macksood has held various positions in logistics and purchasing, overseeing the creation of business line extensions including a produce processing plant, a thin crust shell processing plant, and freight redistribution.

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GREEN SEED

SEKO Worldwide's 33,000-square-foot Portland, Ore., warehouse recently installed a 31-kilowatt, 143-panel solar voltaic system that will supply up to 90 percent of its power needs and cut monthly electricity costs. Unused electricity is sold back to Portland General Electric via a net metering system that allows the utility to measure a surplus or deficit, and mete out credits accordingly.

The Port of Seattle, Puget Sound Clean Air Agency, and Cascade Sierra Solutions recently scrapped the 100th truck as part of their Scrappage and Retrofits for Air in Puget Sound (ScRAPs) program. Initiated in November 2009, the objective is to reduce industrial port emissions by removing drayage trucks with pre-1994 engines from the road. Through the program, truckers receive \$5,000 or the Blue Book value of their truck – whichever is greater – in return for scrapping their old truck.

SEALED DEALS

Brightpoint's North American subsidiary has entered into an agreement with **HTC Corporation** to perform fulfillment services for Google's Web store in the United States. The contract includes inbound receiving, inventory and transportation management, product kitting, and picking and shipping of end-user orders from Google.

Manchester, England-based "football" boot retailer **Concave Sports** is partnering with **OHL** to provide supply chain and distribution services in Asia, North America, and the United Kingdom. The 3PL will support Concave's retail and direct-to-consumer channels by handling air and ocean freight management, customs clearance, warehousing, and parcel delivery.

▼ **Isuzu** has selected and implemented **Apriso's FlexNet**, a manufacturing and logistics operations management system, to manage production of its knock-down parts at overseas factories. The solution enables the automotive

manufacturer to analyze and execute on differences between planned and actual parts demand, reducing shipment lead times, decreasing inventory, and improving profits.

Medical device manufacturer **Boston Scientific Corporation** has picked **Kiva Systems'** robotic order fulfillment and warehouse solution to automate two key distribution centers in the United States and the Netherlands. The materials handling set-up uses mobile robotic drive units that bring inventory directly to workers, enabling efficient access to stock at all times.

Fiesta Gas Grills has implemented **Management Dynamics'** supply chain visibility solution to support its expanded global procurement operations. The IT enhancement gives the manufacturer better visibility into supplier-level production and distribution processes, a standard platform for coordinating global operations, and labor scalability in its procurement organization.

awards

Wallenius Wilhelmsen Logistics has earned recognition as a partner-level supplier for 2009 and was also named Supplier of the Year in the **John Deere** Achieving Excellence program. Participating suppliers are evaluated annually in several key performance categories.



Sonoco has recognized **Con-way Truckload** as the recipient of its 2009 Prospector Award, given to a core carrier that best demonstrates the ability to uncover and develop growth opportunities with Sonoco.

Flynn Transportation has been awarded the FTL Carrier of the Year Award from **Technicolor** for services provided in 2009. The award is in recognition of the carrier's commitment to service excellence in working with Technicolor's transportation organization.

McDonald's USA recently selected **The Martin-Brower Company**, a food and paper distributor, as its 2009 Supplier of the Year. The McDonald's award is presented annually to the food, paper, or product supplier that makes the most significant impact on, and contribution to, its U.S. business – including commitment to quality and food safety, product, equipment and process innovation, customer service, and value.



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TRENDS

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TRENDTRACKER

Logistics IT: Keying Into Shipper Demand

by Joseph O'Reilly

Inbound Logistics' annual Top 100 Logistics IT Providers survey and outreach canvasses solutions providers to understand the challenges and opportunities their customers confront as they navigate the global supply chain. How and where shippers direct logistics technology spend exposes broader trends in the transportation and logistics space.

Companies invest in logistics and supply chain solutions to address operational problems and drive strategic decision-making. This past year was particularly trying for retailers and manufacturers, given the draconian impact of a global recession. As profits dried up, businesses were forced to shake as much cost out of their structures as possible.

So it is no surprise that 95 percent of technology companies responding to *IL's*

survey cite cost as their customers' greatest challenge—compared to 92 percent in 2009—followed by visibility (80 percent), customer service (70 percent), integration (65 percent), transport optimization (54 percent), and data synchronization (43 percent). All data reveals marked increases over 2009 numbers (see chart on page 24).

The cost versus customer service dichotomy is always an intriguing touch point. While customer service remains a top

concern, this year's data (no change from 2009) suggests it's still secondary—and by the numbers, tertiary to both cost and visibility—as businesses scrap and scrape for ways to squeeze out spend. It's a delicate balance that has dire consequences if companies and brands lose market share to poor customer service.

Given the difficulty and cost of moving less freight while still meeting time-to-market expectations,

transportation optimization is a key differentiator for companies exploring ways to streamline their supply chains. Whether consolidating and building more complete loads, eliminating LTL moves, rationalizing haulage miles, or embracing intermodal options, shippers leverage transportation management, routing and scheduling, and optimization solutions to find greater efficiency and economy. Companies are also mindful of the recent fuel crisis

and increasingly committed to reducing their carbon footprints, reflected by the fact that 31 percent of IT company respondents see green initiatives as a priority among their customers—up four percent over last year, and despite recessionary constraints on discretionary spending.

Lack of visibility is still the bane of transportation and logistics practitioners, especially as supply lines grow longer and third-party networks

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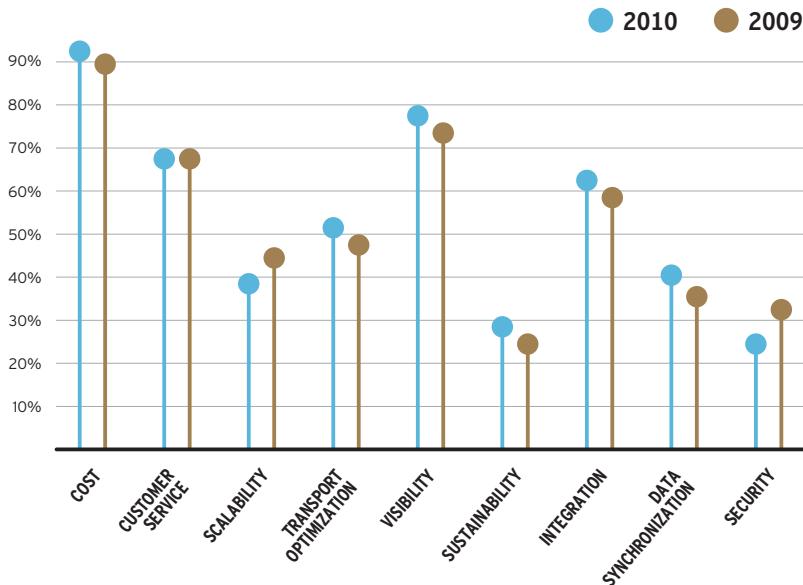
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TIME & ATTENDANCE SCHEDULING ABSENCE MANAGEMENT HR & PAYROLL HIRING LABOR ANALYTICS

Which transportation and logistics challenges are most critical to shippers?



Source: 2010 Top 100 Logistics IT Providers Survey

and external business partners. As outsourcing continues its steady growth, IT integration across all areas of the organization and extended enterprise is critical to creating seamless visibility.

Of less importance to shippers, according to surveyed technology companies, is scalability (41 percent) and security (27 percent)—both of which show noticeable drops compared to last year. Apart from seasonal fluctuations, market contraction has forced industry to scale supply down to match tepid consumer spending. Economies of scale are difficult to capture when there isn't enough critical mass in the pipeline and demand is speculative.

Rather, businesses have been more conservative in how they manage inventory. Many have simplified their SKU portfolios and naturally leaned their warehouses; others have relied on surplus stock to counter demand variability. Both strategies invite their own risks. With economic recovery, however, businesses will again need to consider supply chain scalability as they spring from defensive tactics and ramp up to meet demand.

Security, by comparison, has largely become an expectation among shippers and their transportation and logistics partners—a built-in value rather than a value-add. Theft, terrorism, and intellectual property protection are recurring

become more complex. Global trade management solutions have become a hot IT commodity as a result of continued offshore expansion, more stringent regulations such as U.S. Customs and Border Protection's Importer Security Filing, recurring concerns about product quality, and visibility among disparate suppliers and contract manufacturers.

Visibility, integration, and data synchronization are shared challenges that feed off one another. Embracing demand-driven logistics and efficiently and economically matching point-of-sale signals to production and inventory requires information synergy, then visibility, so that all parties in the supply chain have access to vital order and shipment data. Breaking down functional walls and integrating operations is contingent on marrying these elements. Optimizing one without the others—for example, increasing visibility but failing to synchronize data—only optimizes dysfunction.

Technology integration is also a key challenge for companies as

modular, add-on solutions gain traction. Freewheeling IT spend has given way to a more judicious approach to investment with specific and shorter-term ROI goals. On-demand and Software-as-a-Service (SaaS) applications offer greater flexibility without costly and timely implementation and maintenance—but they also require connectivity with legacy systems

Top 100 Logistics IT Providers: Then & Now

12

Number of Top 100 Logistics IT Providers from 2000 still on the 2010 list—reflecting the pace of change in the industry since the dot.com implosion. Among the notable incumbents: Manhattan Associates, Kewill, Cheetah Software Systems, Descartes, and Appian Logistics Software.

15

Number of Top 100 Logistics IT Providers named to this year's list for the first time—reflecting the pace of industry consolidation during the past year. Among the notable departures: i2 Technologies, Optiant, Click Commerce, and ClearOrbit.

concerns, especially as businesses stretch their global presence into developing countries. Technology security, especially for businesses that use hosted logistics solutions rather than local systems, also raises red flags about sharing sensitive information outside the organization. Safeguarding market position, however, has been a more compelling concern for businesses over the past two years.

Bitter Pill Prescribes Better SCM

A product recall was just what the supply chain doctor ordered for Tylenol manufacturer McNeil Consumer Healthcare, a division of Johnson & Johnson. After an arthritis medication

snafu late last year ballooned into a 50-million unit recall encompassing several consumer medications, the company implemented fixes to its quality assurance and supply chain systems.

Following the recall, McNeil hired a forensics lab to confirm its suspicion that the breakdown of a preservative used on wood pallets was the culprit behind a product and packaging odor that sickened some consumers.

As a corrective and preventive action, the manufacturer now requires suppliers to ship drug ingredients and packaging components on heat-treated pallets instead of those treated with the preservative. McNeil has also destroyed on-hand components shipped on pallets that could not be confirmed as



Tylenol manufacturer McNeil Consumer Healthcare tightened up its supply chain systems in response to a product recall.

preservative-free.

As further measures, McNeil recently brought over a new president of quality assurance from Johnson & Johnson's global pharma supply group; changed field alert reporting and investigation procedures; and revised complaint review and handling procedures. ■

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GLOBAL

THE WORLD AT A GLANCE

by Joseph O'Reilly

DB Schenker Strikes Black Gold

DB Schenker recently procured a \$500-million contract to provide worldwide and national transport for Australia's vast Gorgon gas project. The Kellogg Joint Venture, a consortium under contract to Chevron, Exxon/Mobil, and Shell, plans to start producing gas in 2014. As part of the four-year contract, the global freight forwarder will provide integrated logistics services to transport more than two million metric tons of equipment to module production plants in Asia or directly to a planned gas liquefaction plant on the northwest coast of Australia.

South Korea Pursues Free Trade

Integration Point and Samjong KPMG Advisory are teaming up to help shippers address the rapid expansion of free trade agreements (FTAs) in South Korea. Combining Integration Point's global trade management solutions with Samjong KPMG's economic development and investment direction, the partnership lets companies leverage the benefits of FTAs and automate compliance to existing pacts.

South Korea has recently taken an aggressive approach to forming global trade agreements. It currently has 14 FTAs either signed, in process, or under joint study. In the next 10 years, South Korea is expected to sign treaties with more than 60 countries.

Kiwirail Kudos

The Port of Auckland, New Zealand, is bringing marine transport directly to shipper doorsteps with the debut of its new Wiri-to-Waitemata seaport rail link. The intermodal shuttle connection helps exporters and importers drive efficiency and increase flexibility by enabling them to drop off and pick up containers without negotiating Auckland's motorways. Shippers can use the inland Wiri Freight Hub as a staging

post, freeing up room at the seaport and maximizing rail transportation in between.

Authorities expect the new link will save as many as 100,000 truck trips to the city per year when functioning at capacity. Given that many port customers are based within six miles of the inland hub, they anticipate the rail connection will reduce carbon emissions by up to 40 percent.



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Logistics Development, One BRIC at a Time

India has reason to be optimistic, according to Transport Intelligence's latest *Emerging Market Logistics Index*. The country ranks first among 38 developing nations, based on the appeal of its logistics market to foreign investors. The report measures three criteria: market size and growth attractiveness, market compatibility, and connectedness. Other "BRIC" countries also fare well in terms of how they are building out transportation and logistics infrastructure and services to attract investment. The top five emerging markets are:

1 INDIA claims the top spot overall, scoring especially high in terms of market size and growth prospects, which helps soften foreign investment concerns regarding the country's underdeveloped transportation networks.

2 BRAZIL takes second place, helped not only by its economic performance but also by good levels of market accessibility and improving domestic and international transport connections.

3 INDONESIA also scores well as a consequence of its developed domestic industry and in spite of lagging transportation infrastructure.

4 MEXICO'S parity across the three sub-indices makes it a hot target for investment.

5 RUSSIA trails Mexico in terms of transportation connectivity, but excels in market potential and compatibility.

Liberia Explores Port Privatization

Liberia's government recently announced that APM Terminals is its preferred bidder for operating a 25-year concession at the Port of Monrovia as part of a public tender process. The project entails rehabilitating the existing Marginal Wharf, developing container and general cargo operations in the terminal, and taking on responsibility for marine services throughout the port. A new berth, more efficient yard handling procedures, and the installation of better equipment will transform the port into a more competitive, world-class facility capable of handling modern, deep-draft vessels.

With Liberia's abundant labor force—3.4 million people—and wealth of natural resources, the government is looking to privatize its port industry, bolster the national economy, and create more jobs in Monrovia. APM Terminals is already the largest port and terminal operator in West Africa, with facilities in the Ivory Coast, Benin, Ghana, Nigeria, Cameroon and Angola, and a project underway at Pointe-Noire, Congo. []

CN Settles in the Heart of the New West

CN is looking to join the stampede with a new \$100-million logistics park northeast of Calgary. Plans for the 680-acre spread, expected to be complete by 2013, include: an intermodal terminal with room for customers to co-locate or custom-build their own facilities; a multi-commodity transload and warehouse center; an automotive compound; and a liquid/bulk transload and distribution facility.

Calgary is the third-largest distribution center in the country and is fast becoming the logistics hub of western Canada, serving a rapidly expanding market. Combined with CN's extensive rail presence in the region, shippers will be well-positioned to distribute freight across the western provinces, whether sourced from Asia through the West Coast or coming from eastern Canada and the United States.



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3PLLINE

by John A. Evans

Growing Together: Promoting Government and Industry Collaboration

In Michigan, a state that's undergoing an unprecedented shift in its economy, Governor Jennifer Granholm established a new committee to create opportunities for the logistics and transportation sector. The group, comprised of politicians, business leaders, community organizers, and supply chain professionals, advises the governor and state agencies on supply chain management initiatives to help the economy and create jobs.

Logistics thought leaders around the country must follow this example and seize every opportunity to promote the sector's and economy's overall success. There are three main areas where logistics and the government can work together.

1. Regulatory issues. Ensuring logistics companies have what they need to grow is critical. One way to do this is by making recommendations on regulatory, tax, and investment issues to ensure they are equitable and balanced.

Michigan, for example, passed legislation a few years ago extending a six-percent sales tax on warehousing and logistics services. Evans Distribution explored all options to repeal, overturn,

or modify this legislation including: meeting with government officials, lobbying legislature with industry associations to exclude warehousing from the tax, partnering with local organizations also fighting to repeal the law, and sending the legislature 5,000 letters written by Evans' employees.

We met with senators and representatives to inform them of the severe consequences to the state should they proceed with taxing the industry. The grassroots lobbying and marketing effort to get the service tax canceled was aggressively executed so that logistics companies wouldn't have to increase their prices and risk losing customers in a weak economy.

2. Workforce training. A skilled workforce may be a region's greatest asset. The government can design and fund training and vocational programs to teach the logistics language, how to operate class-eight trucks and hi-los, and the demands of just-in-time manufacturing.

State agencies can support recruiting, screening and assessment, and training in specific skill areas. Reaching out to local representatives and suggesting

grants to fund these initiatives is one way to ensure the continued strength of an area's labor pool.

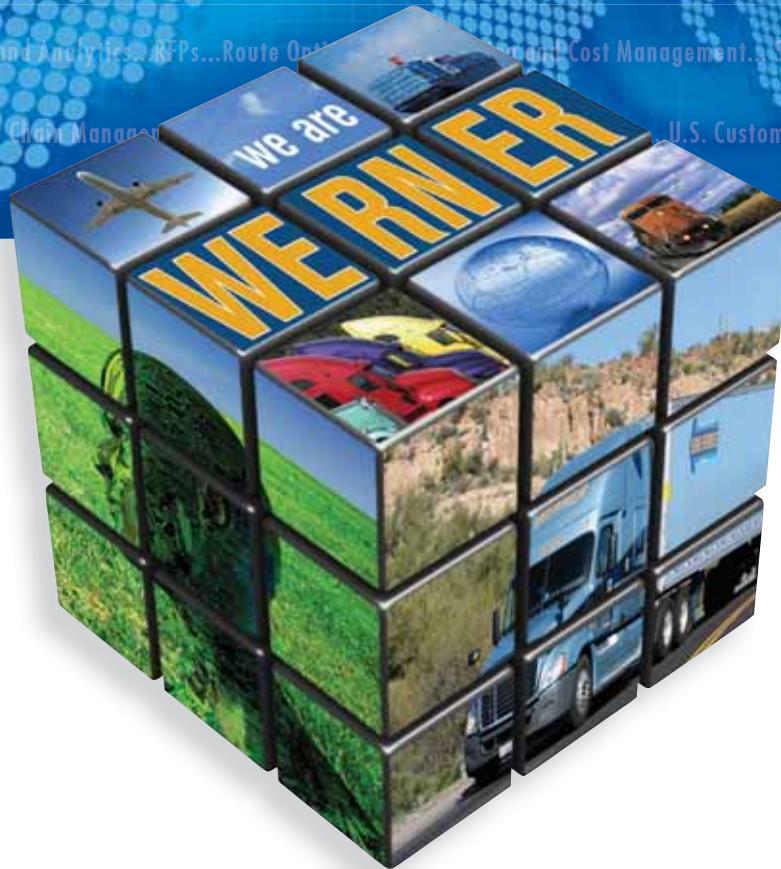
3. Infrastructure. States require reliable, efficient modes of transportation to connect local companies to national business centers and world markets. Yet infrastructure continues to be a problem in cities nationwide.

Logistics professionals and the states must work together to prioritize and coordinate investment in transportation infrastructure. While many states have a solid infrastructure foundation, an aging system often requires updates and redevelopment. Improving mode connectivity would benefit logistics operations. After all, infrastructure investments often lead to more business growth.

Collaboration benefits both parties. It can help explore methods for attracting, supporting, and growing the supply chain and logistics sector. Whether a supply chain manager for a major corporation, owner of a trucking company, or president of a third-party logistics provider, logistics professionals should get involved in the decisions that affect our business. ■

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IT MATTERS

by Jason Howton

Crossdocking: A New Vision for an Old Idea

Manufacturers and distributors know crossdocking—the practice of immediately converting inbound deliveries to outbound shipments—can help create more efficient supply chains. But there’s an obstacle to crossdocking that can undermine those efforts: the need for continuous, real-time shipment visibility.

Without the shipper’s ability to track and trace individual parcels, shipments may be delayed, misplaced, or duplicated. As a result, subsequent shipment setbacks and excess inventory build-up can diminish the benefits crossdocking is intended to deliver.

Lack of visibility often results from relying on enterprise resource planning (ERP) applications to support crossdocking activity. ERP solutions typically don’t have the real-time tracking capabilities to provide the visibility required for crossdocking.

Because of their focus on the financial impact of business activity, ERP applications essentially overlook crossdocked shipments. Parcels slated for crossdocking exist in a financial limbo outside the ERP domain.

This functional gap poses a significant challenge. Without tracking and

tracing capabilities designed specifically for crossdocking, companies risk building excess inventory and incurring the administrative overhead required to receive and process rogue shipments. They also lose shipping control and find it impossible to troubleshoot missing, duplicate, or misdirected shipments.

FINDING THE SOLUTION

This is where an old idea meets a new vision. Regardless of their ERP solution, companies can achieve best-in-class crossdocking performance by adopting the following operational priorities:

■ **Visibility.** Real-time shipment status, location, and delivery time information available to customers, suppliers, and third-party logistics providers.

■ **Auditability.** Up-to-the-minute historical records of shipping activity, down to the individual parcel level, to isolate errors and bottlenecks, and simplify troubleshooting.

■ **Compliance.** The capability to enforce rules and standards that ensure shipment accuracy, timeliness, and approvals.

The following technologies help maintain real-time visibility, auditability, and compliance:

■ **Advanced labeling solutions** assign shipments unique parcel tracking numbers that provide continuous shipment status and history.

■ **Distinct tracking databases** provide an audit trail of individual crossdocked shipments, as well as a view of shipping activity for all suppliers.

■ **Mobile data collection devices**, such as handheld scanners, with pre-defined crossdocking parameters allow shipping and receiving personnel to scan and coordinate inbound and outbound shipments, sending information directly to the tracking database for mass uploads.

■ **Just-in-time delivery support** that extends the receiving process to suppliers, synchronizing data to control delivery to correct locations.

While crossdocking is an appealing practice for companies looking to maximize supply chain efficiencies, it follows the same basic rule as other data-driven supply chain practices: you can’t improve what you can’t control. To achieve best-in-class crossdocking performance, companies must ensure visibility, auditability, and compliance. Adopting this strategy delivers significant financial and operational advantages. ■

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VIEWPOINT

by Robert L. Sobel

Reducing Risk with Trade Disruption Insurance

Because doing business in the global marketplace has become more risky, U.S. companies need to be their own best advocates. Exporters and importers should take precautions to minimize risks to profitability and viability in world trade. One step is investing in trade disruption insurance (TDI).

SMART PROTECTION

First written for the London Market in the 1990s, TDI was designed to protect businesses from financial setbacks resulting from disruptions such as embargoes, confiscation of goods, terrorism, labor strikes, political violence, or war. TDI was also intended to protect companies from financial problems stemming from covered causes of loss, such as vessel breakdowns, port closings, waterway blockages, and natural disasters. In addition, TDI was a form of protection for financial losses resulting from supplier or customer insolvency.

The thinking behind TDI is that companies should be protected against risks of indirect threats that will interrupt trading activities and, in turn, trigger a financial impact. Unlike business interruption (BI) coverage, where physical

loss or damage to property is required, TDI does not require loss or damage to cargo to trigger a covered loss. Instead, it is triggered by indirect events caused by delays in a shipment's transit as a result of an unexpected peril.

TDI IN ACTION

Here's an example of TDI in action. An American company manufactures a product in China. A major earthquake occurs, causing a landslide that blocks the sole road in and out of the region. This interruption delays the product's shipment to a retailer who, as a result, cancels the order. TDI coverage is triggered.

In addition to covering the loss of the retailer's order, TDI covers additional expenses such as transporting the product by air out of the region to meet a preset order deadline. A BI policy, on the other hand, would not cover the loss because it happened outside the policy's coverage territory, and there was no direct damage to the company's product.

TDI serves to secure supply chain-dependent income and mitigate expenses arising from unexpected contingencies needed to address the problems generated by an unplanned

danger to the supply chain. It also is a form of assurance to financing sources, investors, and strategic allies who value the fact that safeguards have been taken to protect the company's revenue stream. Customers, too, gain confidence in knowing their suppliers are diligent in efforts to uphold shipment commitments.

Global traders must be alert to increasing threats to the supply chain. In addition to increased terrorism and political violence, inherent risks are associated with the growing use of low-cost labor in third-world nations with unstable and corrupt governments.

Further, while American businesses often take for granted that there will be a viable infrastructure for the reliable transportation of their goods, this is often not the case in underdeveloped regions. Poorly constructed bridges and roadways are commonplace in many parts of the world, and are vulnerable to natural and weather-related disasters. It is important to recognize the deficiencies that exist in other regions, and the economic risks they pose. Protecting against these risks with TDI coverage is good business. ■



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techn

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Growing companies harness a variety of IT solutions to help them maintain outstanding performance.

Technology excellence

by Merrill Douglas

Just as children outgrow their clothes, successful businesses eventually outgrow the tools they use to manage their supply chains. Spreadsheets, e-mails, and rules of thumb might suffice to support a business while it's small. But enlarge the market, add suppliers, build more distribution centers, and, before you know it, those once-reliable props start sagging under the burden.

When old processes grow tired, companies trying to boost performance often turn to new logistics information technology solutions. Here's a look at how three companies apply logistics IT to drive supply chain excellence.



Too Much, Too Little, or Just Enough?

Without the ability to spot demand trends, this fuel distributor risked creating a serious gap between supply and customer needs.

McPherson Oil was facing a problem of balance. The more the company grew, the harder it became to match inventory levels with customer needs.

Based in Trussville, Ala., McPherson Oil is a distributor of lubricants, fuel, and petroleum equipment. It delivers products from locations in Alabama, Florida, Georgia, and Tennessee to manufacturing plants, auto repair shops, quick lube chains, and other customers throughout the southeastern United States.

In the past, when they needed to analyze demand, forecasters at McPherson moved data from the company's enterprise resource planning (ERP) system into spreadsheets. The more the company grew, the more cumbersome that process became.

Moreover, the spreadsheets couldn't respond to fluctuating demand. Analysts plugged in figures based on forecasters' past assumptions, not on the rise and fall of customer orders in the present.

"We needed a software solution that would allow us to be more flexible and identify trends faster," says David Bright, McPherson's director of logistics.

Without that ability to spot trends, McPherson risked creating a serious gap between supply and customer needs. "We weren't able to build inventory fast enough to support new customers," Bright says. Or, if a major customer stopped buying a certain product, the company might get stuck with

inventory it couldn't sell.

In 2008, McPherson put out a request for proposal to implement a demand planning and inventory management system. All four software vendors that bid on the project offered good forecasting tools, Bright says. But officials at McPherson also wanted a system that would let them manage by exception and display reports as on-screen dashboards. That last requirement, in particular, tipped the scales in favor of JustEnough Software, a solutions provider based in Durham, N.C.

When it signed an agreement with JustEnough, McPherson set an aggressive 90-day schedule for completing the implementation. One major task was defining business rules that would govern the solution. What service level targets would McPherson use, based on the needs of different customers and the volatility of demand? Did the company want to forecast demand for particular products every week or every month? What inventory levels should it carry, and what levels could the company afford?

McPherson Oil

Trussville, Alabama

Challenge:

Matching inventory levels to customer needs

Technology Solution:

Demand management tool

Provider:

JustEnough Software
Durham, North Carolina

Result:

50% inventory reduction and more than 97% fill rate

JustEnough also had to configure the software to accommodate unique constraints in the petroleum industry. For example, companies buying bulk lubricants must purchase minimum quantities. "We can't just buy 100 gallons from ExxonMobil," Bright says.

Nor can the company exceed its storage capacity. "We needed JustEnough to understand that we could not carry more than what our tank could hold," he explains.

CALLING ON HISTORICAL DATA

To provide a solid foundation for future analysis, McPherson and its software vendor pulled historical data from the ERP system into the JustEnough solution.

"From day one, the system gave us access to two years' worth of sales history, sorted by customer, warehouse, or product," Bright says. JustEnough continually refreshes that history, importing new sales data from the ERP system each afternoon and night.

Another implementation task involved deciding what kinds of reports to present on the JustEnough dashboards. These displays provide information that company officials use to forecast future demand and adjust inventory levels.

Bright made suggestions based on his experience with a different demand planning system at a previous employer.

The implementation team also took requests from end users. To a large extent, though, McPherson relied on JustEnough to provide reports that had worked well for other customers. "Two-thirds of the reports we use are the system's standard reports," Bright says.

Implementing the JustEnough solution was complex, but the project proceeded smoothly. "We rolled it out on time and below budget," Bright says.

McPherson Oil did make some adjustments, however, once users had gained some experience. For one thing, Bright and his team discovered that the service level targets they'd used while configuring the system were too conservative.

Team members hadn't thought they could store enough inventory to offer better than a 97-percent fill rate. But after using JustEnough for about one year, officials at McPherson found they had more storage space than they'd

expected. "We reduced inventory because we had more of the right product and not as much of the wrong product," Bright says.

Using the extra available space, the company could adjust inventories to support higher service levels. "Instead of a 97-percent fill rate, we increased it to 98 or 99 percent – even, for some products, up to almost 100 percent," Bright says. "And we were still able to reduce inventory even more."

Overall, McPherson reduced its inventory by 50 percent and increased fill rates by two to three percent.

Results like those are now encouraging McPherson to apply the demand planning system in a new area of business. Although it's mainly a distributor, McPherson also does some production – blending used hydraulic oil with virgin oil and additives and selling the recycled product. "We'd like to do that on a larger scale," Bright says.

For example, the company could bring in a railcar full of base oil and add different combinations of additives to produce several products. But to do that profitably, the company must determine how much of each product to create.

Technology can help. "By applying a logistics IT solution, we'll be able to forecast and create plans for blending our own products," Bright says.

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Gaining the Global View

To improve customer service and order management, this home shopping firm needed end-to-end shipment visibility around the world.

A division of the multinational Redcats Group, Redcats USA is the third-largest home shopping firm in the United States. The New York-based company owns brands including men's and women's plus-size fashions, home and lifestyle products, sporting goods, and outdoor gear. About 70 percent of Redcats USA's products come from suppliers in Asia, and the company brings goods into distribution centers in Indianapolis; Troy, Ohio; and South St. Paul, Minn.

The two Indianapolis DCs service the company's direct sales apparel and home and lifestyle businesses, which operate as OneStopPlus.com. The DCs cover a total of 1.5 million square feet and ship about 17 million packages to customers annually.

Before 2006, Redcats USA's OneStopPlus.com used manual processes to manage much of its global supply chain operation. "It was a logistics manager's nightmare," recalls Chip E. Edgington, executive vice president of operations at Redcats USA. Phone calls, faxes, and e-mails flew back and forth internally within Redcats USA, and between the company and its suppliers and service partners. The company tracked the status of orders on spreadsheets. And much of the time, that status was unclear.

"We had visibility to purchase orders, but only after they were in transit," Edgington says.

Some status information came from carriers' visibility tools, but that wasn't the best way to gather information. "Relying on vendor systems can be ineffective," he says. "And we were relying on multiple systems, versus one consistent tool."



Redcats USA

New York, New York

Challenge:

Tracking import shipments

Technology Solution:

Global trade management system

Provider:

TradeBeam
San Mateo, California

Result:

Full visibility into the global supply chain

All these labor-intensive processes created inefficiencies and increased costs. Even worse, without end-to-end visibility, customer service representatives couldn't tell customers when to expect their merchandise. "That could make the difference between a successful and an unsuccessful order," Edgington notes. When reps can't promise when goods will arrive, customers are tempted to shop elsewhere.

Redcats USA's large size and global supply chain magnified the problem. "We had limited visibility on 70 percent of the goods coming into our distribution centers," Edgington says.

Redcats USA had three main criteria in choosing an IT tool to better manage its global trade. First, the system had to be user-friendly to accommodate users throughout the company. Second, it had to support management by exception. "We wanted to focus on shipments that went wrong, not shipments that moved according to plan," Edgington says.

Third, and perhaps most important, the system needed to provide visibility – not just at the purchase order (PO) level, but for each of OneStopPlus.com's approximately 170,000 stock-keeping units (SKUs).



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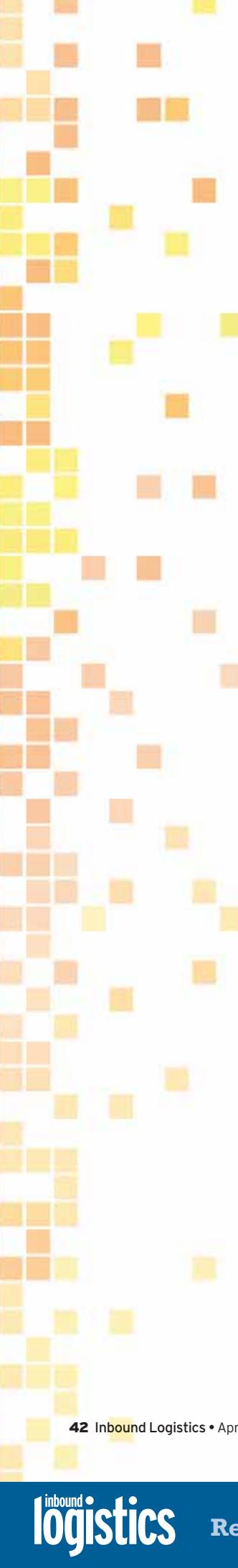
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In 2004, Redcats USA signed a contract with TradeBeam, a vendor of global trade management software based in San Mateo, Calif.

To prepare for the implementation, Redcats USA assembled a team that represented the interests of departments throughout the company, including IT, inventory control, global sourcing, fulfillment, customer service, finance, and logistics – reaching all the way to the CEO's office. "A dedicated, cross-functional team met weekly to work on our design requirements," Edgington says.

The company decided to automate in small steps. It focused on the Indianapolis DCs and a facility it owned at the time in Boston. It started with a few overseas suppliers and its most tech-savvy service providers. Eventually, it added more suppliers and service partners. "Once we overcame the hurdles, we were able to accelerate the project," Edgington says.

IMPLEMENTING THE SOLUTION

Redcats USA's OneStopPlus.com implemented TradeBeam's visibility solutions, which allow companies to manage orders and collaborate with overseas suppliers; manage activities with forwarders, brokers, and carriers as shipments move through the supply chain; and collaborate with suppliers and partners to manage inventory levels. Because TradeBeam provides software-as-a-service (SaaS) applications, Redcats USA didn't need to buy new equipment or install software on its premises.

It did, however, need to train users on the complex new system. TradeBeam's onsite trainers did a great job, Edgington says, but if he had the project to do over, he would have spent even more time on training. "On a launch like this, which touches every aspect of your business and every cross-functional department, you cannot train enough," he adds.

Getting the system up and running took about 18 months, which is longer than a TradeBeam deployment normally takes. "Tracking at the SKU level created a lot of complexity," Edgington says. Redcats USA started using the new technology in 2006.

TradeBeam provides links with service partners' information systems, allowing Redcats USA and all parties in its supply chain to share data electronically. Vendors receive POs and change orders immediately. Once an order is placed, Redcats USA can see its estimated ship date and stateside DC delivery date. As soon as an order ships, the TradeBeam system receives an electronic message that includes all the manifest information and packing details, down to the SKU level.

VISIBILITY MAKES IT WORK

When Redcats USA needs to shift part of an order from ocean transport to air, everyone involved in managing that order immediately receives a "shipment change request" and reacts accordingly. As the order makes its way around the world and through Customs, logistics staff receive alerts if something goes awry.

"We can focus on shipments that are being delayed or weren't handed over on time, and spend our energy helping to resolve those exceptions," says Amy McFayden, import manager at Redcats USA.

TradeBeam has given Redcats USA full visibility into its global supply chain, making the operation more efficient and improving customer service. "We can click on a PO and see an estimated time of arrival, truck number, and whether the shipment cleared Customs," Edgington says.

A second click provides a shipment manifest, and a third click serves up a detailed event plan for the movement. "That's a lot of information – and it's paperless," he says. "The system has changed the way we operate."

In the future, Redcats USA's OneStopPlus.com plans to use the system to generate bar-code labels, which overseas vendors can print from the Web and place on cartons before they ship. Redcats USA will also use TradeBeam to help manage shipments into the foreign trade zones that the company plans to establish in Indianapolis. "The system will help us file those entries with Customs faster and more accurately," McFayden says.

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Tuning In for a Competitive Edge

Better planning and communications helped this auto parts distributor get a handle on delivery schedules and fuel usage.

Ideal Supply Company, based in Listowel, Ont., has used a routing and planning system and wireless communications to manage customer deliveries since 2005. Last year, the company gained even better performance when it switched its wireless carrier.

Ideal Supply distributes auto parts, electrical components, industrial automation products, telecommunications products, and safety supplies from a warehouse in Listowel and 25 stores throughout western Ontario. It also operates a network of machine shops. Customers include auto repair shops, factories, contractors, and consumers working on do-it-yourself projects.

Some customers come to Ideal Supply's stores to make purchases. But many place their orders via phone, fax, electronic data interchange (EDI), or the Web. Ideal operates 93 trucks to deliver those orders.

Ideal Supply enlisted supply chain technology to deal with the challenges that come with success. As the company grew, it found itself making as many as 2,000 deliveries each day. Many mornings, it held back trucks to accommodate last-minute orders. "Those delays led to inconsistent departure times," says Chris Moon, Ideal Supply's assistant manager, innovation and technology support. Inconsistent departures led to erratic customer service.

In addition to gaining better control of delivery schedules, officials at the company wanted



Ideal Supply Company

Listowel, Ontario

Challenge:

Inconsistent fleet departures and inefficient delivery stops

Technology Solution:

Route planning software and wireless communications

Provider:

Descartes Systems Group
Waterloo, Ontario

Result:

Better control of delivery schedules; up to 30% less fuel spend

to curb the rising cost of operating – and, especially, of fueling – the delivery fleet.

To help meet those challenges, Ideal Supply chose *Route Planner RS* from Descartes Systems Group in Waterloo, Ont. One reason for the choice was that, unlike some other software vendors, Descartes offered a wireless communications option.

Ideal Supply's delivery drivers carry cell phones with GPS capabilities and a Java application for interacting with the Descartes solution. Once the system analyzes the day's deliveries and plans each route, drivers use the application to pick up their delivery instructions.

During the day, the GPS technology periodically transmits each driver's position back to the system, so dispatchers can monitor the fleet. Drivers also use the phone to transmit status messages as they move along their routes.

When Ideal Supply chose its system, the ability to track delivery status was important. "Delivery is such a core competency for us that we expected a high return on a real-time data

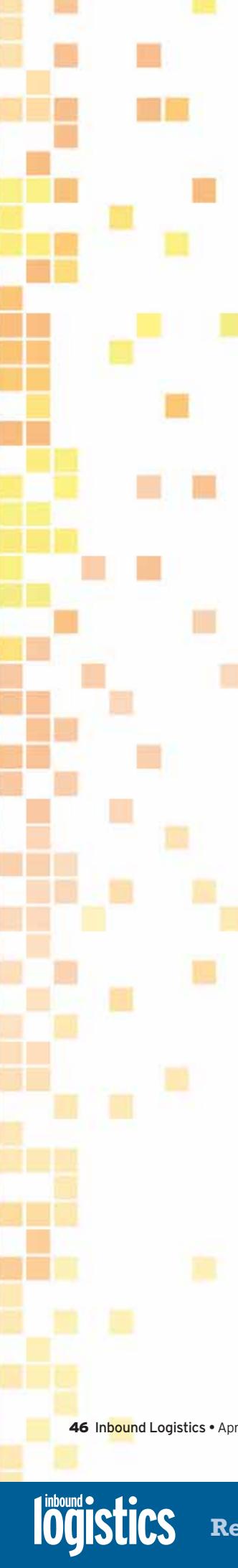
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display investment,” Moon says.

When Ideal Supply implemented the system back in 2005, its first order of business was examining its current business processes and studying the capabilities of the new software, known at the time as *Roadshow*. “We tried to re-engineer existing processes to take advantage of the *Roadshow* program’s capacity,” Moon says.

In one important change, Ideal Supply redesigned its invoices so that each one displays the delivery route and truck assigned by *Route Planner RS*. This change provided visibility into orders leaving the warehouse. “We can grab any box and know, for example, that it is destined for the branch in Barrie, and will end up on truck route two,” says Moon.

PICKING UP THE PHONE

For wireless communications, Ideal Supply originally chose Telus, a leading communications company in Canada. Company officials wanted to give drivers a phone that would support a Java application and GPS tracking, and that also offered “push-to-talk” communications with the dispatcher. “Telus was the only company that we felt offered a device – the Motorola i355 – that met all our needs at a price point that made sense,” Moon says.

The network choice had a downside, however. Ideal Supply serves a largely rural area, and drivers sometimes found themselves outside Telus’s coverage area. “That presented some communications issues,” says Moon.

Since 2005, other area wireless carriers have started to offer push-to-talk capabilities. In the spring of 2009, Ideal Supply switched its drivers to Sanyo SCP 7050 phones, operating on Bell Canada’s wireless network, which offers more extensive coverage in Ideal Supply’s region.

Aside from that small challenge, the technology has worked well. Each time Ideal Supply receives an order, workers in the warehouse pick and pack it, and the company’s distribution management system creates an invoice. The system accumulates invoice data each day until 9:30 a.m., when it uploads the information to a file transfer protocol (FTP) site. A dispatcher

then pulls that file into *Route Planner RS*. The Descartes system assigns those orders to drivers, creating an optimized delivery plan.

As drivers prepare to start work, they log into the system to request the day’s route. “The Descartes system pushes it over the network, and the driver receives the electronic manifest on the cell phone,” Moon says.

UPDATED INSTRUCTIONS IN AN INSTANT

Besides using menu choices to report deliveries and other activities, such as product returns, drivers use the phones to receive new instructions from dispatchers throughout the day. For example, a farmer might call Ideal Supply to say he needs one of the company’s machine shops to work on an engine piece. The dispatcher would use *Route Planner RS* to find a nearby driver, assign a new stop, and transmit that assignment to the phone.

Drivers and dispatchers communicate so well using the Java application and text messaging that they’ve stopped using push-to-talk, the very feature that originally drove Ideal Supply’s choice of wireless network. Thanks to *Route Planner RS* and wireless communications, Ideal Supply has reduced its transportation costs. In some parts of its territory, the company now spends 30 percent less on fuel than it did before it started using the system.

The technology also has helped Ideal Supply serve more customers with a smaller fleet. “Back in 2005, we operated about 100 vehicles,” Moon says. “We’ve added four branches and grown substantially, and we’ve actually been able to reduce the number of vehicles while providing consistent levels of service to more customers.”

That consistency produced another important result. “We achieved a competitive differentiator in terms of service,” Moon says. That advantage has helped Ideal Supply capture a larger share of its market.

Like their counterparts at McPherson Oil and Redcats USA, officials at Ideal Supply are impressed with the way logistics information technology has helped develop a more powerful supply chain operation. ■

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meet the top 100

LOGISTICS IT PROVIDERS 2010

by Joseph O'Reilly

Inbound Logistics' annual survey of logistics IT providers serves a double purpose. The input we receive—this year from more than 200 logistics technology companies—serves as a starting point in our Top 100 selection process, giving us raw data to begin narrowing down our choices. It also offers a compelling perspective of where shippers are pulling industry, and how industry is responding. Read on for a look at logistics technology trends—and, of course, our picks for this year's Top 100 Logistics IT Providers.

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The logistics technology space is as dynamic as ever. Industry contraction over the past year, highlighted by JDA Software's completed acquisition of i2 Technologies, is redefining the marketplace. No less important or transparent, end users are shaping the trajectory of next-generation solutions.

Inbound Logistics' annual Top 100 Logistics IT Providers research effort offers a compelling perspective of where shippers are pulling industry, and how industry is responding. Feedback from more than 200 logistics technology companies demonstrates that demand sensitivity is a two-way street.

What's Hot in Logistics IT

Solutions Offered	2010	2009
SCM/SCEM	73	74
Optimization	61	61
Transportation/TMS	59	62
Warehousing/WMS	41	47
Auditing/Claims/Freight Payment	39	45
Global Trade Management	26	30

The explosion of logistics technologies and companies over the past decade has begun to ebb, partly as a result of recessionary contraction as well as third-party logistics predation. Supply chain management solutions remain the soup du jour for technology companies and shippers, with 73 percent of this year's survey respondents offering these types of capabilities. Transportation and logistics optimization tools also show steady progress (61 percent, which matches last year's figures).

By contrast, the number of companies offering TMS and WMS technologies dropped three and six percent respectively compared to 2009, and 10 percent and five percent over the past four years—largely the consequence of market consolidation. More telling, auditing/claims/freight payment is now offered by only 39 percent of IT companies (versus 51 percent in 2007), arguably a result of 3PLs co-opting this functionality and wrapping their own value-added services around data-mining solutions. Also worth noting, global trade management technologies, still a maturing IT niche, show a slight decline (26 percent) this year. With U.S. Customs and Border Protection's Importer Security Filing in full force, some shippers and consignees may be more inclined to outsource compliance rather than manage that complexity in-house.

SOURCE: Top 100 Logistics IT Providers Survey, 2010

The on-demand, Software-as-a-Service (SaaS) revolution has reached its ascendancy and serves as a telling sign of how shippers are engineering the next evolution of supply chain technologies. Logistics solutions have become less commoditized and more differentiated, and vendors are no longer simply developers; they have become technology "service" providers.

In addition to core, stand-alone transportation, warehouse management, and ERP systems, IT solutions providers have opened up their product portfolios to include more industry-specific and function-centric solutions. From transport optimization patches to apparel-oriented product lifecycle management modules to "tweener" technologies that meld warehouse management and control competencies, customized or off-the-shelf, technology developers are responding to demand—on demand.

ADDING CUSTOMIZED VALUE

Apart from delivering specific transportation and logistics needs, IT companies also meet unique customer requirements. Nine out of 10 technology companies responding to this year's Top 100 Logistics IT Providers survey offer a Web/hosted platform, while 63 percent provide both local and hosted solutions, matching last year's data.

Recessionary tactics have compelled technology vendors to reach beyond their customer comfort zone, targeting more types of companies—reflected by the fact that 85 percent of survey respondents sell to both large and small- and medium-sized businesses, a seven-percent increase over 2009.

This diversification translates to industries as well. Manufacturing and

retail have long been suitors of logistics technology—and that remains the case with 88 and 84 percent of surveyed logistics IT companies serving these verticals, respectively. Increasingly, transportation carriers and third-party logistics intermediaries are also tapping the logistics IT spigot rather than investing in and building their own proprietary systems, with 85 percent of respondents selling to this niche.

VETTING NEW INVESTMENTS

Shrinking IT budgets, return on investment immediacy, and pressure to rationalize spending across the enterprise have given technology buyers greater pause as they vet new investments. Average technology spend took a noticeable dive in 2009, according to survey respondents. The lion share of IT capital allocation is in the \$50,000 to \$250,000 range, up eight percent from last year, while 51 percent of spend is less than \$50,000, a 15-percent increase.

All these efforts to match solutions to demand are paying major dividends for IT companies. In spite of a sluggish economy, technology providers report largely positive results. In terms of increasing their customer base, 82 percent of respondents cite growth beyond five percent (compared to 85 percent last year). Sales remain solid, matching last year's figures, with 78 percent acknowledging increases of five percent or more; and the number of IT companies reporting profitability beyond five percent increased to 74 percent, from 72 percent in 2009. By contrast, only seven percent of IT companies indicate a loss of customers, nine percent a loss of sales, and 12 percent a loss in revenue.

This year's Top 100 Logistics IT

The Price is Right

Cost Basis	2010	2009	2008	2007	2006
Transactional	66	51	50	50	45
System	73	72	69	68	65
Seat/User	59	65	62	66	64

There has been a sizeable swell in transactional purchasing arrangements, with 66 percent of logistics IT companies reporting this as the preferred method of payment, compared to 51 percent last year. Over the past five years, the number of vendors offering transactional, pay-for-play options has increased more than 20 percent, driven largely by the emergence of on-demand delivered solutions. By contrast, and as a consequence of discretionary spending, the popularity of per-user price structures has marginally waned. For core logistics IT solutions, full-system installation and pricing remains the most likely option, with 73 percent of surveyed solutions providers offering this capability.

SOURCE: Top 100 Logistics IT Providers Survey, 2010

Providers list reflects current market flux, with a host of new companies joining the crowd and some recognizable names no longer in play. There are 23 new additions to the 2010 directory, including 15 debutants—the greatest Top 100 volatility in recent years.

Change is apparent in the types of technology companies that comprise the Top 100 as well, with a rich mix of specialties across supply chain and logistics functions and niche industries. For every logistics and supply chain challenge, there is a corollary solution. From tactical, on-demand load and route planning solutions to homegrown TMS and WMS systems to end-to-end visibility technologies that tie everything together, logistics IT vendors are helping shippers better respond to demand.

This wealth of information technology, and market pressures to

rationalize technology spend, require even greater due diligence vetting solutions. *Inbound Logistics'* annual Top 100 Logistics IT Providers is a good place to begin this process.

2010 TOP 100: CHANGING OF THE GUARD

Selecting the Top 100 requires a similar attention to detail, understanding our readers' unique logistics and supply chain challenges, and pairing them with capable solutions providers. We look for companies where logistics and supply chain solutions are core, and where customer successes are documented and publicized. *IL* editors pared this year's list from more than 200 submissions, using questionnaires, online research, and shipper interviews to validate our picks.

If you have any questions about our Top 100 list, please e-mail: editor@inboundlogistics.com

top 100

LOGISTICS IT PROVIDERS 2010

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PLATFORM		COST BASIS			PRICE RANGE			INDUSTRIES				NICHE		
LOCAL	WEB/HOSTED	TRANSACTIONAL	SYSTEM	SEAT/USER	LESS THAN \$50K	\$50K TO \$250K	\$250K +	NO CHARGE TO THE CUSTOMER	MANUFACTURING	RETAIL/E-BUSINESS/ WHOLESALE	SERVICES/ GOVERNMENT	TRANSPORTATION	SMALL/MEDIUM COMPANIES	LARGE COMPANIES
	■	■	■	■		■			■	■	■	■	■	■
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◆ COST BASIS

TRANSACTIONAL: scalable, depending on the number of transactions

SYSTEM: pricing for a complete install

SEAT/USER: scalable, depending upon system user

SPECIALIZATION	SOLUTIONS OFFERED																							
	AUDITING/CLAIMS/ FREIGHT PAYMENT	CRM*	DEMAND MANAGEMENT	DRP/MRP**	E-BUSINESS FUNCTIONALITY	ERP	GLOBAL TRADE MGMT	INVENTORY MGMT	LOAD PLANNING	MODELING/ FORECASTING	OPTIMIZATION	PROCUREMENT	PLM	REVERSE LOGISTICS	RFID	ROUTING/SCHEDULING	SECURITY	SUPPLIER/VENDOR MANAGEMENT	SCM	SUSTAINABILITY	TRANSPORTATION/ TMS	WAREHOUSING/WMS	WIRELESS/MOBILE TECHNOLOGY	YARD MANAGEMENT
Physical and financial supply chain visibility					■		■	■				■					■		■	■	■			
Supply chain, warehouse, inventory, transportation management	■				■			■	■		■					■	■			■		■	■	■
High-tech manufacturing, aerospace and defense, communications, 3PL	■						■									■		■			■			
Warehouse control and automated picking systems											■									■				
Fleet routing and territory optimization, GPS tracking, continuous move planning				■					■	■	■						■					■		
Consumer product companies		■	■	■	■	■		■		■			■							■			■	
MES and WMS				■				■															■	
Supply chain collaboration	■				■		■		■			■	■				■	■	■	■				
Food/beverage, pharmaceutical, manufacturing, 3PL			■	■	■			■	■	■	■				■	■		■	■			■	■	■
Transportation execution, freight payment									■		■											■		
WMS for 3PL and distribution companies								■			■			■						■	■	■	■	■
Supply chain, pallet and truck optimization, sustainability								■	■		■				■					■	■	■	■	■
Supply chain visibility and collaboration, shipment execution, trade compliance	■	■			■		■				■						■	■	■	■		■	■	■
Freight bill rating, audit, payment, business intelligence services	■																			■				
Dispatch, routing, customer service									■		■						■			■	■	■	■	■
Supplier/vendor management, security, supply chain management	■			■	■		■					■						■	■	■				
Sourcing and optimization technologies											■	■												
Supply chain performance improvement, visibility, vendor compliance	■										■								■	■			■	
Freight rating and carrier costing, freight payment, audit, and accounting, TMS	■			■					■	■	■			■		■		■	■	■	■	■	■	■
All industries and modes, especially 3PL/LSP, manufacturing	■			■	■		■	■	■	■	■			■		■			■	■	■	■	■	■

*CRM: Customer Relationship Management ** DRP/MRP: Distribution Resource Planning/Material Resource Planning

✦ **COST BASIS**

TRANSACTIONAL: scalable, depending on the number of transactions

SYSTEM: pricing for a complete install

SEAT/USER: scalable, depending upon system user

SPECIALIZATION	SOLUTIONS OFFERED																							
	AUDITING/CLAIMS/ FREIGHT PAYMENT	CRM*	DEMAND MANAGEMENT	DRP/MRP**	E-BUSINESS FUNCTIONALITY	ERP	GLOBAL TRADE MGMT	INVENTORY MGMT	LOAD PLANNING	MODELING/ FORECASTING	OPTIMIZATION	PROCUREMENT	PLM	REVERSE LOGISTICS	RFID	ROUTING/SCHEDULING	SECURITY	SUPPLIER/VENDOR MANAGEMENT	SCM	SUSTAINABILITY	TRANSPORTATION/ TMS	WAREHOUSING/WMS	WIRELESS/MOBILE TECHNOLOGY	YARD MANAGEMENT
Global freight bill, audit processing/payment, and information services	■										■	■						■	■		■			
Apparel, pharmaceutical, frozen/refrigerated				■			■					■		■		■			■			■	■	■
Solutions for distributors, manufacturers, and retailers							■				■								■			■		
Global trade and compliance, supply chain execution, mobile resource management	■						■					■				■			■		■	■	■	■
Supply chain integration, procurement, logistics, sourcing, inventory replenishment	■		■	■			■					■		■		■		■	■		■			
ERP solutions		■	■	■	■	■	■				■	■	■	■	■	■	■	■	■	■		■	■	■
WMS, TMS, shop floor control							■									■					■	■	■	
Scalable supply chain solutions	■			■			■		■	■	■	■		■		■	■	■	■	■	■			
SCM, asset tracking, inventory and logistics management							■				■					■			■				■	■
Food and beverage, retail, 3PL							■				■				■	■		■	■		■	■	■	■
Flexible, modular software product line scalable to intermediaries	■		■	■	■	■	■	■	■	■	■						■	■	■		■	■		
Manufacturing and distribution solutions with built-in best practices and specific capabilities	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
Fully-hosted, Web-based TMS and full suite of logistics and transportation services	■	■		■				■	■	■	■			■	■	■		■	■		■		■	
Outsourcing services, managed file transfer				■														■	■	■				
Strategic supply chain planning, network design, transportation							■		■	■								■	■	■	■			
Global compliance, regulatory content and connectivity							■	■										■						
Logistics software, mobile resource management, asset tracking		■	■				■			■	■				■	■	■				■		■	■
WMS							■															■	■	■
Automotive, medical device, packaging, consumer goods, plastics, rubber		■	■	■	■	■	■	■	■	■	■	■				■	■	■	■	■	■	■	■	■
The entire closed-loop transportation management process	■	■	■		■		■	■	■	■	■	■	■			■		■	■	■	■	■	■	■

*CRM: Customer Relationship Management **DRP/MRP: Distribution Resource Planning/Material Resource Planning

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LOGISTICS IT PROVIDERS 2010

COMPANY NAME & PHONE NUMBER	E-MAIL & WEB ADDRESSES	PLATFORM		COST BASIS			PRICE RANGE			INDUSTRIES				NICHE		
		LOCAL	WEB/HOSTED	TRANSACTIONAL	SYSTEM	SEAT/USER	LESS THAN \$50K	\$50K TO \$250K	\$250K +	NO CHARGE TO THE CUSTOMER	MANUFACTURING	RETAIL/E-BUSINESS/ WHOLESALE	SERVICES/ GOVERNMENT	TRANSPORTATION	SMALL/MEDIUM COMPANIES	LARGE COMPANIES
Kewill 978-482-2500	info@kewill.com www.kewill.com	■	■	■	■	■	■			■	■	■	■	■	■	■
Knighted Computer Systems 973-809-6039	sales@knightedcs.com www.knightedcs.com	■	■	■	■	■	■	■		■	■		■	■	■	■
LeanLogistics 616-796-7509	sales@leanlogistics.com www.leanlogistics.com		■	■			■	■		■	■	■	■	■	■	■
Llamasoft 734-418-3120	sales@llamasoft.com www.llamasoft.com	■	■	■	■	■	■	■		■	■	■	■	■	■	■
Logility 800-762-5207	info@logility.com www.logility.com	■	■	■	■	■	■	■		■	■		■	■	■	■
Logistics Management Solutions 800-355-2153	info@lmslogistics.com www.lmslogistics.com		■	■	■	■	■	■		■	■		■	■	■	■
LOG-NET 732-758-6800	sales@log-net.com www.log-net.com	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
Made4net 201-645-4345	sales@made4net.com www.made4net.com	■	■		■	■	■	■	■	■	■		■	■	■	■
Magaya Corporation 786-845-9150	info@magaya.com www.magaya.com	■	■		■	■	■	■		■	■		■	■	■	■
MagicLogic Optimization 206-274-6248	info@magiclogic.com www.magiclogic.com	■	■	■	■	■	■	■		■	■	■	■	■	■	■
Management Dynamics 201-623-9471	solutions@managementdynamics.com www.managementdynamics.com	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
Manhattan Associates 770-966-7070	info_americas@manh.com www.manh.com	■	■		■				■		■		■	■	■	■
MercuryGate International 919-469-8057	mbw@mercurygate.com www.mercurygate.com	■	■	■	■	■	■	■		■	■	■	■	■	■	■
Mincron Software Systems 281-999-7010	pcuellar@mincron.com www.mincron.com	■			■	■	■	■		■	■		■	■	■	■
New Generation Computing 305-556-9122	sales@ngcsoftware.com www.ngcsoftware.com	■	■		■	■	■	■		■	■	■	■	■	■	■
Next View Software 602-524-7662	steve.simmerman@nextviewsoftware.com www.nextviewsoftware.com	■	■	■	■	■	■	■		■	■	■	■	■	■	■
NTE 214-550-1951	sales@nte.com www.nte.com	■	■	■	■		■	■	■	■	■	■	■	■	■	■
nVision Global 770-474-4122	sales@nvisionglobal.com www.nvisionglobal.com	■	■	■		■	■	■		■	■		■	■	■	■
One Network Enterprises 972-385-8630	inquiries@onenetwork.com www.onenetwork.com	■	■	■			■	■	■	■	■	■	■	■	■	■
Oracle 800-392-2999	oraclesales_us@oracle.com www.oracle.com	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■

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TRANSACTIONAL: scalable, depending on the number of transactions

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SPECIALIZATION	SOLUTIONS OFFERED																								
	AUDITING/CLAIMS/ FREIGHT PAYMENT	CRM*	DEMAND MANAGEMENT	DRP/MRP**	E-BUSINESS FUNCTIONALITY	ERP	GLOBAL TRADE MGMT	INVENTORY MGMT	LOAD PLANNING	MODELING/ FORECASTING	OPTIMIZATION	PROCUREMENT	PLM	REVERSE LOGISTICS	RFID	ROUTING/SCHEDULING	SECURITY	SUPPLIER/VENDOR MANAGEMENT	SCM	SUSTAINABILITY	TRANSPORTATION/ TMS	WAREHOUSING/WMS	WIRELESS/MOBILE TECHNOLOGY	YARD MANAGEMENT	
Parcel shipping enterprise solutions, global trade solutions							■								■				■		■				
Warehouse and yard management, warehouse automation, voice logistics								■			■						■						■	■	■
Transportation management, procurement and benchmarking, freight optimization	■								■	■	■	■					■		■	■	■	■			
Supply chain network design								■		■	■								■						
Supply chain visibility, demand and inventory planning, transportation management			■	■				■	■	■	■	■							■			■	■		■
Industrial manufacturing, chemical	■								■	■	■			■		■		■	■		■	■			
End-to-end order management and visibility, carrier, Customs, and warehouse portal	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
WMS, dynamic routing, delivery management, supply chain visibility								■									■		■			■			
Freight management, WMS, accounting, cargo tracking	■			■		■	■	■									■		■		■	■	■	■	
Load planning, palletization, cartonization									■																
Trade compliance, supply chain visibility, transportation and performance management							■	■									■	■	■		■	■			
Supply chain optimization	■		■	■	■			■	■	■	■	■		■	■	■		■	■		■	■	■		■
TMS, transportation planning, load optimization, settlement and reporting	■	■		■		■	■	■	■	■	■	■		■		■		■	■		■	■			
Full WMS system				■	■	■	■	■	■		■	■	■			■		■	■		■	■		■	
Plant-level purchase order and import management, fashion, retail, CPG			■		■	■	■	■	■			■	■					■	■		■	■		■	
Labor management/productivity, warehouse management				■		■	■	■	■	■	■			■	■	■			■		■	■	■	■	■
Supply chain, inbound and outbound, integrated TMS, WMS, OMS	■		■					■	■		■	■		■	■	■		■	■		■	■	■	■	■
Global freight audit, payment, and logistics information management services	■			■						■	■	■					■		■		■	■			
Federated cloud computing	■	■	■	■	■	■	■	■	■	■	■	■		■	■	■		■	■	■	■	■	■	■	■
Transportation, warehousing, global trade and fleet management, mobile SC applications	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■

*CRM: Customer Relationship Management ** DRP/MRP: Distribution Resource Planning/Material Resource Planning

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LOGISTICS IT PROVIDERS 2010

COMPANY NAME & PHONE NUMBER	E-MAIL & WEB ADDRESSES	PLATFORM		COST BASIS			PRICE RANGE				INDUSTRIES				NICHE	
		LOCAL	WEB/HOSTED	TRANSACTIONAL	SYSTEM	SEAT/USER	LESS THAN \$50K	\$50K TO \$250K	\$250K +	NO CHARGE TO THE CUSTOMER	MANUFACTURING	RETAIL/E-BUSINESS/ WHOLESALE	SERVICES/ GOVERNMENT	TRANSPORTATION	SMALL/MEDIUM COMPANIES	LARGE COMPANIES
PeopleNet 888-346-3486	info@peoplenetonline.com www.peoplenetonline.com		■	■	■		■							■	■	■
PINC Solutions 510-845-4900	info@pincsolutions.com www.pincsolutions.com		■		■					■				■	■	■
Precision Software (QAD) 312-239-1630	info@precisionsoftware.com www.precisionsoftware.com	■	■	■	■		■				■	■	■	■	■	■
Prophecy 800-776-6706	sales@mile.com www.mile.com	■	■	■	■	■	■							■	■	■
Questaweb 908-233-2300	sales@questaweb.com www.questaweb.com	■	■		■	■		■			■	■	■	■	■	■
RateLinx 262-565-6150	sales@ratelinx.com www.ratelinx.com	■	■	■					■		■	■	■	■	■	■
Reddwerks 877-257-3031	sales@reddwerks.com www.reddwerks.com	■			■			■	■		■	■	■			■
RedPrairie 877-733-7724	jeff.constable@redprairie.com www.redprairie.com	■	■	■	■	■	■	■	■	■	■		■	■	■	■
Retalix USA 469-241-8400	infoUSA@retalix.com www.retalix.com	■	■		■	■		■	■			■	■	■	■	■
RMI 404-443-4626	sales@rmiondemand.com www.rmiondemand.com		■	■			■	■	■		■		■	■	■	■
Robocom Systems Int'l. 631-861-2056	sales@robocom.com www.robocom.com	■			■	■		■			■	■	■	■	■	■
Royal 4 Systems 562-420-9594	sales@royal4.com www.royal4.com	■	■			■		■			■	■	■	■	■	■
SAP 800-872-1727	(none) www.sap.com	■	■	■	■	■	■	■			■	■	■	■	■	■
Shippers Commonwealth 843-805-6607	info@shipcomm.com www.shipcomm.com	■	■		■	■		■			■	■		■	■	■
ShipXpress 904-241-5850	info@shipxpress.com www.shipxpress.com		■	■			■				■	■	■	■	■	■
Smart Software 800-762-7899	sales@smartcorp.com www.smartcorp.com	■	■		■	■		■			■	■	■	■	■	■
SmartTurn 888-667-4758	info@smartturn.com www.smartturn.com		■	■			■				■	■	■	■	■	■
SMC³ 800-845-8090	info@smc3.com www.smc3.com	■	■	■	■	■	■		■		■	■	■	■	■	■
SPS Commerce 866-245-8100	info@spscommerce.com www.spscommerce.com		■	■			■	■			■	■	■	■	■	■
Sterling Commerce 614-793-4041	inquiry@stercomm.com www.sterlingcommerce.com	■	■	■	■	■		■			■	■	■	■	■	■

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SPECIALIZATION	SOLUTIONS OFFERED																								
	AUDITING/CLAIMS/ FREIGHT PAYMENT	CRM*	DEMAND MANAGEMENT	DRP/MRP**	E-BUSINESS FUNCTIONALITY	ERP	GLOBAL TRADE MGMT	INVENTORY MGMT	LOAD PLANNING	MODELING/ FORECASTING	OPTIMIZATION	PROCUREMENT	PLM	REVERSE LOGISTICS	RFID	ROUTING/SCHEDULING	SECURITY	SUPPLIER/VENDOR MANAGEMENT	SCM	SUSTAINABILITY	TRANSPORTATION/ TMS	WAREHOUSING/WMS	WIRELESS/MOBILE TECHNOLOGY	YARD MANAGEMENT	
Mobile communications, onboard computing and fleet management											■					■	■		■					■	
RTLS/RFID, yard, fleet, and carrier management									■		■					■	■	■	■	■				■	■
Transportation management, parcel shipping, global trade management	■						■							■		■				■		■			
Private fleets, for-hire carriers, distributors								■	■		■					■	■			■		■	■	■	
Global trade management for importers/exporters, FTZ, brokers	■						■							■			■		■						
Multi-site facilities, complex shipping needs, all modes	■				■					■	■	■		■		■		■	■	■	■	■			
Warehouse performance management software								■	■		■			■	■								■	■	
Software solutions for workforce, inventory, transportation	■			■			■	■	■	■	■	■		■	■	■			■		■	■	■	■	
Supply chain and retail technology	■	■	■	■		■	■	■	■	■	■	■		■	■	■		■	■	■	■	■	■	■	
Railroads and rail transportation users																	■				■	■	■	■	
Food and beverage, manufacturing, tires, fasteners, and industrial supply								■	■		■					■							■		
Automotive, food, 3PL, manufacturing		■	■	■	■	■		■	■	■	■	■	■		■			■	■				■	■	■
Suite provider	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	
Shipment optimization with mode shifting, carrier assignment, and freight settlement	■								■	■	■	■		■		■						■			
Rail and truck management		■	■		■			■														■		■	
Demand forecasting and planning, inventory optimization			■					■		■	■			■						■					
Online inventory control, wireless/mobile computing, purchasing, order fulfillment					■			■										■	■				■	■	
LTL rating and routing, LTL purchasing and procurement					■						■														
EDI, bar-code labels			■					■		■								■	■						
B2B integration solutions and supply chain execution applications	■	■			■			■	■		■			■	■		■	■			■	■	■	■	

*CRM: Customer Relationship Management ** DRP/MRP: Distribution Resource Planning/Material Resource Planning

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LOGISTICS IT PROVIDERS 2010

COMPANY NAME & PHONE NUMBER	E-MAIL & WEB ADDRESSES
Supply Chain Consultants 302-738-9215	jheatherington@supplychain.com www.supplychain.com
TAKE Supply Chain 512-231-8191	info@takesupplychain.com www.takesupplychain.com
TCLogic 317-464-5152	info@tclogic.com www.tclogic.com
TECSYS 800-922-8649	info@tecsys.com www.tecsys.com
Telogis 1-866-TELOGIS	sale@telogis.com www.telogis.com
Terra Technology 203-847-4007	kerry@terratechnology.com www.terratechnology.com
TMW Systems 800-401-6682	sales@tmwsystems.com www.tmwsystems.com
ToolsGroup 617-263-0080	us-info@toolsgroup.com www.toolsgroup.com
TradeBeam 650-653-7248	info@tradebeam.com www.tradebeam.com
Transite Technology 919-862-1900	sales@transite.com www.transite.com
TransportGistics 631-567-4100	sales@transportgistics.com www.transportgistics.com
TransWorks 260-487-4450	sales_info@trnswrks.com www.trnswrks.com
U.S. Bank Transportation Solutions† 800-925-4324	paymentsolutions@usbank.com www.usbpayment.com
UltraShip TMS 201-458-1079	jrerecich@ultralogistics.com www.ultralogistics.com
UPS Logistics Technologies 410-847-1900	roadnet@ups.com www.upslogisticstech.com
USTC Live Logistics 800-245-2839	info@ustclive.com www.ustclive.com
XATA 952-707-5650	info@xata.com www.xata.com
Xterprise 972-690-9460	info@xterprise.com www.xterprise.com
YardView 303-862-9899	jim@cypressinland.com www.yardview.com
Zepol 612-435-2191	info@zepol.com www.zepol.com

PLATFORM		COST BASIS †			PRICE RANGE			INDUSTRIES				NICHE		
LOCAL	WEB/HOSTED	TRANSACTIONAL	SYSTEM	SEAT/USER	LESS THAN \$50K	\$50K TO \$250K	\$250K +	NO CHARGE TO THE CUSTOMER	MANUFACTURING	RETAIL/E-BUSINESS/ WHOLESALE	SERVICES/ GOVERNMENT	TRANSPORTATION	SMALL/MEDIUM COMPANIES	LARGE COMPANIES
■		■	■			■			■				■	■
■	■	■	■			■			■	■		■	■	■
■	■	■	■			■			■	■			■	■
■	■	■	■	■		■	■			■		■	■	■
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■	■		■			■			■	■	■	■	■	■
	■			■					■	■	■	■	■	■

† Formerly PowerTrack

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SPECIALIZATION

SOLUTIONS OFFERED

	AUDITING/CLAIMS/ FREIGHT PAYMENT	CRM*	DEMAND MANAGEMENT	DRP/MRP**	E-BUSINESS FUNCTIONALITY	ERP	GLOBAL TRADE MGMT	INVENTORY MGMT	LOAD PLANNING	MODELING/ FORECASTING	OPTIMIZATION	PROCUREMENT	PLM	REVERSE LOGISTICS	RFID	ROUTING/SCHEDULING	SECURITY	SUPPLIER/VENDOR MANAGEMENT	SCM	SUSTAINABILITY	TRANSPORTATION/ TMS	WAREHOUSING/WMS	WIRELESS/MOBILE TECHNOLOGY	YARD MANAGEMENT
Demand planning, forecasting, inventory, optimization, sales and operations planning			■					■		■	■								■					
Automating internal processes and integrating trading partners							■	■						■	■			■	■				■	■
Inventory optimization, inventory intelligence, analytics, supply chain management			■					■		■	■	■							■					
High-volume distribution, healthcare, 3PL			■					■				■									■	■		
Fleet management software, route planning, mobile workforce tracking										■	■					■	■				■		■	■
Demand sensing and planning, inventory optimization, transportation forecasting			■					■		■	■								■		■			
Logistics technology, routing optimization, fleet and carrier management									■		■					■				■	■			
Demand-driven inventory optimization			■					■		■	■								■					
Global trade management, visibility, VMI, inventory and supplier collaboration			■				■	■			■						■	■	■					
LTL, TL, small package, ocean, and air shipment management											■	■						■	■		■			
Logistics strategy and execution, transportation management	■	■			■				■		■	■		■		■	■	■	■	■	■	■	■	■
Supply chain execution	■	■			■				■	■	■					■	■	■	■	■	■	■	■	■
Freight audit, global payment, trade financing, on-line network	■						■				■							■	■					
Network planning services, SaaS TMS, supply chain consulting									■	■	■	■		■		■	■	■	■		■		■	■
Last mile, route planning and optimization, real-time GPS dispatch and reporting											■					■					■		■	■
Managing LTL transportation	■	■			■						■					■		■	■		■			
Food service and private fleets		■																	■		■		■	■
Item-level visibility, inventory, assets, and processes management								■							■		■		■					
Yard management software																								■
Information services	■		■							■		■						■						

*CRM: Customer Relationship Management **DRP/MRP: Distribution Resource Planning/Material Resource Planning



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One key step to finding answers to any logistics problem is knowing the right questions to ask.

Inbound Logistics assembled a team of supply chain technology leaders and asked for their perspectives on the important logistics challenges and opportunities impacting your business.

More importantly, these logistics IT thought leaders can give you guidance when considering applying technology innovations to your business processes.

I.T. THOUGHT LEADERS

DON MABRY

President & COO,
ClearTrack Information
Network

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CombineNet Inc.

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Senior Vice President,
TMW Systems Inc.

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JIM CAUDILL

Senior Vice President,
Xterprise

73

Q: How can a logistics operation contribute to a company's overall profit margin in a meaningful way?

Recent research studies confirm transportation and handling fees, insurance, duties, and taxes make up more than 40 percent of an imported item's cost. Additional costs often hidden within operating accounts can include quote administration, sourcing, and quality assurance activities.

While effective purchasing practices leveraging

and processes with limited collaboration—think e-mail, spreadsheet, and facsimile.

The lack of information transparency across the extended supply chain represents a key obstacle to a company's ability to measure, analyze, and benchmark global trade performance for improvement.

Implementing technology-enabled global trade management (GTM) increases annual profit by approximately 10 percent, notes a 2009 Stanford University study. While this level of benefit is certainly attractive, several areas require attention as an organization pursues GTM technology.

First, the organization must agree on the purpose of the global trade management system. Will it support quote-to-order, cost forecasting, supplier compliance, quality assurance, analysis, reporting, and benchmarking?

Second, the company needs to reach agreement on the specific trade variables to use and processes to facilitate. Request to quote and quote acceptance, landed cost management, product quality inspections, and approve-to-ship activities all come to mind, but there are certainly many more opportunities with untapped intrinsic value.

Third, the organization should implement a robust information system to capture and measure all trade variables according to its GTM model and objectives. The GTM system must support the efficient collection of necessary information by the company's internal groups, as well as all external trading and logistics partners. Particular emphasis should be placed on the GTM system's ability to be



DON

MABRY

President and Chief Operating Officer
ClearTrack Information Network

low-cost country sourcing drive direct-cost benefits, financial visibility into the extended supply chain can further maximize profits, keep a better handle on liabilities, and ensure compliance with an ever-changing regulatory environment.

Import trade activities typically span numerous stakeholders including procurement, global supply chain/logistics, import operations, trade compliance, and finance, as well as external trading partners. Adding to the complexity, each group can have independent operational systems

easily configured according to standard industry practices and unique company characteristics.

Fourth, the GTM system must present information in an easy-to-use, user-friendly way, allowing analysis and benchmarking by relevant business area including item number, order, and shipment, while providing measurement of actual versus forecasted performance and costs.

Technology-enabled global trade management offers significant rewards for organizations looking to improve supply chain efficiency and, ultimately, improve profitability in a meaningful way.

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President and COO
CombineNet Inc.

RICH WILSON



Q: From your perspective as a sourcing technology provider, what trends and challenges do you anticipate shippers will encounter in 2010?

WILSON: 2010 will be an interesting year for shippers and carriers alike. Some reports show that spot rates have been rising since last fall, and most analysts believe they will continue to rise as the year progresses and the economy begins to right itself. We anticipate that, for many shippers, the pendulum will swing back in the carriers' favor, as carrier bankruptcies and forced capacity reductions create real capacity shortages that drive higher rates across all modes.

Those shippers who took every dollar and cent of savings at the trough of price points last year will pay more dearly in late 2010 and beyond than shippers who worked with their carriers to get through the tough times. And they will pay dearly not just in rates, mind you, but in capacity commitments, service levels, and loyalty. This is a cycle that resets itself every few years, and shippers and carriers alike must understand that strong relationships can provide more long-term value than a few cents per mile.

Q: What is your advice to shippers who are trying to balance corporate financial goals with meeting customers' service and on-time delivery expectations as rates rise and capacity gets tight?

WILSON: Strong shipper-carrier relationships and strategic negotiations are not mutually exclusive. Transportation organizations have a fiscal responsibility to their corporations, just as they have a responsibility to maintain or improve service quality to customers and partners. Carriers understand this, and they will understand a shipper's desire to reduce costs where it makes

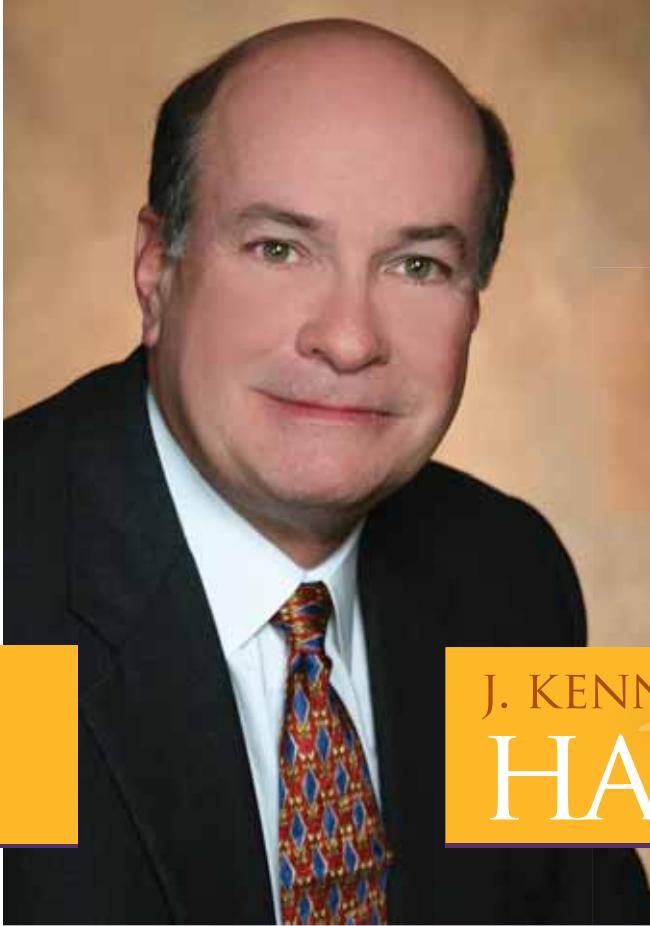
sense, as long as there is a benefit in return.

This is where strategic sourcing—not a bidding event, reverse auction, or winner-takes-all approach to negotiations—can make a difference. Shippers must encourage their carriers to act strategically, and provide the tools they need to do so.

First, show your carriers how they can benefit by introducing them to new lanes and shipment volumes within your network. Encourage them to think creatively about how additional volume on existing lanes, or showing you how to make your freight more carrier-friendly, can increase efficiency and reduce their operating costs, passing some of those savings along to you.

Next, monitor your execution diligently to ensure compliance to contracted rates, capacity commitments, accessorial, and other factors that can influence your transportation costs. If you can identify when, where, and—most importantly—why you are deviating from plan, you can take corrective action to fix carrier selection or invoicing problems quickly, or reset the plan based on new volume forecasts.

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J. KENNETH
HAZEN

President & CEO, CTSI

Q: How can today's manufacturers deal with increasing regulations, demand volatility, and shifting global trade currents?

HAZEN: First, recognize that complying with increasing and changing regulations is a requirement. Second, allow longer lead times in holding inventory and making shipments; use expedited service when necessary. Third, placing inventory nearer the customer's location may be needed in some instances.

Also, while using historic data to predict future demand is standard practice, it should only be one consideration of the entire view. A historical forecast may not accurately represent the ever-changing, volatile economy, with its decreased spending, increased competition, and changing regulations. Being able to dive into current supply chain data is a good way to measure current activity and use real-time information for better planning. Having accurate information and the ability to drill down into your supply chain data is key.

Q: How can value chain partners cooperate to create and share efficiencies?

HAZEN: Value chain partners can cooperate by working closely and sharing information with their carriers, making timely shipments, and adequately packing and marking shipments.

The key word is partner. You must form partnerships with suppliers and customers. I would bet that most companies are nervous to share some information because they are afraid it will also be shared with competitors. Sharing key information with all parties can lead to decreased waste, increased orders, and new business. Some ways to do this are: sharing key performance indicators regarding business strategy, rewarding compliant suppliers, and focusing on customer service.

Q: Besides automation, what innovative sustainability initiatives also increase efficiencies?

HAZEN: The days of relying on uninterrupted delivery of your inventory are in the past. Too many factors can cause shipment delays: the weather, congestion, work stoppages or slowdowns. Also, there is always the possibility of loss or damage to the shipment, no matter how well planned your transportation strategy.

Automation can definitely increase efficiency. Reducing human intervention can bring stability and consistency to certain aspects of business. For example, automating order consolidation, carrier selection, and shipment tendering can save valuable time and money. Automation also promotes clearer data, which provides more accurate reporting.

Some innovative sustainability initiatives that also increase efficiencies include "Living Green" and "Living Healthy."

Sustainability is defined as meeting current needs without sacrificing the ability of future generations to meet their own needs by balancing environmental, economic, and social (equity) concerns. The "Living Green" and "Living Healthy" initiatives seek to satisfy current needs, but with an additional objective of improving the quality of life for all. By embracing these initiatives, companies can reduce both energy and healthcare costs.

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Q: What will be the biggest change to Transportation Management Systems (TMS) technology in the next three to five years?

HIGHAM: The leading TMS technologies will be offered at no charge to customers in the next few years. True innovators offer free TMS technology as a means to an end; to move more freight for their shipper customers. People will always try free first, and if a free TMS meets their needs, the traditional software companies will become obsolete. In fact, we are already seeing that happen. The model of software companies charging clients for their TMS software is quickly being replaced by companies such as InMotion Global, which successfully gives away its software.

Q: In the recent soft market, shippers have been shunning brokers and moving to asset-based carriers, thinking they are getting better pricing. Is their assumption correct?

HIGHAM: No, it is not. While many inexperienced national and international shippers think they will get better prices by going to the asset players, this is mathematically impossible. The wiser and more experienced shippers know that most asset players broker more than 50 percent of their freight moves; some broker 80 percent or more. The brokerage market reflects the entire market at any given point in time and is a much better indicator of steady and reliable pricing and service than even the largest pure asset players.

Why? Because as soon as an asset is used or geographically displaced, an asset player must become a broker in order to provide the best price and service. So, an intelligent shipping program includes a mix of both asset players and intermediaries.

Ultimately, you want the best price, service, and people; and leading intermediaries typically provide all three.

Q: When will the market turn and rates rise for all transport modes?

HIGHAM: Traditionally, markets find equilibrium pretty fast, and capacity supply and demand work out their differences. Today, however, the markets are not acting normally and certain institutional factors bring about unintended and adverse consequences.

Look at ocean freight, for example. Most large ocean carriers are government-owned, to varying degrees. They have been bleeding money for years and there is no end in sight. The governments continue to supply the necessary funds and shippers have no incentive to change carriers. The weak need to fail. Only then will the market adjust.

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TIM

HIGHAM

President & CEO
Interstate Transport, Inc.

Q: What do you see as the key changes on the horizon in managing regulatory compliance globally?

BARNES: As different countries implement both security and trade-led initiatives around the world, it is critical to improve global regulatory knowledge and visibility. Global trade is growing and so are the associated regulations. The only way for regulatory agencies to keep up with the volume is through automation. Not only is this creating a need for companies to obtain data in an accelerated manner, but they must also ensure that the information is accurate.

As regulatory agencies obtain data versus paper, their ability to verify information accuracy improves. Now companies have the combined responsibility of enabling the exchange of data as well as ensuring its accuracy. Accuracy wasn't as important when data was on a piece of paper that might not ever be reviewed in detail.

In light of this, organizations are promoting

compliance managers to a role of regional or global responsibility. In order to perform in this capacity, compliance managers must have visibility of what is happening in every country where they operate, as well as the knowledge of regulatory requirements specific to each country with which they trade.

Q: Integration Point offers its solutions via a Software as a Service (SaaS) model. What is the advantage of this delivery model versus installing software behind the firewall?

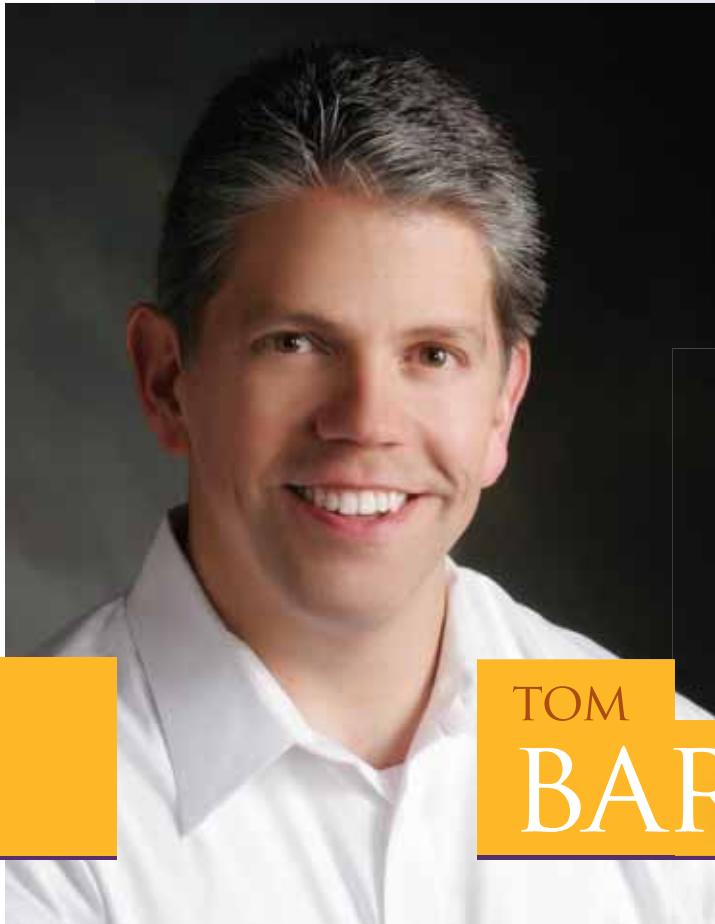
BARNES: If you attempt to install capabilities requiring constant regulatory updates as well as connectivity management with entities across the world, you will keep your IT department busy. In the old days you could wait until your goods arrived at the port, print a few pieces of paper, and the shipment would be released. If your system was down, you could type something up as a backup.

With the current requirement of data interfaces provided in advance of imports and exports, you cannot afford for that connectivity to be down or your shipments will be delayed. Most companies want this managed by a provider in the business of ensuring this connectivity.

If you attempt to maintain connectivity and data exchange formats for every broker, freight forwarder, carrier, and regulatory agency that your company transacts with behind your firewall, it won't take long before your IT department tells you they are in the business of building or distributing things, not keeping up with the requirements of different governments and service providers.

Doesn't it make more sense to let your SaaS provider who specializes in trade compliance keep up with the changes? Then you can just access the information online knowing that it is being updated by someone who does that for their livelihood.

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TOM

BARNES

CEO
Integration Point Inc.

STEVE

BROWN

President
Intergis LLC

Q: How would a business interested in optimizing its fleet operations decide where to start in evaluating technology?

BROWN: Most companies decide by asking those they know—relying on word-of-mouth from friends, colleagues, sometimes even competitors. Of the few companies offering solutions in this space, some will claim they are the best, so assessing credibility and reliability of these companies is critical. Do your due diligence in finding the most reliable company, then dig down to figure out what features you need in the technology it offers.

We recommend companies start slowly with a scalable solution that will lead to fuel and mileage savings—achieving initial ROI—then look to implement the vendor’s more advanced capabilities to take it to the next level. Are your drivers getting work orders efficiently and consistently? Are your customers being served properly? No matter the size of your business, you’re now poised to really leverage the technology. And, to at least some degree, it needs to be embedded into your existing applications and systems, so make certain that easy and flexible integration is available to meet both your current and future needs.

Q: How can companies use fleet optimization software to better manage their supply chains in this difficult economic environment?

BROWN: In today’s economic climate, every penny counts and satisfied customers are critical. Fleet optimization software gives you the power to

run your operations with increased efficiency by helping you maximize driver, vehicle, and fleet productivity while delivering superior customer service. By automating your planning, scheduling, and routing functions, you can significantly reduce driving miles and save on fuel costs while adding more stops per day.

With this capability, you can prepare more precise estimates by putting numbers to hidden costs for travel, and extend the lifecycle of your fleet by automatically logging engine hours and delivering reminders for routine maintenance. This boosts driver, fleet, and management productivity and adds up to dramatic savings—both short- and long-term—improving your bottom line while keeping customers satisfied and loyal.

Q: Is it possible to “green” your fleet operations without incurring additional expense?

BROWN: Yes. In fact, the same initiatives needed to reduce fuel usage or miles traveled also enhance an operation’s environmental impact. Some may call it ‘reducing operating costs,’ but you can also call it ‘going green’—they have the same benefits.

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CHRIS
TIMMER

Senior Vice President of
Business Development and
Marketing, LeanLogistics

Q: How can value chain partners cooperate to create and share efficiencies?

TIMMER: In today's challenging economic environment, transportation professionals need to take advantage of every opportunity for collaboration with trading partners to increase efficiencies across their supply chain.

As one of the largest networks in the U.S. transportation industry, LeanLogistics On-Demand TMS® attracts more carriers, shippers, and suppliers, growing the opportunity for solution-based collaboration; more capacity available in your lanes on your ship date; greater consolidation of orders and loads; and more continuous moves. Systematic collaboration helps balance your transportation and achieve increased flow of product to the manufacturing floor or retail shelf—as demand dictates.

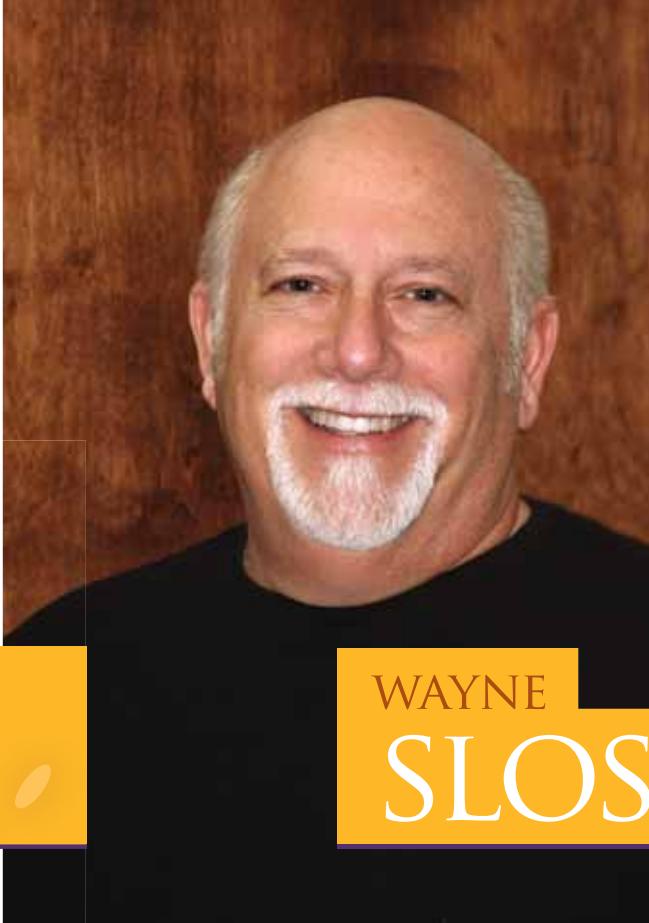
Customers such as Ace Hardware and Meijer win when less inventory density in the supply chain reduces costs and improves profitability without taxing suppliers, and fewer empty miles makes relationships sustainable.

Q: What innovative sustainability initiatives also increase efficiencies?

TIMMER: A compelling value proposition for shippers and carriers is LeanLogistics' GreenLanes™ program. Shippers reduce their empty miles and overall transportation costs, while enjoying premium service. Carriers increase asset utilization, enabling them to earn higher levels of profitability. This helps close the truckload capacity gap because more shipments are possible from the same number of trucks, and carriers are more motivated to consider additional capacity investments due to their improved financial performance.

Carriers, shippers, and the community at large benefit from the reduced carbon footprint, and by minimizing wasted miles, GreenLanes™ helps customers including CHEP and Diageo ensure carriers can sustain their business model while non-utilized assets are eliminated.

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WAYNE

SLOSSBERG

Vice President
Questaweb, Inc.

Q: Are companies missing a great opportunity by not using Foreign Trade Zones (FTZs), given the market advantage they can provide?

SLOSSBERG: The simple answer is 'maybe.' The best way to identify whether the ROI justifies the investment is to engage an FTZ consultant. This professional can walk you through the process and make a sound recommendation.

Should the analysis yield an affirmative, then choose technology to support the envisioned FTZ operations, whether distributing from or manufacturing within the zone. When evaluating solutions, consider:

- Is the system Web-based? Can it be hosted or owned?
- Does it possess a centralized compliance database?
- Is it configurable out of the box?
- Will integration to existing ERP or warehouse management systems be difficult?
- Does it possess complete functionality (compliance, inventory management, distribution, and manufacturing)?
- Does the system have export and import options and self-entry capability?
- Does the user interface allow both automated and manual input?

The fit of the right technology to current and envisioned FTZ processes maximizes market advantage and payback on investment.

Q: Can small and medium enterprises (SMEs) attain world-class global sourcing control and visibility, given the high cost of global trade management (GTM) solutions?

SLOSSBERG: SMEs cannot afford to trade worldwide without GTM technology; luckily, GTM software is more reasonably priced than ever before. SMEs can maximize affordability by working with a provider that offers modules or a phased implementation, thereby satisfying immediate technology needs now, and deferring future requirements without fear of obsolescence.

With cost no longer the obstacle, the ability to obtain executive buy-in still prevents many SMEs from leveraging the savings and productivity GTM delivers. Project managers need to 'push the right button' and identify the element—tax savings, faster product turn rates, leaner inventories, lower overhead—that resonates with their C-level executive. ROI is easily demonstrated, and vendors possess tools to calculate business-specific savings that will convert even the diehard C-level executive to a GTM champion.

Q: Is it better to rely on a global 3PL, forwarder, or customs broker, or go it on your own when facing global sourcing challenges?

SLOSSBERG: The importer/exporter holds responsibility when things go wrong, not 3PLs, forwarders, or customs brokers. Most often, misinformation between parties precipitates the fines, product loss, storage fees, and audits that make some believe 'going it alone' may not be the best solution. The right GTM technology, however, gives importers/exporters confidence to perform these functions in-house and the ability to transmit precise information to U.S. Customs and their intermediaries.

GTM provides the flexibility to trade compliantly in the manner that best accommodates your business model. And, GTM has never been more affordable, easier to integrate, or simpler to use.

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I.T. THOUGHT LEADERS

Q: How can value chain partners cooperate to create and share efficiencies?

VANSELOUS: It amazes me that so many shippers and carriers still rely heavily on manual processes in daily transport operations; only 38 percent of companies currently use transportation management software, says AMR Research. Ongoing cooperation with value chain partners



SCOTT

VANSELOUS

Senior Vice President
TMW Systems Inc.

is possible with integrated transportation management software for optimal resource utilization, business efficiencies, and cost control. With effective systems in place, communications efficiencies from EDI, XML, Web portals—even IVR systems—can eliminate thousands of hours of manual data entry and attendant errors.

A TMS that helps improve load consolidation, routing, best-carrier selection, and rate and contract management not only saves shippers money, but reduces carbon footprints, lowers freight audit requirements, improves service performance, and increases shipment visibility. These cooperative benefits are not available to companies that still rely on phone, fax, and spreadsheets to manage transportation operations.

Q: Trucking capacity has contracted dramatically because of the economic downturn. How can shippers defend against upward rate pressure when an improved economy finally triggers increased freight volumes?

VANSELOUS: The frequency of bid requests rises to capture more savings when rates are falling. But during an upturn, shippers will try to lock in lower rates by reducing the number of carriers they use. Ironically, shippers often can't realize the full benefits of tactical procurement activities because they don't have a centralized, automated transportation management operation. Organizations that do not manage carrier selection with a TMS can't pick the lowest-cost carrier every

time. Shippers leave money on the table in both pricing environments when they rely on manual methods for logistics planning and execution.

Working cooperatively with value chain partners can yield unexpected savings opportunities. Shippers that align themselves with good carriers—integrating TMS software and cooperatively looking for opportunities to reduce freight costs—create an environment for systematic cost reductions and service level improvements, regardless of the direction rates take.

Q: What innovative sustainability initiatives also increase efficiencies?

VANSELOUS: Shippers will find that sustainability and 'green' initiatives are often perfectly aligned with business needs to reduce transportation spend. Using optimization technology and TMS to consolidate multiple LTL shipments to full truckload movements, select lowest-cost routing modes, and plan private fleet movements for lowest miles and reduced empty miles, results in lower carbon footprints and reduced freight costs. Surprisingly, so does better dock scheduling and faster turns loading and unloading trailers, because of reduced truck idling times. Pursuing more efficient truck transport practices should be a core component of any company's sustainability initiatives because they offer such great ROI.

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Q: How can value chain partners cooperate to create and share efficiencies?

CAUDILL: Efficiencies can be gained by increasing the fidelity, transparency, and velocity of data that value chain partners share about inventories, shipments, capacities, and sales. Everyone wins when you get all partners on the same page and today there is no reason this information cannot be posted, aggregated, and shared instantly across all key players.

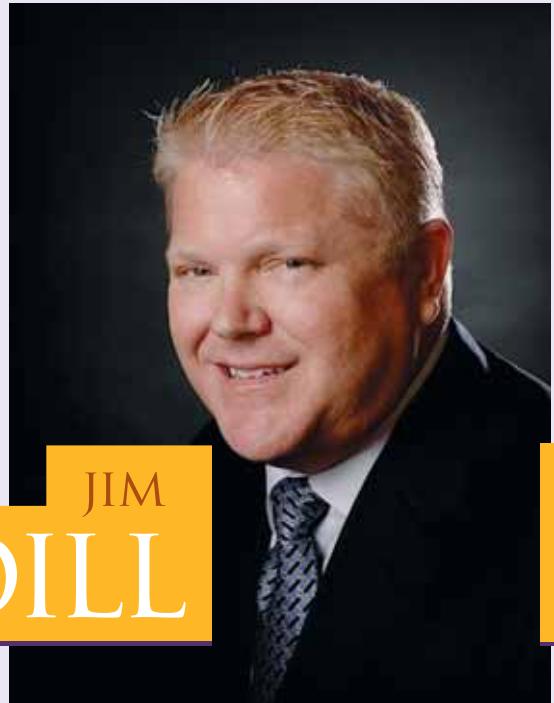
Q: How can retailers best match demand to supply and enhance enterprise scalability?

CAUDILL: Inventory accuracy has long been a challenge in retail; the average retail inventory accuracy rate has been only 60-70 percent. Such inaccuracy leads to increased and unnecessary supply chain inventory, or worse, too little inventory resulting in out-of-stocks, lost sales, and a poor customer experience. The current competitive retail environment has retailers looking to gain every advantage possible to win

Senior Vice President
Xterprise

JIM
CAUDILL

businesses are likely to realize substantial cost savings through sustainability initiatives including heating and lighting upgrades that result in lower utility bills, switching to more efficient fuel/energy sources, and creating staff awareness programs that reduce consumption of electricity and other



and retain customers. The ability to have product in stock is critical, especially if it is promoted or trend-driven. A new generation of solutions based on RFID technologies can efficiently increase this accuracy to 95 percent or more, while providing greater visibility and control.

As a result, retailers experience reductions in supply chain network inventory, out-of-stocks, and shrink while increasing sales and associate productivity.

Q: What innovative sustainability initiatives also increase efficiencies?

CAUDILL: Demonstrating leadership in important social awareness areas such as sustainability is a powerful motivator for employees because it increases productivity, builds loyalty, and inspires them to find innovative ways to bring products and services to market.

Many companies and employees are more energy conscious today than ever before. Reducing greenhouse gas emissions often goes hand-in-hand with reducing energy consumption, and

resources, such as paper products.

These programs often result in energy expense savings, enabling organizations to reinvest those dollars as operating capital and contribute directly to the bottom line.

Q: Why do companies have such a hard time embracing global trade management?

CAUDILL: Although critical to a company's strategy, global supply chain processes remain hugely inefficient. Many companies find the complexity associated with developing a global trade management strategy beyond their capabilities as they lack the internal expertise, face fierce internal competition for scarce resources, or are too invested in legacy technologies to execute. Those that succeed at developing a strategy often find themselves looking outside their firm to transform their operations.

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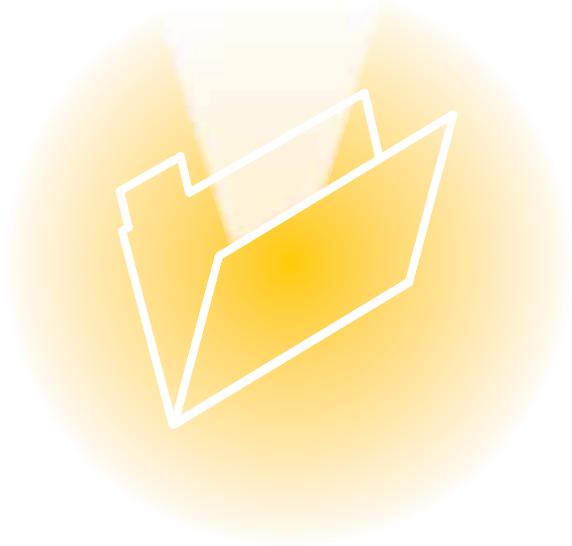
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Casebook

A precise temperature-controlled packing and shipping procedure helps Advanced BioHealing ensure its biomedical product's safety and integrity.

EXTREME PERISHABLES

Just Chill: Moving Live Tissue

With only a 15-second window to transfer a costly and extremely temperature-sensitive biomedical product from freezer to specialized shipping package, technicians at Advanced BioHealing Inc.'s La Jolla, Calif., distribution center must perform the company's packing and shipping procedure with precise planning and execution.

The product, Dermagraft, is a cryopreserved bioengineered skin substitute that assists in restoring damaged tissue and supports the body's natural healing process.

To allow long-term maintenance of tissue integrity and cellular viability, the product—a two-inch by three-inch, three-dimensional piece of living human skin tissue—must be stored between -103°F and 14°F. If the product is exposed to room temperature for more than 15 seconds, it must be discarded.

Given such critical temperature restrictions, Advanced BioHealing requires strict adherence to regulations specifying the shipping packages it uses, how technicians handle the product, and how long the storage freezer can remain open. Only by

following these rules can the shipper ensure the product's viability and avoid costly destruction.

Advanced BioHealing designed a custom packing and shipping process to ensure Dermagraft's integrity from the manufacturing facility to the doctor's office. Technicians select one of four validated shipping containers that keep Dermagraft below -85°F for between 96 and 104 hours, depending on the size and type of insulation within the container.

Each package consists of an outer container insulated with dry ice, using either special blown foam or six vacuum-insulated panels. The technician must measure and record the dry ice's weight, because the Federal Aviation Administration limits how much dry ice can be loaded on an aircraft. The



specialized containers require between 11 and 33 pounds of dry ice, depending on the size of the package and the number of Dermagraft pieces inside.

The containers are pre-labeled with packing slips and return addresses. Workers add dry ice to the package and wait at least 10 minutes for the packing material to reach the proper temperature.

With a limited number of time-sensitive windows to move the product from storage freezer to shipping container, technicians, who wear special gloves to prevent the product from thawing if it touches bare hands, must work quickly to minimize transfer time.

Precise rules apply to this phase of the materials handling. The freezer may not be open for more than two minutes at a time to maintain its temperature at -103°F. It must recover for at least five minutes before being reopened, and it may only be opened three times

within one hour. If opened three times in an hour, the freezer must be allowed to recover for at least two hours before reopening or the contents are considered compromised. Any mistakes can cause costly shipment delays.

HANDLED WITH CARE

After the time-sensitive transfer of Dermagraft from storage freezer to shipping container is complete, the technician seals the container, stamps it with an expiration date, and prepares it for shipping to its designated location. Eighty percent of Dermagraft shipments leave the company's manufacturing facility by next-day air to the East Coast, while about 20 percent remain on the West Coast.

The receiving physicians must use or unpack and store the Dermagraft order in a freezer, which is typically provided by Advanced BioHealing, within four days. If they do not, the Dermagraft

product must be discarded or sent back to the La Jolla facility for return to the controlled -103°F freezers.

Because Advanced BioHealing pays \$50 to \$80 per specialized shipping container, it developed a package recycling process. Physicians flip over the lid on the container to reveal a pre-addressed return label. The used containers are shipped to Advanced BioHealing's packaging supplier for re-assembly.

Advanced BioHealing employees have performed this precise shipping procedure daily since the company restarted manufacturing Dermagraft in 2007, following a 2006 acquisition of the product and its 70,000-square-foot manufacturing facility from Smith & Nephew Wound Management. Using this custom manufacturing, packing, and shipping method, approximately 1,500 pieces of Dermagraft move weekly, accelerating the healing process for more than 50,000 patients each year. ■

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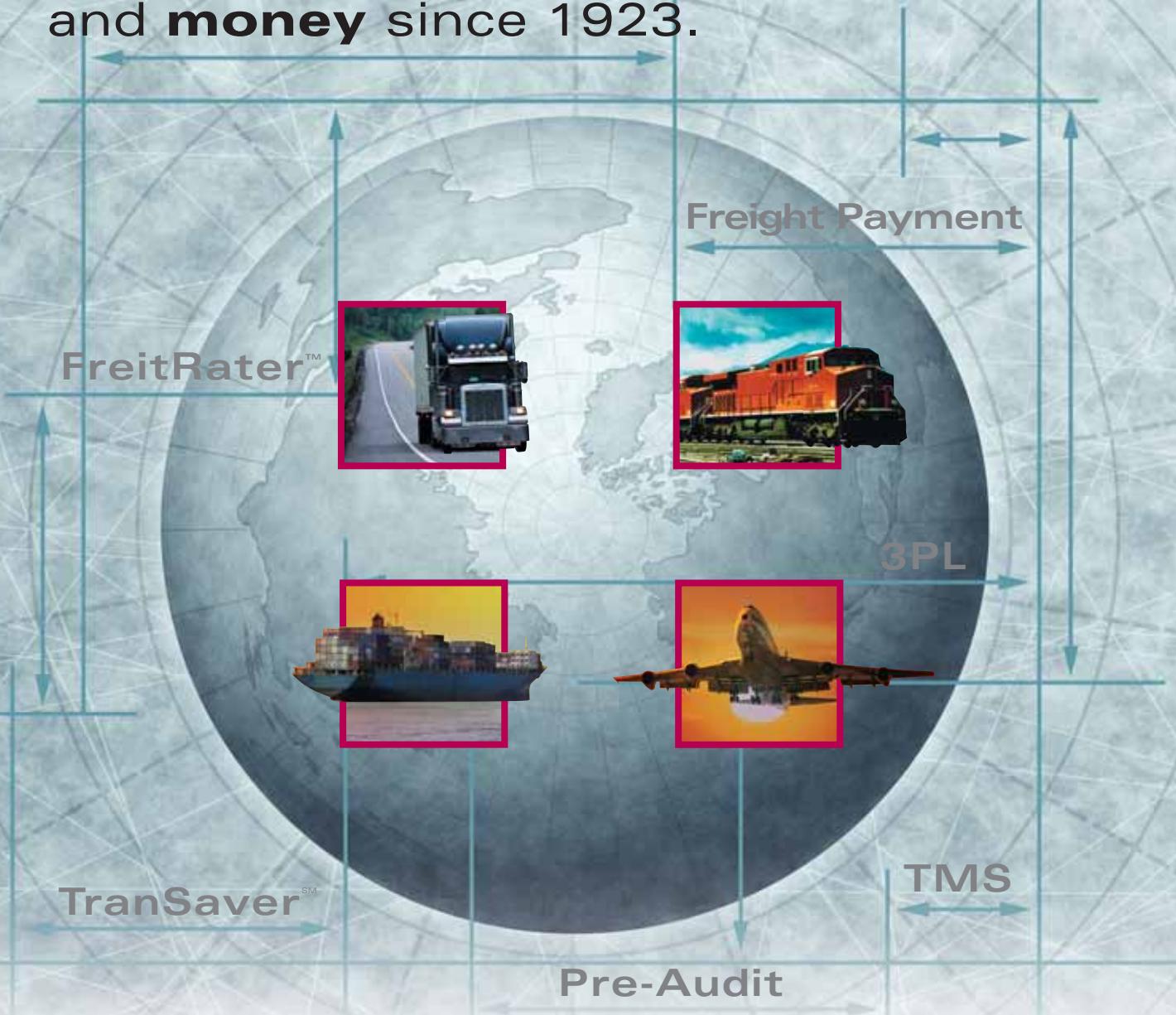
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Industry experts amass supply chain management best practices and skill sets, and invest in new research and evaluation tools. Now you can benefit. *Inbound Logistics* has selected this collection of whitepapers that will give you a jump on important supply chain issues. For more information on any of these whitepapers, visit the Web sites listed below.



TMSi Logistics

TITLE: *Are You Ready for a Third-Party Logistics Provider?*

LENGTH: 3 pages

DOWNLOAD: www.tmsilog.com/FileAccess/FileAccess.aspx

SUMMARY: Outsourcing your supply chain is a big step. Many companies have built their logistics alongside their business, keeping supply chain management in-house. The right 3PL partner will maintain and strengthen your relationship with your clients and customers, while improving your bottom line. Don't know the right questions to ask? This TMSi Logistics whitepaper provides the answers.

Ryder Supply Chain Solutions

TITLE: *Outsourcing to Improve Supply Chain Agility*

LENGTH: 7 pages

DOWNLOAD: www.ryder.com/lms_agility.shtml

SUMMARY: The intensity of change in today's market requires agility, speed, and responsiveness from your supply chain. It is a critical time to examine how other companies are extending beyond traditional, functional outsourcing relationships to gain advantage and increase their agility and responsiveness to global market volatility. To learn more about how outsourcing can help you accelerate change and improve overall productivity and profitability, download Ryder's whitepaper.

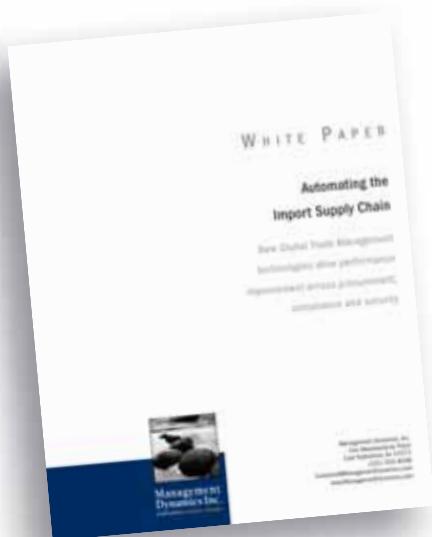
Sterling Commerce

TITLE: *Ensuring Reliable Inbound Supply Integration*

LENGTH: 12 pages

DOWNLOAD: www.sterlingcommerce.com/about/resource-center/white-papers

SUMMARY: In business, control of vital processes is the key to improving overall performance in terms of both quality and cost. Today's emerging integrated business collaboration networks have prospered by targeting connectivity and visibility with company-external processes for improvement and competitive advantage. This whitepaper enumerates the critical business challenges, as well as specific opportunities and benefits, of working aggressively to achieve inbound supply integration.



Management Dynamics

TITLE: *Automating the Import Supply Chain*

LENGTH: 9 pages

DOWNLOAD: www.managementdynamics.com/IL/ImportWP

SUMMARY: Global Trade Management (GTM) technologies are increasingly important to automate global operations across procurement, logistics, and trade compliance business processes. A GTM platform can effectively synchronize the procure-to-pay process and navigate the complexities of emerging preferential trade agreements to deliver on the promise of optimal low-cost country sourcing strategies. This whitepaper explores these trends in detail and proposes a framework for GTM that can support the complete automation of the import supply chain.

PHH Arval and Environmental Defense Fund

TITLE: *Greenhouse Gas Management for Medium-Duty Truck Fleets*

LENGTH: 12 pages

DOWNLOAD: www.phharval.com/ghgtrucks

SUMMARY: Medium-duty trucks, identified as Class 3-6, deliver food and beverages to restaurants and convenience stores; drop off packages at homes and offices; serve as mobile workshops for all types of technicians; and perform thousands of other daily tasks. They also use a lot of fuel—more than eight billion gallons each year. This whitepaper outlines strategies for increasing fuel efficiency of medium-duty trucks to cut costs and reduce carbon emissions.

Werner Enterprises

TITLE: *Reduce Business Risk by Partnering With Diversified Temperature-Controlled Carriers*

LENGTH: 8 pages

DOWNLOAD: www.werner.com

SUMMARY: An often-overlooked issue when searching for a carrier that can provide cost reductions is the financial health of that provider. Financially stable carriers provide the diversification necessary to adjust to an ever-changing economic climate. They also have access to a broad portfolio of transportation solutions and maximize those solutions for customers through freight optimization. Consult this whitepaper to discover the advantages of working with a well-diversified temperature-controlled provider.

Kronos

TITLE: *Five Tips to Help Reduce Costs and Boost Productivity In a Challenging Economy*

LENGTH: 5 pages

DOWNLOAD: www.kronos.com/offer/five-tips.aspx?ci=107717

SUMMARY: Learn how automating key labor-related functions—such as time and attendance, scheduling, HR, and payroll—can help your business protect profitability. Falling demand and unprecedented economic challenges are driving companies to reduce costs and maintain, even improve, productivity. Because labor consumes more than 40 percent of the average operating budget, it can be your largest drain, or your largest asset. Check out these five tips for managing your workforce to control costs and improve productivity, even during tough economic times.



WEB

Total Quality Logistics (TQL)

TQL's redesigned Web site offers tools to help shippers track freight and carriers find available loads.

www.tql.com

800-580-3101

Warehousing Education and Research Council (WERC)

The Vendor Locator feature on WERC's enhanced Web site helps shippers search for suppliers and vendors specializing in warehousing and distribution.

www.werc.org

630-990-0001

AIR

American Airlines Cargo

A relocated cargo terminal at New York's John F. Kennedy International Airport offers more than 135,000 square feet of warehouse space, 24 dock doors, and a high-speed Elevated Transfer Vehicle (ETV) handling system. The ETV features six doors for processing containerized cargo, allowing it to bypass the terminal's regular freight-handling activities, and moves containers at a rate of 60 feet per minute. The terminal also provides three coolers for perishable products, an environmental room, and a live animal handling area.

www.aacargo.com

800-CARGO-AA

TRUCKING

Old Dominion Freight Line

A new 160,000-square-foot warehouse facility in Thomasville, N.C., offers an established Foreign Trade Zone (FTZ) and distribution services. The facility complements the company's warehouses in Commerce, Calif., and Worcester, Mass.

www.odfl.com/warehousing

800-432-6335



▲ Materials Handling: Intelligrated

After acquiring materials handling provider FKI Logistex, Intelligrated now designs, sells, manufactures, and supports the complete line of Crisplant tilt-tray and cross-belt sorters, as well as associated software, controls, and chute solutions. The sorters operate as stand-alone sub-systems, or as parts of larger automated materials handling systems.

www.intelligrated.com

877-315-3400

PARTNERSHIPS

Team 3 Logistics LLC

Kenco Logistic Services joined with Schnellecke of America to form Team 3 Logistics, which offers logistics solutions to support automotive production in the southeastern United States. Team 3 leverages Kenco's U.S. infrastructure, which includes more than 100 buildings totaling 25 million square feet.

www.team3logistics.com

423-643-3216

SkyBitz and Iridium Communications Inc.

SkyBitz, a remote asset tracking and information management solutions provider, and Iridium Communications Inc., a provider of global mobile satellite services,

announced plans to develop a two-way remote asset tracking and monitoring solution. The new solution is suitable for applications such as trailer tracking and cargo shipping.

www.skybitz.com

703-318-8100

www.iridium.com

301-571-6200

MATERIALS HANDLING

Yale Materials Handling Corp.

Two new electric rider lift trucks, available in a three-wheel and four-wheel model, provide lifting capabilities of 3,000 to 4,000 pounds and a zero turn radius, making them suited to a variety of warehouse applications.

www.yale.com

800-233-YALE

HK Systems

The MB100 multi-belt sorter handles packages measuring from six inches to 36 inches long, and weighing up to 75 pounds. Offering rates exceeding 100 packages per minute, the MB100 enhances pre-sorting, value-add, kitting, pre-shipping, and shipping applications.

www.hksystems.com 800-HKSYSTEMS

Toyota Material Handling

The new line of 8-Series four-wheel AC-powered electric lift trucks, available in 4,000- to 6,500-pound load capacities, serves indoor materials handling needs, from food and beverage to general warehousing and distribution centers. The trucks deliver longer run times and quicker acceleration than previous models.

www.toyotaforklift.com 800-226-0009

SOFTWARE

Infor

Infor ERP SyteLine Shipping and Logistics speeds and simplifies picking, packing, and shipping processes to reduce costs, eliminate errors, and improve customer service. It enables companies to respond to requirements for special labeling, paperwork and other services, enhancing customer service. In addition, if users do not select their preferred carrier or service, the system automatically selects the best transport option to fulfill the order.

www.infor.com 800-260-2640

Cadre Technologies

The *LogiStock* inventory management tool allows users to view and control inventories and process orders from one or more fulfillment locations through a single Web

interface, reducing training efforts and increasing efficiency.

www.cadrettech.com 888-599-5868

EDUCATION

American Society of Transportation and Logistics (ASTL)

Aiming to bridge the gap in continuous education and training within the shipping community and raise industry standards, ASTL opened the Singapore Shippers Academy. It offers the Professional Designation in Logistics and Supply Chain Management and Certified in Transportation and Logistics certification programs. Shippers and course participants gain access to study trips and internship opportunities.

www.astl.org 202-580-7270



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3PLs

Tyler Distribution Centers

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www.portjersey.com 609-860-1010

Damco

Directly connected to Laem Chabang Port via daily container barge service, Damco's new logistics hub in Sanrong, Bangkok, provides a container freight station, barging, and general and FTZ warehousing, enabling shippers to complete import and export shipment handling, including customs clearance.

www.damco.com 973-514-5126

Echo Global Logistics

New offices in Atlanta and Dallas support Echo Global Logistics' transportation and supply chain management services in the southeastern United States.

www.echo.com 800-354-7993

ATC Logistics & Electronics (ATCLE)

A new FTZ service streamlines electronics equipment and component importing and exporting. Import duties are not applied until items are removed from the FTZ and remain in the United States for ultimate distribution, and no fees or business property taxes apply to exports. Within the FTZ, ATCLE provides logistics, kitting, and packaging services to help shippers avoid customs penalties for mismarked products.

www.atcle.com 800-466-4202

BDP International

Headquartered in Mumbai, BDP International's new subsidiary company, BDP Global Logistics (India) Private Limited, offers logistics services targeted to India's chemicals, life sciences, healthcare, retail, telecommunications, and manufacturing industries.

www.bdpinternational.com 215-629-8900

Crowley Logistics

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www.crowley.com 800-CROWLEY

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www.usecaps.com 888-873-2277

Zenith Global Logistics

A 226,000-square-foot, humidity-controlled warehouse facility in Ho Chi Minh City, Vietnam, stores wood products for home furnishings shippers. From this facility, Zenith offers full, split, or less-than-containerload shipment services.

www.zenithfreight.com 800-937-3876

PTI Logistics

Paper Transport Inc. formed asset-based brokerage PTI Logistics to provide third-party truckload, LTL, van, and intermodal services.

www.papertransport.com 800-317-3650

OCEAN Intermarine LLC

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services to support the company's Europe/South America service, offer customized contract carriage, and serve European companies involved in worldwide capital project development.

www.intermarineusa.com 800-229-8701

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www.ups.com/pickupoptions 800-PICK-UPS

FedEx

FedEx Electronic Trade Documents (ETD) allows shippers to upload international shipment documentation across multiple automated shipping systems. ETD automates international documentation

preparation and flow, ensuring documents arrive earlier for broker review; streamlines customs clearance by providing more time to identify and resolve potential paper errors; and eliminates the need for manual paperwork, reducing the risk of lost or damaged documents.

www.fedex.com 800-GO-FEDEX

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The TOTALFreightPay freight payment service processes paper and electronic invoices within 24 hours, making data immediately available online to authorized shippers and carriers. Paper invoices convert to images that flow through the payment cycle, allowing the system to capture data and check for duplications before auditing the invoices. Once adjusted or approved, invoices are aged according to client-specified and carrier-specific payment terms; payment is released to carriers as scheduled.

www.totalfreightpay.com 800-355-215



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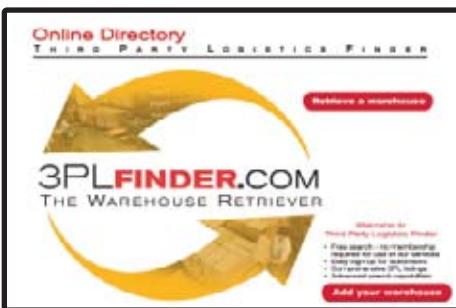
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3PLs



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4 Way Logistics is the strategic transportation service partner when shipping is mission-critical to your business, managing all aspects of your logistics - from the initial quote through accurate invoicing - to keep your business moving efficiently. Specializing in LTL and truckload, we give our clients exactly what they need, from pick-up to delivery. That's our pledge. Let us show you how our shipping solutions can work for you. Call us or visit our Web site today.



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CDS Logistics is your long-term solution for seamless last-mile home and business delivery service. Based in Baltimore, with a 48-state network, CDS Logistics is a leading asset-based 3PL serving a wide range of manufacturers, retailers, and dealers. CDS Logistics specializes in high-value/difficult-to-handle products in the housing/home improvement, consumer electronics/appliances, commercial electronics, and recreational/fitness equipment industries.





ChemLogix, LLC • www.chemlogix.com

ChemLogix, LLC is the leading provider of comprehensive chemical industry logistics management outsourcing and technology services that, together with its supply chain consulting resources, enable its clients to improve performance and drive economic value. ChemLogix is dedicated to solving its customers' most vital logistics challenges by leveraging chemical industry expertise, best-of-breed technology, and a personalized, high-touch approach to deliver measurable, sustainable value. For more information, visit www.chemlogix.com or email information@chemlogix.com.



Delta Logistics • www.deltalogistics.com

Delta Logistics, a full-service 3PL company, furnishes a myriad of options for commercial and agriculture warehousing, distribution, and transportation. Our *Tracker* information management system provides real-time inventory and reporting for our clients via the Internet. Delta's quality-driven team is committed to on-time delivery of solutions for any logistics requirement at the right price with outrageous customer service.



Echo Global Logistics • www.echo.com

Echo Global Logistics, a results-oriented transportation management firm, provides superior cost-savings technology and services for small enterprises to the Fortune 100. Echo's transportation management solution delivers cost savings through proprietary access to unparalleled transportation market data, custom-built world-class technology, a massive nationwide network of carriers, and the negotiating power resulting from massive spend on behalf of clients. Echo's focus is on offering concrete, tangible savings to all clients, and ensuring increased service levels that derive from the Six Sigma process integrity on which Echo's transactional engine has been built.



Exel Transportation • www.exeltransportation.com

Exel Transportation's truckload services are tailored to fit your unique business needs. Exel draws on decades of experience and a carrier network of 14,000+ providers to manage the efficient and timely transit of your goods. We provide reliable truckload capacity - and always at a competitive price. You're supported at all times with Exel's industry experts, unparalleled market knowledge, and unmatched customer service. Through comprehensive freight analysis, bidding, and load matching, you get service that anticipates your needs and constantly adjusts your solution for peak efficiency.



IN THIS SECTION:

3PLs



flexSource: A Division of SYNnex • www.synnex.com

Joining forces with its subsidiary, consumer electronics giant New Age Electronics, SYNnex now offers *flexSource*. *flexSource* offers comprehensive fee-for-service supply chain solutions for IT and consumer electronics manufacturers and retailers throughout North America. Our solutions are designed to maximize profitability and customer satisfaction, and minimize risk. By outsourcing your backroom operation to *flexSource*, you'll be able to focus your time, energy, and resources on the things that drive your business success: creating and selling great products.

FreightCenter.com • www.freightcenter.com

For more than a decade, FreightCenter.com has changed the world of freight with our leading technology, freight automation, and unbeatable execution. Instantly compare rates from all the top respected carriers, choose one, book your shipment, and print paperwork in a few short minutes. Access all past and current shipments, paperwork, invoices, and even track your freight at the touch of a button. FreightCenter makes it easy to automate your freight shipping, whether it's moving one load or managing an entire freight system. We have an expansive network of carriers covering all freight transportation from LTL to truckload, intermodal, air, international, and all specialized needs. When you want your freight moved fast and efficiently at the right price, FreightCenter.com will get it done.



Hanover Logistics • www.hanoverlogistics.com

Hanover Logistics is an asset-based logistics services company providing customers with superior supply chain management solutions in a variety of third-party logistics (3PL) disciplines including warehousing, distribution, fulfillment, and transportation services. Hanover Logistics is equipped to expertly handle various types of logistics services including: freight brokerage, food/grocery storage and distribution, intermodal/cross-dock services, warehousing solutions for a variety of products (foreign trade zone certified), and general transportation management including truckload, LTL, and container hauling services.



Hanson Logistics • www.hansonlogistics.com

Hanson Logistics is a leading 3PL offering single-source transportation, warehousing, and distribution services. Our Chicago consolidation center features Velocities™ Multi-Vendor Consolidation Services reaching top retail and food service DCs, including Walmart. We can design, execute, and manage a temperature-controlled supply chain solution that meets your specific requirements, with broader visibility, lower transportation costs, and higher day-to-day performance. Call 888-772-1197.





Jacobson Companies • www.jacobsonco.com

What can we do for you? When it comes to supply chain management, the answer is: Leadership, Innovation and Quality Solution. Everything we do: warehouse operations and management; freight management; full truckload and asset-based solutions; contract packaging and manufacturing services; total staffing solutions; and temporary services. We center these services around our company-wide Can Do commitment to you.

Kuehne + Nagel • www.kuehne-nagel.com

Kuehne + Nagel, a global leader in transportation and logistics, is one of North America's premiere integrated logistics services providers. Our superior service and end-to-end supply chain capabilities - including sea- and air-freight, 3PL, 4PL, distribution, and information management solutions - turn your logistics challenges into a competitive advantage. A global leader in international forwarding, Kuehne + Nagel also ranks among the top three worldwide contract logistics players. The company, founded in 1890, has more than 55,000 employees, 900 locations, and 100 countries.



Laufer Group International • www.laufer.com

Laufer Group International was established in 1948 as a customs broker. For more than 60 years, Laufer has been providing global logistics management solutions for the smallest of companies to the largest of corporations. We are committed to providing the highest level of quality customer service for our suite of global logistics services. For more information, give us a call or visit our Web site today.



LeSaint Logistics • www.lesaint.com

LeSaint Logistics' overall objective is to provide customers with the opportunity to focus on their core business by offering the full range of third-party logistics services: contract warehousing, public warehousing, hazardous materials management, common carriage, dedicated transportation, transportation management, information management, customer call centers, inventory management, and fulfillment. We provide value-added fulfillment services such as pick/pack and ship, repack, labeling, subassembly, kitting, and returns management, to name a few. We're flexible to our customers' requirements, providing them with the option of selecting from our menu of services, and choosing the capabilities that meet their specific needs.



IN THIS SECTION:

3PLs



Logistics Insight Corporation (LINC) • www.4linc.com

Logistics Insight Corporation (LINC) was formed specifically as a single-source logistics service provider to design, manage, and operate both dedicated and integrated distribution systems. LINC has extensive multi-industry experience and offers various services including (but not limited to) all modes of transportation, sequencing, sub-assembly, order fulfillment, warehousing, and white glove delivery service. LINC provides a distribution system solution that enables companies to rapidly and efficiently move goods through the supply chain. LINC has a full-service network throughout North America, combined with strong alliances capable of providing solutions globally.

LynnCo Supply Chain Solutions • www.lynnco-scs.com

LynnCo specializes in value-added supply chain solutions. We create tailored solutions by taking redundant links out of our clients' logistics networks. Whether it's upfront due diligence studying current distribution patterns, rationalizing facilities with state-of-the-art optimization tools, or analyzing entire supply chain networks, our mission is to provide our clients world-class solutions - creating bottom-line value.



Mallory Alexander International Logistics • www.mallorygroup.com



Mallory Alexander International Logistics is a leading third-party logistics (3PL) provider. As a specialist in global logistics and supply chain services, Mallory Alexander acts as a single source for all logistics and supply chain needs. Specifically, Mallory Alexander provides public and contract warehousing, freight forwarding (international, domestic, air and ocean), customs brokerage, import/export services, intermodal trucking and transportation, logistics services, and consulting.

Metro Park Warehouses • www.metroparkwarehouses.com

Metro Park Warehouses is a full-service 3PL offering 2 million square feet in Kansas City of modern food-grade warehousing space, including medical temperature-controlled space, ATF and national pharmaceutical licensed distribution, AIB Superior ratings, and 5 rail facilities, all open to reciprocal switching. Our in-house value-added services include end-to-end call center, shipping, invoicing, credit card payment; retail display building; heat-tunnel packaging and shrink-wrapping; and a dedicated local and regional trucking fleet. We have been in business for more than 40 years, specializing in award-winning service for food and household products, medical supplies, pharmaceuticals, alcoholic beverages, appliances, roll paper, and packaging. Contact Metro Park to gain the competitive edge for your Midwest logistics and distribution requirements.





Network Global Logistics • www.nglog.com

Network Global Logistics (NGL) was founded in 1971 and offers supply chain solutions including warehousing, service parts logistics, transportation management (TMS), retail and e-commerce fulfillment, next-flight-out, same-day ground courier, and value-added manufacturing services. NGL uses best practices and standard operating procedures to achieve the highest service levels and key performance indicators in the industry. Our supply chain information systems provide real-time visibility to inventory and shipments. The NGL Global Call Center is available 24/7/365.



New Breed • www.newbreed.com

New Breed is a third-party logistics company that brings new levels of visibility and control to complex logistics operations. We combine methodical analysis of your material flows with the intelligent application of systems to reduce and automate process steps – across your supply chain or in your distribution center. Some of the world's most respected companies rely on New Breed minds to streamline logistics operations in support of manufacturing, distribution, returns, refurbishment and repair, and service parts logistics.



NFI • www.nfiindustries.com

Founded in 1932, NFI offers a variety of integrated supply chain services to help businesses manage, grow, and succeed in today's marketplace. The company is one of the largest privately held third-party logistics providers in North America. NFI divisions include NFI Distribution, NFI Logistics, NFI Transportation (Dedicated and OTR), NFI Intermodal, NFI Real Estate, NFI Global, NFI Contract Packaging, NFI Transportation Brokerage, NFI Consulting, and NFI Solar.



Panther Expedited Services • www.pantherexpedite.com

Panther is the leader in providing premium logistics solutions to Fortune 1000 corporations, government agencies, defense contractors, and transportation service providers. We offer door-to-door ground, air, and ocean solutions to and from anywhere in the world. With one call to us at 800-685-0657, you will open the door to lower costs and a broader set of solutions.



IN THIS SECTION:

3PLs



Penske Logistics • www.penskelogistics.com

Whether you need an LLP partner to oversee all logistics operations or you just want to optimize your warehouse design, Penske Logistics offers a full spectrum of transportation, warehousing, inbound/outbound, supply chain management, and freight forwarding solutions. Its collaborative best teams approach enables Penske to be more than a logistics service provider. Penske provides practical success stories online through case studies.



ROAR Logistics • www.roarlogistics.com

Founded in 2003, ROAR (Rail, Ocean, Air, Road) has rapidly become a leading transportation services provider, serving customers worldwide. A subsidiary of Rich Products Corp., ROAR views transportation from the perspective of the shipper, delivering value through world-class customer service, cutting-edge technologies, and competitive pricing. Call on ROAR for your truckload, LTL, domestic intermodal, export ocean, and global air cargo needs. Call 888-292-7627, e-mail: r-rich@roarlogistics.com, or visit: www.roarlogistics.com.



Rockfarm Logistics • www.rockfarmlogistics.com

Rockfarm Logistics is charting a new course for logistics providers today. Specializing in freight management services, our “cost of services” pricing model, coupled with our technology and account management platforms, enables our clients to gain ownership of their supply chain. Our philosophy encompasses three business principles: achieve total supply chain visibility for more effective business-based decisions, deliver a solution that meets the needs of each of our clients, and create long-term partnerships with our clients by exceeding expectations.



Romark Logistics • www.romarklogistics.com

Make Romark Logistics your choice for nationwide warehousing, distribution, contract labor management, fulfillment, packaging, real estate development, and transportation solutions. Our commitment to continuous improvement, customer satisfaction, and the spirit of partnership has been the foundation of our growth and success for more than 50 years. Romark Logistics operates more than 3 million square feet of contract distribution and packaging centers and can customize a supply chain solution for your most demanding challenges.





Saddle Creek Corporation • www.saddlecrk.com

Saddle Creek Corporation is a nationwide third-party logistics company providing integrated logistics services – dedicated and shared warehousing, transportation, and contract packaging. Our turnkey logistics solutions can help you increase supply chain efficiency, streamline business, and manage costs.

SEREC of California • www.serec.com



SEREC of California provides an exceptional array of fulfillment, retail compliance, import distribution, and warehousing services, thanks to our state-of-the-art facilities. But we're more than just a warehouse or fulfillment center. We partner with clients to help them maximize their customers' satisfaction. If your customers are happy, we're happy. Our customer relationships have always been – and always will be – our top priority. And while technology takes a predominate focus in regards to how we can accomplish what we do, our main focus has been the same for 40 years: To do our very best for every client, through honest and straightforward dealings, and good old-fashioned hard work.

SPS Commerce • www.spscommerce.com



SPS Commerce is a leading provider of on-demand supply chain management solutions, providing integration, collaboration, connectivity, visibility and data analytics to 35,000 customers worldwide. 3PLs that partner with SPS Commerce gain a competitive advantage by offering SPS' Web-based EDI, label, EDI testing, and inventory upload services as part of their product portfolio.

Wallenius Wilhelmsen Logistics • www.2wglobal.com



Seeking the complete logistics solution? Look no further. Wallenius Wilhelmsen Logistics (WWL) leads the industry with its full-service factory-to-dealer approach. With WWL, you can leverage a global and sophisticated network of logistics services, from managing the supply chain and coordinating inland distribution to ocean transportation, terminal services, and a comprehensive range of specialized technical services. With WWL, you can count on top quality, reliability, innovative solutions, and unparalleled customer care.

IN THIS SECTION:

3PLs – Air/Expedited



Warehouse America • www.browncoincdbawarehouseamerica.com

Strategically located minutes from major ports and interstates, Warehouse America's 200,000-square-foot facility gives you a distribution advantage. From custom inventory management, EDI, and order fulfillment to unparalleled warehousing services including loading, unloading, and transloading; LTL or TL shipping; long- and short-term storage; and same-day order processing, Warehouse America offers everything you need from a third-party logistics partner.

4PLs

Kuehne + Nagel • www.kuehne-nagel.com

Kuehne + Nagel, a global leader in transportation and logistics, is one of North America's premiere integrated logistics services providers. Our superior service and end-to-end supply chain capabilities—including sea- and air-freight, 3PL, 4PL, distribution, and information management solutions—turn your logistics challenges into a competitive advantage. A global leader in international forwarding, Kuehne + Nagel also ranks among the top three worldwide contract logistics players. The company, founded in 1890, has more than 55,000 employees, 900 locations, and 100 countries.



AIR/EXPEDITED

Network Global Logistics • www.nglog.com



Network Global Logistics (NGL) was founded in 1971 and is the preferred provider of next-flight-out (NFO) and same-day ground courier service to the medical, life science, financial, and technology industries. Using best practices and standard operating procedures, NGL is able to deliver unmatched service levels. Our goal is to develop partnerships with our customers by offering business solutions that are flexible, exceed expectations, provide value, and create peace of mind.

Panther Expedited Services • www.pantherexpedite.com

Panther offers a full suite of airfreight solutions, including Hot Shots, Air Charter, NFO, Next Day, Second Day, and Deferred services. Our Web-based engine evaluates more than 200,000 shipping alternatives, provides immediate "buy-up" and "buy-down" options, utilizes True Transit, True Pricing, and provides seven in-transit milestone updates, so you will always know you made the right shipping decision. With one call to us at 800-685-0657, you will open the door to lower costs and a broader set of solutions.





Purolator USA • www.purolatorusa.com

Purolator USA is the U.S.-based freight forwarding subsidiary of Purolator Courier Ltd., Canada's leading overnight courier company. Purolator USA specializes in air and surface forwarding of small packages and freight shipments, customs brokerage, and delivery to, from, and within the North American market. Purolator USA offers preferred access to an extensive distribution network in Canada, which includes 10,000 dedicated employees, and the largest air fleet and ground network with guaranteed Canadian delivery points in Canada among any competitor.



Quick International Courier • www.quickintl.com

Quick specializes in handling critical shipments and anything that requires urgency and special care—from small parts, to hazmat, to heavy or oversized shipments. We offer a wide range of priority services: next-available-flight-out, next-drive-out, secure hand-carry, warehousing, third-party logistics, and aircraft charters. Our industry-focused specialists custom-design shipping solutions to meet every individual need. Our Web-based QuickOnline tools allow customers to place orders, track, monitor, and confirm every move of their shipments.



BULK: LIQUID-DRY



CN • www.cn.ca

With CN's marine transportation and transloading capabilities, you can reduce costs through marine transportation for bulk commodities. Having carried more than one billion tons of dry bulk cargo alone, we have the scale and experience to help you manage your entire bulk shipping supply chain. CN CargoFlo is a network of 19 bulk distribution terminals that allows you to transfer product from railcars to trucks and vice versa, as well as load and unload liquid and dry bulk overseas containers.

CHEMICAL LOGISTICS



ChemLogix, LLC • www.chemlogix.com

ChemLogix, LLC is the leading provider of comprehensive chemical industry logistics management outsourcing and technology services that, together with its supply chain consulting resources, enable its clients to improve performance and drive economic value. ChemLogix is dedicated to solving its customers' most vital logistics challenges by leveraging chemical industry expertise, best-of-breed technology, and a personalized, high-touch approach to deliver measurable, sustainable value. For more information, visit www.chemlogix.com or email information@chemlogix.com.



IN THIS SECTION:

Chemical Logistics • Consultants



CN • www.cn.ca

CN safely transports a variety of petroleum and chemical products, and serves all major chemical and petrochemical production regions in North America. With expertise in such key areas as the Alberta oils sands, eastern Canada, the Gulf of Mexico, as well as our extensive network of CargoFlo facilities for your liquid transfer and break bulk needs, we provide seamless transportation by offering a complete door-to-door service for your full supply chain.



Fresh Warehousing & Fulfillment • www.freshwarehousing.com

The chemical warehouse designed and built by Fresh Warehousing, Centreville, Ill., uses the most current hazardous materials storage methods to provide a well-managed hazmat warehousing solution. Fresh Warehousing is certified by FedEx and UPS for small package chemical shipping and fulfillment. Certified to handle flammables, corrosives, oxidizers, and other environmentally sensitive chemicals, Fresh Warehousing has materials handling equipment for carloads, drums, pallets, ISO tanks, and totes.



Rinchem Company, Inc. • www.rinchem.com

Rinchem is a leading provider of chemical management services to the semiconductor, chemical manufacturing, and the pharmaceutical industries. We are an asset-based logistics company that streamlines customers' supply chains, resulting in increased efficiencies and reduced costs. Since 1976, Rinchem has provided comprehensive services including chemical warehousing, chemical and waste transportation, waste stream management, and safety and regulatory training and consulting.

CONSULTANTS



Distribution Design Inc. • www.distdesign.com

Distribution Design provides consulting services for the analysis and design of logistics operations, systems, and facilities. Services include distribution center and warehouse operational design, low-cost/high-impact operational audit, second opinion, facility longevity analysis, 3PL/WMS selection, and designs for WMS and material storage and handling systems. Visit the Web site for extensive case studies, knowledge base articles, client testimonials, and links to other helpful sites.





Establish, Inc. • www.establishinc.com

Establish, Inc. is a global management consulting firm specializing in the supply/demand chain. We have been in business for more than 35 years and completed more than 1,000 client assignments. We are comfortable working in all the supply chain functions: procurement provisioning, inventory planning/forecasting, manufacturing distribution, warehousing, transportation, and customer service, and we can work at both the strategic level and the tactical level. We also have implementation capabilities and frequently lead or guide the implementation of our recommendations.



TransWorks • www.trnswrks.com

TransWorks offers fully integrated TMS/Supply Chain Execution solutions that enhance and automate transportation processes. Without the requirement for capital investment, we offer customers an affordable way to manage transportation costs by allowing them to utilize the best transportation execution tools. TransWorks has consistently automated processes that enable our customers to communicate more effectively with vendors and customers. We accomplish this by leveraging technology that seamlessly integrates into our customers' business processes.



CUSTOMS COMPLIANCE/DUTY DRAWBACK



QuestaWeb, Inc. • www.questaweb.com

QuestaWeb is a premier provider of integrated, Web-based global trade management software. QuestaWeb's applications unify import, export, logistics, compliance, and financial processes under one roof. The applications include U.S. Customs, self-entry, foreign trade zone, landed costs, HTS, PO management, export licensing, drawback, reconciliation, denied party screening, product catalog, tracking, and international document repository. The centralized global database maintains up-to-date trade content and currencies. QuestaWeb can also be efficiently integrated to your ERP system if designated.

DEDICATED CONTRACT CARRIAGE



Cardinal Logistics Management, Inc. • www.cardlog.com

Cardinal Logistics Management is a leading dedicated transportation solutions provider. Cardinal's logistics experts work directly with clients to optimize their supply chains by developing and implementing customized transportation solutions including specialized equipment and handling, and integrated technology. Cardinal's services include dedicated contract carriage, home/jobsite delivery, transportation management, supply chain consulting, warehousing and distribution for companies like AutoZone, Eastman Kodak Company, KraftMaid Cabinetry, Office Depot, and many more. Visit us at www.cardlog.com.



IN THIS SECTION:

DCC – Distance Learning



Lily Transportation • www.lily.com

Lily provides dedicated contract carriage for companies that have time-, temperature-, or customer-sensitive deliveries. Utilizing the Lily Platform for Continuous Improvement allows the service provider to track, report, and take action-based on data-to continuously improve delivery results. Some customers: Whole Foods Markets, Lindt Chocolates, VersaCold, Legal Sea Foods, and NAPA. Our people, process and knowledge deliver exceptional results.

NFI • www.nfiindustries.com

Founded in 1932, NFI offers a variety of integrated supply chain services to help businesses manage, grow, and succeed in today's marketplace. The company is one of the largest privately held third-party logistics providers in North America. NFI divisions include NFI Distribution, NFI Logistics, NFI Transportation (Dedicated and OTR), NFI Intermodal, NFI Real Estate, NFI Global, NFI Contract Packaging, NFI Transportation Brokerage, NFI Consulting, and NFI Solar.



DISTANCE LEARNING



American Public University • www.apu.apus.edu

If you're in the transportation and logistics management (T&LM) industry, or seek a new career, earn a Bachelor's, Master's, or Certificate in T&LM entirely online. This challenging field offers career opportunities crossing over into disaster management, homeland security, and more. Learn from faculty practitioners about the lifeblood of the nation: the secure movement of goods and information. APU is a member of the regionally accredited American Public University System. Email us at info@apus.edu, or call 1-877-777-9081.

Florida Institute of Technology • <http://es.fit.edu>

Invest in yourself...it pays! Florida Tech offers accredited Master's degree and graduate certificate programs at 10 U.S. sites in five states, including distance learning programs through the Virtual Campus. Degrees include an M.S. in Logistics Management; M.S. in Management with concentrations in Logistics or Transportation Management; and graduate certificates in Logistics or Transportation Management.





Institute of Logistical Management • www.mylogisticscareer.com

Since 1923, we have offered high-quality, cost-effective, self-paced Professional Certification in Transportation, Logistics, and Supply Chain to enable students to ultimately achieve preeminent competency in leadership roles in the global logistics industry. ILM integrates all areas of transportation, logistics, and supply chain to prepare and certify professionals to excel in the \$1-trillion logistics industry. ILM has enrolled students from more than 40 countries worldwide who have gained high proficiency in our certification programs for real-world application. For further information, contact us at 888-456-4600 or dean@logisticseducation.edu.

**Pennsylvania State University - World Campus
www.worldcampus.psu.edu**



Whether you are seeking professional development or wanting to increase your advancement potential, Penn State offers an online 30-credit Master's degree and 12-credit graduate certificate in supply chain management. The online Master's degree allows working professionals to complete their degree on a part-time basis in two years. Both programs help students gain the knowledge, problem-solving skills, and leadership techniques critical to the demands of today's supply chain management industry.

ECONOMIC DEVELOPMENT



Ameren Corporation • www.ameren.com

St. Louis-based Ameren Corporation is a Fortune 500 company dedicated to generating electricity, delivering electricity, and distributing natural gas to 3.2 million customers throughout Illinois, mid-Missouri, and the St. Louis Metropolitan Area. Ameren's professional development team serves as a complete source for business assistance services. For more information, visit Ameren's Web site: www.ameren.com.

Franklin/Southampton County • www.franklinsouthamptonva.com



Experience exceptional transportation corridors to the Port of Virginia and fully developed business parks in Franklin/Southampton County, a great location for warehousing and distribution, light assembly, and manufacturing. The fifth-largest metro area in the Southeast U.S., and the largest between Atlanta and Washington, D.C., the community offers a world-class workforce development center, ample real estate zoned for commercial use, and access to available, quality labor that is well-educated and technically oriented.

IN THIS SECTION:
Eco Dev • Education



Isle of Wight County • <http://insidetheisle.com>

People and product travel in and out of Isle of Wight with great efficiency, thanks to the County's strategic Hampton Roads location just minutes from one of the country's busiest transportation hubs, which includes the Port of Virginia. Coupled with a skilled workforce, stable economy, and quality of life, it's easy to see why Isle of Wight is home to several Fortune 500 companies, including global ham manufacturer Smithfield Foods.

Joplin Area Chamber of Commerce • www.joplincc.com

Thinking of Joplin, Mo., as the next site for your headquarters or distribution center? Your first stop should be the Joplin Area Chamber of Commerce's Web site. You'll find a complete business profile of Joplin, including population, location, infrastructure, labor, education, real estate and cost-of-living statistics. The Joplin Area Chamber of Commerce is a private, not-for-profit organization of business and professional people committed to improving the economic prosperity and quality of life in the Joplin area. Member of NASCO.



Penn's Northeast • www.pennsnortheast.com

When you think Northeast, think Penn's Northeast. Penn's Northeast is your single point of contact for site selection assistance in northeast Pennsylvania. Centrally located on the East Coast, we are within a 500-mile radius of nearly one-third of the U.S. population. Six major highways - I-80, I-81, I-78, I-476, I-380 and I-84 - run through the region, providing direct access to major East Coast cities and ports. Give us a call. There are no fees for services and all inquiries are confidential.



EDUCATION

American Public University • www.apu.apus.edu

It's the best time to earn your first degree or gain another. American Public University offers affordable, entirely online Bachelor's and Master's degrees in more than 70 programs, including transportation and logistics management, emergency and disaster management, security management, and homeland security. Courses start monthly, so you can start right away! APU is a member of the regionally accredited American Public University System. Join more than 40,000 students from around the globe. Email us at info@apus.edu, or call 1-877-777-9081.





Arizona State University - W. P. Carey School of Business
wpcarey.asu.edu/supplychain

The Supply Chain Management Department at W. P. Carey is regularly ranked in the top 10 by *U.S. News & World Report*. Earn a certificate or an MBA with an area of emphasis in supply chain management. Offered entirely online, these programs enable busy working professionals to balance the demands of work and school. Please call 480-965-1253 or visit the Web site today.

Baruch College, Continuing and Professional Studies
www.baruch.cuny.edu/caps

You want to get in...need to keep up...must move ahead. Education fuels all your business moves. At Baruch College's Weissman Center for International Business and Division of Continuing and Professional Studies (CAPS) you will find vital courses and certificate programs specifically designed to keep international trade professionals dynamic. We offer import and export operations, customs broker license test preparation, logistics, supply chain management, international payments, and much more. Taught by professionals. On campus, on site, and online.



California State University - Long Beach • www.ccp.e.csulb.edu/citt

The Center for International Trade and Transportation (CITT) acts as a catalyst for growth, and offers a neutral ground for addressing issues along the entire global logistics pipeline. CITT is a partner with METTRANS, a University Transportation Center funded by the U.S. DOT and Caltrans. The Global Logistics Specialist (GLS) and the Marine Terminal Operations Professional (MTO) are industry-driven training programs. The GLS serves both users and providers of global logistics services. Classes are offered on the CSULB campus and in an innovative online format. The MTO program addresses all aspects of terminal operations from container terminals, break-bulk, and RoRo to cruise terminals. For more information, visit this Web site.

East Carolina University • www.tecs.ecu.edu/idis

The Distribution and Logistics Program at East Carolina University provides a unique combination of coursework that prepares students for successful careers in a range of challenging areas. Courses cover supply chain management, purchasing and procurement, warehousing and materials handling, inventory management, production planning, and quality control. Course work is supported in the Distribution Simulation Laboratory, which provides real-world experience in ERP systems, using SAP.



IN THIS SECTION:
Education



Florida Institute of Technology • <http://es.fit.edu>

Invest in yourself...it pays! Florida Tech offers accredited Master's degree and graduate certificate programs at 10 U.S. sites in five states, including distance learning programs through the Virtual Campus. Degrees include an M.S. in Logistics Management; M.S. in Management with concentrations in Logistics or Transportation Management; and graduate certificates in Logistics or Transportation Management.

**Georgia Tech Supply Chain & Logistics Institute
www.scl.gatech.edu**

The Georgia Tech Supply Chain & Logistics Institute (SCL) offers a comprehensive curriculum of short courses and seminars in which participants can earn a professional certificate in Supply Chain and Logistics or a professional certificate in Lean Supply Chain. More than 18 open enrollment supply chain and logistics short courses are offered each year. SCL can also assemble a curriculum designed for individual company needs. SCL students come from all segments of the logistics community—from manufacturing and distribution, warehousing, transportation, and third-party logistics to consulting and information technology.



Georgia Tech, Executive Masters International Logistics & Supply Chain Strategy (EMIL-SCS) • www.emil.gatech.edu

After 10 years in existence, Georgia Tech's Executive Masters in International Logistics & Supply Chain Strategy (EMIL-SCS) program is clearly in a category of its own. For the senior logistics executive seeking an advanced degree in international logistics and supply chain strategy, EMIL-SCS is the program of choice. We combine a strategic blend of people, places, and content that goes far beyond a workshop. EMIL-SCS offers a life-enhancing opportunity to spend time with others who, like you, seek to define the future of supply chain logistics. You will do exactly that, across four continents, working in teams to resolve real-world issues. The friendships you build will last a lifetime.



Institute of Logistical Management • www.logisticseducation.edu

Since 1923, we have offered high-quality, cost-effective, self-paced Professional Certification in Transportation, Logistics and Supply Chain to enable students to ultimately achieve preeminent competency in leadership roles in the global logistics industry. ILM integrates all areas of transportation, logistics, and supply chain to prepare and certify professionals to excel in the \$1-trillion logistics industry. ILM has enrolled students from more than 40 countries worldwide who have gained high proficiency in our certification programs for real-world application. For further information, contact us at 888-456-4600 or dean@logisticseducation.edu.





International Import-Export Institute at Dunlap-Stone University
<http://iiei.dunlap-stone.edu>

The tempo of trade has increased globally and the demand for qualified professionals with proven skills and knowledge is on the rise. Since 1995, IIEI at Dunlap-Stone University has been a global leader, providing practical, in-demand education and training. Individuals seeking professional significant degrees and certifications with an emphasis in international trade and logistics, call an advisor today at 877-299-7637.

Kellogg School of Management - Northwestern
<http://supplychain.kellogg.northwestern.edu>

Learn about the Supply Chain Management: Strategy and Planning for Effective Operations program from the Kellogg School of Executive Education. This program focuses on effective logistics strategies for companies operating globally, and on the integration of supply chain components into a coordinated system to increase service levels and reduce costs. The effective management of facilities, inventories, transportation, information, outsourcing, and strategic partnering to improve operational performance are presented with real-world case studies.



Michigan State University - Masters in Supply Chain Management
<http://broad.msu.edu/supplychain/msscm>

Michigan State has been at the forefront of supply chain education since the 1950s with unparalleled research and teaching programs. We offer four specialty tracks - logistics, operations management, purchasing, and rail management - matching your interests and your career. MSSCM classes provide specific deeper knowledge of supply chain practices and technologies and the program structure allows you to keep working full-time while earning your graduate degree.



Syracuse University • www.whitman.syr.edu

The Whitman School of Management at Syracuse University, a nationally recognized leader in logistics and supply chain education and research since 1920, offers the oldest such program in the country. Whitman supply chain graduates enjoy early professionalization as students and a strong alumni network. For practitioners, we offer a talented intern/employee pool and events to renew and update your skills. We also offer BS, MBA, MS, PhD, and executive programs in supply chain, as well as electives in Whitman's highly-regarded distance-learning MBA option.



IN THIS SECTION:

Education • Fleet Management



University of Alaska Anchorage • <http://logistics.alaska.edu>

University of Alaska Anchorage's College of Business and Public Policy offers a Master of Science in Global Supply Chain Management (30 credits, 20 months, emphasis on management leadership, information technology, and international business practices). Also offered are a Bachelor of Business Administration in Global Logistics Management (4 years); an Associate of Applied Science in Logistics Operations (2 years); and a Certificate in Logistics (1 year).

Wright State University • www.wright.edu/business/grad/lscm

The Master of Science in Logistics and Supply Chain Management provides participants with a graduate education that will develop best practices skills and add business value to their organizations through the applied project.

This one-year executive master's program combines online instruction with five residency weekends; the curriculum features case studies, talks by leading industry experts, supply chain simulation, and interactive online learning. Now enrolling for the July 2010 and January 2011 cohorts. Details can be found at: www.wright.edu/business/grad/lscm.



FLEET MANAGEMENT



TMW Systems • www.tmwsystems.com

TMS solutions from the company that drives ground transportation in North America. Extensible, enterprise-ready software for companies that manage or provide transportation services - from shippers and logistics service providers to private and dedicated fleets to bulk carriers, LTLs, truckload carriers, and pure, non-asset-based freight brokerage. It's not dispatch software, it's Enterprise Transportation Software, from TMW Systems.

TransWorks • www.trnswrks.com

TransWorks offers fully integrated TMS/Supply Chain Execution solutions that enhance and automate transportation processes. Without the requirement for capital investment, we offer customers an affordable way to manage transportation costs by allowing them to utilize the best transportation execution tools. TransWorks has consistently automated processes that enable our customers to communicate more effectively with vendors and customers. We accomplish this by leveraging technology that seamlessly integrates into our customers' business processes.



FREIGHT FORWARDERS/BROKERS



Kuehne + Nagel • www.kuehne-nagel.com

Kuehne + Nagel, a global leader in transportation and logistics, is one of North America's premiere integrated logistics services providers. Our superior service and end-to-end supply chain capabilities - including sea- and air-freight, 3PL, 4PL, distribution, and information management solutions - turn your logistics challenges into a competitive advantage. A global leader in international forwarding, Kuehne + Nagel also ranks among the top three worldwide contract logistics players. The company, founded in 1890, has more than 55,000 employees, 900 locations, and 100 countries.



NFI • www.nfiindustries.com

Founded in 1932, NFI offers a variety of integrated supply chain services to help businesses manage, grow, and succeed in today's marketplace.

The company is one of the largest privately held third-party logistics providers in North America. NFI divisions include NFI Distribution, NFI Logistics, NFI Transportation (Dedicated and OTR), NFI Intermodal, NFI Real Estate, NFI Global, NFI Contract Packaging, NFI Transportation Brokerage, NFI Consulting, and NFI Solar.



Pilot Freight Services • www.pilotdelivers.com

Pilot Freight Services is a full-service transportation and logistics company with more than 75 locations throughout North America and a worldwide network of overseas agents, offering global coverage in more than 190 countries. As your transportation and logistics experts, we equip you with everything you need to move your cargo, delivering your shipments by air, land, and sea, anywhere in the world. To learn more, contact our 24/7 Customer Service Center at 1-800-HI-PILOT.



Purolator USA • www.purolatorusa.com

Purolator USA is the U.S.-based freight forwarding subsidiary of Purolator Courier Ltd., Canada's leading overnight courier company. Purolator USA specializes in air and surface forwarding of small packages and freight shipments, customs brokerage, and delivery to, from, and within the North American market. Purolator USA offers preferred access to an extensive distribution network in Canada, which includes 10,000 dedicated employees, and the largest air fleet and ground network with guaranteed Canadian delivery points in Canada among any competitor.



IN THIS SECTION:

Forwarders – Freight Payment



Questaweb, Inc. • www.questaweb.com

Questaweb is a premier provider of integrated, Web-based global trade management software. Questaweb's applications unify import, export, logistics, compliance, and financial processes under one roof. The applications include U.S. Customs, self-entry, foreign trade zone, landed costs, HTS, PO management, export licensing, drawback, reconciliation, denied party screening, product catalog, tracking, and international document repository. The centralized global database maintains up-to-date trade content and currencies. Questaweb can also be efficiently integrated to your ERP system if designated.

FREIGHT MANAGEMENT

Bulk Connection Inc. • www.bulkconnection.com

Bulk Connection Inc. (BCI) specializes in providing transportation services for liquid/dry bulk, truckload, and LTL shippers nationwide. Recognizing the transportation needs of its customers, BCI has also established strategic alliances with airfreight, intermodal, and international freight organizations. Through its network of carrier partners, BCI has used its ability to mobilize and coordinate large numbers of equipment in emergency situations to help customers get the job done on time and in budget.



FREIGHT PAYMENT/AUDIT SERVICES



Cass Information Systems • www.cassinfo.com

Cass is the nation's oldest and largest provider of freight bill payment, audit and rating services. We offer a wide array of services for processing and paying freight bills, as well as our industry-leading Internet reporting service, CassPort®. In business since 1906 and providing freight payment services since 1956, Cass continues to offer stability, security, and expertise in the freight audit, payment, and information market.

CT Logistics • www.ctlogistics.com

CT Logistics can help you save money - no matter your company's size. For small- and medium-sized shippers, CT Logistics offers its TranSaver shipper cooperative buying program. Larger shippers can simplify their freight spending with CT Logistics' exclusive FreightRater freight bill rating and processing system. And businesses of all sizes can benefit from AuditPay freight payment services. Add to these offerings a wealth of online collaboration and reporting tools, and it's easy to see why shippers have trusted CT Logistics with their freight payment needs for more than 86 years.





CTSI • www.ctsi-global.com

For more than 50 years, CTSI has been a valuable resource to companies by providing the technology and industry expertise to help them manage all aspects of their supply chain—physical, informational, and financial—through freight audit and payment, transportation management systems (TMS), information management tools, and global consulting. The end results are improved shipping efficiencies, greater control, and significant ongoing savings. CTSI is your link to supply chain solutions.

Data2Logistics, LLC • www.data2logistics.com

Data2Logistics provides the business intelligence you need to reduce transportation expense by 7 percent to 15 percent, and improve control for your freight and parcel shipments. For more than four decades, clients have relied on Data2Logistics to provide accurate pre-audit, post audit, freight cost allocation, and robust global information. These services are provided as part of our worldwide freight bill payment capabilities. We process bills for all modes of transportation, including LTL, TL, air, ocean and parcel bills. We are a recognized source for actionable information, not just access to data. Data2Logistics has the experienced staff and a global presence to service your locations in North America and around the world.



NFI • www.nfiindustries.com

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nVision Global Technology Solutions • www.nvisionglobal.com

nVision Global Technology Solutions, Inc. is a leading international freight audit, payment, and logistics management solutions provider. With locations in North America, Europe, and Asia, our staff is fluent in more than 25 languages, and processes and pays freight invoices from more than 190 countries worldwide. Over the years, our customers have come to rely on our prompt, accurate Sarbanes-Oxley-compliant freight payment services, as well as our leading-edge information management analytical tools including global mapping, graphing, benchmarking, modeling, and network optimization analysis to help them manage their overall supply chain costs.



IN THIS SECTION:

Freight Payment – Global Logistics



TranzAct Technologies, Inc. • www.tranzact.com

TranzAct Technologies, Inc. helps shippers reduce their transportation spend while providing the tools necessary to remain in control and focus on business development, not task management. You can make better business decisions on an ongoing basis with our solutions that include accurate and timely freight audit and payment; flexible, Web-based reporting and TMS applications; and carrier contract negotiation and consulting that deliver sustainable results.

FULFILLMENT

SEREC of California • www.serec.com



SEREC of California provides an exceptional array of fulfillment, retail compliance, import distribution, and warehousing services, thanks to our state-of-the-art facilities. But we're more than just a warehouse or fulfillment center. We partner with clients to help them maximize their customers' satisfaction. If your customers are happy, we're happy. Our customer relationships have always been - and always will be - our top priority. And, while technology takes a pre-dominant focus in regards to how we can accomplish what we do, our main focus has been the same for 40 years: To do our very best for every client, through honest and straightforward dealings, and good old-fashioned hard work.



Warehouse America • www.browncoincbbawarehouseamerica.com



Strategically located minutes from major ports and interstates, Warehouse America's 200,000-square-foot facility gives you a distribution advantage. From custom inventory management, EDI, and order fulfillment to unparalleled warehousing services, including loading, unloading, and transloading; LTL or TL shipping; long- and short-term storage; and same-day order processing, Warehouse America offers everything you need from a third-party logistics partner.

GLOBAL LOGISTICS

Associated Global Systems • www.agsystems.com



Associated Global Systems is a leading provider of world-class transportation, logistics, and supply chain solutions on a global basis. Established in 1958, AGS provides a complete menu of time-definite domestic and international services, with coverage from more than 400 cities in the United States and a network spanning 205 countries. Our comprehensive technologies include myAGS.com(InfoNet), myAGSInventory.com(Supply Chain), and Quick Quote.





Flash Global Logistics, Inc. • www.flashlogistics.com

Flash Global Logistics leads in engineering supply chain solutions for global mission-critical parts and products. Services include global inventory movement, management and tracking, network modeling, global trade management, emerging market logistics, asset recovery and real-time visibility via FLASHTRAC®. With more than 700 FSLs, 13 multi-client DCs, command centers and regional offices, Flash's asset-light service model provides flexibility and client cost efficiency, and maps service applications directly to clients' requirements. North America, LATAM, EMEA, APAC...We're There.



Kuehne + Nagel • www.kuehne-nagel.com

Kuehne + Nagel, a global leader in transportation and logistics, is one of North America's premiere integrated logistics services providers. Our superior service and end-to-end supply chain capabilities - including sea- and air-freight, 3PL, 4PL, distribution, and information management solutions - turn your logistics challenges into a competitive advantage. A global leader in international forwarding, Kuehne + Nagel also ranks among the top three worldwide contract logistics players. The company, founded in 1890, has more than 55,000 employees, 900 locations, and 100 countries.



Panther Expedited Services • www.pantherexpedite.com

As an international forwarder and NVOCC, Panther offers comprehensive door-to-door logistics solutions to and from anywhere in the world. With the largest ground, air, and ocean network in the industry, Panther offers customers unparalleled access and buying power. From 250,000 pounds in the air to less than container (LCL) on the ocean, turn to Panther for handling your most critical freight. With one call to us at 800-685-0657, you will open the door to lower costs and a broader set of solutions.



Ryder • www.ryderscs.com

Ryder provides a complete array of leading-edge supply chain, warehousing, and transportation solutions for multiple industry sectors in North America, the United Kingdom, and Asia. Services range from developing supply chain strategies to managing and executing day-to-day logistics operations. Integrated solutions for optimizing and managing the flow of products, currency, and information all draw upon the company's expertise in supply chain management.



IN THIS SECTION:

Global Logistics • Global Trade



Service By Air, Inc. (SBA) • www.servicebyair.com

With terminals across the United States, partner offices in every country and major city worldwide, and an affiliate customs broker and ocean division (SBA Consolidators, Inc.), SBA is ready to fulfill all of your shipping and logistics needs. Our award-winning Web site, servicebyair.com, is easy to navigate and filled with useful information to help make your shipping experience as smooth as possible.

GLOBAL TRADE

3rdwave by Blinco Systems • www.blinco.com

3rdwave GCM (Global Commerce Management) solutions bring extended command and control capabilities to global supply chain execution and management. 3rdwave GCM integrates global trade management, track and trace, item-level visibility, full total landed cost management, import and export regulatory compliance, and customs management (ABI, AES, ISF) with its powerful back-office execution system, dynamic graphical reporting environment, and collaboration platform, ensuring that the right information gets to the right manager or operator, at the right time, in a format that delivers superior results.



Integration Point • www.integrationpoint.com

Integration Point, Inc. provides import/export capabilities globally, up-to-date regulatory information, and connectivity to supply chain partners and government agencies around the world. Built on a single, Web-based platform, Integration Point allows organizations to secure their supply chain and comply with global regulatory requirements while improving visibility and realizing savings opportunities. The Integration Point Global Trade Management suite of products includes solutions for: import/export, supply chain security, classification, trade agreements, and duty deferral programs (i.e., FTZs).



Management Dynamics, Inc. • www.managementdynamics.com

Management Dynamics is a leading provider of global trade management solutions that transform the performance of global supply chains for importers, exporters, and logistics service providers. With more than 20 years of experience working with some of the world's largest and best-known companies, our solutions synchronize the flow of information among trading partners, optimize supply chain execution decisions, and streamline cross-border trade.





Questaweb, Inc. • www.questaweb.com

Questaweb is a premier provider of integrated, Web-based global trade management software. Questaweb's applications unify import, export, logistics, compliance, and financial processes under one roof. The applications include U.S. Customs, self-entry, foreign trade zone, landed costs, HTS, PO management, export licensing, drawback, reconciliation, denied party screening, product catalog, tracking, and international document repository. The centralized global database maintains up-to-date trade content and currencies. Questaweb can also be efficiently integrated to your ERP system if designated.

INSURANCE

Coface North America • www.coface-usa.com

Managing your accounts receivable is key to ensuring the value of your company. No matter where you conduct business, Coface can help you trade safely. We provide domestic and export credit insurance, credit information in 200 countries, non-recourse factoring services, and the world's largest debt collection network. Coface serves 130,000 customers in 67 countries. Coface: Your trade risks, under control.



LOGISTICS IT

Arcline (2000) Inc. • www.arcline2000.com

Arcline (2000) Inc., creator of the ArcFreight and ArcFleet software systems, provides clients with products that are developed and supported in North America. Industry- and time-tested since 1991. Pricing includes training and support. Flexible in-house payment plans and lease options are available, as well as full-version trials. Customize your system with our available ArcModules. Everything you need in one complete system.



CDM Software Solutions • www.cdmssoft.com

CDM Software Solutions, Inc. – a certified U.S. customer vendor based in Chicago, Ill., with sales offices located in Seattle, Wash.; San Antonio, Texas; Phoenix, Ariz.; Hong Kong; SAR and Shanghai, China – is a leading provider of software solutions to freight forwarders, NVOCCs, warehouses, exporters, importers, and logistics companies. CDM ISF Solution's key benefits include fast, efficient, and reliable processing via Internet browser, simplified entry with shipment copy feature, ability to define repetitive parties and HTS codes, ability to receive ISF shipment details electronically, and automatic ISF notifications via e-mail or SMS.



IN THIS SECTION:
Logistics IT



ClearTrack Information Network • www.cleartrack.com/ibi

ClearTrack is dedicated to supplying supply chain execution solutions that help retailers improve operational performance and reduce costs. Our combination of supply chain expertise, proven flexible technology and existing Global Communications Network allows us to meet the needs of our clients faster and more cost effectively than our competition. The ClearTrack® suite of solutions has proven critical to Fortune 1000 companies that have been challenged by rising logistics costs, compliance requirements, and staff limitations. We work closely with our clients to understand what processes are in place, and where there are new requirements, and focus on where technology can bridge the two.

Dutycalc Data Systems • www.dutycalc.com

Drawback software and services from a drawback company makes good sense. Dutycalc's Drawback.NET software package is recognized as the number-one Drawback Management System nationally. More than 300 system users benefit from our 30-plus years of drawback expertise. Additional services offered include application prep, rulings, claims prep, ABI drawback claim filing, audit assistance, compliance assessment, and more. Whether your needs are software or services, Dutycalc is the logical choice. For a free online system demo, email info@dutycalc.com, or call 530-637-1006 (PST).



IES • www.iesltd.com

IES offers one seamless logistics software solution scalable to any size operation. Eliminate repeated data entry by dynamically flowing data throughout the entire transportation process. IES is the only company to offer complete NVOCC, AES, and ACI supply chain solutions along with ABI, freight forwarding, and warehousing with fully integrated accounting. IES products are operated in more than 70 countries with thousands of users and millions of daily transactions.

Kronos • www.kronos.com

Kronos helps organizations of all sizes unlock opportunities—hidden within their workforce processes—to drive profitability and deliver exceptional customer service. Our easy-to-own time and attendance, scheduling, absence management, HR and payroll, hiring, and labor analytics solutions provide complete automation and high-quality information so you can improve workforce productivity, control labor costs, and gain a competitive edge.





LeanLogistics Inc. • www.leanlogistics.com

LeanLogistics meets the needs of major shippers of goods with its far-reaching, true Software-as-a-Service (SaaS) technology - On-Demand TMS®. Customers reduce their transportation cost and increase efficiency with a typical payback of less than one year. Dozens of companies have selected On-Demand TMS® to address challenges such as obtaining carrier coverage, managing ever-changing networks, controlling inbound freight, creating continuous-move opportunities, and settling freight bills quickly and accurately.

Magaya Logistics Solutions Inc. • www.magaya.com

Magaya's software solutions cover the complete logistics process within the supply chain - from placing sales orders to delivering the merchandise at the final consignee. During this process, customers can follow their orders' status online using Magaya's tracking tools. Designed for the global marketplace, Magaya's multi-currency, multi-language solutions automate your entire organization and provide award-winning communication features.

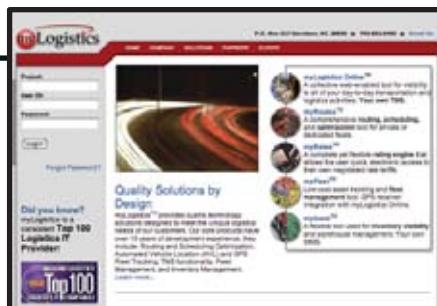


MagicLogic Optimization • www.magiclogic.com

MagicLogic's Cube-IQ software represents the state-of-the-art in load planning software. It is built around the best loading engine on the market and will give you optimal volume/weight utilization. Cube-IQ comes with its own database, data import/export, and reporting. The software was designed from the start for 32-bit Windows and produces clear 3D load diagrams. Cube-IQ has built-in modes of operation for container, truck, and ULD loading, palletization, and cartonization.

myLogistics Inc. • www.mylogisticsinc.com

myLogistics provides quality technology solutions designed to meet the unique logistics needs of clients. Its core products, based on more than 15 years of development experience, include: routing, scheduling, and optimization; Web-native TMS functionality; and private and dedicated fleet delivery solutions including online GPS visibility. A newly released, fully integrated mobile solution can be implemented to complement these services. The comprehensive, yet affordable, offerings are driving immediate, real savings and efficiencies today with a number of top companies.



IN THIS SECTION:
Logistics IT



ProShip • www.proship.info

ProShip multi-carrier parcel shipping software was created from the ground up to handle large volumes, and scale to multiple distribution center environments with unlimited integration capabilities. ProShip handles fast-changing situations and is easy to integrate. ProShip is certified by all major carriers and is an SAP Certified Integration Application. Its browser-based reporting extends shipping information to all interested departments. Contact us to turn your shipping department into a profit center.



SmartFreightWare • www.smartfreightware.com

SmartFreightWare is a Web-based, transparent application with a twist: Risk-free software. Within weeks, companies reap the benefits of lower costs, shipment visibility, and real-time information to become more efficient. In 2009, our customers netted savings of 18.2 percent. Call us to find out how you can leverage our turn-key technology to maximize efficiencies at little or no cost: 913-529-2351.



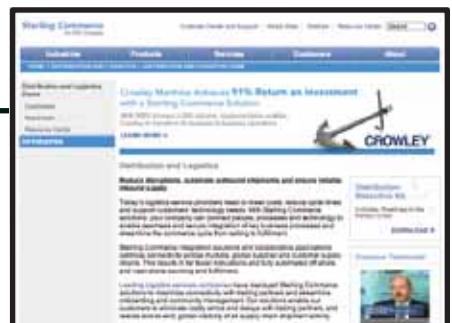
SPS Commerce • www.spscommerce.com

SPS Commerce is a leading provider of on-demand supply chain management solutions, providing integration, collaboration, connectivity, visibility, and data analytics to 35,000 customers worldwide. 3PLs that partner with SPS Commerce gain a competitive advantage by offering SPS' Web-based EDI, label, EDI testing, and inventory upload services as part of their product portfolio.



Sterling Commerce
www.sterlingcommerce.com/distribution-logistics

Sterling Commerce helps you optimize your supply chain with flexible B2B solutions to connect with trading partners, increase global visibility, and streamline supplier inbound and customer outbound processes, including off-shore or near-shore sourcing and fulfillment. These solutions, deployed on demand or on site, lower costs, reduce cycle times, support customers' technology needs, and increase supply chain value.





TMW Systems • www.tmwsystems.com

TMS solutions from the company that drives ground transportation in North America. Extensible, enterprise-ready software for companies that manage or provide transportation services – from shippers and logistics service providers to private and dedicated fleets to bulk carriers, LTLs, truckload carriers and pure, non-asset-based freight brokerage. It's not dispatch software, it's Enterprise Transportation Software, from TMW Systems.



Transplace • www.transplace.com

Transplace provides comprehensive, executable logistics technology solutions with the goal of growing its customers' businesses by optimizing the supply chain, enhancing customer service, and reducing total logistics cost. We are a non-asset-based, award-winning technology solution provider that offers companies the optimal blend of logistics technology, streamlined processes, and scale from its critical mass of shippers' freight, carrier capacity, and human capital.



TransportGistics • www.transportgistics.com

TransportGistics is a global, multi-product and services company that provides market-leading, simple, incremental solutions for transportation management and logistics functions within the supply chain. Our Web-based solutions enable our customers to source, procure, and execute transportation services; enable collaboration; reduce costs; improve processes; identify hidden costs of transportation; improve vendor compliance routing guides; improve Supplier Relationship Management; monitor vendor performance; improve shipment visibility; generate automatic, status-driven alerts; and monitor carrier performance with respect to time in transit, service failure, and billing.



TransWorks • www.trnswrks.com

TransWorks offers fully integrated, TMS/Supply Chain Execution solutions that enhance and automate transportation processes. Without the requirement for capital investment, we offer customers an affordable way to manage transportation costs by allowing them to utilize the best transportation execution tools. TransWorks has consistently automated processes that enable our customers to communicate more effectively with vendors and customers. We accomplish this by leveraging technology that seamlessly integrates into our customers' business processes.



IN THIS SECTION:

Materials Handling – Multi-Modal

MATERIALS HANDLING



Kiva Systems • www.kivasystems.com

Kiva Systems' game-changing warehouse automation technology simplifies distribution operations and reduces cost, while increasing strategic flexibility. The Kiva Order Fulfillment System enables fast cycle times with reduced labor requirements by using autonomous mobile robots, movable shelving, and sophisticated control software to revolutionize pick, pack, and ship operations. Kiva automates order fulfillment without unwieldy conveyors - delivering world-class order accuracy and improved safety. The result is a low-cost operation that is easy to change.

Retrotech • www.retrotech.com

Customers have achieved amazing results with Retrotech's intelligent solutions and you can, too. Retrotech specializes in the design, installation, modernization, and support of automated materials handling systems. For more than two decades, we've developed methods, technical expertise, and project management skills that create compelling customer value. To date, our team has executed more than 300 ASRS projects and commissioned about 20 new greenfield systems. Our project experience spans every industry that uses ASRS as part of its distribution strategy. Put Retrotech on your materials handling team today.



MULTI-MODAL

Lion Technology • www.lion.com/multimodalhazmattraining

Meet today's ground (49 CFR), air (IATA), and ocean (IMDG) regulatory mandates for shipping hazardous materials at our nationally recognized public workshops and online training programs. Learn step-by-step procedures to assure safe and timely hazmat transport. Experience fully interactive, engaging training with hands-on exercises to build regulatory skills. Backed by comprehensive references, one year of Membership Services, and ongoing regulatory updates. See why more than 100,000 professionals choose Lion. Reserve your seat now: 888-546-6511 or www.lion.com/multimodalhazmattraining.



TransWorks • www.trnswrks.com

TransWorks offers fully integrated TMS/Supply Chain Execution solutions that enhance and automate transportation processes. Without the requirement for capital investment, we offer customers an affordable way to manage transportation costs by allowing them to utilize the best transportation execution tools. TransWorks has consistently automated processes that enable our customers to communicate more effectively with vendors and customers. We accomplish this by leveraging technology that seamlessly integrates into our customers' business processes.



OCEAN/INTERMODAL



Exel Transportation • www.exeltransportation.com

Exel Transportation's truckload services are tailored to fit your unique business needs. Exel draws on decades of experience and a carrier network of 14,000+ providers to manage the efficient and timely transit of your goods. We provide reliable truckload capacity - and always at a competitive price. You're supported at all times with Exel's industry experts, unparalleled market knowledge, and unmatched customer service. Through comprehensive freight analysis, bidding, and load matching, you get service that anticipates your needs and constantly adjusts your solution for peak efficiency.



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Wallenius Wilhelmsen Logistics • www.2wglobal.com

Looking for an industry leader with a global network and modern fleet? Wallenius Wilhelmsen Logistics (WWL) caters to the automotive, construction, and agricultural equipment industries, and specializes in handling complicated project cargo such as rail cars, power generators, mining equipment, and yachts. WWL deploys 60 modern eco-friendly vessels, serving 20 trade routes to six continents. WWL transports between 2.7 and more than 4 million vehicles per year via land and sea. Visit WWL online for info on services, fleet, vessel schedules, route maps and rates, and to secure a booking.



PORTS



Port of Halifax • www.portofhalifax.ca

Halifax is perfectly positioned to provide international shippers with rapid access to the eastern and central markets of Canada and the United States. It is one of the few ports on the East Coast of North America capable of handling fully laden post-Panamax vessels. Halifax is a multi-purpose port capable of handling every configuration of cargo, including container, ro/ro, bulk, breakbulk, and special project, heavy lift. The diversity of the port is accommodated through our two container terminals, an automobile handling facility, and two common-user multi-purpose facilities.



IN THIS SECTION:

Ports • Rail/Intermodal



Port of Stockton • www.portofstockton.com

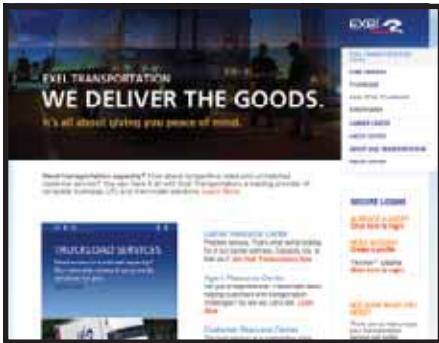
Introducing "Stockton Quotes PORTal" - which provides non-containerized cargo with one-stop, online transportation services quotes. This is a convenient, single location online where you can request quotes for various transportation services related to your shipment. The Port of Stockton has developed this rate system as a valued-added service for shippers who import and export non-containerized cargo. Get started today! Go to: www.portofstockton.com. Click on Tariffs/Rate Quote, then click on Rate Quote, and register. One Port - One Stop - All Your Rate Answers.

RAIL/INTERMODAL

CN • www.cn.ca



CN transportation professionals deliver innovative logistics solutions. Our rail service gives you reliable, efficient, and cost-effective transportation. We provide access to 75 percent of the population in the United States and Canada with our unique rail network, along with access to major ports for your global shipping needs. CN Intermodal provides seamless door-to-door service to bring you unparalleled advantage as your supply chain partner. Get the economies of rail and the precision of truck working for you.



Exel Transportation • www.exeltransportation.com

Exel Transportation's truckload services are tailored to fit your unique business needs. Exel draws on decades of experience and a carrier network of 14,000+ providers to manage the efficient and timely transit of your goods. We provide reliable truckload capacity - and always at a competitive price. You're supported at all times with Exel's industry experts, unparalleled market knowledge and unmatched customer service. Through comprehensive freight analysis, bidding and load matching, you get service that anticipates your needs and constantly adjusts your solution for peak efficiency.

NFI • www.nfiindustries.com



Founded in 1932, NFI offers a variety of integrated supply chain services to help businesses manage, grow, and succeed in today's marketplace. The company is one of the largest privately held third-party logistics providers in North America. NFI divisions include NFI Distribution, NFI Logistics, NFI Transportation (Dedicated and OTR), NFI Intermodal, NFI Real Estate, NFI Global, NFI Contract Packaging, NFI Transportation Brokerage, NFI Consulting, and NFI Solar.



TransWorks • www.trnswrks.com

TransWorks offers fully integrated TMS/Supply Chain Execution solutions that enhance and automate transportation processes. Without the requirement for capital investment, we offer customers an affordable way to manage transportation costs by allowing them to utilize the best transportation execution tools. TransWorks has consistently automated processes that enable our customers to communicate more effectively with vendors and customers. We accomplish this by leveraging technology that seamlessly integrates into our customers' business processes.



REAL ESTATE



CN • www.cn.ca

CN's network of logistics parks are strategically located at the heart of North America to connect your business to world markets. Located in or adjacent to our intermodal rail yards, we provide you with seamless and efficient transportation and easy access to major highways. Access to all key logistics services in one location; rail, intermodal, warehousing, distribution, CargoFlo liquid and dry bulk transload, and Autoport distribution facilities. As your supply chain partner, we can help you find your new distribution home.



Mericle Commercial Real Estate Services • www.mericle.com

Mericle Commercial Real Estate Services is the largest private developer of industrial space along Pennsylvania's I-81 Corridor. Mericle owns and manages more than 11.8 million square feet in northeast Pennsylvania and has more than two million square feet of tax-free logistics space available with 30-foot-plus ceilings, energy-efficient lighting, ESFR fire protection, abundant on-site trailer storage, and immediate interstate access. See www.mericle.com.



RECRUITING



Ambiance Personnel • www.ambiancepersonnel.com

Ambiance Personnel has been in business for 23 years, comprehensively servicing executive search, permanent placement, and temporary staffing positions exclusively for the international trade, transportation, and logistics industry. Our senior recruiter consultants have many years of extensive, industry-specific experience and knowledge. This expertise and insight give our recruiters the unique advantage and exceptional ability to seek out and identify the finest talent available for all positions within your industry. Ambiance welcomes the opportunity to demonstrate the quality of our recruiting services.



IN THIS SECTION:

Recruiting – Security



Shey-Harding Associates • www.shey-harding.com

Founded in 1990, Shey-Harding Associates is an executive search firm specializing in transportation, supply chain, logistics, and distribution positions. Our extensive industry experience and client-focused approach helps to ensure fast, efficient results. We provide personalized service tailored to meet your needs. Contact Shey-Harding today at 562-799-8854 or info@shey-harding.com.

REVERSE LOGISTICS

Inmar Reverse Logistics • www.inmar.com

Inmar Reverse Logistics is the industry's leading provider of technology-driven returns management and supply chain solutions that enable clients to manage the physical, financial, and information flows of their supply chain. Our solutions include: returns management, asset recovery, supply chain analysis, regulatory-compliant destruction, recall management, and Web-based information intelligence. In addition to our reverse logistics solutions, Inmar also provides promotion services, information management, and revenue recovery.



SECURITY: CARGO/FREIGHT & SUPPLY CHAIN

Aankhen Inc. • www.aankhen.com

Aankhen Inc. delivers unique and innovative supply chain visibility, security, and environmental monitoring of assets in-transit using GPS/RFID/GPRS devices and deviceless tracking using OCR technologies for defense and commercial logistics. The solution is available on-demand as an SaaS platform. New sources of accurate, automated data capture create new capabilities and supply chain 2.0 functionality not possible before. Fact-based intelligence (FBI) delivers security and environmental (temperature, humidity, shock) alerts enabling proactive management of supply chain risk while improving quality of service to enterprise customers, 3PLs, and the insurance industry.



TydenBrooks Security Products Group • www.tydenbrooks.com

TydenBrooks Security Products Group (formerly E.J. Brooks and TydenBrammall), an ISO 9001-2008 registered company, is the world's leading manufacturer and marketer of tamper-indicating security seals. TydenBrooks, the only C-TPAT validated (Tier II) security seal manufacturer, is the world's leading provider of ISO 17712-compliant high-security intermodal bolts and cable seals. TydenBrooks also provides ISO compliant high-security and indicative electronic seals utilizing RFID and GPS-related solutions for trucking and ocean cargo, and supplies tamper-evident tape and labels for the CCSP air cargo screening requirement.



SHIPPING SOFTWARE



TMW Systems • www.tmwsystems.com

TMS solutions from the company that drives ground transportation in North America. Extensible, enterprise-ready software for companies that manage or provide transportation services - from shippers and logistics service providers to private and dedicated fleets to bulk carriers, LTLs, truckload carriers, and pure, non-asset-based freight brokerage. It's not dispatch software, it's Enterprise Transportation Software, from TMW Systems.



TransWorks • www.trnswrks.com

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SITE SELECTION



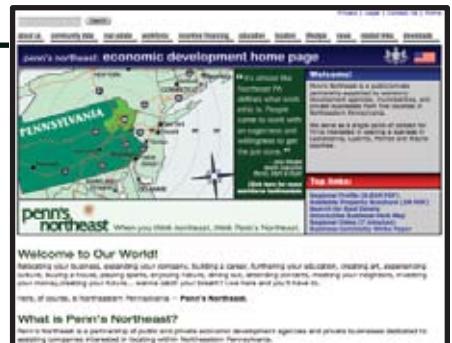
NFI • www.nfiindustries.com

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Penn's Northeast • www.pennsnortheast.com

When you think Northeast, think Penn's Northeast. Penn's Northeast is your single point of contact for site selection assistance in northeast Pennsylvania. Centrally located on the East Coast, we are within a 500-mile radius of nearly one-third of the U.S. population. Six major highways - I-80, I-81, I-78, I-476, I-380 and I-84 - run through the region, providing direct access to major East Coast cities and ports. Give us a call. There are no fees for services and all inquiries are confidential.



IN THIS SECTION:

SmartWay • SCM/Optimization

SMARTWAY



Mallory Alexander International Logistics • www.mallorygroup.com

Mallory Alexander International Logistics is a leading third-party logistics (3PL) provider. As a specialist in global logistics and supply chain services, Mallory Alexander acts as a single source for all logistics and supply chain needs. Specifically, Mallory Alexander provides public and contract warehousing, freight forwarding (international, domestic, air and ocean), customs brokerage, import/export services, intermodal trucking and transportation, logistics services, and consulting.

Penske Logistics • www.penskelogistics.com

Whether you need an LLP partner to oversee all logistics operations or you just want to optimize your warehouse design, Penske Logistics offers a full spectrum of transportation, warehousing, inbound/outbound, supply chain management, and freight forwarding solutions. Its collaborative best teams approach enables Penske to be more than a logistics service provider. Penske provides practical success stories online through case studies.



SUPPLY CHAIN MGMT./OPTIMIZATION



TransWorks • www.trnswrks.com

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CTSI • www.ctsi-global.com

For more than 50 years, CTSI has been a valuable resource to companies by providing the technology and industry expertise to help them manage all aspects of their supply chain—physical, informational, and financial—through freight audit and payment, transportation management systems (TMS), information management tools, and global consulting. The end results are improved shipping efficiencies, greater control, and significant ongoing savings. CTSI is your link to supply chain solutions.





Epicor Software • www.epicor.com

Epicor Software is a global leader delivering business software solutions to the manufacturing, distribution, retail, hospitality, and services industries. Epicor provides integrated enterprise resource planning (ERP), customer relationship management (CRM), supply chain management (SCM), and enterprise retail software solutions.



Nulogx Inc. • www.nulogx.com

Nulogx Inc. is a leading provider of transportation management solutions and founder of the Canadian General Freight Index. Through a combination of managed services, including comprehensive inbound programs, an online TMS application, and the largest freight audit and payment operation in Canada, Nulogx offers exceptional customer value. Our freight planning, management, and execution resources, along with business intelligence that is clear and actionable, provides our customers with efficient and cost-effective alternatives to achieving transportation goals. www.nulogx.com, www.cgfi.ca, 1-877-968-5649.



Werner Enterprises Inc. • www.werner.com

Werner Enterprises Inc. is a premier transportation and logistics company, with coverage throughout the United States, Canada, Mexico, and China. Werner maintains its global headquarters in Omaha, Neb., offering 24/7 service 365 days a year. Werner is among the five largest truckload carriers in the United States, with a portfolio of services that includes long-haul, regional and local van capacity, temperature-controlled, flatbed, dedicated, and expedited. Werner's value-added services portfolio includes import and export freight management, PO and vendor management, truck brokerage, intermodal, load/mode and network optimization, and global visibility. Internationally, Werner provides freight forwarding and customs brokerage services, and is a licensed NVOCC.



Rockfarm Logistics • www.rockfarmlogistics.com

Rockfarm Logistics is charting a new course for logistics providers today. Specializing in freight management services, our "cost of services" pricing model, coupled with our technology and account management platforms, enables our clients to gain ownership of their supply chain. Our philosophy encompasses three business principles: achieve total supply chain visibility for more effective business-based decisions, deliver a solution that meets the needs of each of our clients, and create long-term partnerships with our clients by exceeding expectations.



IN THIS SECTION:

Temporary Staffing • TMS

TEMPORARY STAFFING



Ambiance Personnel • www.ambiancepersonnel.com

Ambiance Personnel has been in business for 23 years, comprehensively servicing executive search, permanent placement, and temporary staffing positions exclusively for the international trade, transportation, and logistics industry. Our senior recruiter consultants have many years of extensive, industry-specific experience and knowledge. This expertise and insight give our recruiters the unique advantage and exceptional ability to seek out and identify the finest talent available for all positions within your industry. Ambiance welcomes the opportunity to demonstrate the quality of our recruiting services.

TMS

Arcline (2000) Inc. • www.arcline2000.com

Arcline (2000) Inc. develops advanced dispatch management software solutions for the transportation industry. Our objective and commitment is to provide a complete business solution for truck fleets and freight brokers that is innovative, expandable, and cost-effective. We pride ourselves as being Partners for the Future with our clients, and employ a customer-driven approach. Contact us now to schedule an online demonstration. Available lease and purchase options, and free 30-day trials.



CTSI • www.ctsi-global.com

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TMW Systems • www.tmwsystems.com

TMS solutions from the company that drives ground transportation in North America. Extensible, enterprise-ready software for companies that manage or provide transportation services - from shippers and logistics service providers to private and dedicated fleets to bulk carriers, LTLs, truckload carriers, and pure, non-asset-based freight brokerage. It's not dispatch software, it's Enterprise Transportation Software, from TMW Systems.





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TRANSPORTATION

H&M Bay Inc. • www.hmbayinc.net

For more than 27 years, H&M Bay has been in the temperature-controlled LTL and TL food product market. H&M Bay is a premier freight logistics provider of frozen and refrigerated commodity shipments, with six strategically located LTL consolidation facilities in California, Florida, Massachusetts, Maryland, North Carolina, and Washington. H&M Bay's focus on customer satisfaction continues through a host of Web-based services and a computerized dispatch and tracking system that enables customers to access order and delivery status reports. To grow your business with H&M Bay, visit our Web site today.



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TRANSPORTATION MGMT./FREIGHT MGMT.

Corporate Traffic • www.corporate-traffic.com/ilm

It's a new world of logistics with emerging markets, time-critical needs, security threats, and extreme fluctuation in supply and demand. Corporate Traffic is the logistics provider with the tools to move your products faster and with greater precision - no matter the challenges. With more experience, capabilities, and cutting-edge technology, Corporate Traffic increases efficiencies and lowers costs. So when it's your money on the line, Corporate Traffic makes all the difference.



IN THIS SECTION:

Transportation Mgmt./Freight Mgmt.



TransWorks • www.trnswrks.com

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4 Way Logistics, Inc. • www.4way.com

4 Way Logistics is the strategic transportation service partner when shipping is mission-critical to your business, managing all aspects of your logistics—from the initial quote through accurate invoicing—to keep your business moving efficiently. Specializing in LTL and truckload, we give our clients exactly what they need, from pick-up to delivery. That's our pledge.

Let us show you how our shipping solutions can work for you. Call us or visit our Web site today.



Cheetah Software Systems, Inc. • www.cheetah.com



Cheetah Software Systems provides dynamic, intelligent wireless solutions to automate and optimize delivery route planning, pickup assignment, dispatch, and customer service. Fully scalable and Web-based, Cheetah solutions increase productivity and profitability for carriers of any size with minimal up-front costs. Cheetah's private fleet and LTL customers utilize GPS-enabled phones and PDAs to schedule, route, and track drivers and shipments. Today, Cheetah streamlines business and home delivery transactions for hundreds of firms across North America.

Kuehne + Nagel • www.kuehne-nagel.com

Kuehne + Nagel, a global leader in transportation and logistics, is one of North America's premiere integrated logistics services providers. Our superior service and end-to-end supply chain capabilities—including sea- and air-freight, 3PL, 4PL, distribution, and information management solutions—turn your logistics challenges into a competitive advantage. A global leader in international forwarding, Kuehne + Nagel also ranks among the top three worldwide contract logistics players. The company, founded in 1890, has more than 55,000 employees, 900 locations, and 100 countries.





NFI • www.nfiindustries.com

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TMW Systems • www.tmwsystems.com

TMS solutions from the company that drives ground transportation in North America. Extensible, enterprise-ready software for companies that manage or provide transportation services - from shippers and logistics service providers to private and dedicated fleets to bulk carriers, LTLs, truck-load carriers and pure, non-asset-based freight brokerage. It's not dispatch software, it's Enterprise Transportation Software, from TMW Systems.

TranSolutions, Inc. • www.transolutionsinc.com

TranSolutions Inc. is a leading supplier of freight claim management, logistics, claim recovery, loss and damage software, freight claim overcharge, loss prevention database, and Web-based applications. Our clients include Global 5000 companies in the specialty chemicals, pharmaceuticals, consumer packaged goods, and food and beverage industries. Since 1997, TranSolutions Inc. has helped companies decrease freight claim-generation cycle time and increase claim documentation organization, while reducing data input errors, accelerating carrier claim payment, increasing efficiency, improving quality, and directly influencing the freight claims management process.



IN THIS SECTION:

Transport/Freight Mgmt. • Trucking

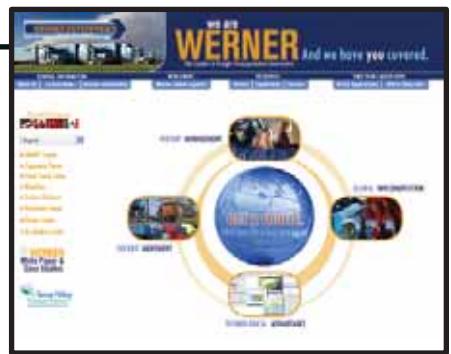


TranzAct Technologies, Inc. • www.tranzact.com

TranzAct Technologies, Inc. helps shippers reduce their transportation spend while providing the tools necessary to remain in control and focus on business development, not task management. You can make better business decisions on an ongoing basis with our solutions that include accurate and timely freight audit and payment; flexible, Web-based reporting and TMS applications; and carrier contract negotiation and consulting that deliver sustainable results.

Werner Enterprises Inc. • www.werner.com

Werner Enterprises Inc. is a premier transportation and logistics company, with coverage throughout the United States, Canada, Mexico, and China. Werner maintains its global headquarters in Omaha, Neb., offering 24/7 service 365 days a year. Werner is among the five largest truckload carriers in the United States, with a portfolio of services that includes long-haul, regional and local van capacity, temperature-controlled, flatbed, dedicated, and expedited. Werner's value-added services portfolio includes import and export freight management, PO and vendor management, truck brokerage, intermodal, load/mode and network optimization, and global visibility. Internationally, Werner provides freight forwarding and customs brokerage services, and is a licensed NVOCC.



TRUCKING



Colonial Freight Systems • www.cfsi.com

From its beginning in 1943 as a small, intrastate, Alabama trucking operation to the national, multi-service transportation company of today, Knoxville, Tenn.-based Colonial Freight Systems has maintained the same philosophy of innovative service at competitive prices. The carrier specializes in serving the frozen food industry and offers perishable LTL service from points in New Jersey, eastern Pennsylvania, New York City, and Baltimore to points in North Carolina, South Carolina, Georgia, Alabama, Tennessee, and Texas.

Nebraska Trucking Association • www.nebtrucking.com

This Web site takes you on a quick trip straight to all the information you need about the Nebraska Trucking Association, the statewide membership organization for commercial trucking companies and affiliated businesses. You'll find statistics and facts about Nebraska's trucking industry, the latest developments on legislative issues affecting truckers, and information on becoming an Association member. A handy help desk provides links to driver qualification forms and cards, log books, regulation books, maintenance records, vehicle trip records, and other helpful forms.





OnTrac • ontrac.com

OnTrac, formerly California Overnight, is the premiere choice for regional, time-sensitive delivery within California, Arizona, Nevada, Oregon, Washington, and Utah. Founded in 1991, OnTrac has the expertise to provide superior service and value in overnight delivery, distribution, and logistics. OnTrac has a reputation for delivering service excellence throughout its six-state area with the most competitive rates available in the region. OnTrac's money-back guarantee assures you of its commitment to time-sensitive performance and its can-do attitude is the hallmark of its success.

Panther Expedited Services • www.pantherexpedite.com

Panther operates the largest, most diverse exclusive use vehicle (EUV) fleet in North America. Whether you require dry-van, special handling, temperature validation, or flatbed transportation, Panther provides ground solutions that will meet your exact needs. With the industry's best on-time performance, you know your critical freight will arrive safely, securely, and on schedule. With one call to us at 800-685-0657, you will open the door to lower costs and a broader set of solutions.



Southwest International Freight • www.swfreight.com



For more than 40 years, Southwest Freight has been providing outstanding transportation service and innovative problem-solving to a wide variety of businesses in Dallas-Fort Worth and the Southwest. Today, Southwest Freight's 140 driver fleet does everything from local and regional LTL, to local and regional intermodal drayage, to dedicated driver/tractor contract work for a number of national accounts. Its warehouses process freight ranging from retail merchandise and imported furniture to machinery, computers, and cotton. Serving Fortune 1000 customers faithfully in the Southwest since 1966.

TRUCKING-FLATBED

Acme Truck Line • www.acmetruck.com

Acme is an oil field and general commodity carrier established in 1960. It specializes in expedited service with a fleet of 1,900 trucks serving more than 6,000 customers throughout the United States and Canada. The company has more than 90 offices, most of them open 24/7. Acme Truck Line attributes its ongoing success to the company's devotion to customer service and safety.



IN THIS SECTION:

Trucking - Heavy Specialized/LTL

TRUCKING - HEAVY SPECIALIZED



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TRUCKING - LTL

Exel Transportation • www.exeltransportation.com

Exel Transportation's truckload services are tailored to fit your unique business needs. Exel draws on decades of experience and a carrier network of 14,000+ providers to manage the efficient and timely transit of your goods. We provide reliable truckload capacity - and always at a competitive price. You're supported at all times with Exel's industry experts, unparalleled market knowledge, and unmatched customer service. Through comprehensive freight analysis, bidding, and load matching, you get service that anticipates your needs and constantly adjusts your solution for peak efficiency.



Pitt Ohio Express • www.pittohio.com

Pitt Ohio Express is a service organization dedicated to consistently providing high-value transportation and supply chain solutions to our customers. As an organization, we remain committed to innovating in every area of our company whether it be with our dependable less-than-truckload (LTL), truckload, small package services or providing diverse transportation solutions from our Supply Chain Solutions department, we strive to take it to the next level, helping you optimize your supply chain.



Purolator USA • www.purolatorusa.com

Purolator USA is the U.S.-based freight forwarding subsidiary of Purolator Courier Ltd., Canada's leading overnight courier company. Purolator USA specializes in air and surface forwarding of small packages and freight shipments, customs brokerage, and delivery to, from, and within the North American market. Purolator USA offers preferred access to an extensive distribution network in Canada, which includes 10,000 dedicated employees, and the largest air fleet and ground network with guaranteed Canadian delivery points in Canada among any competitor.





Southeastern Freight Lines • www.sefl.com

Southeastern Freight Lines, a privately-owned less-than-truckload transportation services provider founded in 1950, specializes in next-day service in the Southeast and Southwest and operates 76 service centers in 12 states and Puerto Rico. Southeastern also has a network of service partners who service the remaining 38 states, Canada, the Virgin Islands and Mexico. Southeastern Freight Lines provides more than 99.35 percent on-time service in next-day lanes and 99.2 percent in all lanes. The company has been recognized by more than 300 quality awards received from customers and associations. For more information, please visit www.sefl.com.



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TRUCKING - TL



Colonial Freight Systems • www.cfsi.com

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IN THIS SECTION:
TL - Warehousing



NFI • www.nfiindustries.com

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VENDOR COMPLIANCE

SEREC of California • www.serec.com

SEREC of California provides an exceptional array of fulfillment, retail compliance, import distribution, and warehousing services, thanks to our state-of-the-art facilities. But we're more than just a warehouse or fulfillment center. We partner with clients to help them maximize their customers' satisfaction. If your customers are happy, we're happy. Our customer relationships have always been - and always will be - our top priority. And, while technology takes a predominate focus in regards to how we can accomplish what we do, our main focus has been the same for 40 years: To do our very best for every client, through honest and straightforward dealings, and good old-fashioned hard work.



WAREHOUSING

Bowman Logistics • www.bowmanlogistics.com

If you are looking for a third-party provider that carries through on its service commitment, look no further than Bowman Logistics. Strategically located in Maryland, at I-70 and I-81, Bowman offers one million square feet of warehouse space, including certified (dry) food grade space, all within FTZ #255. The company's Warehouse Management System provides complete inventory management functionality, invoicing, RF, RFID, bar-coding/labeling, wireless task automation, e-business connectivity, EDI, and 24/7 Web-based customer self-service. The system also facilitates light manufacturing and kitting projects. See how Bowman will carry through for you; visit the Web site today!



Brook Warehousing Systems • www.brookwarehouse.com

Brook Warehousing Systems specializes in handling package chemicals, pharmaceuticals, food grade products, U.S. Customs bonded warehousing, importing/exporting, and general commodities. We are supported by a superior customer service staff and excellently positioned on the East Coast. We own and/or operate more than 500,000 square feet, with facilities in Bridgewater, Somerset, and Linden, N.J. Please visit our Web site today!





CN • www.cn.ca

CN warehousing and distribution services offer you full-service transload, product transfer, storage, truck delivery, inspection, scaling, sampling/grading, and repackaging. Benefit from more than 80 facilities, more than 850 acres, and 1.4 million square feet of warehouse space strategically located throughout North America. As your full supply chain partner, we offer inventory management services, JIT delivery, loading and unloading of overseas containers, and vehicle processing and distribution.

D&D Distribution Services • www.dd-dist.com

Full-service public warehousing and distribution services provider D&D Distribution Services is centrally located in York, Pa., near the mid-Atlantic region's major metropolitan areas and seaports. Our prime location and Foreign Trade Zone enhance our ability to provide local and global warehouse service. We serve customers around the globe, developing customized logistics and customer service solutions. Handling raw materials at the front end of the supply chain, and finished goods at the back, D&D Distribution Services develops flexible programs to accomplish customers' goals.



D&M Distribution Services, Inc. • www.dallmill.com

Our firm is an Oklahoma-based public warehouse, which is headquartered in Oklahoma City, Okla., with more than 500,000 square feet of space. We also have a facility in Ponca City, Okla. D&M Distribution is served by both of the major western U.S. railroads - UP and BNSF - through Stillwater Central. Established in 1990, we are a Certified Native American Minority Enterprise.

Dart Advantage Warehousing, Inc. • www.dartaw.com

Dart Advantage Warehousing, Inc. (DAW) is a Minnesota-based company providing flexible, real-time inventory controls and tailored warehousing solutions. DAW operates nationally, including six owned facilities in Minnesota, Pennsylvania, and Georgia, encompassing more than one million square feet of food grade and non-food grade space. Call us today to find out how Dart Advantage Warehousing, Inc. can become your full-service logistics and supply chain solutions expert! 800-682-9980 ext 1849.



IN THIS SECTION:
Warehousing



Fresh Warehousing & Fulfillment • www.freshwarehousing.com

Whether you need warehousing for dry goods, food products, or hazardous materials, visit our Web site and protect your business with free evaluation tools and a free report to assist you in selecting the best warehousing and fulfillment provider. Our team can help you in St. Louis with cost-effective, caring solutions as your third-party warehousing, distribution, and logistics partner. Strong relationships with brokers move your goods to any shipping point or freight forwarder within the North American continent. Our A.I.B. Superior rating from AIB International is critical to our food grade warehousing and Fresh Warehousing takes this responsibility seriously.



Meritex Logistics • www.meritexlogistics.com

For more than 90 years, Meritex Logistics has provided full-service, third-party warehouse, and value-added services from our strategically located warehouses in Memphis and Kansas City. All Meritex facilities offer food grade storage in temperature- and humidity-controlled space, along with ambient storage for grocery products and consumer goods. Our Memphis location also offers rail service and is a designated Foreign Trade Zone. Contact us today for more information.



Network Global Logistics • www.nglog.com

Network Global Logistics (NGL) was founded in 1971 and is the preferred provider of mission-critical transportation. Today, NGL clients can experience the same high service levels offered through our next-flight-out service in a warehouse setting. NGL offers warehousing, fulfillment, reverse logistics, recall management, manufacturing support, and site selection consultation. Currently, NGL has warehouse sites in California, Ohio, Texas, Georgia, Colorado, Tennessee, Illinois, Indiana, and Ontario, Canada.



NFI • www.nfiindustries.com

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Headquartered in Appleton, Wis., WOW is a nationally recognized leader in the third-party logistics industry. In more than 30 years, WOW has grown from a single 108,000-square-foot warehouse to seven million square feet encompassing 24 warehouse locations in Wisconsin, Idaho, and Illinois. In addition to public and contract warehousing, WOW offers a vast array of value-added services including transportation services, 3PL consulting, and cheese financing programs. WOW Distribution Centers offer multi-temperature, food grade, ambient, refrigerated, and freezer storage.

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Andlor Logistics Systems • www.andlor.com

The Andlor staff has partnered with the logistics industry for more than 30 years. The software is a fully integrated 3PL WMS. The Web front-end provides access for the total supply chain. Users enter orders and appointments, and access receipts, shipments, invoices, EDI data, client and VMI inventories with scheduled reporting. Andlor offers BacTracs for reverse logistics processing and a yard management system. Excellent functionality and support are Andlor's trademarks.



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C3 Solutions • www.c3solutions.com

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This program, presented by the Georgia Tech Supply Chain and Logistics Institute, addresses inventory terms; management performance measures; activity profiling and data mining; forecasting best practices and systems; and inventory organization requirements and management system alternatives.

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www.scl.gatech.edu

May 12-13, 2010, Supply Chain Collaboration: Proven Strategies to Create Value, Bethlehem, Pa.

The Center for Value Chain Research at Lehigh University offers this symposium on internal and external collaboration approaches. Sessions address topics such as maximizing the value of sharing supply chain data with suppliers; implementing a lean supply chain; and controlling proprietary information.

610-758-6428
www.lehigh.edu/~inchain

May 16-19, 2010, WERC Conference, Anaheim, Calif.

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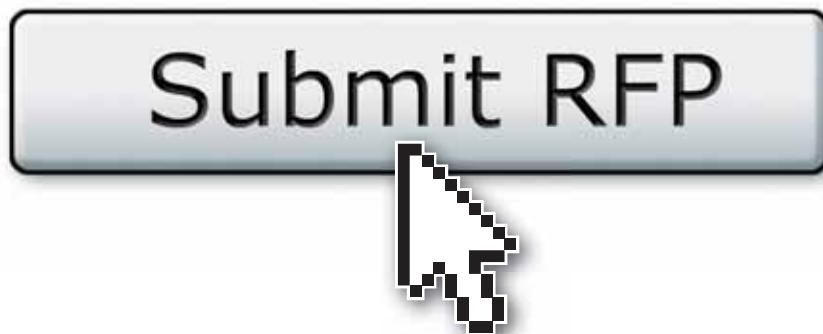
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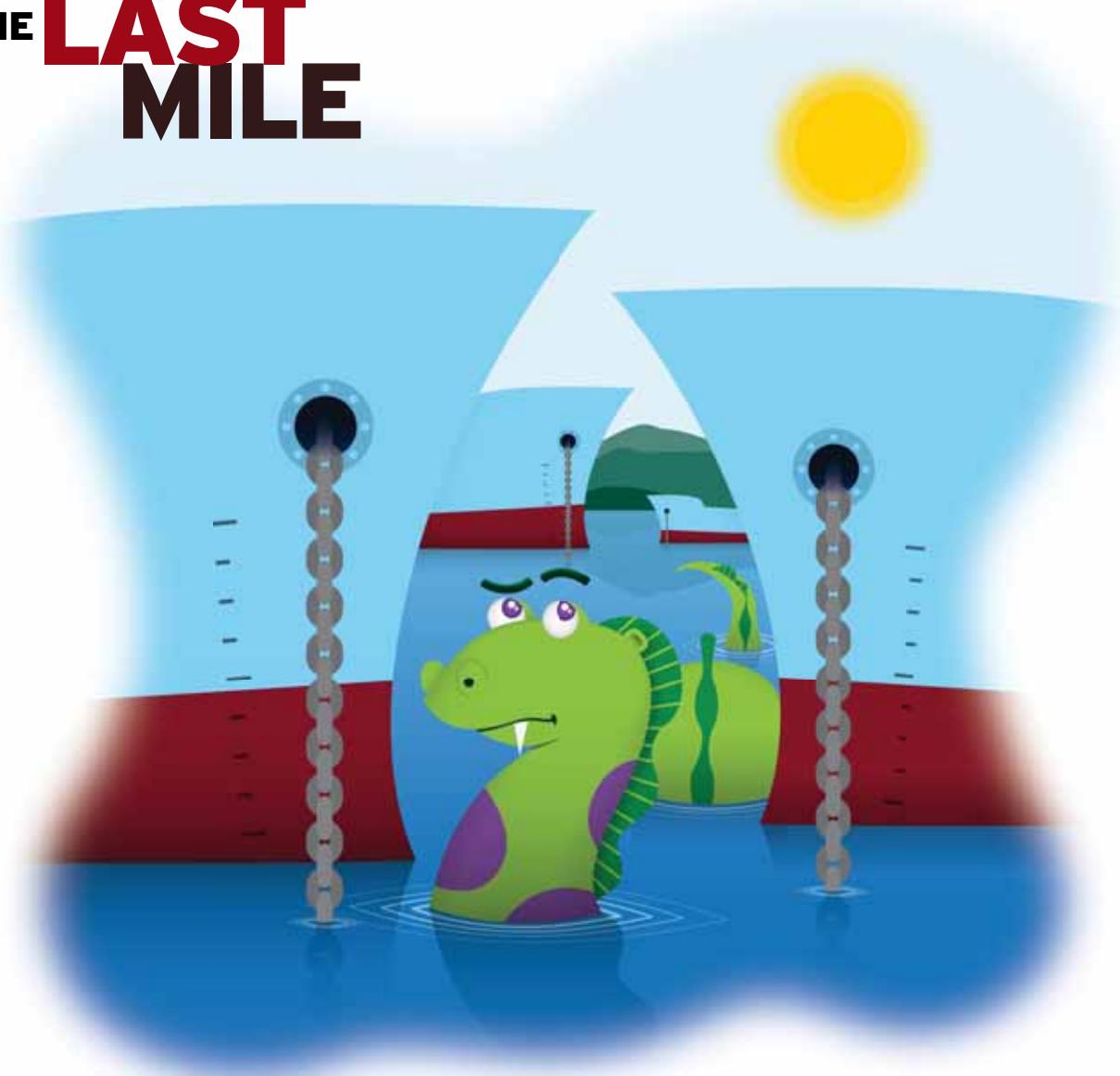
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Scotland's Loch Mess

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The spectacle began last year when Danish shipping company Maersk decided to lay up six ships in Loch Striven instead of moving the empty vessels nowhere—a consequence of the sharp drop in world trade. The steamship line paid a holding fee to nearby harbor authority Clydeport, then towed and anchored the vessels in the sea-fed loch.

It's not entirely uncommon for Loch Striven. Ships were kept there during the oil crisis of the 1970s and two tankers idled for 20 years. But residents of the area have been less than pleased with the most recent invasion. For the time being, the ships will remain in moorage until the global recession ebbs, trade flows, and Maersk can return a laden fleet to open waters.

Still, the strangeness of it all has the look and feel of something straight out of a blockbuster—which, naturally enough, struck BBC Scotland producers the same way. Searching for a location to shoot *Mission: 2010*, a new children's adventure game show, they recently contracted with Maersk to film in the cargo hold of one of its ships. ■

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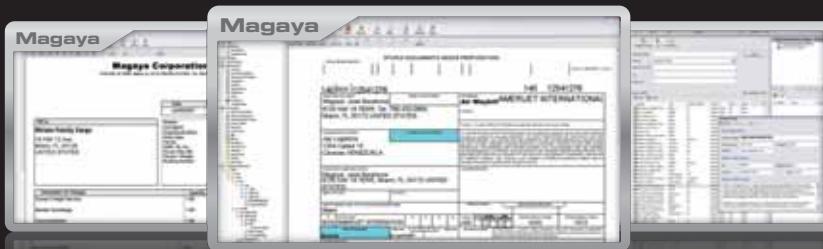
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