

PLUS

**FREIGHT
BILL AUDIT &
PAYMENT**
IT'S MORE THAN
THE MONEY

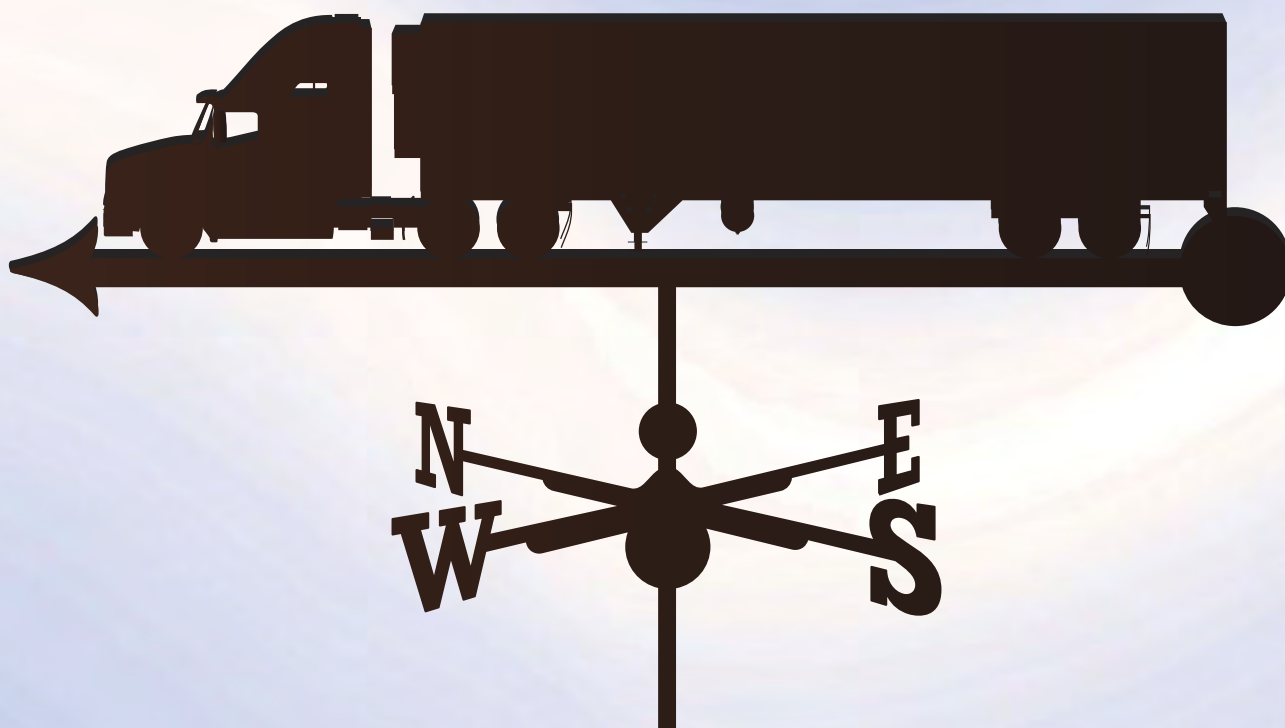
**WMS GUIDE
TO LEADING
VENDORS**

inbound logistics

SEPTEMBER 2019

a **THOMAS** company

THE MAGAZINE FOR DEMAND-DRIVEN ENTERPRISES



TRUCKING STRATEGIES

FOR WHICHEVER WAY THE WIND BLOWS

REPORT

**TRUCKING
PERSPECTIVES**

EXCLUSIVE
MARKET RESEARCH

2019
DIRECTORY

**TOP
100**
TRUCKERS

The Right Size 3PL



SUNSET
TRANSPORTATION

TIA
BOND
\$100,000

Info SNACKS

BITE-SIZED SUPPLY CHAIN/LOGISTICS INFORMATION

FUTURE PROOF YOUR CAREER

BAE Systems asked its futurists to predict the top six jobs of 2040:

1. AI Ethicist. In July 2018, engineers, scientists, and tech leaders signed a pledge against lethal autonomous weapons systems (killer robots). As autonomous systems receive more responsibility, AI ethicists will make sure they don't show bias and make decisions that best serve the business.

2. AI Translator. Trains humans as well as their AI assistant or robot counterpart. They will tailor the AI to meet workers' needs and tune it to acknowledge and correct human errors.

3. Human e-Sources Manager. Analyzes data collected from exoskeletons, smart textiles, and wearables to perform predictive and preventive maintenance on human workers.

4. Automation Advisor. Makes sure that the automated workforce is in line with regulations and identifies opportunities for upgrades.

5. Systems Farmer. Helps companies grow large multi-function parts with nanoscale features. These durable parts will sense, process, harvest energy, and even be able to self-repair.

6. VR Architect. Uses virtual and augmented reality to monitor components and manage maintenance activities.



CHICKEN SUE-P

A Tennessee man who spent "countless time" driving from one Popeyes to another in search of its popular chicken sandwich is suing the fast-food restaurant for its supply chain fail after he was left hungry.

Craig Barr's suit accuses Popeyes of deceptive business practices and false advertising, claiming that various locations turned him away after their supply of the in-demand sandwich sold out. He says the chain over-hyped the item and purposefully lowered quantity to increase demand.

And speaking of demand, he's demanding \$5,000.

"It's totally deceptive," Barr said. "Who runs out of chicken?"

According to *Internet Retailer's*
2019 Top 1000, only

17.5%

of online retailers offer free shipping on all orders, no strings attached.

65.4%

offer free shipping on at least some orders.

This includes retailers providing free shipping under certain conditions, such as orders meeting a stated dollar threshold or free delivery for purchasing with a store credit card, as well as those offering free shipping for every order.

—2019 Click, Ship & Return Report,
Internet Retailer

Target Targets Tariffs

"Target will not accept any new cost increases related to tariffs on goods imported from China. Our expectation is that you [Target suppliers] will develop the appropriate contingency plans so that we don't have to pass price increases along to our guests."

—Mark Tritton,

Executive Vice President and
Chief Merchandising Officer, Target



CONTENTS

SEPTEMBER 2019 | VOL. 39 | NO. 9

40

TRUCKING STRATEGIES FOR WHICHEVER WAY THE WIND BLOWS

Just because there's more trucking capacity available today than there was a year ago doesn't mean that shippers can overlook the basics. Here's how to maintain capacity in all market conditions.

47

2019 TRUCKING PERSPECTIVES

Our yearly survey of shippers and truckers highlights the most important takeaways and trends in the industry.

52

TOP 100 TRUCKERS 2019

Inbound Logistics' annual Top 100 Truckers directory offers an in-depth review of carriers that match shippers' diverse and demanding transportation needs.

INBOUND LOGISTICS

**TOP
100
TRUCKERS
2019**



69

Turning freight bill data into profits.

69

SPONSORED

FREIGHT BILL AUDIT & PAYMENT: IT'S MORE THAN THE MONEY

Meet the leading FBAP service providers that use big data and business intelligence to drive global enterprise change for their customers.



99

2019 WMS BUYER'S GUIDE

Warehouse management system (WMS) software helps track inventory so you can pick and ship to customers faster, eliminating the errors and back orders that can cause them to bail on you. Use this list of leading WMS vendors to narrow down your choices and zero in on the right solution for you.



- Jeff O'Connor
Heniff Transportation



- Bob Verret
Dupré Logistics



- Joy Hoehler
Schwerman Trucking



- Shaun Mains
Sunrise Logistics

Never stop evolving.

It's time to future-proof logistics.

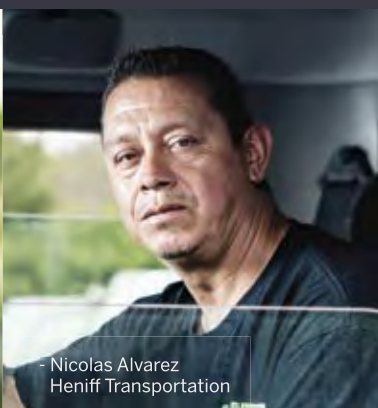
For more than 20 years, the companies of Trimble Transportation have been helping companies across the country stay ahead of the technology curve. Now PeopleNet, 10-4 and TMW are evolving together under one purpose: To make the movement of freight and goods all throughout the supply chain safer and more efficient than ever before.

Take it from all of our real customers. To maximize the performance of your business – you should never stop evolving. And with Trimble, you never will.



“Sunrise Logistics’ relationship with Trimble has allowed us to look into the future.”

- Chad Ogden
Sunrise Logistics



- Nicolas Alvarez
Heniff Transportation



- Elise Fournet
Dupré Logistics

See how we are helping our customers evolve at transportation.trimble.com/evolve.



CONTENTS

SEPTEMBER 2019 | VOL. 39 | NO. 9



128

Oh give me a drone.

10

GOOD QUESTION

What's the first thing to consider when choosing a logistics partner?

INPRACTICE

18 LEADERSHIP

Rising through the leadership ranks at Ryder System, Steve Sensing, president of global supply chain solutions, stays resilient and collaborative, while always maintaining a sense of humor.



INFOCUS

1 INFO SNACKS

16 VERTICAL FOCUS: METALS

20 NOTED

22 TAKEAWAYS

121 IN BRIEF

128 LAST MILE

Robots.

INSIGHT

8 CHECKING IN

An enterprising change.

12 DIALOG

The ongoing conversation.

14 10 TIPS

Optimizing the last mile.

26 SPONSORED KNOWLEDGE BASE

The business value of managed transportation services...26

Five key things to consider in an ERP software selection project...27

28 SPONSORED THOUGHT LEADERS

Automated bidding tools benefit shippers, 3PLs, and carriers...28

Employee to entrepreneur: transitioning to freight agency ownership...29

Leveraging system design and optimization for supply chain 4.0...30

32 SPONSORED SOLVED

Reusable packaging maker increases savings and reduces waste with Transplace solution...32

Syfan Logistics delivers time-sensitive load for automobile manufacturer...33

Optimizing Coca-Cola Consolidated's post-expansion network...34

36 LEAN SUPPLY CHAIN

The view from the control tower.

38 VIEWPOINT

Tariffs: is it time to rethink what goes where?

INFO

110 WEB_CITE CITY

118 SUPPLY CHAIN INSIGHTS

124 CALENDAR

125 SUPPLY CHAIN SOLUTIONS

126 RESOURCE CENTER



16

Making moves with metal.



107 I.T. TOOLKIT

Kicking the tires on an IoT solution.

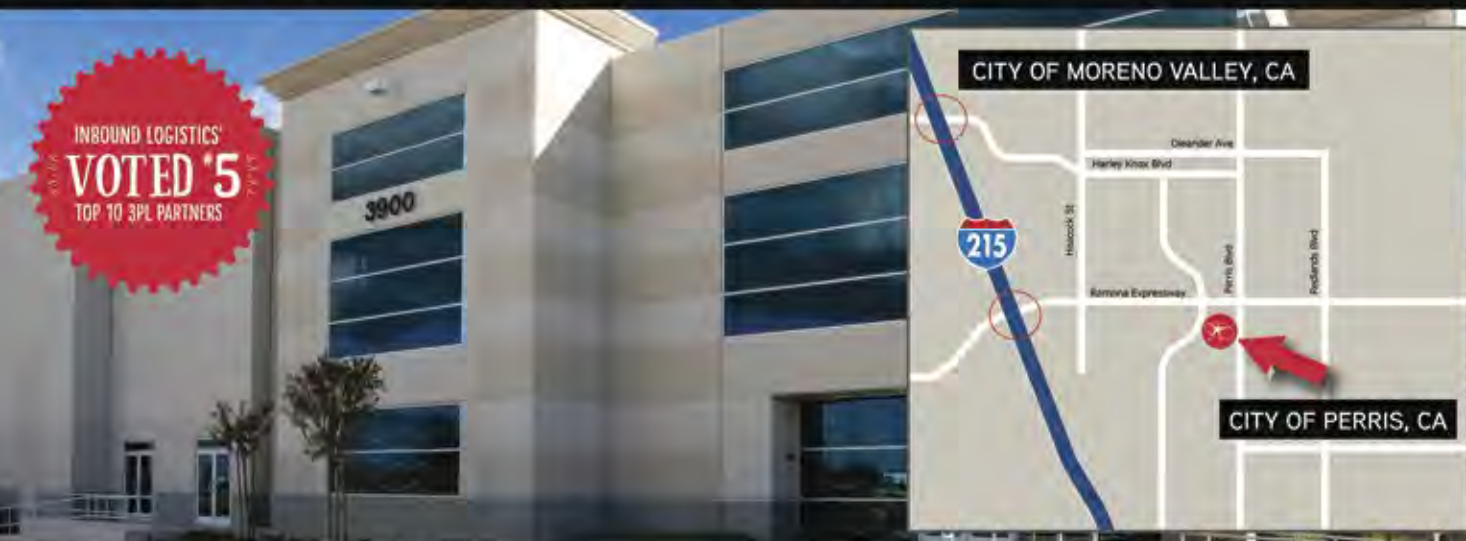
Inbound Logistics (ISSN 0888-8493, USPS 703990) is mailed monthly to approximately 60,000 business professionals who buy, specify, or recommend logistics technology, transportation, and related services, by Thomas Publishing Company LLC, 5 Penn Plaza, NY, NY 10001. José E. Andrade, co-chairman; Carl T. Holst-Knudsen, co-chairman. Periodicals postage paid at New York, NY, and additional mailing offices. All rights reserved. The publisher accepts no responsibility for the validity of claims of any products or services described. No part of this publication may be reproduced or transmitted in any form or by any electronic means, or stored in any information retrieval system, without permission from the publisher. POSTMASTER SEND ADDRESS CHANGES TO: Inbound Logistics, 5 Penn Plaza, New York, NY 10001



FOR IMMEDIATE OCCUPANCY

Kenco Warehousing Space Available in Southern California

951-420-7948 | info@kencogroup.com



LOCATED IN PERRIS, CA, JUST OUTSIDE OF LOS ANGELES, THIS MULTI CLIENT WAREHOUSE GIVES ACCESS TO ALL MAJOR TRANSPORTATION ROUTES WITH FOREIGN TRADE ZONE BENEFITS.

**For more information, call 951-420-7948
or email us at info@kencogroup.com**

Building Amenities

- › Cross Dock Configuration
- › ±12,000 SF Office Areas
- › 32' Minimum Clear Height
- › ESFR Sprinkler System (K-17 Heads at 52 PSI)
- › T-5 Warehouse Lighting with Motion Sensors
- › 109 Dock-High Doors
(55 with Mechanical Pit Levelers & 54 with Edge of Dock Levelers)
- › 4 Grade Level Doors
- › 138 Trailer Parking Stalls
- › 233 Automobile Parking Stalls
- › Secured Truck Court Yard
- › Drive Around Capability with Truck Queuing
- › Located in Foreign Trade Zone
- › Close Proximity to I-215 Freeway



Whether creating a solution for distribution, transportation services or material handling equipment (MHE) fleet services or all three, we approach every opportunity from an engineering perspective, leveraging the most innovative emerging technologies. We design networks that drive operational gains – real solutions, real results.

www.kencogroup.com

LINKS

SEPTEMBER 2019

WEB_CITE CITY

The most comprehensive online directory of supply chain websites—organized by category, cross-referenced, and fully searchable.
bit.ly/IL_WCC



For up-to-the-minute information, bookmark the IL news page. Enjoy opinions, commentary, and links to the latest news to help you stay on top of your game.
bit.ly/IL-news

WHITEPAPER DIGEST

Looking for insight into supply chain best practices and trends? Our whitepaper database is packed with information on all aspects of supply chain operations.
bit.ly/IL_WPDigest

CONNECT WITH US

[linkedin.com/company/
inbound-logistics](https://www.linkedin.com/company/inbound-logistics)

twitter.com/ILMagazine

[facebook.com/
InboundLogistics](https://www.facebook.com/InboundLogistics)

[youtube.com/user/
InboundLogistics](https://www.youtube.com/user/InboundLogistics)

MORE NEWS ONLINE



WHO'S PAYING FOR FREE SHIPPING?

With consumers now expecting fast and free delivery, shippers and their 3PL partners must figure out ways to drive down supply chain costs and free up money for fast shipping at low or no cost to consumers. bit.ly/payingforfree



PRODUCING THE GOODS IN AN ON-DEMAND ENVIRONMENT

With consumer demands and supply chain impatience at a peak, on-time delivery is a must and stock-outs a huge no-no for manufacturers and retailers.

These tactics let shippers take control of their distribution processes and keep pace with evolving customer demands.
bit.ly/ondemandsuccess



MACHINE LEARNING POWERS SMARTER WAREHOUSES

Imagine a smart warehouse where systems learn and recognize patterns, regularities, and interdependencies to achieve greater productivity. Find out how machine learning is making that possible. bit.ly/machinelearningsmart

inboundlogistics.com

inbound
logistics
• THE THOMAS COMPANY



DECISION SUPPORT TOOLS

Search our databases of the Top 100 providers in key segments of the supply chain industry.



FIND A
3PL PROVIDER
bit.ly/3PL-DST



FIND A
TRUCKING COMPANY
bit.ly/truck-DST



FIND A LOGISTICS IT
PROVIDER
bit.ly/IT-DST



FIND AN AIRFREIGHT
FORWARDER
bit.ly/airfreight-DST



FIND A LOGISTICS
SCHOOL
bit.ly/edu-DST

*Only pay for the speed you need...
Dynamic Routing!SM*



On time and on budget.

At Lynden, we understand that plans change but deadlines don't. That's why we proudly offer our exclusive Dynamic Routing system. Designed to work around your unique requirements, Dynamic Routing allows you to choose the mode of transportation – air, sea or land – to control the speed of your deliveries so they arrive just as they are needed. With Lynden you only pay for the speed you need!



lynden.com | 1-888-596-3361

CHECKING IN

An Enterprising Change



Keith Biondo, Publisher

Eagle-eyed readers will notice a slight change to the cover tag line beneath the *Inbound Logistics* logo. It may be just one word—from The Magazine for Demand-Driven Logistics to The Magazine for Demand-Driven Enterprises—but that slight change acknowledges the massive business shift in the way you drive excellence.

We first extolled the benefits of matching demand more closely to supply and aligning your operations to support that shift in thinking in 1981. Our goal was to encourage logistics and purchasing professionals to work together to allow the market to pull the process rather than push product at the market. Most companies were pushing and the result was often excess inventory, too many touches and returns, or out-of-stock events.

Today, the concept of supply chain management has moved beyond logistics to a core enterprise activity. The *Inbound Logistics* audience still includes purchasing and logistics professionals, but an increasingly diverse group of business managers—from CEOs to operations vice presidents, customer service team leaders, and IT professionals—continues to join our readership.

Some readers work for the biggest global brands while others are at e-commerce startups seeking to grow and go head to head against larger and more established competitors. Starting as a demand-driven enterprise puts these smaller companies on the same plane as the Amazons of the world, at least in terms of enterprise operations, by letting their customers pull the process.

As part of our market research for this edition (see page 47), we asked some leading carriers if customers have changed their requests and requirements over the past two years. Here are some responses:

“We are receiving more requests for complete logistics services offerings: national (not just regional) TL, LTL, and parcel transportation, warehousing, and co-packaging.”

“Many more fulfillment requests (B to C).”

“Companies are looking for alternatives to either Amazon or doing it themselves. Those requests have tripled in the past 12 months.”

“Customers are looking for more detail in the ability to track their products to their end consumer (demand driven). They also want the tracking to be geared toward mobile devices, with more frequent updates.”

“It is no longer purely a cost-based relationship. Companies are looking for carriers that have made significant investments in technology as well as human collateral that enables a customer-centric (demand-driven) focus.”

It is clear that achieving success in today's economic environment requires more than demand-driven logistics excellence. We need a commitment to creating the demand-driven enterprise.

Keith Biondo

inbound
logistics
a **THOMAS** company

Vol. 39, No. 9

September 2019

THE MAGAZINE FOR DEMAND-DRIVEN ENTERPRISES

www.inboundlogistics.com

STAFF

PUBLISHER Keith G. Biondo
publisher@inboundlogistics.com

EDITOR Felecia J. Stratton
editor@inboundlogistics.com

SENIOR EDITOR Katrina C. Arabe
karabe@inboundlogistics.com

CONTENT MANAGER Isabel Blake
iblake@inboundlogistics.com

CONTRIBUTING EDITORS
Sandra Beckwith

Merrill Douglas • Tom Gresham • Karen M. Kroll

CREATIVE DIRECTOR Jeof Vita
jvita@inboundlogistics.com

DESIGNER Ellen Swandiak
ellen@inboundlogistics.com

DIGITAL DESIGN MANAGER Amy Palmisano
apalmisano@inboundlogistics.com

PUBLICATION MANAGER Sonia Casiano
sonia@inboundlogistics.com

MARKETING & SALES ASSISTANT Ivana Thomson
ithomson@inboundlogistics.com

CIRCULATION DIRECTOR Carolyn Smolin

EDITOR AT LARGE Rena Behar

SALES OFFICES

PUBLISHER: Keith Biondo
212-629-1560 • FAX: 212-629-1565
publisher@inboundlogistics.com

WEST/MIDWEST/SOUTHWEST: Harold L. Leddy
847-446-8764 • FAX: 847-305-5890
haroldleddy@inboundlogistics.com

Marshall Leddy
612-234-7436 • FAX: 847-305-5890
marshall@inboundlogistics.com

SOUTHEAST: Gordon H. Harper
404-229-9691 • FAX: 404-355-2036
gordonh@inboundlogistics.com

MIDWEST/ECO DEV: Joseph Biondo
516-578-8924
jbiondo@inboundlogistics.com

NORTHEAST: Rachael Sprinz
212-629-1560 • FAX: 212-629-1565
rachael@inboundlogistics.com

MEXICO & LATAM: Guillermo Almazo
212-629-1560
mexico@inboundlogistics.com

FREE SUBSCRIPTIONS

www.inboundlogistics.com/free



Inbound Logistics supports sustainable best practices. Our mission is rooted in helping companies match demand to supply, eliminating waste from the supply chain. This magazine is printed on paper sourced from fast growth renewable timber.

Inbound Logistics welcomes comments and submissions. Email us at editorial@inboundlogistics.com; call (212) 629-1560; or mail 5 Penn Plaza, NY, NY 10001. For advertising or subscription information, call (212) 629-1560, or e-mail publisher@inboundlogistics.com. *Inbound Logistics* is distributed without cost to those qualified in North America. Interested readers may subscribe online at bit.ly/get_il. Subscription price to others: in North America: \$95 per year. Foreign subscriptions: \$229. Single copy price: No. Amer: \$10, foreign \$19, back issues \$15.





You promised your customers. We'll help deliver.



OD·DOMESTIC

OD·EXPEDITED

OD·PEOPLE

OD·GLOBAL

OD·TECHNOLOGY

HELPING THE WORLD KEEP PROMISES.®

As a leading national LTL carrier, Old Dominion works to make your job easier. We take your success seriously and it shows in our #1 rankings for value, satisfaction, responsiveness and overall performance.* With over 23,000 employees working in more than 235 service centers, we take pride in helping you ship confidently from coast to coast and everywhere in between.

For more information, visit odfl.com or call 1-800-235-5569.

*Source: 2018 Mastio & Co. National LTL Carrier Report

Old Dominion Freight Line, the Old Dominion logo, OD Household Services and Helping The World Keep Promises are registered service marks of Old Dominion Freight Line, Inc. ©2019 Old Dominion Freight Line, Inc.

What's the first thing to look for when selecting a logistics partner?

Common goals and transparency.

Kamila Otrzasek

Quality Manager, Zeebrugge Food Logistics



Similar culture, vision, and values—such as a strong commitment to engaging employees. An organization's ability to attract, retain, and optimize a quality workforce speaks to whether or not it will consistently rise to meet your service expectations.

Robert O'Dwyer

*Logistics Industry Principal
Kronos Incorporated*

Knowledge of not only the logistics market but also the specific industry in which their client competes. An understanding of pain points, trends, and regulatory requirements.

Kim McQuilken

*President, Sales & Marketing
Spend Management Experts*

initiative to ask questions, then can you trust them to deliver as an outsourced 3PL?

James Meads

Procurement Consultant

An understanding of your company's unique supply chain needs and a willingness to adjust their strategies and processes to support your needs.

Gregory N. Fornaro

*Director, Labor Relations
and Logistics
Wm. T. Burnett & Co.*

Top-tier logistics providers continue to grow with us. They know the strengths and networks of their partner carriers.

Frank Hurst

President, Roadrunner Freight

Back to basics. Did they read the RFP and scope of work properly or just quote based on what they think you want or what fits their agenda? If they can't read a tender document or have the

Strong support, services, and warranty programs that ensure uptime.

Ravi Panjwani

*VP Marketing and
Product Management
Brother Mobile Solutions*

Ability to innovate. They should embrace advanced technologies such as AI and IoT, which are becoming more essential to providing differentiated customer service.

Steve Dowse

*SVP Product Strategy
Blume Global*

Have a great answer to a good question?

Be sure to participate next month. We want to know:

What's the supply chain buzzword for 2020?

We'll publish some answers. Tell us at editorial@inboundlogistics.com or tweet us

@ILMagazine #ILgoodquestion



I AM THE FIRST LINE OF DEFENSE AGAINST PANIC AND CHAOS.

When the customer service line rings at 3AM, chances are the person on the other end doesn't want to talk to a machine. Or listen to excuses. That's why I'm here 24/7. I am a curator of solutions. I know your business and what you need. I specialize in answers. And results. I'm not here just to listen to your problems, I own them. I am *Piloting Business*™



pilotdelivers.com / 1-800-HI-PILOT

PILOT
FREIGHT SERVICES






[INSIGHT]

DIALOG

@ILMagazine

Want to join the conversation?

FOLLOW US:

-  [linkedin.com/company/inbound-logistics](https://www.linkedin.com/company/inbound-logistics)
-  [facebook.com/InboundLogistics](https://www.facebook.com/InboundLogistics)
-  twitter.com/ILMagazine
-  [youtube.com/user/InboundLogistics](https://www.youtube.com/user/InboundLogistics)
-  inboundlogistics.com/cms/podcast

DROP US A LINE:

editorial@inboundlogistics.com



Re. LeaderSHIP Profile:
Megan Smith, CEO,
Symbia Logistics

bit.ly/Leadership_MeganSmith

This article includes great insights that apply to women who want to be successful in business, no matter the industry.

—Lydia H.

*Business Systems Analyst
121 Financial Credit Union*

Re. Supply Chains in Peril: What We Learned from Hurricane Dorian

bit.ly/storm-proof_SC

The most important step to take as a storm starts to build is to get ahead of pre-stocking. This is especially critical if you're running just-in-time shipments so that you're not left with empty shelves. Look at your network footprint to shift supply from areas threatened by the storm and consider how the storm could shift demand. That way, you're ready to turn on a dime to recovery mode and get goods flowing back into your markets.

—Troy Cooper

*President
XPO Logistics*

Quick TIP

When planning a new distribution center, don't overlook a rigorous analysis of the quality, sustainability, and scalability of the regional workforce. Proper analysis requires more than a quick demographic screen. To be successful in the long term, focus on skills training, turnover track records, comparable wages, and common amenities, among other criteria.

—Ben Conwell

*Senior Managing Director and E-Commerce Advisory Group Leader
Cushman & Wakefield*

Re. A Blockchain Reality Check

bit.ly/blockchainrealitycheck

In 2019, companies can't settle for a situation in which every detail of their product's lifecycle is traceable by their competitors. Unfortunately, this is a reality facing many companies that are actively experimenting with blockchain systems. Without an added layer of privacy, there is little that even the most diligent company can do to prevent their records from being exposed.

By adding an overarching privacy layer to existing blockchain ledgers, zero-knowledge proof (ZKP) cryptography can equip

companies, both large and small, with the tools necessary to properly secure sensitive user data and proprietary business information. ZKP cryptography enables one party to prove the authenticity of data to another party without revealing the underlying data itself.

With the blockchain logistics market projected to reach close to \$10 billion by 2025, the stakes couldn't be higher for companies to gear themselves with the latest innovations in cryptography to enable transactions between parties that don't reveal confidential details in the process.

—Jonathan Rouach

*CEO and Co-Founder
QEDIT*

Re. Mistaken Identities bit.ly/2019ILTop10

Our Top 10 3PL Excellence Awards section in July 2019 contained two accidental photo misidentifications. *Inbound Logistics* apologizes for the errors. Here are the correct photos and IDs:



Derek Leathers
President and CEO
Werner Enterprises



Doug Waggoner
Chairman and CEO
Echo Global Logistics

WE DELIVER THE ONE THING EVERY COMPANY NEEDS BUT CAN'T BUY.

We deliver confidence. We deliver it by the truckload, because we know companies can't thrive without it. Penske is built around helping your day-to-day operations run as smoothly and efficiently as possible. Our truck rental, leasing, contract maintenance and logistics solutions will help you carry the load so you can focus on your core business. Learn more at gopenske.com.



Rental
Leasing
Logistics



10 TIPS

Optimizing the Last Mile

Doing last-mile logistics correctly leads to repeat business and loyal customers, but final-mile processes involve more than just a truck and driver.

1 DETERMINE HOW FAST THE DELIVERY REALLY NEEDS TO BE.

While offering fast deliveries may be important, what is more important to customers is knowledge about when the order will be delivered.

2 OFFER FLEXIBLE DELIVERY OPTIONS.

Consumers are demanding and will abandon a purchase if not given the delivery choice they want—ideally same-day or next-day with free shipping. Offer choices based on delivery method and location, and time frame.

3 PROVIDE ORDER TRACKING INFORMATION.

To enhance the customer experience, let them know when you receive the order, when it shipped, and when it arrives at the destination. GPS and telematics devices in delivery vehicles send exact locations to customers through transport apps that provide the ability to alert customers if the arrival of their order will be delayed.

4 IMPROVE VISIBILITY INTO SUPPLY CHAIN PROCESSES.

A collaborative network connects suppliers, buyers, and logistics service providers. Delivery data can be collected and shared along the network, letting all connected parties know what is happening, such as a potential problem or traffic jam with a transportation route.

5 ATTACH CONVEYORS DIRECTLY TO TRUCKS IN THE LOADING DOCK AREA.

Conveyors speed the loading of trucks. The faster packages get into trucks, the quicker deliveries can occur.

6 USE BRICK-AND-MORTAR STORES AS FULFILLMENT CENTERS.

When filling online orders, use carton flow systems, storage racks, or tilted shelving to speed order picking operations and to hold inventory. Locating storefronts closer to the end customer cuts down on shipping costs and delivery time.

7 ELIMINATE MISPICKS IN ORDER PICKING OPERATIONS.

Optimize your warehouse layout and invest in materials handling equipment that can boost productivity. For example, using labels on storage racks helps pickers quickly identify items for picking. Flow racks deliver products to pickers; with reduced walk times pickers are less tired and more sharp.

8 SHARE YOUR EXPECTATIONS FOR THE DELIVERY.

If you outsource deliveries to third-party providers, train them on your policies. If drivers notice that a package has been destroyed, for example, make sure they know not to leave it, which will create a bad impression of the retailer with the consumer.

9 TRAIN CUSTOMER SERVICE REPS.

Your customer service representatives should be professional and as helpful as possible when handling issues around incorrect or delayed deliveries, package theft, or damaged products. In these instances, offer a replacement or credit the customer's account quickly.

10 USE TECHNOLOGY TO PLAN AND OPTIMIZE DRIVER ROUTES.

GPS and telematics systems enable transport departments to know where trucks are at all times and ensure drivers follow the planned route. Companies can alert drivers to traffic issues and provide alternative routes to keep deliveries on track.

SOURCE: BRIAN CHAN, PRODUCT MANAGER, UNEX MANUFACTURING



PERFORMANCE TEAM

**WE'RE THE ONLY
THING THAT
SHOULD COME
BETWEEN YOUR
PRODUCTS
AND YOUR
CUSTOMERS.™**

PERFORMANCE TEAM
www.performanceteam.net

Drayage • Pick Up & Consolidation • Store Delivery
Transload & Deconsolidation • Dedicated Fleets
Regional FTL & LTL • Pool Point Distribution



Contact us today to learn more about our transportation services:

866.775.5120 x 6975 • www.performanceteam.net • marketing@performanceteam.net



STEEL AND ALUMINUM TARIFFS: WHAT'S HAPPENED SO FAR

To help make sense of the confusion around current steel and aluminum tariffs, IHS Markit offers this timeline.

- **March 23, 2018:** President Donald Trump imposes import tariffs on steel and aluminum.
- **June 1:** Significant—and supposedly final—changes are imposed.
- **June 15:** President Trump approves tariffs on Chinese goods, including a 25% tariff on USD50 billion of Chinese exports to the United States. The U.S. administration was also instructed to prepare an additional list of imports for China worth \$200 billion.
- **June 19:** The U.S. Commerce Department announces a preliminary finding that Chinese common alloy aluminum sheet imports had been sold at below-market prices and assigns anti-dumping duties of over 100% on selected Chinese producers.
- **June 22:** After the Trump administration's announcement that the EU would face a 25% tariff on steel and a 10% tariff on aluminum, EU member states condemn the U.S. action and implement retaliatory measures with “rebalancing” tariffs on a range of U.S. imports.
- **July 18:** The European Commission imposes its own safeguard measures, levied upon 23 steel products.

METAL THIEVES SHOW THEIR METTLE

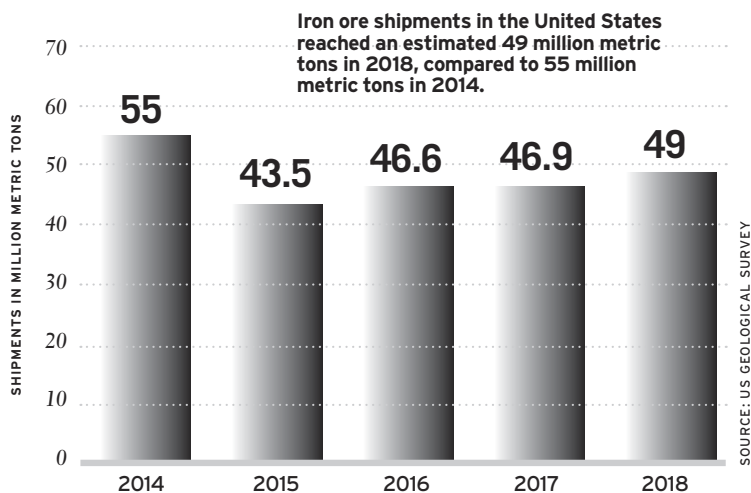
On July 13, 2019, thieves pulled off a bold heist in Georgetown, South Carolina. The culprits floated up the Sampit River to the 3V Sigma USA chemical plant around midnight. 3V Sigma USA manufactures specialty chemicals, from synthetic polymers to organic chemistry molecules.

Authorities believe that the thieves knew what they were looking for, because by 1 a.m. the pair had made off with four 100-pound drums filled with \$300,000 worth of palladium, a precious metal. The chemical plant didn't report the heist until five days later.

Palladium (\$1,336 per ounce as of Aug. 27, 2019) is nearly as valuable as gold (\$1,534 per ounce), but it could be hard to move—you can't just bring it to the local scrap yard or jeweler. Palladium is commonly found in catalytic converters and its high value has led to an uptick in converter thefts across the world. The metal is primarily sourced from mines in Russia and South Africa, but it is also mined domestically in Montana.

As of press time, the carefully planned heist remains unsolved.

U.S. IRON ORE SHIPMENTS 2014 - 2019



Isn't it Iron-ic? Iron is the most commonly used metal worldwide, often as the main ingredient in steel. Thus, the supply of iron ore is an important factor for the global economy. Based on the production of usable iron ore, Australia and Brazil are some of the largest producers in the world. In 2018, Australia produced an estimated 900 million metric tons of iron ore, while Brazil's production came to an estimated 490 million metric tons.

Steeling a Glance at Supply and Demand

- **Steel production has been too strong** in early 2019, given that demand is soft.
- **Steel is a buyers' market** and should remain so through 2019.
- **Lead times are short**, new orders at mills are falling, and prices are easing despite higher input costs.
- **Official prices eased** in the second quarter of 2019 and bargaining can lead to even better deals.

Delivering your needs to your front door.



WERNER
LOGISTICS

WernerLogistics.com | 800.228.2240

LEADERSHIP

Conversations with the Captains of Industry

Sensing a Supply Chain Career



*Steve Sensing
President,
Global Supply Chain Solutions,
Ryder System*

Rising through the leadership ranks at Ryder System, Steve Sensing stays resilient and collaborative, while always maintaining a sense of humor.

by Merrill Douglas

Steve Sensing is a Ryder System lifer. True, he started his career at a different company, working as a private fleet dispatcher. But that company leased trucks from Ryder, and a few years after Sensing joined, it appointed Ryder as its dedicated carrier. Everyone in the trucking operation, including Sensing, became a Ryder employee.

In the 27 years since, Sensing has risen through the ranks at Ryder, holding leadership positions in dedicated contract carriage, distribution management, and supply chain solutions. In May 2015, he became president of the company's Global Supply Chain Solutions (SCS) business. Based in his hometown of Nashville, Sensing also spends a good deal of time at Ryder's Miami headquarters, at other Ryder SCS locations, and at customer sites.

Recently, Sensing took time from that busy schedule to discuss how he developed as a leader and what's top-of-mind for him at work these days.

***IL:* You started college as an accounting major. What then drew you to supply chain management?**

A few years into accounting, I got exposed to some of the initial transportation and logistics curriculum at the University of Tennessee. I was fascinated by the analytical thinking required to solve customer problems. I was also intrigued by the ever-changing environment, with all the challenges customers go up against, be it weather, tariffs, or sourcing issues.

***IL:* Can you point to an experience early in your career that helped to shape you as a leader?**

I can't put my finger on just one. Over the years, you learn a lot that college can't teach you, especially when it comes to dealing with people—which, after all, is what this job is about. One key thing I've learned is to be humble, because you never know everything. And you have to keep your sense of humor. This is a challenging business; you won't win every deal. So you have to be resilient, bounce back, and keep a level head.

***IL:* Since you started working in transportation and logistics, what are some significant changes you've seen?**

When I started, we used fax machines; today we have e-mail and texts. I don't know how we got things done 25 or 30 years ago, given the length of time we had to wait to get information.

Today, customers respond in real time. End consumers often have visibility into their shipments, and they communicate with us in real time as well. We live in a dynamic world.

IL: When you became president of Global SCS, what items topped your agenda and where do those initiatives stand today?

I had five major focus areas. The first was enhancing operational excellence. Second was a focus on innovation. We're always trying to develop new products and service offerings, such as our e-fulfillment service. A third important item was growth. In 2014, we had historical growth rates of about 4% per year. We wanted to get that to 8 or 10%, creating opportunities for our employees. We've achieved that.

Fourth, we planned to focus on attracting the best talent we could and providing training to help employees get where they wanted to be in their careers. Finally, we needed to invest in our technology infrastructure and develop new tools for drivers. We've made progress in every one of those areas. But of course, in this business as in most, you're never done. You're always moving to the next iteration to stay ahead of the competition.

IL: How would you describe your leadership style?

I'm collaborative, both with peers and with my team. When I'm in a room with my leadership group, an outsider might find it hard to tell that I'm the leader. I give direction, but we need diverse input from team leaders.

Also, you have to hold everyone accountable and it's important to have a sense of humor. This is not just a job. We have to make it fun and keep things entertaining, so people will stay focused and enjoy what they do.

IL: How do you keep your team motivated?

I don't really have to. I have about 10 direct reports, and probably 80% of them have been with the company for 20 years or more. Empowering members of my team to have a voice and run their business as if it were their own keeps them motivated.

But people have to be self-motivated. You have to wake up in the morning with the drive to go at things and be creative. If you're not motivated to try something new or challenge the status quo, the competition is going to pass you.

Go With Your Gut

Young people coming out of college might feel that they know everything. "But you realize early on that there's a ton to learn," Sensing says. "Even in my current role, I continue to learn every day."

Still, once in a while it's important to trust what you know, even if you're not sure how you know it. "You can analyze data, but when you're trying to do the right thing for your customers and your people, sometimes it just comes down to a gut decision," Sensing says. "Thankfully, that doesn't happen often. But sometimes you have to have confidence in yourself and be willing to take calculated risks."

IL: What's the hardest aspect of your job?

All the energy it takes to win new business, knowing that you're not going to win it all. On a personal note, I spend a lot of time on the road. I started traveling 40-plus weeks a year in the late 1990s. It's hard to be away from the family. You need a great support system at home to be successful and to focus on growing the business.

IL: Which aspect of the job is most fun?

Part of it is watching our teams develop. We have an annual process called succession planning, in which we go through the organization, looking at management on the front line and deciding what each individual needs to make it one, two, or three levels up over the next four or five years. It's a lot of fun to watch some of our front line management—warehouse supervisors, dispatchers, and others—advance in their careers. The same is true for people all the way up through senior leadership.

IL: How do you like to spend your time outside of work?

Early on, when I got back from time on the road, I just wanted to hang out at home and do nothing. My wife reminded me that she and our two girls had been home all week and were ready to do something fun. We spent several years away on the weekends, with the girls playing club softball and volleyball. It's important to balance work and home life so I try to spend time with family and friends. Now that my girls have gone off to school, I can also play a little golf on the weekends. ■

[IN FOCUS]

NOTED

The Supply Chain in Brief

> GOOD WORKS



To support a remote mountain elementary school in Yunnan, China, **cargo-partner** donated and delivered 200 desks and chairs, 130 bunk beds, and 260 bedding sets for a new dormitory building. In addition, the logistics provider will help the local government build a charity supermarket for people living in the mountain area to raise the region's living standards.



Wish Farms, a year-round supplier of strawberries, blueberries, blackberries, and raspberries, partnered with hunger-relief nonprofit organization Feeding America on a summer campaign that encouraged Wish Farms staff to volunteer at the Feeding Tampa Bay distribution hub during working hours. In addition, for each Instagram engagement (like, tag, or follow) on campaign posts, Wish Farms donated one meal to families in need.

m&a

■ **Descartes Systems Group**, a logistics and supply chain management software provider, acquired **BestTransport**, a cloud-based transportation management system provider.

■ **DSV**, a transport and logistics company, purchased **Panalpina**, a supply chain solutions provider—a move that creates the second-largest airfreight provider in the world after DHL.

■ **Exegistics**, a third-party logistics provider, acquired the staffing operation of **Versant Supply Chain**, a provider of transportation, warehousing, and value-added distribution and staffing services.

■ **Heartland Express**, a trucking company, purchased **Millis Transfer**, a dry-van operator.

■ **Five Star Transportation**, a Hawaii-based transportation services company, acquired **Delivery Hawaii**, a third-party logistics provider.

■ **Gebrüder Weiss**, a logistics services company, purchased **KK+M**, a freight forwarder.

■ **WiseTech Global**, a logistics solutions software group, acquired **Depot Systems**, a container yard/terminal management software provider.

> GREEN SEEDS

CMA CGM pledged that none of its 500 vessels will use the Northern Sea Route, which runs the length of the Siberian Coast, connecting Asia to Europe. In addition to avoiding the route, which goes through the fragile Arctic region, the shipping line also committed to using liquefied natural gas to power ultra-large ships that carry up to 23,000 containers.



> SEALED DEALS



• **Bob Mills Furniture Co.**, a furniture retailer, selected **Blue Ridge**, a supply chain planning and demand planning software company, to enhance forecasting capabilities, manage variable lead times, reduce overstocks, and automate inventory across its nine locations in Oklahoma and Texas.

• **Allbirds**, a direct-to-consumer footwear designer, chose supply chain solutions provider **GEODIS** to fulfill orders through its new e-commerce website, which serves 12 European markets. GEODIS Netherlands will manage Allbirds' warehouse activities from its central e-fulfillment hub in Venlo, implementing a new order-picking process for single-piece flow.



• Sporting goods maker **Decathlon** selected **DHL Global Forwarding**, a provider of air, sea, and road freight services, to support its global supply chain operations, enabling Decathlon stores to stock more than 22,400 items covering more than 85 different sports. DHL's control tower operations provide visibility for Decathlon's shipments from factories in Vietnam and Taiwan to multiple destinations, including Brazil, Canada, China, Colombia, Europe, India, Malaysia, Morocco, and Singapore.



• **The U.S. Air Force** chose cloud-based, Smart-Contract-as-a-Service (SCaaS) platform **SIMBA Chain** to provide blockchain technology to secure its supply chain. The U.S. Air Force aims to make its data tamper proof with the help of SIMBA Chain, which is prototyping a blockchain approach to register and track additive manufacturing components during their entire lifecycle.

> UP THE CHAIN



Frank Gennaco was appointed director of worldwide procurement at Pelican Products, a designer and manufacturer of protective cases, temperature-controlled packaging solutions, and portable lighting systems. Gennaco is responsible for the delivery of components and finished goods to optimize inventory and service levels, supporting Pelican's sourcing and supply chain operations team.

> RECOGNITION

• Eastman Chemical Company presented **Averitt Express** with a **2019 Excellence Award** for transportation



services. Averitt Express, which provides less-than-truckload services from several of the chemical manufacturer's facilities, was recognized for its on-time delivery performance, safety and security, and ability to enhance operational processes.



• **Bruce A. Fenimore**, chief executive officer of container, equipment, and trucking services provider Columbia Group, received the **2019 Connie Award**

from the Containerization & Intermodal Institute for helping to advance containerization and intermodalism through leadership and innovation. In addition, **Sara Mayes**, president and CEO of Gemini Shippers Group and an industry veteran with more than 50 years in the business, was presented with the **Lifetime Achievement Award**.



• SmartWay Transport Partnership named liquid bulk chemical carrier **Heniff Transportation Systems** a **2019 SmartWay High Performer**. The SmartWay High Performers list for carbon emissions is composed of carriers that operate fuel-efficient fleets, consuming less fuel for every mile they travel and for every ton of freight they move compared to SmartWay peers.

• The Women in Trucking (WIT) Association named 3PL **Kenco Logistics** a **Top Women-Owned Business in Transportation**. WIT selects businesses based on financial stability and growth, innovation, entrepreneurial spirit, and efforts to promote gender diversity.

TAKEAWAYS

Shaping the Future of the Global Supply Chain

5 Tips for Choosing a Logistics Provider

Especially during times of global volatility and evolving marketplaces, an experienced logistics provider is a critical business decision. Vincent Touya, managing director of Dachser USA, offers these considerations for choosing a provider that will meet your expectations and business objectives.

1. Strong reputation and knowledge of your industry.

The reputation of a logistics provider plays an important role. A provider must adapt to customer needs and satisfy demand with best-in-class service focused on cost efficiencies and superior quality. Find a provider that has proven knowledge in your business area.

2. Logistics management from start to finish.

To facilitate logistics management, choose a provider with the expertise and resources to manage transportation logistics in an integrated way,

as well as specific storage and value-added services, without neglecting details, such as packing and security, that make the difference in handling freight.

3. Worldwide presence.

A provider that has developed specialized services according to market demands will help companies find solutions anywhere in the world. Having a strong presence in these markets ensures a single point of contact throughout the process. In addition, the diversity of customs regulations

and individual security precautions of destination countries can create obstacles. With a provider that operates internationally, you gain the market knowledge, including customs regulations and foreign trade compliance, of other parts of the world.

4. Security and technology.

Consider how the logistics provider will ensure the safe delivery of a shipment from the moment it leaves the facility to the final destination. This is especially important when handling dangerous goods. Transparency and integration of IT systems for transport and warehouse management also is vital. Ideally, the IT service provider operates with unified global core

systems enabling seamless information flow.

5. Covers all modes. For air, maritime, and domestic transportation, strict criteria for selecting a logistics provider ensures consistent quality levels.

■ For air cargo, look for a supplier with high output frequencies, consolidation services, direct cargo and charter services, as well as express services.

■ For maritime cargo, check if the product portfolio includes consolidated cargo services, project shipments, container service or containerized cargo stations.

■ A supplier with a strong overland transport network ensures goods are delivered quickly and safely from door to door.

GREEN SHOOTS: HOW TO IMPLEMENT GSCM

Green Supply Chain Management (GSCM) can be integrated into almost any industrial business. The key to implementing this concept is to identify areas where sustainable practices can be applied to an existing supply chain. These areas include:

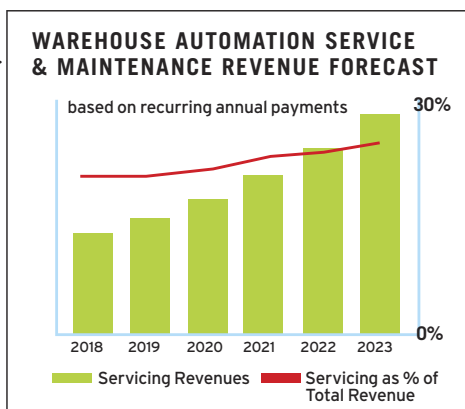
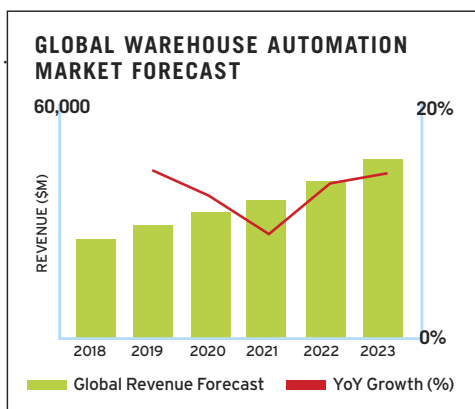
Cleaner material sourcing. For retailers, this may involve partnering with companies to redesign packaging using recyclable or biodegradable materials. Companies may also choose to purchase materials from suppliers who source their materials using environmentally responsible methods.

Lower transport emissions. This can involve

sourcing materials from nearby suppliers to reduce carbon emissions resulting from transportation and delivery. Some companies reduce emissions by using more efficient transportation systems and cleaner alternative fuels.

Logistics optimization. By strategically locating distribution facilities and optimizing truckloads to reduce empty trailer space, companies can lower their transit mileage and reduce their environmental footprint.

Certification. Companies can avoid engaging with suppliers that use banned products or materials by requesting certain types of certifications. For example, a manufacturing company may choose to source materials only with LEED-certified suppliers.



TAKEAWAYS

Warehouse Automation Growing, But For How Long?

During the past few years, the warehouse automation market has seen double-digit growth rates driven in part by the rise of e-commerce and omni-channel retail, finds new research from market intelligence firm Interact Analysis.

Consumer demand for faster and cheaper online delivery options has many retailers investing in warehouse automation to cut order processing times and to cope with the increasingly complex network of distribution channels.

Labor availability has also been a significant driver for automating warehouses, the research finds. Recruiting and retaining qualified staff is plaguing retailers and manufacturers alike.

This especially affects companies exposed to e-commerce, where demand is more difficult to forecast and seasonal spikes can be several times higher than the rest of the year. Many retailers and manufacturers have implemented automation to alleviate these pressures.

The research report forecasts that the warehouse automation market will grow at a CAGR of 12.6% over the next five years; however, it also predicts a temporary dip in revenue growth between 2020 and 2021. With growing trade tensions between the United States and China, coupled with slowing demand in Europe, the global economy is looking increasingly vulnerable and many businesses are delaying capital expenditures. This is reflected in warehouse automation vendors reporting a sharp drop in orders.

The Interact Analysis report also provides insight into slowing market growth. With forecasts demonstrating the potential to slow in 2020 and in particular 2021, service, maintenance and aftermarket sales will become an increasingly important part of system integrators' business models (see *chart*).

Service and maintenance contracts are paid on a predictable and recurring basis, which means that as

the installed base increases, revenues generated from service and maintenance contracts also increase over time. This alleviates some of the pressures from weaker order intake in the short term.

Furthermore, while typical margins for equipment sales tend to be between 3% to 5%, margins for service and maintenance can be as high as 15%, which has a positive impact on profitability.

The leading source of **targeted candidates** for your **supply chain** and **transportation** needs!

JobsInLogistics
.com



Supply Chain • Transportation • Freight Forwarding
Warehousing • Distribution • Purchasing & More

JOBSINTRUCKS
.com



Class A & B CDL Drivers • Owner Operators
Lease Purchase • Student Drivers

Call us at **877-562-7678!**

TAKEAWAYS

Maersk, Blackbuck Create Containerized Trucking Platform

To help India's government reach its goal of reducing logistics costs from 14% of the GDP to less than 9% by 2022, integrated container logistics company Maersk is partnering with BlackBuck, India's largest online trucking marketplace. BlackBuck will own and operate a new containerized trucking platform, which Maersk will support by developing industry-specific solutions.

The neutral platform will be open to the entire industry and is designed to empower sustainable growth and efficiency by reducing touchpoints in the supply chain. The companies expect the online marketplace to improve the customer experience, match demand with supply, and provide service delivery consistency through real-time visibility and control.



CARRIERS COUGH UP HIRING FEE

As part of the Federal Motor Carrier Safety Administration's (FMCSA) new Drug and Alcohol Clearinghouse rule, trucking companies soon will be required to pay the agency a fee

prior to hiring each driver—in addition to an annual fee for currently employed drivers.

Starting Jan. 6, 2020, carriers will be mandated to query an FMCSA database of drivers who have refused or failed drug and alcohol tests before they hire a new driver. They also will have to consult the database at least once per year for drivers they already employ. The database will provide drug and alcohol testing information for the past five years.

SERVICE and DELIVERY so seamless

we might as well be invisible.

It's our job to transport your cargo to its destination with zero complications – on time, every time, drama-free – and we do it well.

Syfan Logistics is an asset-based, \$150 million company with over 250 employees and nearly four decades of experience. We are a leader in transportation logistics because of our **24/7** commitment to technology, communications, our own fleet of trucks – and the experience to eliminate problems before they happen. We haul it all, while our industry expertise is focused on food, auto and package delivery.

No surprises. Just reliable shipping and logistics. **Because when we make a promise, we deliver.**

JetBlue Ups Its Cargo Game

As part of its plan to gradually expand cargo operations, JetBlue will partner with Miami-based consultancy Aeronex Cargo. Initially, JetBlue will utilize flights to and from Fort Lauderdale to interline cargo moving through Miami International Airport. Aeronex will organize the Miami to Fort Lauderdale road-feeder transportation.

Prior to 2018, the low-cost carrier did not transport any cargo. But the company decided to up its air cargo game after it transported cargo on flights between Fort Lauderdale and San Juan as part of a successful 2018 pilot program.

JetBlue will roll out its expanded cargo operations airport by airport. After Fort Lauderdale, JetBlue and Aeronex Cargo plan to open additional cargo operations at busy international airports, including John F. Kennedy, Los Angeles, and Boston Logan.

JetBlue and Aeronex Cargo will evaluate additional opportunities to expand cargo operations to nearly 30 cities where there is high shipping demand across the airline's network.



Greg Syfan, President, Jim Syfan, CEO
and Steve Syfan, Executive Vice President



An American Tradition in Transportation

SyfanLogistics.com | Gainesville, GA | 855.287.8485 | 770.287.8485

Logistics | Transport | Expedited | Intermodal Service Recovery | Freight Management



The Business Value of Managed Transportation Services



Danette Van Trump
SVP, Operations
Transplace
info@transplace.com
www.transplace.com
866-413-9266

*Shippers
are turning
to managed
transportation
services (MTS)
to help address
logistical
challenges.
Here are the
advantages.*

The mantra of today's freight market is "survival of the fittest," as driver shortages, capacity imbalances and government regulations continue to impact transportation costs. These challenges are further being complicated by consumers demanding greater product variety and availability at the lowest price, which puts pressure on an organization's already strained supply chain. That's why many organizations are turning to managed transportation services (MTS) to help address their logistical challenges.

MTS + TMS = A True Logistics Solution

By partnering with a third party to plan and execute freight moves on its behalf, a shipper can leverage the provider's team of logistics experts to manage those moves instead of using its own internal personnel. They can also leverage the provider's entire network as well as its investment in emerging technologies without having to make internal investments.

An MTS partner can provide additional value by offering its own proprietary transportation management systems (TMS) and other advanced solutions. Combining transportation management, strategic capacity and other trade services can give shippers greater control over transportation operations, enhance shipment visibility and improve supply chain performance. According to ARC Advisory Group, MTS can save shippers between 2% and 10% on transportation spend.

Bringing Clarity to Cloudy Visibility

Companies want to secure capacity at below-market rates while delivering high service levels. They need to know where their equipment is at all times and whether loads will arrive on time. An MTS provider can also address the visibility challenges many shippers face today in order to achieve those goals.

MTS removes the guesswork through advanced technology that automates previously manual processes. With the digitization of the logistics

industry, shipments are monitored by algorithms; capacity is secured via online automated auctions; and scorecards and KPI reporting are distributed automatically each day. An MTS provider also has logistics experts ready to intervene and manage the logistics process to help ensure quality service, provide greater predictability and lower total costs.

Benefits for Each Member of the C-Suite

MTS is beneficial for all stakeholders—from logistics managers to CFOs to CEOs. Here are some of the benefits to each:

- **Logistics Managers** – Shippers save time and money by leveraging the MTS providers' transportation networks, prices, technology, capacity and economies of scale. Instead of juggling activities across 75 different carriers—plus their own network providers—logistics pros simply have to work with a single partner.
- **CFO** – As transportation becomes a larger line item in a CFO's budget, an MTS provider combines world-class technology and freight management to take over the management of those networks and deliver ROI within a year or less.
- **CEO** – With an eye on the bottom line, partnering with an MTS provider alleviates many of the business performance and operational headaches associated with transportation that were formerly handled in-house, draining time, staff resources and budget.

The Time for MTS is Now

MTS will continue to play an increasingly important role in the manufacturing and distribution industries, both of which have been hit hard by government regulations, capacity issues, rising fuel costs and ever-shrinking delivery windows. Now is the perfect time to engage with a reliable MTS partner.

ERP

5 Key Things to Consider in an ERP Software Selection Project



Grant Fraser
CEO

Navigator Business Solutions
www.NBS-US.com
info@nbs-us.com
801-642-0123

Here are some key tips Navigator has found useful in helping businesses during the sometimes-daunting process of choosing an ERP system.

Picking the right ERP solution can be tough. Generic ERP solutions that must be customized are being replaced with cloud-based, industry-specific solutions. Also, feature set, configuration and system integration add another layer of complexity to the selection process.

Navigator has helped businesses roll out more than 500 ERP implementations over the past 25 years. Here are some key tips we've found useful in helping during this sometimes-daunting process.

1. Determine Your Specific Industry Needs

An ERP solution should fit your industry vertical and specific business process needs. If not, employees will avoid the solution even after rollout and training, instead opting for spreadsheets and unsanctioned third-party solutions.

As you take the time to define your business, its structure, and how it operates as part of the planning process, assess your current software situation to evaluate integration and customization needs. Take the time to determine specific goals and desired process improvements, too.

2. Consult with Key Stakeholders and Team Members

As you evaluate your business and its needs, you'll need to rely heavily on your key stakeholders and employees who will be using the system on a daily basis. Tap those members of your staff who have an extensive and intimate knowledge of what your business needs from a new ERP system.

This unique staff input not only helps with knowing your company's actual needs, it also helps create a clearer connection between the old system and the new one you ultimately select.

3. Make Sure the Solution Can Grow with You

Your business is not going to stand still, and neither should your backend system. Any solution you choose should be adaptable and able to evolve with your company as it grows.

Cloud ERP is automatically and continuously upgraded, which helps with adaptability. But also look for the underlying flexibility of the system, even if it is geared toward a specific industry vertical. Can it scale? Can it support multiple ways of handling the same business function?

4. Note Any Necessary Third-Party Integrations

ERP works best when it is able to connect with other systems, otherwise its utility as a central nerve system for your business is compromised. Your ERP system should include any necessary integrations and connectivity, or at least be integration-ready with the assistance of an implementation partner.

The best ERP integration for your company depends on your specific business, its current systems, and your integration budget.

5. Keep an Eye Out for Product Support

No matter how much information you gather on ERP implementation and optimization, you're going to need assistance from a partner—whether your vendor or a third party. The right ERP solution partner will help you leverage your committed internal resources, evolve your business systems and processes, and capitalize on your new ERP system.

You'll want to select a vendor that "plays" well with your company and will make a great partner for years to come.

Use Our Evaluation Guide to Get Started

No single factor is more important than a company's self-evaluation efforts. Skipping this key step and not thoroughly assessing your company's situation can result in choosing the wrong solution or having your project go awry before it begins.

We've put together a vendor-neutral ERP Evaluation Guide at bit.ly/ERP_Evaluation_Guide to walk you through all the questions you should ask before selecting an ERP system. The guide will help you understand all you'll need to make the best choice for your business.

THOUGHT LEADERS

Automated Bidding Tools Benefit Shippers, 3PLs, and Carriers



Brian Thompson

Chief Commercial Officer
SMC³

sales@smc3.com
www.smc3.com
800-845-8090

At the start of a new year, it's common for shippers striving for an optimized supply chain to review their carrier options to make sure they use the ideal mix of freight transportation providers. In 2019, this bidding business has lasted the entire year, as shippers and 3PLs look to take advantage of a softer freight market to secure better pricing and service.

Q: *Why has there been an increase in bidding activity this year?*

A: During the first eight months of 2019, SMC³ has seen a record number of less-than-truckload bid events in our BidSense tool. We think that's because shippers and 3PLs see that the time is now to possibly find lower rates.

While savings are important, these buyers are also seeking to expand their provider base to ensure future capacity in advance of the next capacity crunch. We've found that shippers who remove the manual aspects of finding and sourcing freight transportation also receive responses from a wider net of carriers—30, on average, for a single bid event, which is significantly more carriers than the handful they might query when using manual bidding methods.

Shippers are also wary that the market could quickly swing the other way toward tighter capacity. They're looking to quickly lock in contract rates.

Q: *Since so many shippers and 3PLs are in the market, what's the best way for them to get a good result in a bid?*

A: Anything shippers can do to make carriers more efficient will help establish a lasting, worthwhile partnership. Shippers should know which carrier prioritizes what freight type in which lanes and also know that the expectations they set during the bidding process have to match the reality after the new routings are implemented.

While automated bidding tools are crucial for shipper sourcing events, the solution brings benefits to all parties involved. Carriers that receive clean, complete shipment history and future volume forecasts from shippers are able to confidently sharpen their pencils to make the most competitive offers, which can lead to shipper savings.

In fact, before the advent of bid technology tools, the biggest complaint we heard from carriers concerned the data customers submit. There was no way for them to accurately respond to a bid when data were missing and incomplete, so they simply planned for the worst. Pricing teams are very analytical and risk-averse, so their price offers reflected that planning.

When carriers receive more data from shippers, giving them a complete picture of a shipper's freight, everybody wins.

Employee to Entrepreneur: Transitioning to Freight Agency Ownership

Leaving a job to start a company is a high-risk/high-reward decision. For those transportation and logistics professionals who have been toying with the idea of entrepreneurship, there are some points to take into consideration to help make the right choices.

Q: *When is the best time to open a freight agency?*

A: There's never a wrong time to plan for the future and take steps to advance a career.

Many freight agents make the transition into entrepreneurship when they feel stagnant with their current employers, have limited growth opportunities, or believe they could be subject to a restructuring or reorganization by their employer. More than anything, transportation professionals open up freight agencies when they are ready to take their career into their own hands and become their own boss.

The transition into agency ownership is easier for those seasoned professionals who have built relationships in the industry and have the support of an experienced agent-based transportation provider.

Q: *How do successful freight agents run their businesses?*

A: Every business owner will run his or her business differently—there is no secret to running a successful operation. Entrepreneurs are diligent, hard-working and driven. As long as those qualities are ingrained, anything is possible.

However, choosing a reliable, reputable logistics and transportation company to operate under can make running a successful freight agency even easier. A well-known brand can help new entrepreneurs get their foot in the door with potential customers and gain the confidence they need to sell their services. Plus, the support from a company's broad transportation network can make all the difference to the growth of a freight agency.

Q: *What kind of support should a freight agent expect from the company they align with?*

A: The company a freight agent chooses to align with should have a business model built to help the agency flourish and feel completely supported. Look for a company that:

- Is connected to a large capacity network allowing freight agents to offer their customers a full suite of transportation modes and services using a variety of equipment
- Allows freight agents to set their own priorities but never feel alone
- Has unlimited earning potential
- Provides back-office administration
- Has a good reputation
- Is financially stable

The company also should provide advanced technology to its agents to help them run their businesses effectively and deliver the best transportation solutions for customers. Systems that help position resources, manage staff, develop quotes quickly, and operate remotely are tools every freight agent should have access to. Without this level of support, it's time to look elsewhere.



Rob Brasher

Vice President and
Chief Commercial Officer
Landstar System, Inc.
agentrecruiters@landstar.com
www.landstar.com
888-949-2880

THOUGHT LEADERS

Leveraging System Design and Optimization for Supply Chain 4.0



Eleke Ukpabi

Director
Engineering and Strategy
Ruan
solutions@ruan.com
www.ruan.com
866-782-6669 ext. 1

Integrated Supply Chain Solutions
Managed Transportation
Dedicated Contract Transportation
Value-Added Warehousing

Supply Chain 4.0 is an integrative approach to operational digitization, where existing and nascent technology applications are leveraged to transform the supply chain ecosystem. This is seen as an essential response to evolving business requirements and the gradational manifestation of industry 4.0 evolution.

Q: *How should companies prepare for the potential change to their business?*

A: The first question is to understand why such a change should be a strategic imperative.

We advise businesses to conscientiously assess their culture, core competencies, and the critical impacts of supply chain elements to their business operations, including the propensity for continuous improvement and innovations disrupting or sustaining their industry. This organizational self-reflection and discovery will guide a cohesive supply chain management and sourcing strategy that produces clear requirements for operational leaders and potential logistics partners to achieve.

At Ruan, we have the people, process, and platform primed for such value-added partnerships. Our consulting service is designed to evaluate, validate, and create value by identifying transportation network and optimization opportunities within any given supply chain system. We apply the principles of Lean Six Sigma to bolster efficiency (waste reduction) and effectiveness (variation elimination).

Q: *Why should companies study their overall system design?*

A: Most transformations occur from systematic incremental changes

produced via supply chain network optimization and logistics engineering executions.

On a foundational level, we seek to realistically recognize and appreciate the current state of any business system.

Our Solution Engineering methodology is to first understand the business, so it drives quality data. Synthesize the data, so it drives strategy. Validate the strategy, so it drives the plan. Verify the plan, so it drives execution. Evaluate the execution, so it drives continuous improvement toward the desired future state.

The depth of insights and results is typically dependent on existing data quality, system complexity, and resource capability.

Q: *What impact can be expected from supply chain network optimization?*

A: Supply chain network optimization typically delivers system efficiency gains of at least 15 percent, with additional cost savings estimates of up to 10 percent.

Our optimized product distribution approach considers variables like strategic facility locations, dedicated fleets for high volume lanes, and ideal modal selections based on service, schedule, and costs constraints. The aggregate business value created is typically dependent on the existing level of technological sophistication and operational maturity of the impacted business.

At Ruan, we apply our engineering expertise every day to model and impact these outcomes. Our deliverables include network demand and capacity analyses, performance measurement and constraints analyses, location and greenfield scenario analyses, business case development, and customized network studies.

RRD'S
DLS WORLDWIDE



SET SAIL WITH OUR LEVERAGED PLATFORM

WITH THE UNMATCHED RESOURCES OF RRD,
DLS WORLDWIDE PROVIDES A CHOICE OF MODES,
CARRIERS, AND INTEGRATED SERVICES FROM
A RELIABLE SINGLE SOURCE.



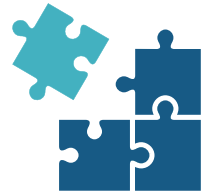
DLS
Worldwide

Contact us today at 888.757.0291. or dlsintl@rrd.com
to learn more about how the leveraged platform of
DLS Worldwide can go to work for you.

© 1998 - 2019 R.R. Donnelley & Sons Company, all rights reserved. RR DONNELLEY, RRD, RRD (Stylized) and COMMUNICATIONS ENABLED are trade-marks or registered trademarks of R. R. Donnelley & Sons Company. All other trademarks are the property of R. R. Donnelley or their respective owners.

Supply Chain Challenge?

SOLVED



Reusable Packaging Maker Increases Savings and Reduces Waste with Transplace Solution

By adopting Transplace's Dynamic Continuous Moves solution, Tosca was able to reduce transportation costs by more than 10% while continuing to provide exceptional service to its customers.

THE CHALLENGE

A leader in reusable packaging and supply chain solutions, Tosca provides retailers, growers, and suppliers with reusable containers for shipping perishables. The continual process of delivering and collecting reusable containers generates a high volume of inbound and outbound shipments from its facilities and customer locations throughout North America. This spurred the company to find new, innovative ways to drive efficiencies within its transportation network, reduce supply chain costs and better serve its customers.

THE SOLUTION

Tosca became an early adopter of Transplace's Dynamic Continuous Moves solution.

This initiative, which went live March 1, 2019, leverages the scale of the Transplace network using artificial intelligence and machine learning to instantly identify millions of pairing possibilities, and then narrow those down based on key parameters, including rate, empty miles, and service and equipment requirements.

As a result of being dynamically paired with other customer shipments,

Tosca has been able to reduce transportation costs related to the program by more than 10% while continuing to provide exceptional service to its customers.

Creating continuous moves keeps carrier capacity within the Transplace network, giving Tosca access to greater capacity while increasing truck utilization and reducing their overall carbon footprint.

Tosca and Transplace—delivering more savings and less waste.

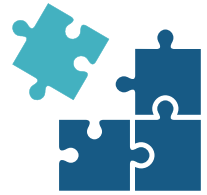


TRANSPLACE

To learn more:
email: info@transplace.com
phone: 866-413-9266
web: www.transplace.com

Supply Chain Challenge?

SOLVED



Syfan Logistics Delivers Time-Sensitive Load for Automobile Manufacturer

Syfan coordinated 36 full truckloads to ship 6,000 transmissions to its customer's Allen Park, Michigan, warehouse within the one-week deadline.

THE CHALLENGE

Syfan Logistics recently was approached by a customer in the automobile manufacturing industry with a time-sensitive project. The manufacturer needed to transfer 6,000 auto transmissions—approximately 36 full truckloads—from its supplier in South Carolina to the company's warehouse in Allen Park, Mich.

Due to a tight manufacturing schedule, Syfan was asked to move the entire shipment within a week.

The manufacturer originally spoke with several of its carriers in hopes of piecing together a plan, but eventually realized it would take the full attention and coordination of a single carrier. After logistics discussions with its carriers, the automobile manufacturer settled on partnering with Syfan to tackle the challenging project and deadline.

THE SOLUTION

There were several reasons that Syfan was a good fit for this project. For one, Syfan's headquarters north of Atlanta in Gainesville, Ga., is within 100 miles from the transmission supplier in South Carolina. Syfan also had a lot of experience with similar projects, not just in the auto industry but with time-sensitive loads for food companies and other diverse customer segments. Another factor, more of an intangible, was simply Syfan's positive attitude.



Syfan and the automobile manufacturer were early into their relationship, and the Syfan professional team viewed the difficult project as critical to building further trust toward a long-term partnership. It was more than a job—it was a huge opportunity.

The Syfan team knew the project would allow them to showcase their abilities and “never say no” approach to business. Syfan particularly prides itself on taking difficult jobs on short notice and finding solutions for its customers. Never considering failure as an option, the Syfan professionals ran with the project and completed the task flawlessly, piecing together 36 truckloads to ship all 6,000 transmissions to the customer's Allen Park warehouse within the one-week deadline.

Along the way, Syfan's 24-hour in-house dispatch team was in constant communication with the customer, providing updates in its typical

transparent fashion. In quick turnaround assignments like this one, it is vital to keep the customer informed to avoid confusion and concerns.

What separates Syfan from competitors is its ability to service these special jobs. Its team members accept challenging situations and actually enjoy the competitive challenge of meeting seemingly impossible transport projects under difficult deadlines.

Syfan Logistics' larger goal is to always provide customers with a competitive advantage through superior transportation and logistics services. It consistently strives to meet and exceed expectations of service through timely communication and quality information.

Syfan management has always preached to its team members: “You're only as good as your last load.”

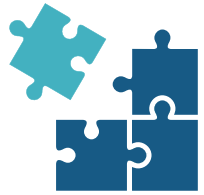
In this case, it was delivering 6,000 transmissions on time with zero stress or drama.



To learn more:
email: info@syfancorp.com
phone: 855-287-8485
web: www.syfanlogistics.com

Supply Chain Challenge?

SOLVED



Optimizing Coca-Cola Consolidated's Post-Expansion Distribution Network

Red Classic created a complex regional transportation solution to optimize Coca-Cola Consolidated's distribution network following a multi-year expansion effort.

THE CHALLENGE

Coca-Cola Consolidated is the largest Coca-Cola bottler in the United States. The company makes, sells and distributes more than 300 of the world's best brands and flavors to more than 66 million consumers in 14 states and the District of Columbia. In 2018, Coca-Cola Consolidated completed a five-year system transformation effort, which included the acquisition of new sales territory and the integration of new production facilities and distribution centers. As expected, the expansion caused significant changes to the beverage leader's supply chain, putting new demands on its transportation strategy.



could make timely inventory and transport adjustments based on real-time data.

Finally, in order to build stronger, more collaborative relationships between the two organizations, a cross-training program was created to allow regional counterparts within the planning and transport functions to problem solve collaboratively and facilitate knowledge sharing.

Regional workshops were also held to gather teammates from both companies to review broader challenges and opportunities.

The results included significantly improved supply chain visibility and a reduction in the number of communication touchpoints required to service daily volume. Teams saved time by aligning efforts around common metrics, addressing bottlenecks and reviewing advanced performance data. The improved collaboration yielded a 40% reduction in warehouse out-of-stocks over the prior year.

THE SOLUTION

As a wholly owned subsidiary of Coca-Cola Consolidated and its dedicated transportation provider, Red Classic developed a new transportation solution to match Consolidated's larger and more complex distribution network. The objectives were to improve operational efficiency, effectively manage seasonal volume fluctuations and decrease out-of-stock percentages at Consolidated's warehouse facilities.

The solution included five key actions. First, Red Classic created a dedicated team to manage the Coca-Cola Consolidated business, integrating asset, brokerage and customer service

functions. Second, the two companies aligned priorities and goals by developing a set of common metrics. The most important of these was a shared Supply Chain On-Time metric for which both companies agreed, including both the data set and parameters.

Third, Coke Consolidated implemented FourKites, an enhanced track-and-trace technology solution to provide real-time freight visibility as well as automated freight matching. FourKites was integrated with Consolidated's Transportation Management System, BluJay. This integration reduced check calls and provided automated alerts, allowing faster response to delays, weather events and inventory shortages.

Fourth, weekly sales and operations execution (S&OE) calls engaged teams in reviewing past performance and addressing weekly demand and supply fluctuations. With greater awareness of mission-critical performance data, teams



To learn more:
email: info@redclassic.com
phone: 866-768-8809
web: www.redclassic.com



DELIVERING YOUR FREIGHT FROM POINT A TO PROFIT



RELIABILITY. FLEXIBILITY. PEACE OF MIND. THAT'S WHERE RED MEETS THE ROAD.

Born as the dedicated carrier of Coca-Cola Consolidated, the largest Coca-Cola bottler in the U.S., we understand your demand planning needs. When it comes to offering flexible services you need, we've got you covered with Just-In-Time capabilities rooted in our DNA. Offering 48-state coverage (plus service to and from Canada), we are exactly where you need us to be.

Visit www.redclassic.com or call 866-768-8809 to get rolling today.

Outstanding Experiences. Exceptional Outcomes.

www.redclassic.com   



[INSIGHT]

LEANSUPPLYCHAIN

by Paul A. Myerson

Instructor, Management and Decision Sciences, Monmouth University and author of books on Lean and the Supply Chain for McGraw-Hill, Pearson, and Productivity Press
pmyerson@monmouth.edu | 732-571-7523

The View From the Control Tower

As discussed in my last column, Integrated Business Planning (IBP) is a process that uses “outside-in” thinking by integrating demand forecasts, supply plans, inventory projections, and financial plans into one medium-term strategic model. That’s a great starting point.

But the leading-edge way to manage your short- to mid-term global supply chain in real time (or close to it) is through a control tower that utilizes technology, organization, and processes that capture product movement visibility from the supplier all the way to the customer.

The control tower creates an overview of total supply chain performance using KPI dashboards. It resolves problems with management functions to deliver visibility and provide capabilities such as collaboration with trading partners and functionality enabling supply chain planners to automate processes and controls.

TYPES OF CONTROL TOWERS

Currently, software vendors offer two general types of operational control tower systems:

1. Transportation control towers are mainly focused on inbound and outbound transportation. They are usually offered as a module in a transportation management system (TMS).

2. Supply chain control towers typically focus on the multi-enterprise supply chain, ensuring visibility and control across internal as well as external supply chain processes and milestones. These control towers enable end-to-end visibility and control across your entire supply chain network and include real-time collaboration with suppliers and partners.

MOVING BEYOND DECISION SUPPORT

Until recently, supply chain control towers have been largely about providing visibility to your immediate trading partners. But with the development of multi-party, consumer-driven networks, advanced control towers now provide real-time visibility, collaboration, analytics, and artificial intelligence capabilities to move beyond decision support to decision-making and autonomous control.

Leading technology vendors allow users to set parameters to supply chain elements such as inventory levels and replenishment plans, and then leave

the tool to make adjustments when issues arise.

Additionally, vendors are providing capabilities that help enterprises work with multiple tiers of trading partners, manufacturers, transportation and logistics providers, and customers to better coordinate their operations. If designed and managed properly, a supply chain control tower can increase inventory turns and significantly reduce safety stocks, stock outs, and expediting costs.

SUPPORTING A LEAN SUPPLY CHAIN

A lean philosophy and culture is compatible with a control tower system. While a control tower helps to plan and control a more reliable supply chain, a lean philosophy helps achieve that goal. The end-to-end supply chain visibility and transparency a control tower provides, combined with a lean culture of continuous improvement, can produce coordinated, sustainable execution processes allowing companies to successfully manage the complexities of today’s supply chains and gain a competitive advantage.

It’s one thing to envision having a lean and agile supply chain, but another thing to see one in action. Like sales and operations planning and IBP, control towers can be a critical component in achieving that goal. ■



Your **Multi-Go** Service provider
for your refrigerated and van
Multi-Stops



UTXL, Inc. *Since 1997*
www.UTXL.com • info@UTXL.com
(800)351-2821





[INSIGHT]

VIEWPOINT

by *Bill Michels*

Vice President of Operations, CIPS Americas

bill.michels@cips.org | 480-427-2221

Tariffs: Is it Time to Rethink What Goes Where?

Did you think the U.S. tariffs on Chinese goods were temporary bargaining chips to get concessions from China? Now that essentially every item imported from China is subject to tariffs, are you thinking again?

As the U.S.-China trade war shows little sign of ending, supply chain managers have to find new ways to keep costs down and deliver value to customers. Here are three suggestions to help you adapt:

1. Identify your exact exposure. The Trump administration has sometimes backed off or delayed tariffs. Even if you can't stop a trade restriction or tariff, the first question to ask is, "can I work around it?"

Tariffs and trade regulations are detailed legal documents. Scrutinize those details and you might find ways to mitigate your exposure. Rules also have exceptions, and according to the Associated Press, at least 370 companies have won 14,000 exemptions from the steel and aluminum tariffs imposed last year; 27,000 exemptions are pending. The Chinese government has also accepted applications for exemptions to retaliatory tariffs on goods flowing into the country.

2. Reassess the big picture. There was a time when the calculations driving low-cost country sourcing were relatively simple. The difference in labor costs between the United States and China commanded attention. But as companies have learned, long supply chains increase logistical risks, and now political and economic uncertainties complicate the calculations necessary to build a smart sourcing strategy.

If you haven't already done it, reassess your overall sourcing strategies by taking a deeper dive into your complete supply chain, from raw materials to your finished product. It is surprising what you may find. There could be tariffs on items deep in your supply chain or other risks that could generate unexpected costs.

As you look at the bigger picture, consider four areas:

Operational efficiency—constantly improving processes to reduce the cost of purchasing and managing

your supply chains. An internal improvement, for example, could offset the new cost of a tariff.

Products and processes—seeking the best overall value of each purchase incorporating total landed costs, function, and risk through every tier of the supply chain.

Supplier relationships—knowing your suppliers and working with those that deliver continuous improvement, innovation, and integrity from their own work and others that supply them.

People—identifying the best skilled team and building a culture that supports them.

3. Learn for the future. Everything changes. Iceland is even losing its ice. Learn from the current situation and consider the steps that will mitigate your future risks—not just from tariffs, but also from the surprises that are certain to lie ahead. Manufacturing companies that raced to China are returning production to the United States by investing in robotics and other innovations. Others are building capacity around the world to keep production closer to emerging markets.

What your organization did yesterday is likely to change tomorrow. So mind the details, look at the big picture, and learn for the future. ■

Second 50 Foot Deep Berth



Coming Soon

WELCOME

To One Of The Fastest Growing Container Ports.

- On-dock rail
- Robust real estate growth
- Excellent proximity to Interstate 95
- Access to 2/3 of the U.S. population within 24 hours

1.800.638.7519 marylandports.com twitter.com/portofbalt

Governor Larry Hogan MDOT Secretary Pete K. Rahn MDOT MPA Executive Director James J. White

TRUCKING STRATEGIES

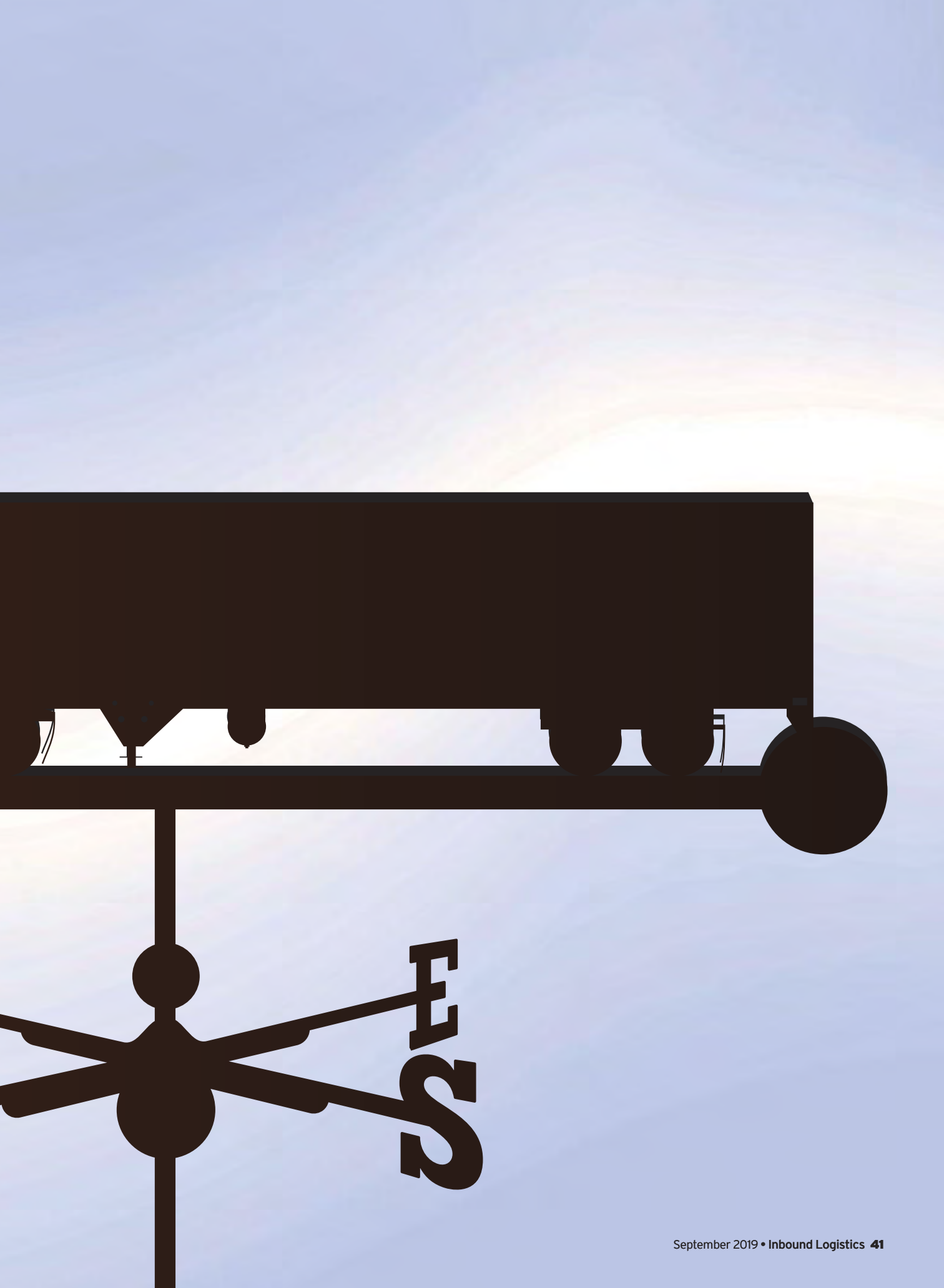
FOR
WHICHEVER
WAY
THE
WIND
BLOWS

BY SANDRA BECKWITH

JUST BECAUSE THERE'S MORE TRUCKING CAPACITY AVAILABLE TODAY THAN THERE WAS A YEAR AGO DOESN'T MEAN THAT SHIPPERS CAN OVERLOOK THE BASICS. HERE'S HOW TO MAINTAIN CAPACITY IN ALL MARKET CONDITIONS.



N
W



WHAT A DIFFERENCE A YEAR MAKES.

When the market was tight a year ago, *Inbound Logistics'* trucking edition featured an article titled, "Six Ways to Find Capacity." This month, while not exactly the opposite of a year ago, finds the industry with more capacity and, as a result, with lower rates too.

"Truckload freight rates hit record highs last year, and for-hire carriers did very well," says Eileen Hart, vice president of marketing and corporate communications for transportation information company DAT Solutions. "Many invested their profits back into the business, buying record numbers of new trucks and improving driver compensation."

In addition, new carriers attracted by the high rates also entered the market. "As a result, a lot more trucks are available this year," Hart adds.

And while truckload freight volume has grown compared to 2018, it hasn't been at the same pace as capacity. That extra competition for freight has pushed rates back down.

DAT tracks load-to-truck ratios, which measure load posts divided by truck posts on the DAT network. When the ratio goes up, there's more competition for trucks. When the ratio goes down, there's more competition for loads. In



Technology offered by companies such as TMS provider GlobalTranz helps shippers and carriers move freight more efficiently and cost-effectively.

July 2019, the ratio for dry van freight fell 40% compared to July 2018, which underscores how much more capacity is available this year.

Don't get too comfortable though. Experts warn that capacity is bound to get tight once again.

"It's important for shippers to realize that capacity can change very quickly, like it did in the second half of 2017," cautions Curt Stoelting, CEO of

Roadrunner Transportation Systems, a transportation service provider based in Illinois.

"Take a strategic, long-range view and understand that while there's a dip in demand today, over time that will change," adds Geoff Muessig, executive vice president of Pittsburgh regional carrier Pitt Ohio. "Partner for the long term, not the short term."

IN IT FOR THE LONG HAUL

Carriers point out that shippers who approach transportation sourcing from a long-haul perspective, so to speak, will do best in all market conditions. They advocate for three constants in the shipper-carrier partnership:

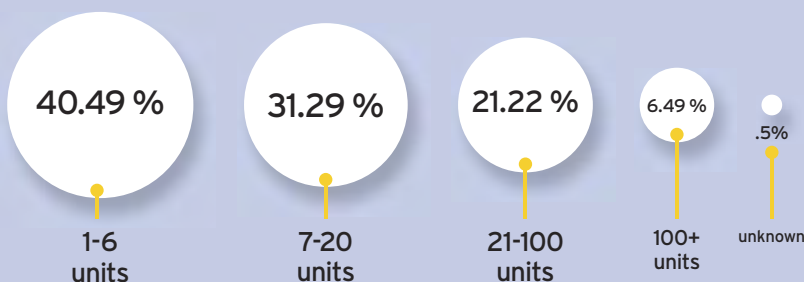
- 1.** Building and maintaining relationships
- 2.** Establishing good communication
- 3.** Taking advantage of technology

"Having solid relationships and a good understanding of the partners you're working with and their ability to execute on the promises made are critical, not just for long-term, high-volume relationships, but also for individual transactions," says Tim Gagnon, vice president of analytics and data science at C.H. Robinson, a third-party logistics (3PL) provider.

continued on page 44

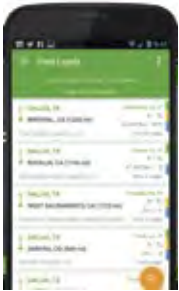
SMALL FLEETS DOMINATE

The fact that the trucking industry is so fragmented makes it even more important for shippers to build relationships, communicate effectively, and use technology to find capacity. Almost three-quarters of the country's carriers in 2019 have 20 or fewer units, according to the U.S. Department of Transportation. Here's the breakdown.



THE RIGHT APP-TITUDE

AN INCREASING NUMBER OF FREIGHT-MATCHING SMARTPHONE APPS ARE MAKING IT EASIER FOR SHIPPERS OF ALL SIZES TO ACCESS CAPACITY OPTIONS. HERE'S JUST A SAMPLING OF WHAT'S AVAILABLE.



123LOADBOARD

Brokers and shippers get access to thousands of trucks and have the option of broadcasting specific loads through alert notifications to drivers' mobile devices. Post loads and immediately locate real-time GPS-verified trucks near your load.



CARGOMATIC

Founded by a tech entrepreneur and a logistics expert, this app seamlessly connects shippers with local freight and vetted truckers through mobile and desktop options. It also provides real-time tracking and full shipment transparency.



CONVOY

Shippers enter load details to get an instant, guaranteed price; carriers review the load details in the app and accept the job. After the system sends shippers notification that the load is picked up, shippers can track the load with real-time GPS.



HAULHOUND

Carriers post availability for full truckload and less-than-truckload freight on types ranging from refrigerated, flatbed, and cargo to tankers, logger, and livestock trucks. The basic version is free; there's a fee for Pro and Enterprise options.



NAVISPHERE CARRIER

The free resource lets C.H. Robinson carriers find available loads, review shipment details, provide status updates, and upload documents. The company offers companion apps for shippers and drivers, as well.



QUICKLOAD

Shippers can find vetted carriers ranging in size from owner-operators and small organizations all the way up to large trucking companies that can accept and manage their less-than-truckload, full truckload, and container loads. They can also plan their trip and get paid within five business days after the job is completed.



TRANSFIX

Owner/operators and small carriers that do full truckload shipments with dry vans, refrigerated trucks, and flatbeds can use the company's online booking system to find, accept, and manage loads.



TRUCKLOADS

This free option from Trucker Path is a trip-planning companion for truckers. It lets drivers customize their search criteria according to trailer type, deadhead, pickup date, and destination and get paid quickly with InstaPay.



UBER FREIGHT

Designed to match shippers with carriers, the app offers shippers upfront, instant quotes; real-time tracking; and 24-hour access to carriers. Loads are exclusive to the app through Uber Freight's contracts with shippers.

He uses a soda manufacturer as an example. Consumption typically increases in warm weather months; freight planning takes that into account. But what happens when a temperature spike earlier or later than usual causes a surge in demand? The shipper needs a capacity procurement model that not only executes against plan, but also prepares for the unexpected.

That's where relationships play an important role.

"It's a given in our landscape that when we commit to plans, they're right until they're wrong because of variables, whether it's the economy or the weather," Gagnon says. "They all point back to the best practice of having relationships and understanding each other's business."

Tina Satariano, director of strategic accounts for Florida-based 3PL BlueGrace Logistics, agrees. "Relationships are what will save you in a tight market like last year," she says. "Carriers can see you through in both an up market and in a down one."

"When capacity loosens up, we ask shippers to stay with us because we stayed with them when capacity was tight," Stoelting adds.

Good communication is essential in any partnership, but particularly in transportation sourcing. Carriers need to ask questions; shippers need to share specifics. "We want to understand the shipper's business model so we know what's required for them to be successful and how we can help them do that," says Gagnon.

Satariano recommends establishing baseline requirements that include specifics ranging from the minimum cargo insurance necessary to general loading requirements.

"When you have an honest conversation with your vendor, you can understand that it is well-positioned at one shipping location, but not at another," says Muessig. "The key to getting the best value over time is having these exploratory conversations with your carrier base."

FLEETING CAPACITY



A transportation management system (TMS) provider and a subsidiary of the largest privately held carrier in the country have collaborated to make private fleet backhaul capacity available to shippers.

TMS company Kuebix recently introduced FleetMAX, a service that gives Kuebix's ecosystem of brokers and shippers access to open

capacity on participating private and dedicated fleets. Estes Truckload Management has partnered with Kuebix to handle administrative aspects, including charging shippers, collecting payment, and paying fleet owners.

"We're introducing shippers to private fleets but taking away the barriers involved with finding, onboarding, and managing them," says Dan Clark, Kuebix founder and president. "And we are doing it with a company that both fleet owners and shippers trust."

Just over one quarter of private fleet empty miles are available for backhauls, with 42 percent of those empty miles available to others, according to the National Private Truck Council.

Kuebix TMS users access, book, and manage fleet capacity through the platform's spot market function, Community Load Match. The system shows available private fleet capacity under the Estes Truckload Management banner. This adds 15,000 fleet-owned assets to the carrier mix in Community Load Match, giving users access to capacity that hasn't been easily available in the past.

"The idea of filling fleet backhauls is not a new concept, but a tremendous number of trucks run empty due to the challenges of filling that capacity," says Clark. "FleetMAX solves these problems for all parties by removing the risk and administrative barriers for the private fleets, and making it easy for brokers and shippers to access a large network of fleet capacity through Estes Truckload Management."

In addition to helping shippers find capacity at the right price, the program helps fleet owners generate revenue from previously empty backhaul miles without creating corresponding administrative overhead.

TECH IMPROVES RESULTS

Most agree that technology is essential to finding capacity. Whether it's through a transportation management, digital freight matching, or other type of system, technology can help all parties operate more efficiently and effectively.

Loadsmart, a digital freight broker specializing in full truckload shipping, works to improve results for all parties by linking them with information available within its technology.

"We spend a lot of time working to understand carrier preferences," says Erik Malin, vice president of operations for Loadsmart. "When you use technology to learn more about your carriers and understand how to support them better, you can decrease transaction costs and create a better result."

He cites an example of two shippers going in opposite directions in the same region. One might be shipping from Hialeah, Florida, to Baltimore; the other from Upper Marlboro, Maryland, to Atlanta. The Florida shipper might use that lane with predictable frequency and work with a carrier that isn't accepting the load according to contract requirements because it isn't finding enough backhauls to Florida.

Technology can help that carrier accept more of the Florida shipper's freight by connecting it with the Upper Marlboro shipper's load that isn't going all the way to Florida, but will bring a full truck close enough to make it worth considering.

"While the carrier doesn't currently have the backhaul to mitigate that cost, we can see that we have another opportunity that could make it work," Malin says. "Both shippers and the carrier can benefit from that."

It's not just about technology, though. Both Malin and Greg Carter, chief technology officer of GlobalTranz, a 3PL and transportation management system provider, note that technology is only as good as the people behind it.

"We're combining our tribal knowledge with shipping freight history, and digitizing that with machine

learning and automated intelligence to automatically match the load while taking its characteristics into account," Carter says.

chains. It also knows that the truck has to arrive early enough to allow for a long load time. "We don't just find capacity; we find the best capacity," he says.

Technology can help shippers find capacity in the spot market, as well. Roadrunner Freight recently introduced a new tool for that, but Stoelting advocates for a strategic plan that strikes a balance between contracted and spot market freight.

"A good 3PL will help set a strategy for total transportation spending that takes into account how much to lock into on a contractual basis and how much to play on the spot market," he says. "You don't want to be completely locked up on contract or play the spot market too much."

TAKE IT EASY

While the industry increasingly relies on technology, Dan Clark, president and founder of Kuebix, a TMS provider that offers digital freight matching (*see sidebar*), notes that the industry sometimes makes it more complicated than it needs to be.

"It still comes down to getting access to capacity at the best price and making sure the truck shows up and delivers freight hassle-

free," he says.

Right now, getting that access is easier than it was one year ago. ■



At Challenger, We Are One of North America's Largest Asset & 3PL Logistics Providers. Let Our Logistics Team & Customs Specialists Make Cross Border Shipments Simple.

WE ARE YOUR CROSS BORDER EXPERTS. We provide a wide range of custom shipping solutions, including Less-than-Truckload (LTL), FTL, Temperature Controlled and Over Dimensional/Flat Deck Services. At Challenger, we ensure your freight arrives with ACCURATE and COMPLETE paperwork for ON-TIME HASSLE-FREE cross border shipping.

Contact us today to customize the a premium solution for distribution via our unbeatable support system!

1-800-265-6358



CHICAGO ATLANTA
TORONTO



DALLAS LOS ANGELES
MONTREAL VANCOUVER

www.challenger.com

For example, the GlobalTranz system knows that rolled steel transported in inclement weather will need tarps and



Digitally Transforming Transportation



- Cutting-edge technology including artificial intelligence, robotics, distributed ledger and smart contract process
- Delivering to and from all points USA and Canada
- LTL, TL and global 3PL
- Warehousing and distribution
- Industry-leading transit times and on-time delivery
- Multiple service levels including Priority Plus
- Online ordering, rating and real time tracking
- Intelligent customs document processing for efficient cross border shipping to Canada & USA



1.800.409.2269 | #CrossBorderPros | polaristransport.com



NORTHSTAR
DIGITAL SOLUTIONS

2019 TRUCKING PERSPECTIVES

BY MERRILL DOUGLAS

If you've heard the trucking capacity crunch has eased in 2019, you'll find evidence to support that idea in *Trucking Perspectives*, *Inbound Logistics'* annual survey of the trucking market. Among the carriers who responded to the 2019 survey, only 21% identify the ability to provide capacity as one of the greatest challenges their businesses face today. That's a big change from our survey one year ago, when 81% of motor carriers named capacity as a top challenge.

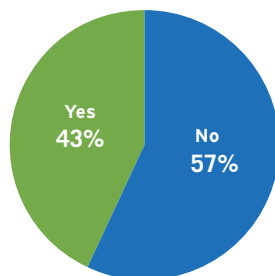
Shippers report easing capacity concerns as well. Among shippers who responded to the survey, 43% say they have experienced a shortage of truck capacity, down from 62% in 2018. **[See Figure 1.]** Easier access to capacity means fewer delays but a majority of shippers (86%) still report rate hikes. **[See Figure 2.]**

For truckers, the ready availability of trucks signals a softening in the market. Year-over-year truck volumes have been slipping for eight months in a row, according to the Cass Freight Index, and there were 37% fewer loads in the spot market in July 2019 than in July 2018.

A softer market also means lower pay for the people behind the wheel. That might explain why motor carriers still struggle to maintain an adequate supply of qualified drivers. The item that truckers are most likely to cite as a major challenge is the cost of recruiting, retaining, and training those drivers. In

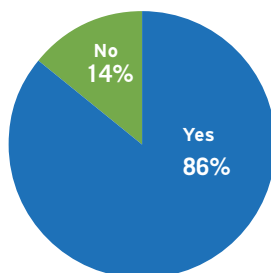
***Inbound Logistics'* exclusive survey of shippers and truckers reveals where the wind is blowing in the trucking industry today.**

SHIPPERS: HAVE YOU EXPERIENCED A SHORTAGE OF TRUCK CAPACITY?



1

SHIPPERS: HAVE YOU EXPERIENCED RATE HIKES (APART FROM FUEL SURCHARGES)?



2

2019, 92% point to that challenge, down only slightly from 2018's figure of 94%.

[See Figure 3.]

Other cost factors also continue to pose obstacles for motor carriers. This year, 57% mention insurance costs and liabilities as significant challenges, up from 48% in 2018.

For example, customers have been asking AMX Trucking to raise the limits on its automotive liability coverage, says Collins White, president of logistics at the Alabama-based firm. He blames the litigious atmosphere in the marketplace. "Trucking companies are targeted in personal injury lawsuits," White says. "Customers are starting to worry about getting pulled into some of these lawsuits."

White cites a recent case in which a trucking company settled a suit for \$280 million. "That is unsettling to some customers," he says. "They're trying to raise the limits in their contracts so they're covered."

Technology is another growing concern for trucking companies. **[See sidebar, p. 51.]** This year, 47% of respondents cite the need to invest in technology, compared with 33% in 2018. And 34% identify the rising cost of equipment as a challenge, compared with 30% in 2018.

While costs squeeze trucking companies from one side, customers and competitors keep squeezing from the other side, discouraging truckers from raising prices to cover their increased

TRUCKING PERSPECTIVES METHODOLOGY

Inbound Logistics' annual *Trucking Perspectives* market insight report includes input from both over-the-road carriers and shippers to provide a comparative analysis supported by empirical data and anecdotal observations. Our outreach comprises two parts.

① More than 300 trucking companies completed a questionnaire that documents their assets, service capabilities, operational scope, and areas of expertise. We also asked carriers to comment on challenges and opportunities in today's market.

② We reached out to freight shippers to comment on industry trends, regulatory challenges, and their partnerships with carriers.

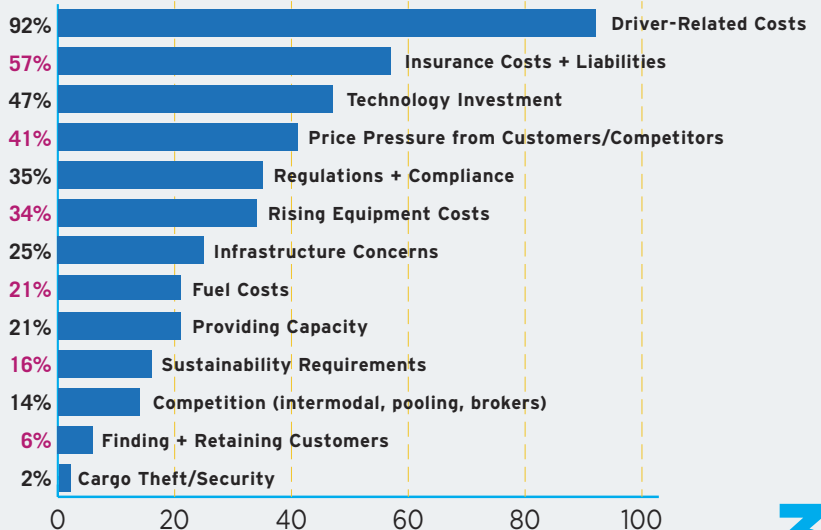
expenses. Price pressure from customers and competitors is a major challenge for 41% of the trucking companies that responded to this year's survey, a significant rise over the 19% that pointed to that problem in 2018.

Shippers also report increasing price pressure in 2019, with 38% naming it as their greatest challenge, up from 34% in 2018. **[See Figure 4.]** As shippers strive to pay less, some of them also seek more time to make their payments. "We're seeing the industry standard go from 30 to 60 days," says White. "In the past year, a majority of customers have been at over 45 days in their terms."

Shippers probably feel they can make those demands because the trucking market is currently soft. "Once capacity tightens back up, or the trucking economy gets better, customers will have a little less leverage," White says.

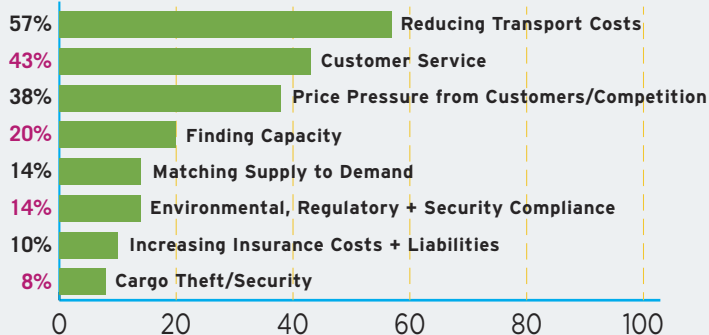
This year's survey also points to some good news for trucking companies. For one thing, it seems to be easier these days to find and retain customers. In 2018,

TRUCKERS: WHAT ARE YOUR GREATEST CHALLENGES?



3

SHIPPERS: WHAT ARE YOUR GREATEST CHALLENGES?



4

22% of respondents mentioned that as a major challenge. In 2019, only 6% point to difficulties in that area.

STRENGTHENING PARTNERSHIPS

The capacity crunch of late 2017 and early 2018 left shippers eager to develop stronger relationships with carriers, says Dave Cox, president of Polaris Transport, a less-than-truckload carrier with headquarters in Mississauga, Ontario, and Willoughby, Ohio.

"It is no longer purely a cost-based relationship," he says. "Shippers are looking for carriers that have a sustainable business model and that have made significant investments in technology. They also look for human

collateral that enables a customer-centric focus."

Indeed customer service has overtaken capacity as the second-greatest challenge for shippers after perennial list topper: reducing transport costs. In 2019, 43% of shippers list customer service as their greatest challenge, up from 38% in 2018; meanwhile capacity is the most pressing concern for only 20% in 2019, down from 52% last year.

One shipper who enjoys solid, long-standing relationships with his company's carriers is Murray Tairney, purchasing manager at Davey Textile Solutions in Edmonton, Alberta. Davey distributes reflective fabrics made by 3M and also manufactures its own high-visibility

background fabrics. It uses trucks to ship yarn from a dyeing plant in Montreal to its factory in Edmonton, and to ship product from Edmonton to a warehouse in Webster, Texas.

"I've developed relationships with trucking companies, and because of the volume we ship, I'm able to get good rates," Tairney says.

EASING REGULATORY BURDENS

Another happy change is that carriers feel less of a burden from government mandates such as the Compliance, Safety, Accountability (CSA) program and Hours of Service (HoS) rules. In 2018, 50% of respondents mentioned regulations and compliance as a challenge; the number in 2019 is only 35%.

Still, government regulations do exert pressures that can cause problems for carriers and shippers alike. Take the federal regulation that requires trucking companies to use electronic logging devices (ELDs) to make sure drivers don't work longer than allowed under HoS rules. Tightly controlling the number of hours a driver works before taking a break, the HoS rules and ELD requirement have added days to some trips, driving up costs for companies such as J.W. Hampton Jr. & Co., an international freight forwarder and third-party logistics provider.

"Between longer lines at terminals and congestion on the roads, drivers are having trouble making same-day deliveries," says company vice president Bobby Shoule. "For example, we are paying two-day chassis charges on shipments that were usually same day. Some trucking companies are making a mandatory two- or three-day chassis charge part of their policy rather than trying to keep track of chassis returns. This can increase a bill by \$75-\$100 on average."

Among the trucking companies that responded to the 2019 survey, 67% are privately held and 33% are publicly traded. [See Figure 5.] Seventy-six percent of them are union shops, 9% are non-union, and 15% employ both union

and non-union drivers. [See Figure 6.]

A majority of respondents, 65%, have operations across North America, while 35% provide services in the United States only. [See Figure 7.] But for most of those companies, the international perspective stops at the ocean. Only 27% provide services outside North America. [See Figure 8.]

These carriers offer a broad range of transportation services. The most popular is less-than-truckload (LTL), offered by 64%. Forty-seven percent offer truckload (TL) service, and an equal proportion provide intermodal transportation. If you need a load delivered quickly, 59% of respondents provide expedited service. And if you need to lock in capacity, 65% of respondents can offer dedicated contract carriage. Only 15% deliver packages, but 35% provide final-mile service and 36% offer white-glove service. [See Figure 9.]

GREATER VELOCITY

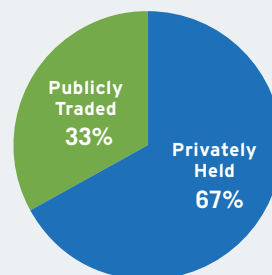
One provider of final-mile/white-glove service is CRST Specialized Transportation, headquartered in Fort Wayne, Indiana. Companies that rely on CRST to transport high-value products and exhibit displays, or to deliver large items to consumers' homes, have been hearing customers ask for better, faster, and more reliable delivery. That pressure comes from the impact of Amazon, says Bill Clement, president of CRST Specialized Transportation.

"The idea that you can have things, including large-format items, delivered to your business or home rather quickly has accelerated over the past two years and seemingly is on an unstoppable path," Clement says.

Retailers have developed omnichannel strategies to meet this demand. They expect transportation providers to be flexible enough to pick up product from the backs of stores, from retailers' distribution centers (DCs), or from DCs in the provider's own network, Clement says.

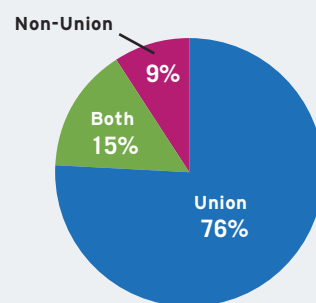
Shippers also want visibility into their shipments, so they can keep end customers up to date. "They want to

TRUCKERS: IS YOUR COMPANY PUBLIC OR PRIVATELY HELD?



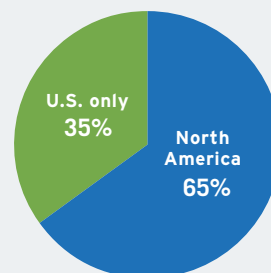
5

TRUCKERS: IS YOUR COMPANY UNION OR NON-UNION?



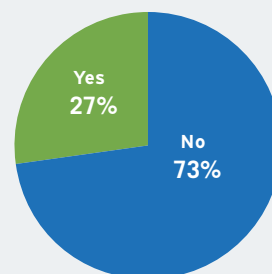
6

TRUCKERS: WHAT IS YOUR OPERATING AREA?



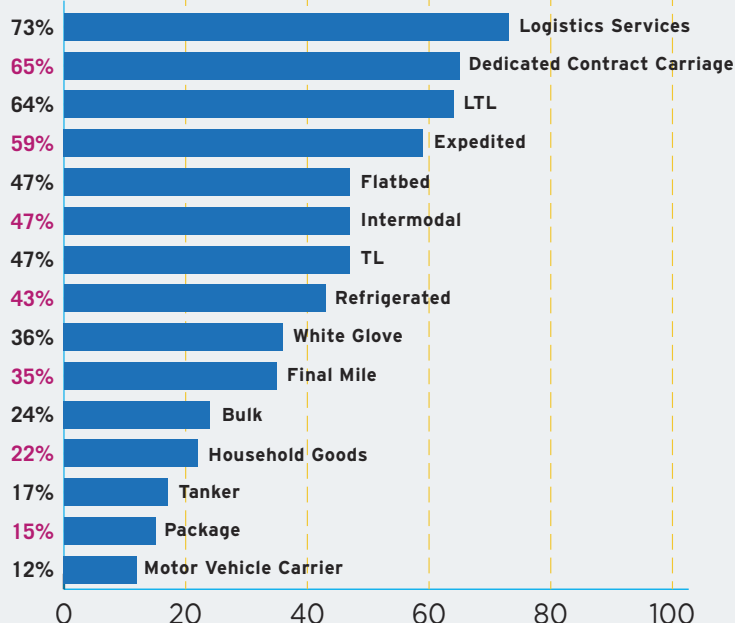
7

TRUCKERS: DO YOU PROVIDE ANY GLOBAL SERVICES BEYOND NORTH AMERICA?



8

TRUCKERS: WHAT PRIMARY TYPES OF SERVICE DO YOU OFFER?



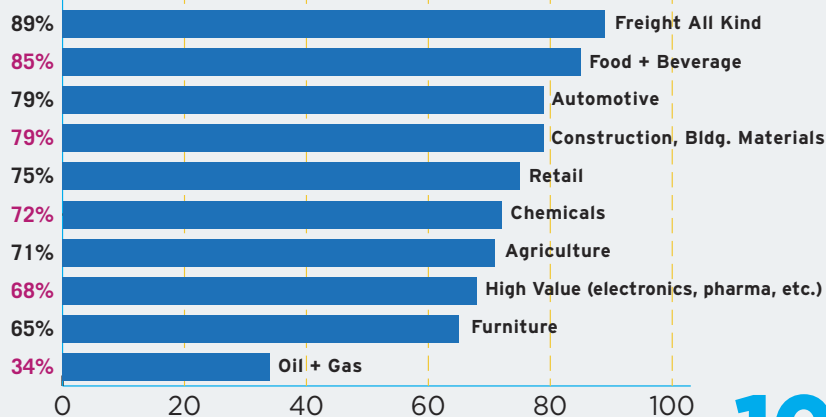
9

know where their product is in the supply chain and what is the expected time of arrival for final delivery,” Clement says.

Many carriers in our survey provide more than the ability to move a load from Point A to Point B; 73% include various logistics services in their portfolios. About the same proportion — 72% — say they have a freight brokerage or logistics division or subsidiary. **[See Figure 12.]**

“We are seeing many more requests for complete logistics services offerings,” says Hal Justice, vice president of sales and operations at Atlanta Bonded Warehouse Corp. Customers also ask for national — not just regional — transportation for full truckload and LTL loads and parcels, as well as warehousing and co-packaging, he says.

TRUCKERS: WHAT INDUSTRIES / COMMODITIES DO YOU SERVE?



10

WIDE COVERAGE

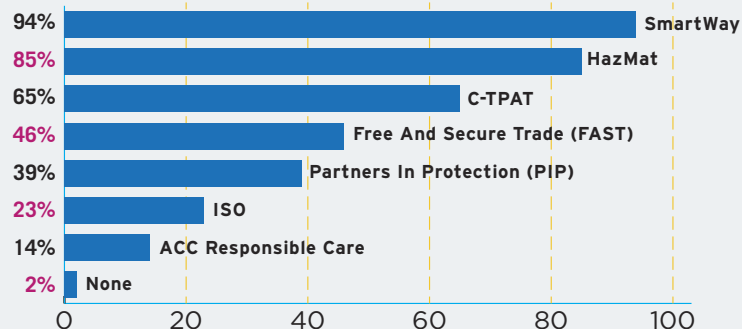
Carriers who responded to the survey serve a wide variety of industries and carry a range of commodities. **[See Figure 10.]** For example, 89% say they carry “freight all kind,” a term used for loads that consolidate different kinds of product.

Eight-five percent serve the food and beverage market; 79% haul loads for the automotive industry; 75% serve the retail industry; 72% transport chemicals and 71% transport loads for agricultural companies. Other big categories are high-value products such as electronics and pharmaceuticals (68%) and furniture (65%). Thirty-four percent of companies in the survey serve the oil and gas industry.

If the load you need to tender includes hazardous materials, 85% of carriers in the 2019 survey have the certification necessary to serve you. Even more, 94%, have earned SmartWay certification, showing that they’ve taken steps to promote environmental sustainability in their operations. **[See Figure 11.]**

Given the number of respondents that operate throughout North America, it’s no surprise that many of them take part in government programs that make it easier for companies with the necessary credentials to cross borders with commercial loads. Sixty-five percent

TRUCKERS: WHAT CERTIFICATIONS DO YOU HOLD?



11

A THIRST FOR DATA

No wonder carriers feel pressure to invest in technology. Customers want more and better information about their shipments, plus technology solutions to make their operations more efficient.

"Customers are asking for so much more data," says Carter Kaeser, vice president of sales at Agmark Logistics in Nashville. "BI (business intelligence) is the catch phrase everybody's trying to work with today."

Some pressure for better data comes from shippers' own customers. "Shippers are faced with an ever-evolving list of performance metrics, scorecards, and fines for non-compliance from their customers," says Greg Plemmon, senior vice president of sales at Old Dominion Freight Line in Thomasville, North Carolina.

Shippers also seek data from carriers to improve their own operations. "Purchasing professionals, distribution center operators, and receiving departments need data and real-time information for planning purposes," Plemmon says. "Finance departments want to minimize inventory costs and be sure they are receiving the most value possible for their transportation spend."

Shippers want data to help them track their products to end consumers. "They want the tracking to be not only detailed, but geared toward mobile devices, and they want updates more frequently," says Jeremiah Runyon,

chief people officer at Superior Logistics in Ohio.

Murray Tairney, purchasing manager at Davey Textile Solutions in Edmonton, Alberta, is impressed by the volume of data his carriers supply. "I can get a lot of information at a mouse click, more than even a year ago."

Among shippers with rising expectations for data, some focus particularly on transportation management systems (TMS).

"Customers are requiring that carriers interface with their TMS and pay for all integration," says Dan Taylor, senior vice president of sales and marketing at Melton Truck Lines in Tulsa. "Several customers or TMS solutions also require that carriers pay an annual fee. Our company now has to interface with 35 different TMS, servicing more than 60 customers, which significantly increases our cost."

Joseph Greek, senior marketing specialist at Averitt Express in Tennessee, also notes an increased focus on TMS technology. "One particular area of interest that is growing among small to mid-sized shippers is the use of direct-to-carrier TMS solutions that are easy to use and provide a carrier-neutral rate shopping experience," he says.

of carriers who responded to the survey are certified under the Customs-Trade Partnership Against Terrorism (C-TPAT) program, and 46% are certified under the Free And Secure Trade (FAST) program.

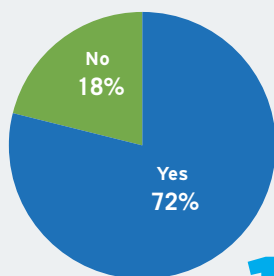
As carriers continue to deal with big challenges, including changing customer expectations, they seem to be taking a

wait-and-see attitude toward economic conditions that affect the transportation industry. In 2017, 71% of carriers surveyed said the economy was trending upward. In 2018, that number was 88%. This year, the optimistic portion of our carrier survey base is considerably smaller—just 30%. **[See Figure 13.]**

But only 10% say they see the economy trending downward. The majority—60%—see their world in a kind of middle state, with economic indicators hovering somewhere in between up and down.

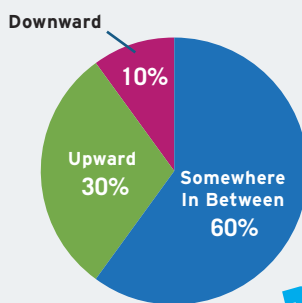
We're all waiting to see which way the wind blows next. ■

TRUCKERS: DO YOU HAVE A FREIGHT BROKERAGE OR LOGISTICS SERVICES DIVISION / SUBSIDIARY?



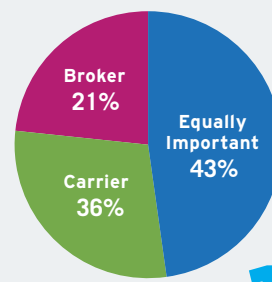
12

TRUCKERS: AS A LEADING ECONOMIC INDICATOR, WHERE DO YOU SEE THE ECONOMY TRENDING?



13

SHIPPERS: WHAT IS MORE IMPORTANT, YOUR RELATIONSHIP WITH YOUR CARRIER OR WITH YOUR BROKER / INTERMEDIARY?



14

INBOUND LOGISTICS

TOP 100 TRUCKERS 2019

***Inbound Logistics'* annual Top 100 Truckers directory offers an in-depth review of carriers that match shippers' diverse and demanding needs.**

***IL* editors selected this year's list from a pool of 300-plus trucking companies by evaluating surveys and questionnaires, conducting online research, and talking with shippers and truckers alike. This guide serves as a benchmark for the types of services transportation buyers value when evaluating current partners or searching for new ones.**

The 2019 Top 100 Truckers list offers a snapshot of the trucking segment—from large truckload and LTL carriers with global inroads to niche-specific regional haulers that get their white gloves dirty delivering to the final mile.

The Top 100 Truckers directory provides a comprehensive guide to help you find partners that will drive your company in the right direction.

Information provided by trucking companies via questionnaire.
Where information was not provided, historical data was used.

TOP 100 TRUCKERS

A. DUIE PYLE

610-696-5800 | aduiepile.com

Non-Union, Privately Held

Primary Services: LTL, TL, Expedited, Logistics Services, Dedicated Contract Carriage, Flatbed, Final Mile

Industries & Commodities Served:

Agriculture, Automotive, Chemicals, Construction & Building Materials, Food & Beverage, Freight All Kind, Furniture, Retail, High Value

Truck fleet size (tractors & vans): 1,172

Trailer fleet size: 2,086

Drivers (incl. owner-operators): 1,572

Operating Area: North America

Certifications: HazMat, SmartWay, TWIC, Certificate of Participation in the NMFC, Common Carrier Certificate

A&R LOGISTICS

800-542-8058 | ardointitright.com

Non-Union, Privately Held

Primary Services: LTL, TL, Expedited, Dedicated Contract Carriage, Intermodal, Bulk

Industries & Commodities Served:

Agriculture, Automotive, Chemicals, Food & Beverage, Retail

Truck fleet size (tractors & vans): 750

Trailer fleet size: 1,100

Drivers (incl. owner-operators): 750

Operating Area: North America

Certifications: ACC Responsible Care, ISO, SmartWay

AAA COOPER

888-715-7690 | aaacooper.com

Non-Union, Privately Held

Primary Services: LTL, Logistics Services, Dedicated Contract Carriage, Bulk, Refrigerated, Final Mile

Industries & Commodities Served:

Agriculture, Automotive, Chemicals, Construction & Building Materials, Food & Beverage, Freight All Kind, Furniture, Retail, High Value, Oil & Gas

Truck fleet size (tractors & vans): 3,000

Trailer fleet size: 6,500

Drivers (incl. owner-operators): 3,200

Operating Area: U.S. only

Certifications: HazMat, ISO, SmartWay

ALABAMA MOTOR EXPRESS

334-814-5056 | amxtrucking.com

Non-Union, Privately Held

Primary Services: TL, Logistics Services, Dedicated Contract Carriage, Household Goods, Refrigerated

Industries & Commodities Served:

Automotive, Chemicals, Construction & Bldg. Materials, Food & Beverage, Freight All Kind, Furniture, Retail

Truck fleet size (tractors & vans): 250

Trailer fleet size: 600

Drivers (incl. owner-operators): 250

Operating Area: North America

Certifications: HazMat, SmartWay

ARCBEST

479-785-6000 | arch.com

Union & Non-Union, Publicly Traded

Primary Services: LTL, TL, Expedited, Logistics Services, Flatbed, Intermodal, Household Goods, Refrigerated, White Glove, Final Mile

Industries & Commodities Served:

Agriculture, Automotive, Chemicals, Construction & Bldg. Materials, Food & Beverage, Freight All Kind, Furniture, Retail, High Value, Oil & Gas

Truck fleet size (tractors & vans): 4,273

Trailer fleet size: 22,680

Drivers (incl. owner-operators): 7,000

Operating Area: North America

Certifications: C-TPAT, Free And Secure Trade (FAST), HazMat, ISO, Partners In Protection (PIP), SmartWay

ATS

800-MEET-ATS | atsinc.com

Privately Held

Primary Services: Flatbed, Specialized, Heavy Haul, Project Logistics

Industries & Commodities Served:

Freight All Kind

Truck fleet size (tractors & vans): 2,372

Trailer fleet size: 6,300

Operating Area: North America

AVERITT EXPRESS

800-283-7488 | averittexpress.com

Non-Union, Privately Held

Primary Services: LTL, TL, Package, Expedited, Logistics Services, Dedicated Contract Carriage, Flatbed, Intermodal, Refrigerated, White Glove, Final Mile

Industries & Commodities Served:

Agriculture, Automotive, Chemicals, Construction & Building Materials, Food & Beverage, Freight All Kind, Furniture, Retail, High Value

Truck fleet size (tractors & vans): 5,113

Trailer fleet size: 14,831

Drivers (incl. owner-operators): 5,470

Operating Area: North America

Certifications: C-TPAT, ACC Responsible Care, Free And Secure Trade (FAST), HazMat, ISO, Partners In Protection (PIP), SmartWay

THE TRUCKING DECISION SUPPORT TOOL

Search on any of these data points to match your requirements to the Top 100:

bit.ly/trucking-DST

TOP 100 TRUCKERS

BARR-NUNN

888-268-6610 | barr-nunn.com

Non-Union, Publicly Traded

Primary Services: TL, Expedited, Logistics Services, Dedicated Contract Carriage

Industries & Commodities Served:

Automotive, Food & Beverage, Freight All Kind, Retail

Truck fleet size (tractors & vans): 565

Trailer fleet size: 1,850

Drivers (incl. owner-operators): 575

Operating Area: North America

Certifications: SmartWay

BENNETT INTERNATIONAL GROUP

770-957-1866 | bennettig.com

Non-Union, Privately Held

Primary Services: LTL, TL, Flatbed

Industries & Commodities Served:

Construction & Building Materials, Freight All Kind, High Value, Oil & Gas, Industrial Machinery, Steel, Aerospace, Manufacturing

Truck fleet size (tractors & vans): 1,973

Trailer fleet size: 2,821

Drivers (incl. owner-operators): 2,635

Operating Area: North America

Certifications: C-TPAT, HazMat, ISO, SmartWay, Women's Business Enterprise National Council

BISON TRANSPORT

800-462-4766 | bisontransport.com

Non-Union, Privately Held

Primary Services: LTL, TL, Expedited, Logistics Services, Dedicated Contract Carriage, Flatbed, Intermodal, Household Goods, Refrigerated

Industries & Commodities Served:

Agriculture, Automotive, Chemicals, Construction & Building Materials, Food & Beverage, Freight All Kind, Furniture, Retail, High Value

Truck fleet size (tractors & vans): 2,104

Trailer fleet size: 5,943

Drivers (incl. owner-operators): 2,563

Operating Area: North America

Certifications: C-TPAT, Free And Secure Trade (FAST), HazMat, Partners In Protection (PIP), SmartWay

BROWN TRUCKING

770-482-6521 | brownintegratedlogistics.com

Non-Union, Privately Held

Primary Services: LTL, TL, Logistics Services, Dedicated Contract Carriage, Bulk

Industries & Commodities Served:

Freight All Kind

Truck fleet size (tractors & vans): 800

Trailer fleet size: 3,700

Drivers (incl. owner-operators): 760

Operating Area: U.S. only

Certifications: HazMat, SmartWay

BULK TRANSPORT COMPANY EAST*

636-717-2600 | btcbulk.com

Union & Non-Union, Publicly Traded

Primary Services: Dedicated Contract Carriage, Bulk, Tanker

Industries & Commodities Served:

Chemicals, Construction & Building Materials, Oil & Gas

Truck fleet size (tractors & vans): 295

Trailer fleet size: 595

Drivers (incl. owner-operators): 285

Operating Area: North America

Certifications: ACC Responsible Care, HazMat, SmartWay

**formerly Schilli Corp.*

C.R. ENGLAND

888-725-3737 | crengland.com

Non-Union, Privately Held

Primary Services: LTL, TL, Package, Expedited, Logistics Services, Dedicated Contract Carriage, Flatbed, Intermodal, Household Goods, Refrigerated, White Glove, Final Mile

Industries & Commodities Served:

Agriculture, Automotive, Food & Beverage, Freight All Kind, Furniture, Retail, High Value

Truck fleet size (tractors & vans): 4,327

Trailer fleet size: 6,763

Drivers (incl. owner-operators): 7,224

Operating Area: North America

Certifications: HazMat, SmartWay

CARDINAL LOGISTICS MANAGEMENT

704-789-2000 | cardlog.com

Non-Union, Privately Held

Primary Services: LTL, TL, Logistics Services, Dedicated Contract Carriage, Flatbed, Bulk, Refrigerated, Tanker, White Glove, Final Mile

Industries & Commodities Served:

Agriculture, Automotive, Chemicals, Construction & Building Materials, Food & Beverage, Freight All Kind, Furniture, Retail, High Value, Recycling

Truck fleet size (tractors & vans): 3,400

Trailer fleet size: 8,600

Drivers (incl. owner-operators): 3,600

Operating Area: U.S. only

Certifications: HazMat, SmartWay

TOP 100 TRUCKERS

CARGO TRANSPORTERS

828-459-3282 | cgor.com

Non-Union, Privately Held

Primary Services: TL, Dedicated Contract Carriage

Industries & Commodities Served: Automotive, Construction & Building Materials, Food & Beverage, Freight All Kind, Furniture, Retail

Truck fleet size (tractors & vans): 2,350

Trailer fleet size: 1,800

Drivers (incl. owner-operators): 550

Operating Area: U.S. only

Certifications: SmartWay

CELADON TRUCKING

317-979-4182 | celadontrucking.com

Non-Union, Publicly Traded

Primary Services: LTL, Expedited, Household Goods, Refrigerated

Industries & Commodities Served: Automotive, Food & Beverage, Furniture, Retail, High Value

Truck fleet size (tractors & vans): 3,000

Trailer fleet size: 9,000

Drivers (incl. owner-operators): 3,200

Operating Area: North America

Certifications: C-TPAT, ACC Responsible Care, Free And Secure Trade (FAST), HazMat, ISO, Partners In Protection (PIP), SmartWay

CENTRAL FREIGHT LINES

800-782-5036 | centralfreight.com

Non-Union, Privately Held

Primary Services: LTL, Logistics Services

Industries & Commodities Served: Agriculture, Automotive, Chemicals, Freight All Kind, Furniture, Retail, Oil & Gas

Truck fleet size (tractors & vans): 1,784

Trailer fleet size: 6,553

Operating Area: U.S. only

Certifications: HazMat, SmartWay

CENTRAL TRANSPORT

586-939-7000 | centraltransportint.com

Non-Union, Privately Held

Primary Services: LTL, TL, Expedited, Temperature Control, Logistics Services

Industries & Commodities Served: Manufacturing, Retail

Truck fleet size (tractors & vans): 3,180

Trailer fleet size: 6,543

Operating Area: North America

Certifications: Free And Secure Trade (FAST), HazMat, SmartWay

CHALLENGER GROUP

519-653-6226 | challenger.com

Privately Held

Primary Services: LTL, TL, Overdimensional, Temperature Control, Bulk, Logistics Services

Industries & Commodities Served: Freight All Kind

Truck fleet size (tractors & vans): 1,325

Trailer fleet size: 3,500

Operating Area: North America

Certifications: ACI, C-TPAT, Partners in Protection (PIP), Free and Secure Trade (FAST), SmartWay

COLONIAL CARTAGE

678-322-3120 | colonialcartage.com

Non-Union, Privately Held

Primary Services: LTL, TL, Expedited, Logistics Services, Dedicated Contract Carriage, Bulk, Refrigerated, White Glove, Final Mile

Industries & Commodities Served: Agriculture, Automotive, Chemicals, Construction & Building Materials, Food & Beverage, Freight All Kind, Furniture, Retail, High Value

Truck fleet size (tractors & vans): 69

Trailer fleet size: 225

Drivers (incl. owner-operators): 63

Operating Area: U.S. only

Certifications: SmartWay

CONTINENTAL EXPEDITED SERVICES

615-933-0000 | shipces.com

Non-Union, Privately Held

Primary Services: TL, Expedited, Logistics Services

Industries & Commodities Served: Automotive, Chemicals, Food & Beverage, Retail, High Value, Aerospace

Truck fleet size (tractors & vans): 85

Trailer fleet size: 140

Drivers (incl. owner-operators): 90

Operating Area: North America

Certifications: C-TPAT, Free And Secure Trade (FAST), HazMat, Partners In Protection (PIP), SmartWay

THE TRUCKING DECISION SUPPORT TOOL

Search on any of these data points to match your requirements to the Top 100:

bit.ly/trucking-DST

TOP 100 TRUCKERS

CFI

800-641-4747 | cfidrive.com

Non-Union, Publicly Traded

Primary Services: TL, Logistics Services

Industries & Commodities Served:

Agriculture, Automotive, Chemicals, Construction & Building Materials, Food & Beverage, Freight All Kind, Furniture, Retail, High Value

Truck Fleet Size (tractors and vans): 2,051

Trailer Fleet Size: 7,000

Drivers (incl. owner-operators): 2,200

Operating Area: North America

Certifications: C-TPAT, Free And Secure Trade (FAST), HazMat, SmartWay

COVENANT TRANSPORT

888-762-5753 | covenanttransport.com

Non-Union, Publicly Traded

Primary Services: LTL, TL, Expedited, Dedicated Contract Carriage, Flatbed, Intermodal, Household Goods, Bulk, Refrigerated, White Glove, Final Mile

Industries & Commodities Served:

Agriculture, Automotive, Chemicals, Construction & Building Materials, Food & Beverage, Freight All Kind, Furniture, Retail, High Value

Truck fleet size (tractors & vans): 2,850

Trailer fleet size: 6,600

Drivers (incl. owner-operators): 3,900

Operating Area: North America

Certifications: C-TPAT, Free And Secure Trade (FAST), HazMat, SmartWay

COWAN SYSTEMS

800-882-6926 | cowansystems.com

Non-Union, Privately Held

Primary Services: LTL, TL, Dedicated Contract Carriage, Intermodal

Industries & Commodities Served:

Freight All Kind

Truck fleet size (tractors & vans): 2,000

Operating Area: U.S. Only

CRETE CARRIER

800-998-8000 | cretecarrier.com

Non-Union, Privately Held

Primary Services: TL, Dedicated Contract Carriage, Flatbed, Refrigerated

Industries & Commodities Served:

Food & Beverage, Freight All Kind, Furniture, Retail

Truck fleet size (tractors & vans): 5,000+

Trailer fleet size: 13,000+

Drivers (incl. owner-operators): 5,000+

Operating Area: U.S. only

Certifications: HazMat, SmartWay

CRST SPECIALIZED TRANSPORTATION

800-234-2788 | crst.com

Non-Union, Privately Held

Primary Services: LTL, TL, Logistics Services, White Glove, Final Mile

Industries & Commodities Served:

Furniture, High Value

Truck fleet size (tractors & vans): 850

Trailer fleet size: 1,100

Drivers (incl. owner-operators): 850

Operating Area: North America

Certifications: SmartWay

DAILY EXPRESS

717-240-2178 | dailyexp.com

Non-Union, Privately Held

Primary Services: TL, Logistics Services, Dedicated Contract Carriage, Flatbed, White Glove, Final Mile

Industries & Commodities Served:

Agriculture, Construction & Building Materials, Freight All Kind, Oil & Gas, Wind Energy

Truck fleet size (tractors & vans): 320

Trailer fleet size: 500

Drivers (incl. owner-operators): 320

Operating Area: North America

Certifications: SmartWay

DART TRANSIT

800-366-3278 | dart.net

Non-Union, Privately Held

Primary Services: TL, Expedited, Logistics Services, Dedicated Contract Carriage, Intermodal

Industries & Commodities Served:

Construction & Building Materials, Food & Beverage, Freight All Kind

Truck fleet size (tractors & vans): 2,250

Trailer fleet size: 7,090

Drivers (incl. owner-operators): 2,027

Operating Area: North America

Certifications: HazMat, SmartWay

THE TRUCKING DECISION SUPPORT TOOL

Search on any of these data points to match your requirements to the Top 100:

bit.ly/trucking-DST

TOP 100 TRUCKERS

DASEKE

469-310-9213 | daseke.com

Non-Union, Publicly Traded

Primary Services: TL, Logistics Services, Dedicated Contract Carriage, Flatbed, Intermodal

Industries & Commodities Served:

Agriculture, Construction & Building Materials, High Value, Oil & Gas, Aerospace, Commercial Glass, Heavy Machinery, Steel/Metals

Truck fleet size (tractors & vans): 6,000

Trailer fleet size: 13,600

Drivers (incl. owner-operators): 6,000

Operating Area: North America

Certifications: C-TPAT, Free And Secure Trade (FAST), HazMat, ISO, Partners In Protection (PIP), SmartWay

DAYTON FREIGHT LINES

779-779-1779 | daytonfreight.com

Non-Union, Privately Held

Primary Services: LTL, TL, Expedited, Logistics Services

Industries & Commodities Served:

Agriculture, Automotive, Chemicals, Construction & Building Materials, Food & Beverage, Freight All Kind, Furniture, Retail, High Value, Oil & Gas

Truck fleet size (tractors & vans): 1,752

Trailer fleet size: 4,408

Drivers (incl. owner-operators): 2,323

Operating Area: U.S. only

Certifications: HazMat, SmartWay

DUPRÉ LOGISTICS

337-314-2318 | duprelogistics.com

Non-Union, Privately Held

Primary Services: LTL, TL, Package, Logistics Services, Dedicated Contract Carriage, Flatbed, Intermodal, Bulk, Refrigerated, Tanker

Industries & Commodities Served:

Agriculture, Automotive, Chemicals, Construction & Building Materials, Food & Beverage, Freight All Kind, Furniture, Retail, Oil & Gas

Truck fleet size (tractors & vans): 750

Trailer fleet size: 1,500

Drivers (incl. owner-operators): 1,000

Operating Area: North America

Certifications: ACC Responsible Care, HazMat

EPES TRANSPORT SYSTEM

800-869-3737 | epestransport.com

Non-Union, Privately Held

Primary Services: TL, Dedicated Contract Carriage

Industries & Commodities Served:

Construction & Building Materials, Food & Beverage, Freight All Kind, Retail, High Value

Truck fleet size (tractors & vans): 1,300

Trailer fleet size: 8,000

Drivers (incl. owner-operators): 1,400

Operating Area: U.S. Only

Certifications: ISO, SmartWay

ESTES EXPRESS LINES

804-353-1900 | estes-express.com

Non-Union, Privately Held

Primary Services: LTL, TL, Expedited, Logistics Services, Dedicated Contract Carriage, Flatbed, Intermodal, Household Goods, White Glove, Final Mile

Industries & Commodities Served:

Automotive, Chemicals, Construction & Building Materials, Food & Beverage, Freight All Kind, Furniture, Retail, High Value

Truck fleet size (tractors & vans): 8,121

Trailer fleet size: 8,952

Drivers (incl. owner-operators): 6,000

Operating Area: North America

Certifications: C-TPAT, Free And Secure Trade (FAST), HazMat, Partners In Protection (PIP), SmartWay

EVANS NETWORK OF COMPANIES

570-218-3320 | evansdelivery.com

Non-Union, Privately Held

Primary Services: LTL, TL, Flatbed, Intermodal

Industries & Commodities Served:

Construction & Building Materials, Furniture, Retail

Truck fleet size (tractors & vans): 6,000

Trailer fleet size: 550

Drivers (incl. owner-operators): 6,000

Operating Area: U.S. only

Certifications: C-TPAT, HazMat, SmartWay

TOP 100 TRUCKERS

FEDEX CUSTOM CRITICAL

800-762-3787 | customcritical.fedex.com

Non-Union, Publicly Traded

Primary Services: LTL, TL, Expedited, Logistics Services, Flatbed, Intermodal, Household Goods, Refrigerated, White Glove

Industries & Commodities Served:

Agriculture, Automotive, Chemicals, Construction & Building Materials, Food & Beverage, Freight All Kind, Retail, High Value

Truck fleet size (tractors & vans): 1,200

Trailer fleet size: 450

Drivers (incl. owner-operators): 2,000

Operating Area: North America

Certifications: C-TPAT, Free And Secure Trade (FAST), HazMat, Partners In Protection (PIP), SmartWay

FEDEX GROUND

800-463-3339 | fedex.com/groundshipping

Non-Union, Publicly Traded

Primary Services: LTL, Expedited

Industries & Commodities Served:

Freight All Kind

Truck fleet size (tractors & vans): 60,000

Operating Area: U.S. Only

Certifications: C-TPAT, Free And Secure Trade (FAST), HazMat, SmartWay

FORWARD AIR

800-726-6654 | forwardair.com

Non-Union, Publicly Traded

Primary Services: LTL, TL, Expedited, Dedicated Contract Carriage, Intermodal, Logistics Services

Industries & Commodities Served:

Freight All Kind

Operating Area: U.S. Only

Certifications: SmartWay

FROZEN FOOD EXPRESS

800-569-9200 | ffeinc.com

Non-Union, Privately Held

Primary Services: LTL, Refrigerated

Industries & Commodities Served: Food & Beverage

Truck fleet size (tractors & vans): 920

Trailer fleet size: 1,350

Drivers (incl. owner-operators): 919

Operating Area: North America

Certifications: C-TPAT, SmartWay

GROENDYKE TRANSPORT

580-234-4663 | groendyke.com

Non-Union, Privately Held

Primary Services: Tanker

Industries & Commodities Served:

Chemicals, Oil & Gas

Truck fleet size (tractors & vans): 1,100

Trailer fleet size: 1,800

Drivers (incl. owner-operators): 1,150

Operating Area: North America

Certifications: ACC Responsible Care, HazMat, ISO

HEARTLAND EXPRESS

888-919-1812 | heartlandexpress.com

Non-Union, Publicly Traded

Primary Services: TL, Dedicated Contract Carriage, Refrigerated

Industries & Commodities Served:

Automotive, Construction & Building Materials, Food & Beverage, Freight All Kind, Furniture, Retail

Truck fleet size (tractors & vans): 4,000

Trailer fleet size: 12,000

Drivers (incl. owner-operators): 4,000

Operating Area: U.S. Only

Certifications: C-TPAT, HazMat, Partners in Protection (PIP), SmartWay

HENIFF TRANSPORTATION

601-709-5901 | heniff.com

Union & Non-Union, Privately Held

Primary Services: Logistics Services, Dedicated Contract Carriage, Intermodal, Bulk, Tanker, White Glove

Industries & Commodities Served:

Chemicals

Truck fleet size (tractors & vans): 997

Trailer fleet size: 2,500

Drivers (incl. owner-operators): 875

Operating Area: North America

Certifications: ACC Responsible Care, HazMat, SmartWay

HOLLAND

800-456-6322 | hollandregional.com

Union, Publicly Traded

Primary Services: LTL, TL, Expedited, Logistics Services, Dedicated Contract Carriage, Motor Vehicle Carrier, White Glove, Final Mile

Industries & Commodities Served:

Agriculture, Automotive, Chemicals, Construction & Building Materials, Freight All Kind, Retail

Truck fleet size (tractors & vans): 4,190

Trailer fleet size: 6,886

Drivers (incl. owner-operators): 6,221

Operating Area: North America

Certifications: C-TPAT, ACC Responsible Care, Free And Secure Trade (FAST), HazMat, ISO, Partners In Protection (PIP), SmartWay

THE TRUCKING DECISION SUPPORT TOOL

Search on any of these data points to match your requirements to the Top 100:

bit.ly/trucking-DST

TOP 100 TRUCKERS

HORIZON FREIGHT LINES

317-997-2879 | horizonfreightlines.com

Non-Union, Privately Held

Primary Services: TL, Expedited, Dedicated Contract Carriage

Industries & Commodities Served: Automotive

Truck fleet size (tractors & vans): 112

Trailer fleet size: 356

Drivers (incl. owner-operators): 172

Operating Area: North America

Certifications: C-TPAT

HUB GROUP

800-964-2515 | hubgroup.com

Non-Union, Publicly Traded

Primary Services: LTL, TL, Expedited, Logistics Services, Dedicated Contract Carriage, Flatbed, Intermodal, Household Goods, Bulk, Refrigerated, Tanker, Final Mile

Industries & Commodities Served: Agriculture, Automotive, Chemicals, Construction & Building Materials, Food & Beverage, Freight All Kind, Furniture, Retail, High Value, Private Equity, Healthcare, Alcohol, Liquor, Spirits

Truck fleet size (tractors & vans): 3,900

Trailer fleet size: 43,000

Drivers (incl. owner-operators): 4,400

Operating Area: North America

Certifications: C-TPAT, Free And Secure Trade (FAST), HazMat, Partners In Protection (PIP), SmartWay

IMC COMPANIES

901-313-0415 | imccompanies.com

Non-Union, Privately Held

Primary Services: Intermodal

Industries & Commodities Served: Agriculture, Automotive, Chemicals, Construction & Building Materials, Food & Beverage, Freight All Kind, Furniture, Retail, High Value, Oil & Gas

Truck fleet size (tractors & vans): 1,455

Trailer fleet size: 148

Drivers (incl. owner-operators): 1,603

Operating Area: U.S. only

Certifications: C-TPAT, HazMat, SmartWay

J.B. HUNT TRANSPORT SERVICES

479-820-0000 | jbhunt.com

Non-Union, Publicly Traded

Primary Services: LTL, TL, Expedited, Logistics Services, Dedicated Contract Carriage, Flatbed, Intermodal, Household Goods, Bulk, Motor Vehicle Carrier, Refrigerated, White Glove, Final Mile

Industries & Commodities Served: Agriculture, Automotive, Chemicals, Construction & Building Materials, Food & Beverage, Freight All Kind, Furniture, Retail, High Value, Oil & Gas

Truck fleet size (tractors & vans): 15,808

Trailer fleet size: 128,412

Drivers (incl. owner-operators): 18,960

Operating Area: North America

Certifications: HazMat, ISO, SmartWay

KENAN ADVANTAGE GROUP

330-491-0474 | thekag.com

Non-Union, Privately Held

Primary Services: TL, Logistics Services, Dedicated Contract Carriage, Flatbed, Intermodal, Bulk, Refrigerated, Tanker, Final Mile

Industries & Commodities Served: Agriculture, Chemicals, Food & Beverage, Oil & Gas, Industrial Gases

Truck fleet size (tractors & vans): 7,000

Trailer fleet size: 11,000

Drivers (incl. owner-operators): 7,500

Operating Area: North America

Certifications: C-TPAT, ACC Responsible Care, Free And Secure Trade (FAST), HazMat, SmartWay, Truckers Against Trafficking (TAT) Sponsor and Trainer

KLLM TRANSPORT SERVICES

800-925-1000 | kllm.com

Non-Union, Privately Held

Primary Services: TL, Logistics Services, Dedicated Contract Carriage, Intermodal, Refrigerated

Industries & Commodities Served: Chemicals, Food & Beverage

Truck fleet size (tractors & vans): 2,300

Trailer fleet size: 3,300

Drivers (incl. owner-operators): 2,400

Operating Area: U.S. Only

Certifications: HazMat, SmartWay

TOP 100 TRUCKERS

KNIGHT-SWIFT TRANSPORTATION

602-269-2000 | swifttrans.com

Non-Union, Publicly Traded

Primary Services: LTL, TL, Expedited, Logistics Services, Dedicated Contract Carriage, Flatbed, Intermodal, Household Goods, Bulk, Refrigerated, Tanker, White Glove

Industries & Commodities Served: Agriculture, Automotive, Chemicals, Construction & Building Materials, Food & Beverage, Freight All Kind, Furniture, Retail, High Value, Oil & Gas

Truck fleet size (tractors & vans): 19,000

Trailer fleet size: 59,000

Drivers (incl. owner-operators): 19,000

Operating Area: North America

Certifications: C-TPAT, Free And Secure Trade (FAST), HazMat, SmartWay

LANDSTAR SYSTEM

877-696-4507 | landstar.com

Non-Union, Publicly Traded

Primary Services: LTL, TL, Expedited, Logistics Services, Flatbed, Intermodal, Bulk, Refrigerated

Industries & Commodities Served: Agriculture, Automotive, Chemicals, Construction & Building Materials, Food & Beverage, Freight All Kind, Furniture, Retail, High Value, Oil & Gas

Truck fleet size (tractors & vans): 10,599

Trailer fleet size: 16,743

Drivers (incl. owner-operators): 10,599

Operating Area: North America

Certifications: C-TPAT, ACC Responsible Care, Free And Secure Trade (FAST), HazMat, ISO, Partners In Protection (PIP), SmartWay

LYNDEN

888-596-3361 | lynden.com

Union & Non-Union, Privately Held

Primary Services: LTL, TL, Expedited, Logistics Services, Flatbed, Intermodal, Household Goods, Bulk, Refrigerated, Tanker, White Glove, Final Mile

Industries & Commodities Served: Agriculture, Automotive, Chemicals, Construction & Building Materials, Food & Beverage, Freight All Kind, Furniture, Retail, High Value, Oil & Gas, Seafood

Truck fleet size (tractors & vans): 898

Trailer fleet size: 2,679

Drivers (incl. owner-operators): 967

Operating Area: North America

Certifications: C-TPAT, HazMat, SmartWay

MARTEN TRANSPORT

800-395-3000 | marten.com

Non-Union, Publicly Traded

Primary Services: TL, Expedited, Logistics Services, Dedicated Contract Carriage, Intermodal, Refrigerated

Industries & Commodities Served: Agriculture, Automotive, Chemicals, Construction & Building Materials, Food & Beverage, Freight All Kind, Furniture, Retail, High Value

Truck fleet size (tractors & vans): 3,047

Trailer fleet size: 5,437

Drivers (incl. owner-operators): 3,047

Operating Area: North America

Certifications: C-TPAT, Free And Secure Trade (FAST), HazMat, SmartWay

MAVERICK USA

800-289-6600 | maverickusa.com

Non-Union, Publicly Traded

Primary Services: Flatbed, Dedicated Contract Carriage, Temperature Control

Industries & Commodities Served: Glass

Truck fleet size (tractors & vans): 1,700

Operating Area: North America

Certifications: SmartWay

MELTON TRUCK LINES

918-270-9450 | meltontruck.com

Non-Union, Privately Held

Primary Services: TL, Logistics Services, Flatbed

Industries & Commodities Served: Automotive, Construction & Building Materials, Freight All Kind, Retail

Truck fleet size (tractors & vans): 1,359

Trailer fleet size: 2,276

Drivers (incl. owner-operators): 1,300

Operating Area: North America

Certifications: C-TPAT, Free And Secure Trade (FAST), HazMat, SmartWay

MERCER TRANSPORTATION

502-540-7530 | mercerc-trans.com

Non-Union, Privately Held

Primary Services: TL, Logistics Services, Flatbed

Industries & Commodities Served: Construction & Building Materials, Freight All Kind, Oil & Gas

Truck fleet size (tractors & vans): 2,550

Trailer fleet size: 2,700

Drivers (incl. owner-operators): 2,550

Operating Area: North America

Certifications: C-TPAT, Free And Secure Trade (FAST), HazMat, Partners In Protection (PIP), SmartWay

TOP 100 TRUCKERS

NATIONAL RETAIL SYSTEMS

201-330-1900 | nationalretailsystems.com

Union, Privately Held

Primary Services: LTL, TL, Logistics Services, Dedicated Contract Carriage, Bulk, White Glove

Industries & Commodities Served:

Automotive, Chemicals, Construction & Building Materials, Freight All Kind, Furniture, Retail

Truck fleet size (tractors & vans): 1,200

Trailer fleet size: 6,500

Drivers (incl. owner-operators): 900

Operating Area: North America

Certifications: C-TPAT, HazMat, SmartWay

NAVAJO EXPRESS

303-287-3800 | navajoexpress.com

Non-Union, Privately Held

Primary Services: TL, Logistics Services, Dedicated Contract Carriage, Intermodal, Refrigerated

Industries & Commodities Served:

Agriculture, Food & Beverage, Furniture

Truck fleet size (tractors & vans): 750

Trailer fleet size: 2,250

Drivers (incl. owner-operators): 800

Operating Area: U.S. only

Certifications: SmartWay

NEW PENN

800-285-5000 | newpenn.com

Union, Publicly Traded

Primary Services: LTL, TL, Expedited, Logistics Services, Motor Vehicle Carrier, White Glove

Industries & Commodities Served:

Agriculture, Automotive, Chemicals, Construction & Building Materials, Food & Beverage, Freight All Kind, Retail, High Value

Truck fleet size (tractors & vans): 715

Trailer fleet size: 1,530

Drivers (incl. owner-operators): 1,137

Operating Area: North America

Certifications:

C-TPAT, ACC Responsible Care, Free And Secure Trade (FAST), HazMat, ISO, Partners In Protection (PIP), SmartWay

NFI

877-544-5853 | nfindustries.com

Non-Union, Privately Held

Primary Services: LTL, TL, Logistics Services, Dedicated Contract Carriage, Flatbed, Intermodal, Household Goods, Bulk, Refrigerated, Tanker, Final Mile

Industries & Commodities Served:

Automotive, Chemicals, Construction & Building Materials, Food & Beverage, Furniture, Retail, High Value, Oil & Gas

Truck fleet size (tractors & vans): 4,000

Trailer fleet size: 9,700

Drivers (incl. owner-operators): 4,200

Operating Area: North America

Certifications:

C-TPAT, Free And Secure Trade (FAST), HazMat, ISO, Partners In Protection (PIP), SmartWay

NUSSBAUM TRANSPORTATION

309-452-4426 | nussbaum.com

Non-Union, Privately Held

Primary Services: TL, Dedicated Contract Carriage, Household Goods

Industries & Commodities Served:

Agriculture, Automotive, Chemicals, Construction & Building Materials, Food & Beverage, Freight All Kind, Furniture, Retail, High Value

Truck fleet size (tractors & vans): 440

Trailer fleet size: 1,050

Drivers (incl. owner-operators): 430

Operating Area: U.S. only

Certifications: HazMat, SmartWay

OAK HARBOR FREIGHT LINES

800-858-8815 | oakh.com

Union & Non-Union, Privately Held

Primary Services: LTL, Dedicated Contract Carriage

Industries & Commodities Served:

Agriculture, Automotive, Chemicals, Construction & Building Materials, Food & Beverage, Freight All Kind

Truck fleet size (tractors & vans): 750

Trailer fleet size: 2,500

Drivers (incl. owner-operators): 910

Operating Area: U.S. only

Certifications: HazMat, SmartWay

THE TRUCKING DECISION SUPPORT TOOL

Search on any of these data points to match your requirements to the Top 100:

bit.ly/trucking-DST

TOP 100 TRUCKERS

ODW LOGISTICS

614-549-5000 | odwlogistics.com

Non-Union, Privately Held

Primary Services: TL, Dedicated Contract Carriage

Industries & Commodities Served:

Automotive, Construction & Building Materials, Food & Beverage, Furniture, Retail, High Value

Truck fleet size (tractors & vans): 80

Trailer fleet size: 135

Drivers (incl. owner-operators): 125

Operating Area: U.S. only

Certifications: HazMat, ISO, UIIA and IANA member

ODYSSEY LOGISTICS & TECHNOLOGY

855-412-0201 | odysseylogistics.com

Non-Union, Privately Held

Primary Services: LTL, TL, Logistics Services, Dedicated Contract Carriage, Flatbed, Intermodal, Household Goods, Bulk, Refrigerated, Tanker

Industries & Commodities Served:

Agriculture, Automotive, Chemicals, Construction & Building Materials, Food & Beverage, Freight All Kind, Furniture, Retail, High Value, Oil & Gas

Truck fleet size (tractors & vans): 600

Trailer fleet size: 975

Operating Area: North America

Certifications: C-TPAT, ACC Responsible Care, HazMat, ISO, SmartWay

OLD DOMINION FREIGHT LINE

800-235-5569 | odfl.com

Non-Union, Publicly Traded

Primary Services: LTL, TL, Expedited, Logistics Services, Intermodal

Industries & Commodities Served:

Agriculture, Automotive, Chemicals, Construction & Building Materials, Food & Beverage, Freight All Kind, Furniture, Retail, High Value, Oil & Gas

Truck fleet size (tractors & vans): 9,254

Trailer fleet size: 35,729

Drivers (incl. owner-operators): 11,207

Operating Area: North America

Certifications: C-TPAT, Free And Secure Trade (FAST), HazMat, SmartWay

PASCHALL TRUCK LINES

800-626-3374 | ptl-inc.com

Non-Union, Privately Held

Primary Services: TL, Expedited, Logistics Services, Dedicated Contract Carriage

Industries & Commodities Served:

Agriculture, Automotive, Chemicals, Construction & Building Materials, Food & Beverage, Freight All Kind, Retail, High Value

Truck fleet size (tractors & vans): 1,150

Trailer fleet size: 3,000

Drivers (incl. owner-operators): 1,400

Operating Area: North America

Certifications: C-TPAT, HazMat, SmartWay

PENSKE LOGISTICS

800-529-6531 | penskelogistics.com

Non-Union, Privately Held

Primary Services: LTL, TL, Expedited, Logistics Services, Dedicated Contract Carriage, Intermodal, Household Goods, Bulk, Motor Vehicle Carrier, Refrigerated, White Glove, Final Mile

Industries & Commodities Served:

Agriculture, Automotive, Chemicals, Construction & Building Materials, Food & Beverage, Freight All Kind, Furniture, Retail, High Value

Truck fleet size (tractors & vans): 5,026

Trailer fleet size: 16,462

Drivers (incl. owner-operators): 6,797

Operating Area: North America

Certifications: C-TPAT, Free And Secure Trade (FAST), ISO, Partners In Protection (PIP), SmartWay

PERFORMANCE TEAM

424-358-6967 | performanceteam.net

Union & Non-Union, Privately Held

Primary Services: LTL, TL, Logistics Services, Dedicated Contract Carriage, Final Mile

Industries & Commodities Served:

Automotive, Freight All Kind, Furniture, Retail

Truck fleet size (tractors & vans): 332

Trailer fleet size: 3,371

Drivers (incl. owner-operators): 700

Operating Area: U.S. only

Certifications: ISO, Partners In Protection (PIP)

PITT OHIO

412-232-3015 | pittohio.com

Non-Union, Privately Held

Primary Services: LTL, TL, Expedited, Logistics Services, Dedicated Contract Carriage, Flatbed, Motor Vehicle Carrier, White Glove, Final Mile

Industries & Commodities Served:

Automotive, Chemicals, Construction & Building Materials, Freight All Kind, Furniture, Retail, High Value

Truck fleet size (tractors & vans): 2,876

Trailer fleet size: 5,749

Drivers (incl. owner-operators): 3,437

Operating Area: U.S. only

Certifications: HazMat, SmartWay

TOP 100 TRUCKERS

POLARIS TRANSPORTATION GROUP

905-671-3100 | polaristransport.com

Non-Union, Privately Held

Primary Services: LTL, Logistics Services

Industries & Commodities Served: Automotive, Chemicals, Construction & Building Materials, Food & Beverage, Freight All Kind, Furniture, Retail, High Value

Truck fleet size (tractors & vans): 155

Trailer fleet size: 250

Drivers (incl. owner-operators): 155

Operating Area: North America

Certifications: C-TPAT, Free And Secure Trade (FAST), HazMat, Partners In Protection (PIP), SmartWay

PRIME

800-321-4552 | primeinc.com

Non-Union, Privately Held

Primary Services: LTL, TL, Expedited, Logistics Services, Dedicated Contract Carriage, Flatbed, Intermodal, Household Goods, Bulk, Refrigerated, Tanker

Industries & Commodities Served: Construction & Building Materials, Food & Beverage, High Value

Truck fleet size (tractors & vans): 5,707

Trailer fleet size: 12,589

Drivers (incl. owner-operators): 7,134

Operating Area: North America

Certifications: C-TPAT, ACC Responsible Care, HazMat, SmartWay

PUROLATOR

888-SHIP-123 | purolator.com

Non-Union, Privately Held

Primary Services: LTL, Expedited

Industries & Commodities Served: Freight All Kind

Vehicles: 54 hybrid electric, 2,884 courier, 181 medium trucks, 1,329 highway trailers, 465 tractors

Operating Area: North America

QUALITY DISTRIBUTION

800-282-2031 | qualitydistribution.com

Non-Union, Privately Held

Primary Services: Bulk, Logistics Services, Intermodal

Industries & Commodities Served: Chemicals, Oil & Gas, Bulk Liquid, Food Grade Liquid

Truck fleet size (tractors & vans): 2,800

Trailer fleet size: 5,300

Drivers (incl. owner-operators): 3,000

Operating Area: North America

R+L CARRIERS

800-543-5589 | rlcarriers.com

Non-Union, Privately Held

Primary Services: LTL, TL, Expedited, Logistics Services, Dedicated Contract Carriage, Intermodal, Bulk, Motor Vehicle Carrier, Refrigerated, White Glove, Final Mile

Industries & Commodities Served: Agriculture, Automotive, Chemicals, Construction & Building Materials, Food & Beverage, Freight All Kind, Furniture, Retail, High Value, Oil & Gas

Truck fleet size (tractors & vans): 6,000

Trailer fleet size: 14,000

Drivers (incl. owner-operators): 5,000

Operating Area: North America

Certifications: C-TPAT, HazMat

RED CLASSIC

800-501-0752 | redclassic.com

Non-Union, Publicly Traded

Primary Services: TL, Logistics Services, Dedicated Contract Carriage, Intermodal

Industries & Commodities Served: Automotive, Chemicals, Construction & Building Materials, Food & Beverage, Freight All Kind, Furniture, Retail, High Value

Truck fleet size (tractors & vans): 482

Trailer fleet size: 2,750

Drivers (incl. owner-operators): 588

Operating Area: U.S. only

Certifications: SmartWay

REDDAWAY

888-420-8960 | reddawayregional.com

Union & Non-Union, Publicly Traded

Primary Services: LTL, TL, Expedited, Logistics Services, Bulk, Motor Vehicle Carrier, White Glove

Industries & Commodities Served: Agriculture, Automotive, Chemicals, Construction & Building Materials, Food & Beverage, Freight All Kind, Retail, High Value

Truck fleet size (tractors & vans): 1,500

Trailer fleet size: 5,000

Drivers (incl. owner-operators): 1,600

Operating Area: North America

Certifications: C-TPAT, ACC Responsible Care, Free And Secure Trade (FAST), HazMat, ISO, Partners In Protection (PIP), SmartWay

THE TRUCKING DECISION SUPPORT TOOL

Search on any of these data points to match your requirements to the Top 100:

bit.ly/trucking-DST

TOP 100 TRUCKERS

ROADRUNNER FREIGHT

414-615-1624 | rrts.com/freight

Non-Union, Publicly Traded

Primary Services: LTL

Industries & Commodities Served:

Construction & Building Materials, Freight All Kind, Furniture, Retail, High Value

Truck fleet size (tractors & vans): 975

Trailer fleet size: 2,250

Drivers (incl. owner-operators): 900

Operating Area: U.S. only

Certifications: HazMat, SmartWay

ROEHL TRANSPORT

715-591-3795 | roehltransport.com

Non-Union, Privately Held

Primary Services: TL, Logistics Services, Dedicated Contract Carriage, Flatbed, Refrigerated

Industries & Commodities Served:

Construction & Building Materials, Food & Beverage, Freight All Kind, Retail

Truck fleet size (tractors & vans): 2,000

Trailer fleet size: 5,000

Drivers (incl. owner-operators): 2,200

Operating Area: North America

Certifications: C-TPAT, HazMat, SmartWay

RUAN

866-782-6669 | ruan.com

Union & Non-Union, Privately Held

Primary Services: LTL, TL, Package, Expedited, Logistics Services, Dedicated Contract Carriage, Flatbed, Intermodal, Bulk, Motor Vehicle Carrier, Refrigerated, Tanker, White Glove, Final Mile

Industries & Commodities Served:

Agriculture, Automotive, Chemicals, Construction & Building Materials, Food & Beverage, Furniture, Retail, High Value, Oil & Gas

Truck fleet size (tractors & vans): 3,600

Trailer fleet size: 8,710

Drivers (incl. owner-operators): 4,200

Operating Area: North America

Certifications: HazMat, SmartWay

RYDER SYSTEM

305-500-3726 | ryder.com

Union & Non-Union, Publicly Traded

Primary Services: LTL, TL, Package, Expedited, Logistics Services, Dedicated Contract Carriage, Flatbed, Intermodal, Household Goods, Bulk, Motor Vehicle Carrier, Refrigerated, Tanker, White Glove, Final Mile

Industries & Commodities Served:

Agriculture, Automotive, Chemicals, Construction & Building Materials, Food & Beverage, Freight All Kind, Furniture, Retail, High Value, Oil & Gas

Truck fleet size (tractors & vans): 277,400

Trailer fleet size: 45,300

Drivers (incl. owner-operators): 9,500

Operating Area: North America

Certifications: C-TPAT, ACC Responsible Care, Free And Secure Trade (FAST), HazMat, ISO, Partners in Protection (PIP), SmartWay

SADDLE CREEK LOGISTICS SERVICES

888-878-1177 | sclogistics.com

Non-Union, Privately Held

Primary Services: LTL, TL, Package, Expedited, Logistics Services, Dedicated Contract Carriage, Intermodal, Household Goods

Industries & Commodities Served:

Automotive, Construction & Building Materials, Food & Beverage, Retail, High Value

Truck fleet size (tractors & vans): 550

Trailer fleet size: 2,197

Drivers (incl. owner-operators): 556

Operating Area: North America

Certifications: C-TPAT, SmartWay

SAFeway TRUCKING

908-351-2800 | safewaytrucking.com

Union & Non-Union, Privately Held

Primary Services: LTL, TL, Logistics Services, Dedicated Contract Carriage, Intermodal, Refrigerated, Final Mile

Industries & Commodities Served: Food & Beverage

Truck fleet size (tractors & vans): 215

Trailer fleet size: 100

Drivers (incl. owner-operators): 215

Operating Area: U.S. only

Certifications: HazMat, SQF, CES, TSA, licensed to carry alcohol and reefers, overweight

THE TRUCKING DECISION SUPPORT TOOL

Search on any of these data points to match your requirements to the Top 100:

bit.ly/trucking-DST

TOP 100 TRUCKERS

SAIA LTL FREIGHT

800-765-7242 | saia.com

Non-Union, Publicly Traded

Primary Services: LTL

Industries & Commodities Served:

Agriculture, Automotive, Chemicals, Construction & Building Materials, Food & Beverage, Freight All Kind, Furniture, Retail, High Value, Oil & Gas

Truck fleet size (tractors & vans): 4,800

Trailer fleet size: 15,500

Drivers (incl. owner-operators): 5,700

Operating Area: U.S. only

Certifications: HazMat, SmartWay

SCHNEIDER

920-592-4200 | schneider.com

Union & Non-Union, Publicly Traded

Primary Services: LTL, TL, Expedited, Logistics Services, Dedicated Contract Carriage, Flatbed, Intermodal, Bulk, Refrigerated, Tanker, White Glove, Final Mile

Industries & Commodities Served:

Agriculture, Automotive, Chemicals, Construction & Building Materials, Food & Beverage, Freight All Kind, Furniture, Retail, High Value

Truck fleet size (tractors & vans): 10,500

Trailer fleet size: 37,800 trailers, 22,200 containers

Drivers (incl. owner-operators): 3,200 owner-operator business relationships

Operating Area: North America

Certifications: C-TPAT, ACC Responsible Care, Free And Secure Trade (FAST), HazMat, ISO, Partners In Protection (PIP), SmartWay

SOUTHEASTERN FREIGHT LINES

803-794-7300 | sefl.com

Non-Union, Privately Held

Primary Services: LTL

Industries & Commodities Served:

Agriculture, Automotive, Chemicals, Construction & Building Materials, Food & Beverage, Freight All Kind, Furniture, Retail, High Value

Truck fleet size (tractors & vans): 3,162

Trailer fleet size: 9,763

Drivers (incl. owner-operators): 4,208

Operating Area: U.S. only

Certifications: ACC Responsible Care, HazMat, SmartWay

SPAN ALASKA TRANSPORTATION

800-257-7726 | spanalaska.com

Non-Union, Publicly Traded

Primary Services: LTL, TL, Package, Logistics Services, Flatbed, Intermodal, Final Mile

Industries & Commodities Served:

Automotive, Chemicals, Construction & Building Materials, Food & Beverage, Freight All Kind, Furniture, Retail, High Value, Oil & Gas, Alaska Freight

Truck fleet size (tractors & vans): 1,575

Trailer fleet size: 1,500

Drivers (incl. owner-operators): 55

Operating Area: U.S. only

Certifications: HazMat

STANDARD FORWARDING

309-751-0251 | standardforwarding.com

Union, Publicly Traded

Primary Services: LTL

Industries & Commodities Served:

Agriculture, Automotive, Chemicals, Construction & Building Materials, Freight All Kind

Truck fleet size (tractors & vans): 377

Trailer fleet size: 668

Drivers (incl. owner-operators): 452

Operating Area: U.S. Only

Certifications: C-TPAT, Free And Secure Trade (FAST), HazMat, SmartWay

SYFAN TRANSPORT

855-287-8485 | syfanlogistics.com

Non-Union, Privately Held

Primary Services: LTL, TL, Expedited, Logistics Services, Dedicated Contract Carriage, Flatbed, Intermodal, Household Goods, Bulk, Refrigerated, Tanker

Industries & Commodities Served:

Automotive, Construction & Building Materials, Food & Beverage, Freight All Kind, Retail, High Value

Truck fleet size (tractors & vans): 180

Trailer fleet size: 330

Drivers (incl. owner-operators): 175

Operating Area: North America

Certifications: C-TPAT, SmartWay, CSA

SYSTEM FREIGHT

609-395-8600 | systemfreight.net

Union & Non-Union, Privately Held

Primary Services: TL, Expedited, Dedicated Contract Carriage

Industries & Commodities Served:

Freight All Kind

Truck fleet size (tractors & vans): 418

Trailer fleet size: 2,975

Drivers (incl. owner-operators): 442

Operating Area: U.S. Only

Certifications: SmartWay

TOP 100 TRUCKERS

TMC TRANSPORTATION

800-247-2460 | tmctrans.com

Non-Union, Privately Held

Primary Services: Logistics Services, Dedicated Contract Carriage, Flatbed

Industries & Commodities Served:

Agriculture, Automotive, Construction & Building Materials, Food & Beverage, Freight All Kind, High Value, Oil & Gas, Overdimensional

Truck fleet size (tractors & vans): 3,500

Trailer fleet size: 4,500

Drivers (incl. owner-operators): 3,300

Operating Area: North America

Certifications: C-TPAT, HazMat, SmartWay

TRIMAC TRANSPORTATION

403-298-5100 | trimac.com

Union & Non-Union, Privately Held

Primary Services: Bulk, Tanker

Industries & Commodities Served:

Chemicals, Oil & Gas, Dry Bulk

Truck fleet size (tractors & vans): 2,175

Trailer fleet size: 4,828

Drivers (incl. owner-operators): 2,596

Operating Area: North America

Certifications: C-TPAT, ACC Responsible Care, Free And Secure Trade (FAST), HazMat, ISO, Partners In Protection (PIP), SmartWay

UNIGROUP LOGISTICS

855-605-8080 | unigrouplogistics.com

Non-Union, Privately Held

Primary Services: LTL, TL, Expedited, Logistics Services, Dedicated Contract Carriage, Flatbed, Intermodal, Household Goods, Motor Vehicle Carrier, White Glove, Final Mile

Industries & Commodities Served:

Furniture, Retail, High Value

Truck fleet size (tractors & vans): 6,700

Trailer fleet size: 6,700

Drivers (incl. owner-operators): 5,500

Operating Area: North America

Certifications: C-TPAT, ISO, SmartWay

UNIVERSAL LOGISTICS HOLDINGS

586-920-0100 | universallogistics.com

Union & Non-Union, Publicly Traded

Primary Services: TL, Expedited, Logistics Services, Dedicated Contract Carriage, Flatbed, Intermodal, Household Goods

Industries & Commodities Served:

Agriculture, Automotive, Construction & Building Materials, Food & Beverage, Furniture, Retail, Oil & Gas

Truck fleet size (tractors & vans): 3,993

Trailer fleet size: 6,000

Drivers (incl. owner-operators): 3,857

Operating Area: North America

Certifications: C-TPAT, Free And Secure Trade (FAST), HazMat, ISO, Partners In Protection (PIP), SmartWay

UPS FREIGHT

800-333-7400 | ltl.upsfreight.com

Union & Non-Union, Publicly Traded

Primary Services: LTL, TL, Expedited, Dedicated Contract Carriage, Flatbed, Intermodal, Household Goods, Bulk, Motor Vehicle Carrier, Refrigerated, White Glove, Final Mile

Industries & Commodities Served:

Agriculture, Automotive, Chemicals, Construction & Building Materials, Food & Beverage, Freight All Kind, Furniture, Retail, High Value, Oil & Gas

Truck fleet size (tractors & vans): 5,700

Trailer fleet size: 23,500

Drivers (incl. owner-operators): 8,400

Operating Area: North America

Certifications: C-TPAT, Free And Secure Trade (FAST), HazMat, Partners In Protection (PIP), SmartWay

US XPRESS

866-646-5886 | usxpress.com

Non-Union, Privately Held

Primary Services: TL, Expedited, Logistics Services, Dedicated Contract Carriage

Industries & Commodities Served:

Automotive, Chemicals, Construction & Building Materials, Food & Beverage, Freight All Kind, Furniture, Retail, High Value, Integrated Air Freight & Parcel

Truck fleet size (tractors & vans): 5,250

Trailer fleet size: 13,500

Drivers (incl. owner-operators): 5,500

Operating Area: North America

Certifications: C-TPAT, Free And Secure Trade (FAST), HazMat, Partners In Protection (PIP), SmartWay

TOP 100 TRUCKERS

USA TRUCK

479-471-2547 | usa-truck.com

Non-Union, Publicly Traded

Primary Services: TL, Logistics Services, Dedicated Contract Carriage, Intermodal, Household Goods

Industries & Commodities Served: Freight All Kind

Truck fleet size (tractors & vans): 1,695

Trailer fleet size: 6,226

Drivers (incl. owner-operators): 1,283

Operating Area: North America

Certifications: C-TPAT, HazMat, SmartWay

WARD TRANSPORT

800-458-3625 | wardtlc.com

Non-Union, Privately Held

Primary Services: LTL, Expedited, Logistics Services, Dedicated Contract Carriage, Flatbed, Intermodal, Final Mile

Industries & Commodities Served: Agriculture, Automotive, Chemicals, Construction & Building Materials, Food & Beverage, Freight All Kind, Furniture, Retail, High Value

Truck fleet size (tractors & vans): 612

Trailer fleet size: 1,048

Drivers (incl. owner-operators): 738

Operating Area: North America

Certifications: HazMat, Partners In Protection (PIP), SmartWay

THE TRUCKING DECISION SUPPORT TOOL

Search on any of these data points to match your requirements to the Top 100:

bit.ly/trucking-DST

WERNER ENTERPRISES

402-895-6640 | werner.com

Non-Union, Publicly Traded

Primary Services: TL, Expedited, Logistics Services, Dedicated Contract Carriage, Flatbed, Intermodal, Bulk, Refrigerated, White Glove, Final Mile

Industries & Commodities Served: Agriculture, Automotive, Construction & Building Materials, Food & Beverage, Freight All Kind, Furniture, Retail, High Value, Oil & Gas

Truck fleet size (tractors & vans): 7,970

Trailer fleet size: 24,905

Drivers (incl. owner-operators): 10,196

Operating Area: North America

Certifications: C-TPAT, Free And Secure Trade (FAST), HazMat, Partners In Protection (PIP), SmartWay

WESTERN EXPRESS

615-259-9920 | westernexp.com

Non-Union, Privately Held

Primary Services: TL, Logistics Services, Dedicated Contract Carriage, Flatbed

Industries & Commodities Served: Construction & Building Materials, Food & Beverage, Freight All Kind, Retail

Truck fleet size (tractors & vans): 2,588

Trailer fleet size: 6,210

Drivers (incl. owner-operators): 2,612

Operating Area: U.S. Only

Certifications: C-TPAT, SmartWay

XPO

844-742-5976 | xpo.com

Non-Union, Publicly Traded

Primary Services: LTL, Expedited, Logistics Services, Dedicated Contract Carriage, Intermodal, Household Goods, Bulk, Refrigerated, White Glove, Final Mile

Industries & Commodities Served: Agriculture, Automotive, Chemicals, Construction & Building Materials, Food & Beverage, Freight All Kind, Furniture, Retail, High Value, Oil & Gas

Truck fleet size (tractors & vans): 8,500

Trailer fleet size: 25,000

Drivers (incl. owner-operators): 24,330

Operating Area: North America

Certifications: C-TPAT, ISO, Partners In Protection (PIP), SmartWay, ACC Responsible Care, Lean, Six Sigma

YRC FREIGHT

800-610-6500 | yrc.com

Union, Publicly Traded

Primary Services: LTL, TL, Expedited, Logistics Services, Motor Vehicle Carrier, White Glove, Final Mile

Industries & Commodities Served: Agriculture, Automotive, Chemicals, Construction & Building Materials, Freight All Kind, Retail

Truck fleet size (tractors & vans): 8,400

Trailer fleet size: 34,500

Drivers (incl. owner-operators): 18,000

Operating Area: North America

Certifications: C-TPAT, ACC Responsible Care, Free And Secure Trade (FAST), HazMat, ISO, Partners In Protection (PIP), SmartWay

Equipment procurement
will never be the same.

One request. Multiple quotes.



www.KWIPPED.com

Rent, lease or buy any equipment from a global network
of 1000s of trusted equipment suppliers.



FREIGHT BILL AUDIT & PAYMENT: IT'S MORE THAN THE MONEY

FBAP SERVICE PROVIDERS USE BIG DATA AND BUSINESS INTELLIGENCE TO DRIVE GLOBAL ENTERPRISE CHANGE.

Paying freight bills on time and accurately helps shippers become “shippers of choice,” a designation that makes it easier to secure capacity and move freight reliably.

At the same time, few shippers want to pay more than they owe, or more than similar shippers in their market are paying to move their freight. “They want to know that their freight rate, and assessorial and other costs are in line with the market,” says Jeff Pape, senior vice president, head of global transportation product and marketing with Minneapolis-based U.S. Bank.

Freight bill audit and payment (FBAP) service providers are on the case.

They have the expertise, technology, and processes to investigate a shipper's bills, compare the rates charged to those for which the shipper contracted, and ferret out mistakes and duplicate bills. Many also can compare a shipper's rates against its peers and identify steps to boost efficiency.

While the freight bill audit and payment industry has been operating in North America for nearly a century, it continues to adapt and change in order to meet customers' needs and find hidden value.



FREIGHT BILL AUDIT & PAYMENT: IT'S MORE THAN THE MONEY

Just as it has transformed most other sectors of the economy, technology is altering the FBAP industry. “While the basics of the industry, such as reducing expenses and providing operational enhancements and decision support, haven’t changed, technology offers new ways to provide those services, especially decision support,” says Tom Zygmunt, manager of marketing, business development and promotion with Cass Information Systems, Inc., a provider of freight bill and other services.

SOLVING THE PUZZLE

For instance, many service providers offer analytic solutions that allow shippers to identify cost savings, as well as opportunities to speed service and better manage their supply chains.

“We’re seeing the industry change from a settlement service into a data intelligence service,” says Shannon Vaillancourt, president of RateLinx, a provider of intelligent freight audit and payment solutions.

“Customers are more sophisticated and want to leverage the data obtained during the freight audit process to gain insight into their transportation spending and effectiveness, and make better strategic decisions,” he says.

UNEARTHING VALUABLE INSIGHTS

Many FBAP providers today offer products and services that go beyond traditional freight audit and payment offerings. These often include transportation management solutions and analytical tools that allow customers to better manage their global supply chains.

At the same time, expectations for more timely reporting continue to rise. “Many shippers want their freight payments processed and reported on a daily basis,” says George Kontoravdis, president with Fortigo, a provider of FBAP and other services. Frequently updated data provides more relevant insight to freight spending and enables more informed decisions.

The growth of e-commerce also is changing the FBAP industry. With more consumers buying online, a growing portion of shipments are small parcels. “The increase in small parcel and package shipments creates a substantial amount of data, which must be captured for reporting and mining,” says Allan Miner, president of CT Logistics, a provider of FBAP services. “Final-mile costs and details add significant data and information for reporting and measuring carrier performance.” Freight bill audit and payment service providers can capture and leverage this information.

SECURING DATA

Data privacy has also become a greater concern. “Customers are much more sensitive about data privacy than they ever have been,” says Harold Friedman, senior vice president, global corporate development with Data2Logistics, a global provider of freight audit and payment services. Shippers are asking if vendors are GDPR (General Data Protection Regulation) compliant and/or have earned certifications from organizations like Privacy Shield or TRUSTe. “These questions are now commonplace,” Friedman says. “A mere year ago, before GDPR came into play, there was far less emphasis on privacy.”

Another shift is the greater emphasis by many shippers on analyzing assessorial charges imposed on, for instance, deliveries made outside a set delivery window, says Nick Fisher, director of sales with AR Traffic Consultants, a provider of transportation management logistics services. While a smaller contributor to overall freight expense than the freight rate itself, these charges can still be substantial, he adds.

THE GLOBAL PICTURE

Given the maturity of the FBAP market in North America, the greatest potential for industry growth comes from companies and operations in Europe, Asia, Africa, and Central and South

America. And no matter where they’re based, a growing number of shippers are looking for freight bill information that takes a global perspective.

“They need FBAP providers that have offices and experts in various regions around the world and can manage multiple languages and currencies, while also understanding differing government regulations and policies,” says Megan Bishop, director of operations with enVista, a software and solutions firm. She provides an example: In the United States, most shippers can short pay a carrier invoice if there’s a discrepancy between the invoice and delivery information. This practice is less common in Europe.

The structure of the FBAP industry itself also continues to change. Keith Snavelly, senior vice president, global sales, with nVision Global Technology Solutions, Inc., predicts continued consolidation, as well as scattered bankruptcies. Dropping technology costs make it easier for companies to get into the business. However, some have begun offering their services at or below cost to gain business, he says. This will backfire if FBAP providers run into financial trouble because they’re not charging enough to cover their costs.

PROBING QUESTIONS FOR FBAPs

To be sure, most FBAP providers manage their businesses prudently and operate honestly. Even so, before signing with an FBAP provider, shippers will want to evaluate them. An important part of the FBAP selection process is to obtain the company’s audited financial statements, Zygmunt says. This can provide some assurance it is on solid financial footing. Also ask to see the company’s SOC 1, Type 2 report, Zygmunt adds. This report assesses an organization’s internal controls over a period of time.

Check whether the company has an employee dishonesty bond sufficient to reasonably cover potential losses, Friedman says. Data2Logistics has a \$50 million employee dishonesty bond.



traffic
consultants
inc.

Would you bank with a logistics company?
Why are you still using a bank to audit and pay your freight bills? We have been helping shippers manage every aspect of freight for over 50 years.

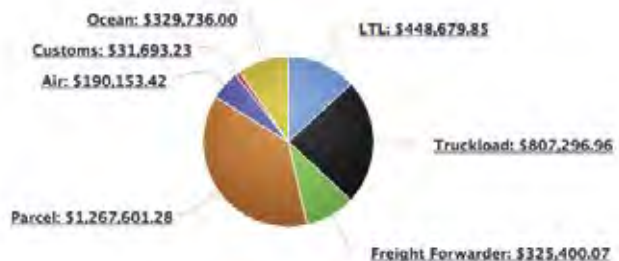
Never been a bank!
We do logistics!



Take advantage of our experience!
Your competition already does.

- custom GL coding
- ad hoc reporting
- benchmarking
- routing opportunity report
- online exception reporting
- online exception approval
- access to powerful freight dashboard

Freight Spend By Mode



www.artraffic.com

FREIGHT BILL AUDIT & PAYMENT: IT'S MORE THAN THE MONEY

"We've never had to use it, but it's there to protect our clients and ourselves, in case a dishonest act by an employee causes a loss," he adds.

Physically visit the freight audit and payment providers' operations, including those outside North America. "They should be full-service processing centers, with employees who are experts in the region," Snively says. That way, customers can work with people who are in the same time zone and know their language.

Because technology is an increasingly disruptive force in the industry, shippers should look "for a provider focused on reducing transportation costs through automated freight audit and recovery across all transportation modes, business intelligence analytics, and contract optimization solutions," says Hannah Testani, chief operating officer with Intelligent Audit.

And when evaluating FBAP providers, look at it from a "total value proposition," says Ross Harris, chief executive officer with A3 Freight Payment. Ask how real and valuable the solutions will be for your business.

Some providers who are trying to avoid commoditization may tout systems that won't provide much value. "Is it the fuzzy dice hanging from the rearview mirror as opposed to a couple of extra cylinders that will actually get the car down the road faster?" Harris asks.

Vaillancourt identifies several additional questions to ask when evaluating a provider and its software. Ask how data will be standardized and cleansed. To ensure a complete picture of your operations, no data should be removed, and any non-standard data should be fixed.

Check that data is presented within 24 hours and is actionable. "The sooner you see a problem, the easier it is to fix," Vaillancourt says. You should receive alerts telling you something needs attention, and analytics telling you why it's happening, he adds.

Finally, ask the provider if they will try to talk you or your company into or

out of taking an action. "The answer to this should be, 'No. The data will drive all the decisions,'" Vaillancourt says. The FBAP provider shouldn't have to convince a shipper to do (or not to do) anything, because the data should reveal the solution.

The following providers offer the FBAP services that will help your firm meet the demands of an evolving freight world.

A3 FREIGHT PAYMENT CUSTOMIZATION IS KEY

The team that launched Memphis-based A3 Freight Payment brings the experience and expertise gained through the positions they held at a half-dozen freight payment companies. Their goal was to develop a firm that draws from the industry's best practices, provides stellar customer service and intuitive systems, and employs a transparent, collaborative approach. Most of A3's clients incur about \$30 million or more in annual freight costs.

A3 provides the highly customized services often required by large-volume shippers. "For instance, they may have complex general ledger coding requirements, or multiple match files for which they need shipment validation," Harris says. These characteristics mean the firm may not fit into the business model of some high-volume, highly structured FBAP providers, he adds. Instead, they need a partner that can customize its solutions to meet their specific requirements.

To that end, when A3 begins working with a client, it will ask about its goals and concerns. They'll determine how the two organizations can work together to maximize the value of A3's solution. For instance, A3 is working with an automotive supplier that needs its transportation management system (TMS) file sent to the freight pay provider, and then returned within 24 hours, with an

accrual amount for its freight and assessment charges.

Once the file is returned, the firm books its freight expenses. As the actual invoices arrive, it reconciles them. "While many freight pay firms can get a TMS match file and use it as a validation source, getting an accurate rate for the reconciliation process is more difficult," says Craig Cameron, vice president of sales and marketing with A3. "Not everybody is able to do it." A3 can.

Through its Last Mile program, A3 has begun handling a wider range of transactions, including freight forwarding, as well as ocean and steamship transactions. For instance, A3 has been working with a large appliance manufacturer that partners with companies that handle delivery and installation of its products. "It's not just a straightforward freight bill audit and payment process," Cameron says. Along with freight are multiple add-on services. A3's solution



***"We provide
more than just a
freight bill audit
and payment
service."***

**-Craig Cameron
VP, Sales and Marketing
A3 Freight Payment**

The Power to Deliver: **Transportation Spend Solutions**



**Solving
Complex Needs**



**Providing Leading
Edge Solutions**



**Ensuring Financial
Security and Stability**

Depend on Cass for industry-leading global freight bill audit, payment and business intelligence best practices to help you:

- Reduce Operating Expenses
- Prevent Overcharges
- Increase Payment Processing Efficiency
- Improve Cash Management
- Ensure Accurate Freight Accrual Reporting
- Obtain Critical Business Intelligence

Visit our website at **cassinfo.com** or call us today at **(314) 506-5500** to learn how Cass can help reduce and control your transportation expenses.

Cass Information Systems, Inc.

Saint Louis, MO | Columbus, OH | Boston, MA
Greenville, SC | Wellington, KS | Breda, Netherlands
São Paulo, Brazil | Singapore
www.cassinfo.com

... the leader in freight bill audit, payment and business intelligence services.

FREIGHT BILL AUDIT & PAYMENT: IT'S MORE THAN THE MONEY

enables the company to analyze the data so it can identify opportunities to operate more efficiently.

Similarly, A3 tailors its reporting and analytic capabilities to each client. For users who need a broad view of the business, A3 can provide high-level, graphical dashboards that are updated in real time. A3's Report app can provide a deeper, more detailed look. Finally, A3's Analyze app, a query builder tool, enables power users to initiate deep dives into their data, conduct massive data extracts and create highly detailed reports that can be used to present to management, negotiate with carriers, or for myriad other uses.

"When our website talks about custom solutions for each client, it's truly reflecting our approach," Harris says.

AR TRAFFIC CONSULTANTS UNLOCKING SAVINGS

Since 1964, New York-based AR Traffic Consultants has provided freight bill payment and audit, shipment tracking, and third-party logistics services, among other solutions. While AR Traffic works with organizations of all sizes, its sweet spot is midsize companies, or those with annual revenues of between about \$50 million and \$500 million.

Many of AR Traffic's software applications are proprietary and designed in-house, giving AR more ability to customize each solution to better fit each client's needs than would be the case with third-party software, Fisher says. "We've committed a significant investment in technology research and development to support our freight pay and audit group, and our consulting and software divisions," he says.

For instance, AR Traffic continues to invest in its freight rate database and engine. When its clients sign carrier contracts, they'll send AR a copy of the



"We help customers manage assessorial charges, which saves them a substantial amount of money."

**-Nick Fisher
Director, Sales
AR Traffic Consultants**

agreement. AR loads this into its freight engine, along with the carrier's rate base and the negotiated rules for that carrier contract.

Then, when a customer needs to access the correct freight rate for that carrier, AR can access the rates from its database, apply the rules around discounts, floors, and other factors, and calculate what the carrier should be charging them. This "pre-auditing" ensures proper payment and minimizes the likelihood of incorrect charges and

classification errors, Fisher says.

AR Traffic's solutions can code freight bills to the SKU level, enabling companies to accurately allocate freight costs between different products. They also can evaluate parcel bills for service failures, such as late delivery, and account for this within the customer's payments.

AR Traffic also is responding to greater interest by clients that want to access freight rates directly, by enabling them to connect with carriers. "We've opened up our transportation management system to allow our customers to take advantage of that," Fisher says. Some customers prefer this approach, as they no longer need to work with AR Traffic to maintain their rate database.

To be sure, this carries some risk. "You're relying on the carrier to ensure your contract is accurately stored in their computer database," Fisher notes. Carriers' bills don't always reflect the negotiated rate. "You could be paying the carrier more than you should, and you'd never know the difference," Fisher says. Conversely, when AR stores each carrier's rates in its rate engine, it can easily check that its client's bill reflects the contracted rates.

Along with auditing freight bills and payments, AR Traffic is helping its customers check assessorial charges, which typically run from 2% to 6% of their overall freight bills. "By helping customers better manage these charges, we help them save a substantial amount of money," Fisher says.

CASS INFORMATION SYSTEMS DETECTING EFFICIENCIES

For more than 60 years, Cass Information Systems, Inc. has provided freight bill audit and payment services for its clients. In addition to its headquarters in St. Louis, Missouri, Cass has offices in Sao Paulo, Brazil, the Netherlands,



Transportation Spend Intelligence Powered by Freight Audit

Trax is a global leader in Transportation Spend Management solutions. Combining expert services with cloud-based applications that lead the industry, we are transforming traditional freight and parcel audit to help customers better manage and control their global transportation costs and drive enterprise wide efficiency. With a global footprint spanning North America, Latin America, Asia and Europe, we deliver data-based visibility and insights, higher savings and better control of transportation spend for shippers of all sizes.

Visit us at www.traxtech.com.

meet us:

Oct 28 - 30 2019

Parcel Forum 2019

Gaylord Texan

Dallas, TX - Booth 518



FREIGHT BILL AUDIT & PAYMENT: IT'S MORE THAN THE MONEY

and Singapore. It works with companies across the globe, helping them save money and operate more efficiently in several ways.

"A primary benefit to our customers is reduced processing expenses," Zygmunt says. Because Cass specializes in processing freight payments, it provides expertise and operational efficiencies that benefit its customers.

On its audit services, Cass typically saves its customers between 1% and 5% of their freight spending. It does this by checking that the carrier is applying the right rate for its type of goods, as well as the correct discounts and assessorial charges, and that the shipper is the party who should be billed for the freight.

In addition, by leveraging the information gained through the payment process, companies typically can cut 10% to 20% from their freight expenses. "With our business analytics tools, a customer can quickly pinpoint areas where freight expenses are on target and where they might be getting out of control," Zygmunt says.

Cass also audits at the package level—a key capability, given the growth in e-commerce and the resulting explosion in package deliveries. It also can check for potential challenges that can arise specifically when shipping packages, Zygmunt says. For instance, the major parcel carriers often impose various assessorial charges that need to be checked for validity.

"Freight invoices are complex," Zygmunt says. "Cass understands freight charges, specializes in this type of service, has a solid system for auditing freight bills, and is large enough to continue to invest in technology and processes to provide the latest solutions to its customers," he adds.

Cass is both a public company and financial holding company. It started as Cass Bank in 1906. In 1956, Cass added freight invoice processing to its roster of services. By about the late 1970s, the freight payment business became the dominant part of the overall company.

Cass uses the bank to make payments for its customers, Zygmunt says. Through its bank, Cass also is able to offer trade financing options for its customers.

And as a financial institution, "financial stability and security are at the forefront with Cass," Zygmunt says.

CT LOGISTICS CAPTURING INTANGIBLES

CT Logistics, also known as The Commercial Traffic Company, started 96 years ago as a provider of audit services for rail and canal freight shipments. The company, based in Cleveland, Ohio, was one of the first companies to audit motor freight, parcel, air and international freight bills. "CT Logistics' core service has always been freight bill audit and payment," Miner says.

Over the past 96 years, its methods and tools have—not surprisingly—advanced. In the 1980s, CT introduced *FreitRater*®, one of the first computerized solutions for auditing and rating shipments. As both transportation and technology evolve, CT Logistics has continued to invest in *FreitRater*, making it an enterprise-class software solution; available as a licensed TMS system, outsourced to CT, or as a SaaS solution through CT's cloud-based delivery model.

Today, CT's suite of solutions also includes Intelligent Character Recognition (ICR) for freight invoices and *FreitWeb LCR*, its Least Cost Routing online shipping solution.

In addition to traditional audit, CT Logistics "provides actionable, real-time information and predictive analytics," Miner says. CT's sophisticated reporting tools allow clients to easily view graphics, generate pivot tables, and receive reports on a scheduled basis, allowing them to capture and analyze information that can help in decision making. CT Logistics' Qlik Business Intelligent Platform



"Interactive data visualizations enable clients to more easily identify carrier performance issues and apply corrective actions immediately."

**-Allan Miner
President, CT Logistics**

lets shippers combine numerous data sources so they can easily analyze multiple data sets.

The Qlik® reporting system also allows clients to create reports and then drill down into any field or data element. "These interactive data visualizations enable clients to more easily identify carrier performance issues and apply corrective actions immediately," Miner says. That's in contrast to some BI solutions that rely on query-based analysis and restrict users to linear explorations within a partial view of their data, he adds.

Powerful data. Smarter decisions.



To make smart decisions about your supply chain, you need powerful data that benchmarks your performance against your peer group's – in a format that's easy to understand. U.S. Bank Freight Payment delivers actionable intelligence along with a consultative approach, so you can streamline processes and find efficiencies from point of origin to last mile.

Reliability and security. Keep your competitive information secure with a bank that's gone beyond meeting regulatory, audit and compliance requirements to earn the highest data security certification.

Collaborative approach. Get customized recommendations to optimize your freight activity, gain greater visibility into your supply chain performance and build better relationships with your carriers.

Complete and accurate data. 100% pre-payment audit ensures accurate information goes into your systems.

freight.usbank.com

FREIGHT BILL AUDIT & PAYMENT: IT'S MORE THAN THE MONEY

“With Qlik, you can develop, extend, and embed visual analytics in your apps, portals, or anywhere,” Miner says. Qlik customized dashboards are set up with a common governance and security framework that applies to all an organization’s employees across the globe.

Because CT uses its inhouse FreightRater® for its FBAP services, one key to an effective partnership is successfully integrating with its clients’ systems, such as their WMS, ERP, AP, or other software applications. To this end, CT Logistics’ software engineers work diligently to ensure “Day-1 functionality” for upstream and downstream data integration and management reporting, Miner says.

CT’s experienced team of logistics professionals also provide value-added consulting and project management for spend analyses, benchmarking, and cost comparisons, among other functions, Miner says.

The savings on a typical FBAP project total between 3% and 7% of total freight spend. That’s not counting the “more intangible, but invaluable savings” that come from visibility to shipping data, as well as the predictive analytics possible because of the data captured, including trends, correlations, and dependencies, Miner says.

CTSI-GLOBAL LOGISTICS SUPPORT FROM END TO END

CTSI-Global works with numerous brands across the globe, processing about \$14 billion in freight invoices each year, says Richard Perry, vice president of business development with the Memphis, Tennessee-based firm. “All are looking for more efficient and effective ways to manage their logistics and business process operations,” he says.

CTSI-Global can help. With its technology, CTSI-Global is able to gather data from customers’ operations and disparate systems across the world. It combines this with knowledge of its carrier network to ensure its customers are working with the best providers in each region and optimizing their load routing. “The result is end-to-end logistics support that can work on your behalf,” Perry says. In addition to its U.S. operations, CTSI-Global has locations in India, Ireland, and Singapore.

As part of its managed services suite of solutions, CTSI-Global can help customers manage their inbound suppliers’

shipments. They can see, for instance, when products leave the vendors and whether a vendor is shipping full orders. “We streamline this and give customers visibility to their inbound freight,” Perry says. With this solution, companies also can implement a charge-back program for vendors that deviate from policies.

Recently, a medical device company spun off from its parent. It relied on the transportation management system offered by CTSI-Global to manage all its shipping activities, from routing shipments to managing documents. “We replaced the entire logistics department, and they didn’t miss a beat,” Perry says.

DATA2LOGISTICS CONNECTING THE DOTS

Data2Logistics, based in Fort Myers, Florida, possesses the skills and experience required to effectively work with shippers whose operations span the globe. Its customers include small and medium-sized businesses, as well as about 10% of the Fortune 500. Through its services, Data2Logistics typically recovers 5% to 15% of its customers’ freight spend.

In addition to reining in freight costs, many companies are looking for a single vendor to provide information on a global basis, from a single database, for all their modes of transportation, Friedman says. Data2Logistics can handle the unique requirements that come into play when working with taxes, regulations, and data on a global basis.

For example, when transactions are conducted in a currency other than the U.S. dollar or euro, it will maintain records in the local currency, in euros, and in U.S. dollars to easily support global reporting.

Like many FBAP providers, Friedman has observed growing interest by customers in business analytics. Data2Logistics is well positioned to



***“We streamline
inbound
shipments and
give customers
visibility to their
inbound freight.”***

**-Richard Perry, VP,
Business Development
CTSI-Global**



VISIBILITY IS POWER

Give your supply chain team the visibility they need to cut costs, optimize processes and maximize profits.

“Without data, you’re just another person with an opinion.”

— W. Edwards Deming

Most organizations understand the power of data but struggle to efficiently collect or utilize it to streamline processes and make better business decisions. **Orca’s advanced Freight Audit & Analytics solution benefits your entire operation:**



C-SUITE: Gains deep insight into supply chain performance to save on costs.



LOGISTICS: Negotiates the best carrier rates and optimizes the supply chain.



OPERATIONS: Obtains centralized and mobile supply chain visibility and reporting.



FINANCE: Benefits from outsourced freight audits and 100% payment accuracy.



99% of supply chain leaders say **advanced supply chain analytics** will be **critical** or more important in 1-2 years.

82% of logistics IT providers say **visibility** is the **biggest obstacle** that their customers face.

70% of enterprises want **business intelligence tools** from their freight auditor.

Sources: Forbes, Analytics Will Revolutionize Supply Chains In 2018; Inbound Logistics, 2018 Top 100 Logistics IT Providers & Market Research Survey; American Shipper, 2016 Transportation Payment Benchmark Study.

At Orca, we’re continually reinvesting in the future of supply chain intelligence technology. Going far beyond verifying, correcting and paying freight bills, we solve your logistics and operations challenges.

Our solution is custom configured to your needs, leading to deeper insights and higher cost savings.

Let’s get started.

orca

www.orca.bi

FREIGHT BILL AUDIT & PAYMENT: IT'S MORE THAN THE MONEY

help. In addition to decades of freight auditing experience, it can provide the expertise and technology that can help shippers of all sizes leverage the insight that can be drawn from their shipping data. “This has nothing to do with the processing of bills, except that through our audits we get the data,” Friedman says. “We have the resources to help shippers optimize pricing for their transportation shipments.”

Data2InformSM, their knowledge management platform, mines shippers’ data to gain access to actionable information that can help them identify ways to “ship smarter,” Friedman says. It starts by assembling a global view of the organization’s logistics spending and operations, including assessorial

and freight charges, to identify cost drivers. Through its analytic capabilities, Data2InformSM can identify opportunities to operate more efficiently by, for instance, shifting service types and/or transportation modes.

As more shippers look for “closed loop systems,” Data2Logistics can also help. Friedman describes how this can work: A company initiates an outbound shipment, creating a manifest or bill of lading that’s electronically sent to Data2Logistics, which in turn marries this record with the freight information it receives from the carriers. This allows it to allocate freight costs, often down to the SKU level, allowing clients to more accurately price their goods.

In addition to its expertise in freight bill audit, payment, and analytics, Data2Logistics takes seriously its obligation to safeguard customers’ private information. It’s long been TRUSTe- and Privacy Shield-certified, and also supports the European Union’s General Data Protection Regulation (GDPR).

ENVISTA TRACKING DOWN REFUNDS

enVista LLC is a provider of global freight bill audit and payment, an expert in systems selection and implementation of labor, transportation, and warehouse management systems, a Microsoft Gold certified partner, and a leader in network strategy and facility design and build, among other services, says Megan Bishop, director of operations. “Through these services, we help optimize supply chain efficiencies,” she says. Based in Carmel, Indiana, enVista also operates eight offices around the world.

In addition, enVista “helps clients unify commerce, so they can drive revenue and build customer engagement,” Bishop says. It does this through an array of solutions, including order management, point of sale, and store fulfillment

systems, as well as vendor drop-ship and trading partner management.

With its FBAP solution, enVista works with companies of all sizes and from various regions around the world. Its clients come from a cross-section of industries, with many from the retail sector.

While freight bill auditing remains a key capability, enVista’s proactive analytics and consulting services enable clients to improve visibility to their freight, increase operational and financial control, and reduce transportation spending.

For instance, enVista’s solutions



“We have the resources to help shippers optimize transportation pricing.”

**-Harold Friedman
SVP, Global Corporate
Development
Data2Logistics**



“We optimize supply chain efficiencies, drive revenue, and build customer engagement.”

**-Megan Bishop
Director, Operations
enVista**

nVision Global®

**Save 8%–12%
On Your
Freight Spend**



Global Leader in Freight Audit and Payment Over the Past 25+ Years

- Freight Audit & Payment • TMS
- Contract Management • Rate Procurement
- Freight Claims • Shipment Visibility
- Business Intelligence

Contact us Today to Learn More About nVision Global's Solutions!

Asia +86-181-6723-8979 / +6-016-770-4327 | Europe (EMEA) +3-143-799-9088

Central America +506-2271-5613 | North America +1-770-474-4122

South America +55 15 98112 8314



Scan me

Atlanta, GA (USA) • San Jose, Costa Rica • Maastricht, Netherlands • Cluj, Romania
• Sao Paulo, Brazil • Kolkata, India • Delhi, India • Ningbo, China

sales@nvisionglobal.com **www.nvisionglobal.com**

FREIGHT BILL AUDIT & PAYMENT: IT'S MORE THAN THE MONEY

provided greater visibility into the transportation spending of five divisions of a global engineering company, while also streamlining invoice processing. Among other benefits, the firm cut the number of invoices requiring corrections by more than 40%. Within six months, it reduced the cost of invoice processing by nearly 20%.

While no computer system integration typically is required before enVista can conduct a freight audit, an integration can enhance the service provided. This can be either a one-way or two-way integration. In a one-way integration, enVista captures information from the client through, for instance, a feed from the warehouse management system. By capturing this data directly from the source, the value of the audit and the information contained in the reporting can be both deeper and broader. In a two-way integration, enVista provides the audited data directly back to its customers. Usually, this is done through a link to its customers' ERP solutions.

Through its transportation-focused business intelligence platform, enVista can easily, accurately, and quickly manipulate data to provide proactive analytics and what-if analyses.

For instance, an analysis might reveal a customer is shipping packages using both standard and priority overnight services. However, the priority service provides a difference of just several hours in the delivery time. The standard overnight service is less expensive and still meets the service level agreements. enVista's platform can calculate the amount the client could save by shifting more packages to the standard overnight service.

Working with a specialty coffee retailer, enVista recovered more than \$420,000 in charges resulting from rating errors. On top of this, it calculated the refund owed the company for fuel charges and assessorials, by calculating differences between the amounts charged and the contracted rates. The client also gained greater visibility to all

its charges. "The business intelligence platform has helped us identify many opportunities to benefit our customers," Bishop says.

FORTIGO PROVIDING VITAL LINKS

Among the primary services offered by Fortigo, Inc. are its freight bill audit and payment solution and cloud-based transportation management system, says George Kontoravdis, Ph.D. and president of the Austin, Texas-based firm.

Fortigo's transportation management platform electronically links shippers, carriers, vendors, and other business partners so all can view the same information. The solution is carrier-neutral and can scale to meet the needs of most any enterprise. It enables shippers to track and analyze shipping data, and then leverage this information to cut costs, enhance customer service, and improve decision-making, among other benefits.

Fortigo's freight audit solution automatically reviews freight bills and identifies inaccuracies between the contracted rates and the rates charged to shippers, while simultaneously taking into account service level agreements, volume discounts, and other factors. As a result, Fortigo can prevent inadvertent overpayments.

The freight audit software also can match shipments to their original order numbers or purchase orders, minimizing the risk of duplicate invoices. "Our technology optimizes and audits freight logistics to help enterprises reduce costs, improve customer satisfaction, enhance compliance, and increase profitability," Kontoravdis says.

Through the solution, shippers also can automatically submit to their carriers claims for service failure refunds.

The system can produce numerous customizable reports based on



"Our technology optimizes and audits freight logistics to help enterprises increase profitability."

**-George Kontoravdis
President, Fortigo**

user-defined search criteria, such as summaries of spending by time period, mode, charge category, and carrier. Dashboards enable users to quickly identify spending trends. Built-in carrier performance reports highlight deviations from service level agreements, and can bolster clients' abilities to effectively negotiate new contracts. "These reports provide users with the insight that enables them to cut spending in multiple ways," Kontoravdis says.

To begin the auditing process, Fortigo will integrate with its client's financial

Drive Exceptional Global Transportation Results

Significantly improve visibility and reduce costs with enVista's global transportation spend management solutions.

- Global Freight Audit & Payment
- Carrier Contract Analysis & Negotiation
- TMS Selection & Implementation
- Vendor Drop Ship Solutions
- Transportation Consulting
- Business Intelligence
- EDI/Trading Partner Management



enVista®

Let's have a conversation.

envistacorp.com

FREIGHT BILL AUDIT & PAYMENT: IT'S MORE THAN THE MONEY

system. Fortigo's systems easily integrate with most established supply chain software solutions. Additional integrations with the shipping and warehousing systems also may be required. These can enable closed-loop audits, in which purchase order data is matched against freight bills, yielding increased accuracy and functionality.

The typical implementation runs about three months, although this will vary based on the number of carriers, contracts, and other factors specific to each client. Most of Fortigo's clients spend at least \$10 million on transportation annually.

Fortigo also connects with a growing number of carriers. As a result, a shipper that's expanding or redesigning its transportation network can simply input its new strategy into Fortigo. "The company can quickly move from planning to execution," Kontoravdis says.

On a new freight bill audit deployment, companies often save between 5% and 15% of their logistics spending. On an ongoing basis, companies typically save between 1% and 1.5% of their overall logistics expense. "While a small percentage, this can still be a significant dollar amount," Kontoravdis says.

INTELLIGENT AUDIT MASTERING COMPLEXITY

Intelligent Audit is a technology leader in parcel and freight audit, business intelligence, and transportation spend optimization. The firm's proprietary technology, paired with a team of strategic account managers, helps some of the largest and most complex global shippers analyze, benchmark, optimize, and gain critical insights into their global transportation network, and become smarter shippers.

"Intelligent Audit's best-in-class audit and reporting technology allows clients

to leverage their data to reduce costs, enhance real-time visibility, and improve the end-customer experience," says Hannah Testani, chief operating officer.

Intelligent Audit, which is based in Rochelle Park, New Jersey, works with companies from across the globe and across industry verticals. Customers' annual transportation expense can range from less than \$1 million to more than \$3 billion.

Intelligent Audit recently partnered with Triumph Bank to provide fully integrated, bank-backed, freight payment processing. Through this partnership, Intelligent Audit can help its clients streamline accounts payable, optimize working capital, become a shipper of choice, and enhance the security of their supply chains.

Intelligent Audit's solution is cloud-based, minimizing integration requirements. However, Intelligent Audit often works with its customers to access their TMS data and SKU information. This data helps Intelligent Audit provide more valuable insight. It also allows them to create true accruals for customers, showing both the shipments that have been shipped out and not yet invoiced, as well as shipments that have been invoiced and not yet funded.

This information also enables Intelligent Audit to allocate shipment costs to the SKU level. "Shippers can understand their profitability at the most granular level," Testani says. With this additional data, Intelligent Audit can provide its customers with more detail and color on their transportation data, by joining order information such as the PO and load numbers to the carrier invoices.

The reporting capabilities also include trends and historical dashboards that can help shippers identify spikes and anomalies as they occur; relevant KPIs that provide insight to the trade-offs between cost, speed, and performance; and interactive heat maps that pinpoint bottlenecks and problematic or high-cost locations. The system's 700-plus pre-built reports provide real-time reporting

and tracking, time-in-transit analysis, and data on accessorial management, carrier performance, and hub injection analysis, among others.

Intelligent Audit's powerful reporting and analytics functionality helped a large retailer optimize its omnichannel shipping strategy. The retailer's fulfillment network includes both distribution centers and brick-and-mortar stores. The company suspected it had an opportunity to increase store-based fulfillment, but lacked hard data to validate this hypothesis. Manually conducting an analysis



"Our technology allows clients to leverage data to reduce costs, enhance visibility, and improve the customer experience."

**-Hannah Testani
Chief Operating Officer
Intelligent Audit**



SHIP SMARTER AND SAVE

TRANSPORTATION COST REDUCTION EXPERTS



**GET NEW IDEAS
YOU HAVEN'T
HAD BEFORE.**

Factors including rising fuel costs, a nationwide truck shortage, and new government regulations are driving carriers to increase their rates. At the same time, your management wants to know what you are doing to create sustainable cost control solutions without impacting delivery performance.

Our Supply Chain consultants and Freight Pay and Audit service staff are ready to help. We have over 50 years of cost control experience and the ability to access data that will help you to identify the strategic actions that need to be taken. Whether it's the development of a go to market strategy, identifying opportunities for consolidation, improved control of accessorial charges, or modal shifts Data2Logistics will deliver the right solutions that meet the needs of your company

Reach out to us to see what we can do for you!

DATA2LOGISTICS.COM | SALES@DATA2LOGISTICS.COM | TEL: 609-577-3756

FREIGHT BILL AUDIT & PAYMENT: IT'S MORE THAN THE MONEY

would have been too time-consuming.

The retailer leveraged IA's proprietary algorithms to analyze each of its stores. With this insight, the retailer was able to maximize the productivity of its existing infrastructure, identify the ZIP codes in which it made sense to add warehouses or convert existing stores to distribution centers, and optimize the placement of new stores, Testani says.

According to Intelligent Audit's research, their customers save an average of 12% to 18% of their shipping costs. The exact amount will vary with the modes, carriers, and services utilized.

nVISION GLOBAL TECHNOLOGY SOLUTIONS ANALYZING DATA

nVision Global provides global freight invoice audit, payment, and transportation spend management services for customers around the globe through seven full-service processing centers located on three continents, and with employees who are fluent in more than 25 languages.

The company's expertise lies in managing and auditing invoices for all modes and services of transportation, and in any currency and most languages, says Keith Snavelly, senior vice president, global sales with the McDonough, Georgia-based firm. "nVision's niche is multinational corporations of all sizes who need an FBAP provider with global capabilities," he says.

Each year, nVision processes 125 million invoices, totalling more than \$6 billion. Its web-based exception management tools are available in multiple languages and can determine the correction application of each customer's business rules and requirements.

Along with its ability to automate freight audit and payment processes, nVision's state-of-the-art analytical tools

can help customers achieve savings of 10% to 15% of their transportation spending. It does this by enabling accurate and customized allocations of transportation costs, based on weight, SKU numbers, and other factors.

For instance, by using nVision's analytics solution, a customer learned it was making overnight parcel shipments to a company located in its same building, but on a different floor. "The client was inadvertently spending money to send a letter two floors down, when an employee could have walked it there for free," Snavelly says.

Another company used nVision's lane analysis solution to consolidate shipments and identify areas in which it could change transportation modes, while still meeting its service level agreements. In doing so, it captured about \$400,000 in annual savings. "That would have been impossible without the data we capture through the freight audit and payment process," Snavelly says.

nVision, like other FBAP providers, is expanding its traditional suite of services to provide other supply chain solutions, such as transportation management services. Because it has already captured

the volume of information available on most invoices, nVision can use its analytical tools to identify ways customers can lower the costs and increase the effectiveness of their supply chain management functions.

In addition, nVision's Global Supply Chain Services division can work with its customers to use data generated by the audits to improve rate negotiations for any mode of transportation. "These savings are significant, and on top of the 10% to 15% savings identified in the audit," Snavelly says.

ORCA REVEALING THE BIG PICTURE

At first glance, whales may seem to have little to do with freight bills. However, the name of Toronto-based Orca Intelligence reflects its founders' desire "to be a big fish in a small sea rather than just another player in the supply chain industry," says co-founder Marco Grossi. "This is a niche market, and we feel very confident that with the right technology and focus on client



"Customers uncover opportunities to reduce costs or reconfigure their supply chains to be more efficient."

**-Marco Grossi (right), Co-Founder, Orca
(pictured with co-founder and brother Matt Grossi)**



Freight Audit is Dead.

The 3-5% cost avoidance of traditional freight audit providers is eating your logistics strategy alive.

Get live, real-time cost savings.

Defend your freight spend with complete transparency and visibility.

Fortify cost strategies, decision making, and carrier partnerships.

Learn more: ratelinx.com/strategy

All Your Logistics Intelligence in a Single Platform.

Get advanced analytics and access your real-time freight spend—powered by your invoice data.

Automate your freight audit and eliminate rate tolerances. Control costs and stay on budget. Streamline operations, and improve insights by turning data to action. Maximize your visibility with all your shipment, tracking, and freight invoice intelligence in one place.



Real-Time Savings

Get insights to cost-savings delivered by new strategies. See your return-on-investment and budgets in real-time.



Charge Breakdown

Breakdown charges by category and % of spend. Get in-depth detail for line-haul, fuel, and accessorial (detention, stop-charges, etc.) and more.



Single Data Set

Improve logistics data accuracy and intelligence. Get cleansed and normalized data, customized with your nomenclature.



Lost Savings

See how much you're losing using a non-preferred carrier based on your routing guide. Identify rules you're not following, costing you money.

FREIGHT BILL AUDIT & PAYMENT: IT'S MORE THAN THE MONEY

experience, we can become one of the bigger players.”

Orca's solution manages a supply chain invoice, starting from the moment a purchase order is dropped into a client's ERP or WMS system, and all the way through each process that leads to payment. As this occurs, Orca leverages artificial intelligence, machine learning, and business intelligence to collect and clean the data it's capturing, so it can populate custom-made dashboards available through the system. This helps supply chain professionals analyze their shipping data and make more effective business decisions.

After graduating university, Grossi and his brother, Matt, also an Orca co-founder, joined the family business, 3PL Links. Grossi held various roles in operations and sales, while Matt led the finance and IT team. In 2014, the two decided to outsource the company's freight auditing function. Unhappy with the options available, they launched Orca in 2016. Business, whether measured by revenue, clients, or amount audited, has tripled or quadrupled each year since then, Grossi says. Orca's clients span various industries, with most having at least \$20 million in freight spend.

Orca also built its own middleware software that can recognize data from just about any ERP, TMS, or WMS. This software identifies the data's meaning and pushes it into the Orca system so shippers can see and analyze it. “It's seamless, and there's no time needed for integration. We wanted a scalable product right from the start,” Grossi says.

Because Orca collects information as it audits freight bills, clients have asked it to provide reporting that highlights not just their supply chain function, but also their broader operations. “We become their business reporting channel,” Grossi says. For instance, the Orca system can offer SKU-level analysis, such as how much an organization is paying to ship a case of pens to every office in North America.

Through Orca's interactive dashboards, a user can click a drop-down box and see, for instance, the activities at each of its warehouses or distribution centers, as well as the amounts each carrier is charging.

The Orca system recognizes expense patterns, compares costs of alternative carriers, and sums up total potential savings or optimized costs. “Customers uncover opportunities to reduce costs or reconfigure their supply chains to be more efficient,” Grossi says.

The company works with North America's largest shippers and 3PLs to “give them the accurate and clean data that every organization needs to confidently make decisions that impact their bottom line,” Grossi says. “We always aim for customers to recoup their investment in Orca within a year.”

With innovation and customer experience as their cornerstone values, the Grossi brothers are setting themselves up to be the leaders in their respective space and push the boundaries and capabilities of all North American logistics and supply chain departments.

RATELINX UNCOVERING LONG-TERM VALUE

RateLinx's Intelligent Invoice Management solution provides actionable freight data, with no IT integration work required by the client company, says Shannon Vaillancourt, president with the Madison, Wisconsin-based firm. RateLinx works with companies of all sizes and from all industries. The common denominator? “They want to leverage their transportation data strategically,” he says.

In real time, the RateLinx solution cleanses and standardizes four datasets—shipment, track and trace,

invoice, and order and item data. This information forms the foundation of a “3D” approach to data.

The first “D” is Diagnose. RateLinx, working with the customer, leverages the data to diagnose any challenges it's facing. The next “D” is Develop. The clean, actionable data provided by the RateLinx system enables the organization to develop a solid freight invoice strategy. The final “D” is Deploy. The company's freight invoice strategy is implemented, measured, and monitored to ensure it provides long-term value.

Because RateLinx can tap into its customers' data feeds without requiring



***“Companies
want to
leverage their
transportation
data
strategically.”***

**—Shannon Vaillancourt
President, RateLinx**

Celebrating 96 Years of Freight Payment in 2019



PLAN & EXECUTE

*Dynamic multi-attribute routing & pricing solutions;
Premium discounts for LTL freight; TMS & complete 3PL services*

VERIFY & SETTLE

*Global, multi-modal solution delivering
ISO 9001:2015 & SOC certified audit & payment services*

MEASURE & ANALYZE

*Unified global BI platform & spend repository for comprehensive
data visualizations, spend analytics & report management*



*ctlogistics.com
216.267.2000, ext 2190
sales@ctlogistics.com*

FREIGHT BILL AUDIT & PAYMENT: IT'S MORE THAN THE MONEY

integration work, companies don't need to call on their internal IT departments, which often are already stretched thin. This keeps costs down and allows companies to quickly leverage the value captured in their data. Often, this happens within about 30 days, Vaillancourt says.

The initial phase of data cleansing typically reveals savings of at least 5% of transportation spending, Vaillancourt says. In addition, longer-term, strategic changes, such as more effective freight rate negotiations, can unlock additional savings that average about 20%.

RateLinx offers detailed reports from which customers can export data to Excel, as well as pie charts with multiple drill-down levels that show Key Performance Indicators (KPIs). One popular KPI focuses on lost savings, such as the dollars spent by the company when it deviates from routing guides. Another KPI, Potential Savings, measures the cost of each routing rule that a company has in place, while the Shipment Status KPI measures and predicts the on-time arrival of shipments.

FINDING A SOLUTION

RateLinx worked with one customer that was struggling to pay its carriers on time. To the customer, it appeared as if dozens of issues were preventing it from paying the freight bills. For instance, the bills would sometimes match the shipment tender, and other times they wouldn't. The customer occasionally received invoices for which it lacked a freight rate. "They didn't know where to begin," Vaillancourt says.

Vaillancourt and his team started by using RateLinx's PayLinx system to diagnose the problem. In addition to several typical invoice issues that were quickly resolved, they uncovered an unexpected problem. Some of the company's locations were using an out-of-date routing guide. As a result, they were tendering freight to a carrier that no longer had rates in place. Armed with this insight, the customer was able

to quickly contact their locations and have them start using the latest routing guide. "This allowed our customer to save about \$800,000 per week," Vaillancourt says.

TRANS AUDIT INFORMATION- RICH APPROACH, HIGH-ROI SERVICE

While many freight bill audit and payment services focus on pre-payment audits, Trans Audit, the world's largest global freight and parcel post-audit specialist, takes a different approach.

Trans Audit uncovers and recuperates hidden value and funds in paid transportation bills. "We focus solely on a true global, multimodal post-payment audit," says Vikki L. Van Vliet, Senior Vice President of Sales and Marketing. "Trans Audit's post-payment audit unobtrusively operates after freight audit and payment companies and internal audits. We identify and recover both overbilling and overpayment errors, and provide a secondary level of insurance, especially as carrier billing and human errors are commonplace."

With analysts in six U.S. offices, as well as Europe, Singapore, and China, Trans Audit has been in operation for more than 40 years and employs experts in all modes of transportation.

Its clients are large-scale shippers that utilize all transport modes internationally and domestically. Trans Audit operates purely on a contingency, or benefit-sharing basis, whereby Trans Audit earns a percentage of the recoveries it ascertains.

Trans Audit identifies and recovers errors in freight rates, accessorial, distance, discounts, currency conversions, classifications, fuel, and more. It also uncovers payments to wrong parties, multiple payments, and

To-Do List: Choosing an FBAP Provider

- ☐ Look at the company's total value proposition to ensure its solutions have real value for your supply chain.
- ☐ Obtain the company's audited financial statements to make sure it's on solid financial footing.
- ☐ Ask to see the company's SOC 1, Type 2 report, which assesses an organization's internal controls over a period of time.
- ☐ Check whether the company has an employee dishonesty bond sufficient to cover potential losses.
- ☐ Visit the provider's operations to make sure they're full-service processing centers.
- ☐ Make sure the provider offers automated freight audit and recovery across all transportation modes.
- ☐ Verify the company standardizes data. Any non-standard data should be fixed, and no data should be removed.
- ☐ Check that data is presented within 24 hours and is actionable.
- ☐ Make sure all actions recommended by the provider are driven by data.

incorrect payment ownership—that is, bills or portions of bills that clients paid even though they were not responsible for them.

"We audit for payment accuracy and ownership, as well as tariff and contract compliance to ensure that all clients' invoices are billed and paid correctly," Kristy Bishop, Director Sales & Marketing, says. Trans Audit also performs a logistical trend analysis to identify recurrent anomalies, confirm that accessorial charges make sense, and clients actually received the benefit of the services billed.



Some of the largest shippers in the world have relied upon the A3 Freight Payment team to design, implement, and manage their global freight payment solution.

Let us create a solution for you.

The timeframe for which overbillings and overpayments can be recovered varies based on error type and transportation mode. For overpayment errors, Trans Audit typically analyzes up to five years in arrears; while for overbilling errors, the time limits range from six months to three years in arrears, depending on the mode utilized.

Via TransPortal™, Trans Audit's online claims analytics system, clients have visibility to filed, open, and paid claims, as well as claims by mode, carrier, and error type, among other key metrics. Clients use this valuable information to take corrective action and make process improvements.

Chad W. Kennedy, IV, President of Trans Audit, states, "A truly consultative post audit should also provide clients with intellectual and process improvement insight. Trans Audit works cooperatively and collaboratively with its clients' carriers to ensure an expeditious and amicable review and recovery process."

Trans Audit's proven post-audit implementation process typically takes weeks rather than months. Trans Audit directly and independently obtains data from pre-audit companies, carriers, 3PLs, or 4PLs its clients employ, as well as from clients' ERP, TMS, or other systems.

Trans Audit's dedicated carrier relations department submits, coordinates, and resolves claims collaboratively with all carriers, with little or no client involvement.

As a result, clients find the implementation process, as well as ongoing support, to be efficient and non-resource intensive.

Kennedy says, "The post audit should deliver more than just monetary benefits; it should also provide continuous improvement and insight into a company's payment processes and supplier relations. Our ultimate objective is to deliver a non-intrusive, client-focused, information rich, high-ROI service."

TRAX DERIVING ACTIONABLE INSIGHTS

In 2018, Trax Technologies and Veraction merged. Their customers are seeing the benefits. The mission of the combined company, which kept the Trax name, is Total Transportation Spend Management or TTSM, says Samir Shah, chief strategy officer. To that end, it's invested heavily in its technology platform. Trax, based in Scottsdale, Arizona, works with shippers of all sizes and across all modes.

One result of Trax's technology investment is the TTSM Rate Manager, which has been commercially available since April 2019. Trax developed Rate Manager because it observed many companies struggling to manage freight rates across their enterprises, says Steve Beda, executive vice president. Many other systems could only handle one or two modes of transport and were not global solutions.

After all, developing a rate management solution for all modes of transportation across the globe is a daunting undertaking. The system must account for different rate definitions, multiple currencies, and numerous other variables. Trax's goal "was to provide a single source of truth, for all modes, all carriers, and in all regions of the world," Beda says. Rate Manager does that.

Rate Manager also is "agnostic." That is, it can synchronize rates and other information across multiple platforms, such as warehouse management and transportation management systems, as well as other FABP providers if required, Beda adds.

Trax has invested heavily in its Total Transportation Spend Management platform, which supports its freight audit capability. "We're leveraging best-of-breed, cloud-enabled technologies to provide scalability," Shah says. With this

capability, the system can easily handle spikes in companies' operations.

Another key feature of the TTSM is its extensibility, or ability to push and pull information to and from other systems. "We enable that knowledge transfer," Shah says.

The TTSM also drives automation. "We're removing manual processes and making it simpler and easier for enterprises to create workflows that deliver business outcomes," Shah says.

Within TTSM, Trax continues to advance its analytics suite so it can provide not just descriptions of actions that have already occurred, but prescriptive insight for the future. "It's like looking at your data in high definition," Beda says. Through the analytic tools, shippers



***"We leverage
best-of-breed,
cloud-enabled
technologies
to provide
scalability."***

**-Samir Shah
Chief Strategy Officer
Trax**

can interpret data, model scenarios, and evaluate courses of action. “We help shippers use the data to improve their transportation spend and overall logistics execution,” he adds.

For instance, Trax leveraged its business intelligence platform to provide an international retailer greater visibility to its transportation costs. The retailers uncovered and eliminated a number of inefficiencies, cutting its transportation costs by 8%.

And by analyzing inventory costs against the expense of expedited air freight at the SKU level, it cut inventory carrying costs by 3%—and that’s net of increased transportation costs from boosting its use of expedited shipping.

Trax currently processes more than \$12 billion in invoices each year, across all modes of transportation and all regions of the world, for both parcel and non-parcel shipments.

The investments Trax has made in its technology offerings reflect the company’s commitment to meeting clients’ needs for freight audit tools, analysis, and insight, over both the short- and long-term. “We’re thinking not only about today and tomorrow but about what’s going to happen in the future,” Shah says. “We’re well positioned to look into the future and be a trusted advisor and solution provider for our customers.”

U.S. BANK BUILDING BANKABLE SOLUTIONS

Through U.S. Bank Freight Payment, shippers and carriers can manage freight payments and audits across all

transportation modes with a single solution. “Our primary focus is helping our clients streamline their payment and audit functions, and we do that by taking paper out of the process,” says Jeff Pape, senior vice president, head of global transportation product and marketing with U.S. Bank.

In a fast-paced, changing market, customers need simple, efficient payments, he adds. Because U.S. Bank’s solution automatically completes a pre-payment audit of invoices, it can eliminate payment errors and ensure contract rate compliance. Based in Minneapolis, U.S. Bank is the fifth largest bank in the United States.

Also through the system, both shippers and carriers can view funds received and disbursed. Prepayment audits let carriers know they’re going to receive payment for the full amount of services they provided, while shippers can be

<https://ctsi-global.com>

TOTAL LOGISTICS TECHNOLOGY + INTELLIGENCE

CTSI • GLOBAL

In a world of complex supply chain data, go Global.

FREIGHT BILL AUDIT & PAYMENT: IT'S MORE THAN THE MONEY

confident their contractual business rules and terms were met. "Both parties have a shared interest in making sure that they're making the right payment at the right time," Pape says.

U.S. Bank Freight Payment also provides benchmarking data that can help companies compare their processes to peer organizations or best-in-class groups. Through this analysis, they often can realize additional savings.

For instance, Pape and his team discovered a customer's assessorial charges were 15% higher than its peer group. Further research showed the customer was being charged detention because its trucks were actually arriving before their scheduled times at the dock. Using this knowledge, the company adjusted its routes and schedules to minimize detention charges. "That's where the science and the analytics come into play," Pape says. Most customers save

"Our primary focus is helping clients streamline their payment and audit functions."

-Jeff Pape, SVP, Head, Global Transportation Product and Marketing, U.S. Bank



between 2% and 4% of their total freight spend by catching these errors, he adds.

U.S. Bank also offers a trade finance solution that helps both shippers and carriers maximize their working capital.

Say a carrier wants to receive payment sooner than the terms of its contract with a shipper currently stipulates. U.S. Bank can make the payment as soon as the invoice is approved, and then work with the shipper to ultimately collect the funds owed. Conversely, for shippers looking to extend days payable outstanding and use some of their working capital, U.S. Bank can provide extended terms. "As a bank, we can facilitate and move money to meet customers' needs and provide flexibility," Pape says.

U.S. Bank deploys a hands-on approach that provides it with a deep understanding of its clients' processes and priorities. It can interface with its clients in numerous ways, including paper, EDI file transfers, and APIs. As a result, it's able to minimize disruptions to its clients' processes, Pape says.

And as a regulated financial institution, U.S. Bank takes data and payment security seriously. "We're regulated and held to a standard that's much higher than our nonbank competitors," Pape says. U.S. Bank has robust and mature processes for data security and business and disaster recovery. Each of its processes are vetted and tested quarterly. It's one of fewer than 10 companies in the United States that have tier-four data centers—the highest level possible. "It even goes beyond the standard we're held to by regulators," Pape says.

An advertisement for iGPS featuring a green and white background. At the top, the text "It Pays to Ship Smart" is in a large, bold, sans-serif font. Below it, in a smaller font, is "Industry-Leading Sanitization and Product Safety". A list of six benefits follows, each preceded by a circular icon: "Lower Costs" (dollar sign), "Capture Critical Data" (database cylinder), "Manage Perishables" (apple), "Reduce Damage" (shield), "Improve Hygiene" (microscope), and "Reduce Carbon" (leaf). In the center, the iGPS logo is displayed with the tagline "LIGHTER, STRONGER, SAFER, GREENER" underneath. Below the logo is the contact information: "www.igps.net | info@igps.net | 1.800.884.0225". At the bottom, a black iGPS pallet is shown from a three-quarter perspective. The text "The Sustainable Shipping Choice" and "100% Recyclable Pallets" is at the bottom right of the graphic.

ARE YOU GETTING THE MOST OUT OF YOUR DATA?

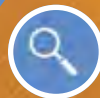
Data is the most powerful tool available to shippers, but most have limited access to real-time normalized data necessary to make informed strategic decisions.

LEVERAGE YOUR DATA. SHIP SMARTER.

www.intelligentaudit.com
info@intelligentaudit.com
201.880.1110



INTELLIGENT AUDIT



FREIGHT AUDIT & RECOVERY



BI & ANALYTICS



NETWORK OPTIMIZATION



BANK-BACKED FREIGHT PAYMENT



PROACTIVE ADVISORY SUPPORT

FREIGHT BILL AUDIT & PAYMENT: IT'S MORE THAN THE MONEY

iGPS POOLING RESOURCES

Just as FBAP services help ensure accurate freight bills, the pallet pooling company iGPS helps ensure products, and particularly grocery items, move to their desired destinations on time and intact.

"We're a plastic pallet pooling company," says Jeff Liebesman, chief executive officer with the Orlando, Florida-based firm. "We provide on-time, every-time quality pallets to our customer base."

iGPS offers the only rental pallet that's earned the NSF's Food Equipment Certification. "iGPS pallets can easily be cleaned, won't absorb fluids that can lead to contamination, and never require treatment with toxic pesticides or

fungicides," Liebesman says. Formerly the National Sanitation Foundation, NSF is a non-profit organization that certifies food service equipment.

Not surprisingly, iGPS focuses on the grocery supply chain and the manufacturers that supply it. Its pallets transport their products to grocery retailers. Once the grocer no longer needs the pallets, iGPS arranges for their recovery and return. "We remove the hassle of pallet management from the manufacturer and retailer," Liebesman says. "Neither needs to spend resources moving empty pallets."

To add to their sustainability, plastic pallets typically weigh less than wood pallets. That means shippers often can squeeze one or two more pallet loads onto a trailer than they can when using wood pallets. "Our plastic pallets are an exemplar of the circular economy," Liebesman says.

SUPPLY CHAIN BOOST

Shippers are taking action to become "shippers of choice" in order to move freight quickly and reliably. One step toward this goal is paying their bills on time and accurately.

Freight bill audit and payment service providers help on this front. And that's just for starters.

They also make sure shippers don't pay more than they owe, or more than similar shippers in their market.

With the expertise, technology, and processes to help global enterprises not just ensure billing accuracy, freight payment providers bring more value than money. As partners, they collect insights and pinpoint actions for shippers to clear a path toward a more efficient supply chain. ■



WORLDWIDE TRANSPORTATION COST RECOVERY & REDUCTION

UNMATCHED EXPERTISE, RESOURCES, ANALYTICS & RESULTS

CONTINGENT RECOVERY OF OVERBILLINGS & OVERPAYMENTS

CONTINUOUS PAYMENT & BILLING IMPROVEMENTS

ALL MODES OF TRANSPORTATION IN ALL PLACES

Don't Just Post Audit — Trans Audit!

**1-845-297-9535
TRANSAUDIT.COM**



ON-DEMAND TMS
FREIGHT AUDIT
COMPLIANCE
MOBILITY
SERVICES

Fortigo offers value-add technology logistics services to streamline the supply chain, reduce operating costs, improve productivity and facilitate collaboration with carriers and vendors.

Fortigo On-Demand TMS delivers best-in-class, carrier neutral domestic and international shipping automation, visibility, event management and freight audit.

www.fortigo.com



REDUCE COST | IMPROVE EFFICIENCY | ELEVATE CUSTOMER SERVICE
ELIMINATE PAPERWORK | OPTIMIZE LOGISTICS | ACCELERATE RECEIVABLES

MEET YOUR 3PL'S TECHNOLOGY BACKBONE

3PL Central provides cloud-based WMS solutions for 3PLs so they can transform paper-based, error-prone businesses into service leaders focused on customer satisfaction, efficient operations, and growth.



Efficient Operations & Best Practices



Paperless Warehouse Environment



Intuitive 3PL-Centric Billing



Complete Visibility & Real-Time Reporting



Deliver a Superior Customer Experience

This is how we transform 3PLs.

\$8,092

Average savings in labor per month

1 MILLION

Orders processed every week

22%

Increase in order volume annually



888.375.2368 • www.3plcentral.com



WMS

BUYER'S GUIDE 2019

Warehouse management system (WMS) software helps track inventory so you can pick and ship to customers faster, eliminating the errors and back orders that can cause them to bail on you. Use this list of leading WMS vendors to narrow down your choices, and zero in on the right solution for you.

[WMS BUYER'S GUIDE 2019]

COMPANY	PRODUCT	DESCRIPTION
3PL Central El Segundo, CA 3plcentral.com 888-375-2368	3PL Warehouse Manager	Manages inventory, automates routine warehouse tasks, and delivers complete visibility to third-party logistics (3PL) providers and their customers.
Archon Interactive Baltimore MD archon-interactive.com 603-437-0424	WaveTrakWMS	Simplifies all warehouse tasks through automated data collection and workflow compliance. Items are received, put away, picked, consolidated, packed, and shipped quickly and accurately. Produces a quick return on investment.
ASC Software Beavercreek, OH ASCsoftware.com 937-429-1428	ASCTrac	End-to-end supply chain execution solutions—from purchase orders to warehouse receiving, inventory, manufacturing, MRP, forecasting, order picking, shipping, invoicing, EDI, and e-commerce—all seamlessly integrated.
BluJay Solutions Chelmsford, MA blujaysolutions.com 866-584-7280	Warehouse Management	Provides a straightforward toolset to manage and control all the variables associated with operating a warehousing business.
Cadre Technologies Denver, CO cadretech.com 866-252-2373	Cadence WMS	Real-time WMS organizes inventory, orders, shipments, and workflow for distributors, 3PLs, and manufacturers. Can manage businesses with multiple clients, distributors, suppliers, and warehouses.
Camelot 3PL Software Charlotte, NC 3PLSoftware.com 704-554-1670	Excalibur WMS	Provides support for 3PL operations: billing, multi-tenant inventory management, e-commerce fulfillment, shopping cart integration, EDI, wireless scanning, workflow, automated emails, customer web portal.
Core eBusiness Solutions Fairfield, NJ core-warehouse.com 201-836-8900	CoreWarehouse	Fully featured, highly scalable cloud-based software provides 3PLs and warehouses with a complete turnkey WMS solution.
CorePartners Frederick, MD coreims.com 866-267-3967	CoreIMS	Multi-lingual, cost-effective inventory management system that provides flexibility in supporting warehouse operations of any complexity. Integrates with accounting.
CP Tech Savage, MN distributionplus.co 800-686-6270	DistributionPlus Warehouse Management	Ensures items are where they are supposed to be in the warehouse, making it easier to fulfill orders. Uses technology to determine that orders are fulfilled correctly. Ensures that whenever a product is transferred, put away, or moved in any way, it is placed in the correct location.
Dassault Systèmes Waltham, MA apriso.com 562-951-8000	DELMIA Apriso Warehouse	Synchronizes manufacturing operations across the entire production process. Allows manufacturers to achieve real-time visibility and control to reduce costs and inventory, improve service, collaborate effectively, and meet quality and compliance initiatives.

[WMS BUYER'S GUIDE 2019]

COMPANY	PRODUCT	DESCRIPTION
Datex Clearwater, FL datexcorp.com 800-933-2839	Datex FootPrint WMS	Integration-ready, flexible, workflow-driven WMS handles fast-paced, high-volume operations including 3PL, e-commerce fulfillment, distribution, refrigerated warehousing, and pharma/healthcare. Customizable reporting, serialization/aggregation, 3PL billing, web portal.
Deposco Alpharetta, GA deposco.com 877-770-1110	Bright Warehouse	Easy-to-use solution allows businesses full visibility into warehouse inventory. Pick, pack and ship. Integrates with homegrown systems as well as ERP and CRM providers.
Dynamix eCore Solutions Ft. Lauderdale, FL dynamixecoresolutions.com 954-575-7777	CoreWarehouse	Cloud-based Tier 1 WMS software to help 3PLs and standalone warehouses manage inventory, equipment, billing, staff efficiency, and costs.
Ehrhardt Partner Group Charlotte, NC epg.com 704-927-1483	LFS.wms	Powers active control, enabling real-time visibility for optimal management of logistics processes and resources. Supports all major technology platforms, SAP-certified.
Epicor Austin, TX epicor.com 512-328-2300	Epicor ERP	Enables users to link warehouses with order processing and manufacturing operations to optimize pick, pack, ship, and receiving processes.
EVS Boulder, CO evssw.com 303-494-1765	mobe3	User-friendly, industry-grade WMS option for companies that have outgrown their ERP's inventory capabilities. Improves labor efficiency, space utilization, quality, and accuracy.
eWMS Evanston, IL ewms.com 847-475-2710	eWMS	Cloud-based WMS allows warehouses to easily handle operations from computer, tablet, mobile, or eWMS mobile iOS app. Customizable without IT support.
Fascor Cincinnati, OH fascor.com 513-421-1777	FASCOR WMS	Integrates seamlessly into ERPs, providing real-time inventory visibility and dynamic dashboards. Eliminates bottlenecks and errors; improves inventory accuracy and service; accelerates fulfillment, productivity, and throughput; and reduces freight and labor costs.
Fishbowl Orem, UT fishbowlinventory.com 800-774-7085	Fishbowl Warehouse	Generates a purchase order automatically and bills it to QuickBooks when a user orders new products. Receives products into the warehouse by scanning them in with a wireless mobile device, then stores them in their assigned place in the warehouse.
Foxfire Software Greenville, SC foxfiresoftware.com 864-868-5243	Foxfire WMS	Flexible and fully customizable software for 3PLs, food, apparel, retail, and electronics companies. Source code available, and now offering subscription pricing.

[WMS BUYER'S GUIDE 2019]

COMPANY	PRODUCT	DESCRIPTION
Foysonis Raleigh, NC foysonis.com 800-380-5206	Foysonis WMS	Improves logistics efficiency and accuracy by using a SaaS software model. Manages receiving operations, orders and shipments, picking and replenishment, and inventory control. Generates reports for decision support.
Generix Group Montreal, QC generixgroup-northamerica.com 514-938-4562	Generix Group WMS	Flexible WMS for companies that need nimble, efficient, and scalable supply chains, while ensuring execution excellence, compliance, and operational stability.
GlobalTech SCM Solutions Miami, FL globaltechus.com 954-885-9066	Depot WMS	Used by 3PL, distributor, and retail businesses. Provides end-to-end traceability, starting with receipt up to delivery. RF technology boosts accuracy and speed in the warehouse.
HAL Systems Roswell, GA halsystems.com 770-927-0700	HAL Traxx Inventory	A warehouse management solution for warehousing and production environments. Real-time, browser-based and configurable, offering all standard warehousing functionality, making it a higher-value, lower-cost solution.
HighJump Minneapolis, MN highjump.com 800-328-3271	HighJump Warehouse Management System	Empowers complex global enterprises, 3PLs, and SMBs to realize strategic roadmaps by seamlessly adapting to on-demand and emerging business models with innovative technologies.
Highway 905 Hillsborough, NJ highway905.com 908-874-4867	Highway 905 Warehouse Management System	Cloud-based WMS solution for businesses of any size, with real-time warehouse control tower, customizable features, advanced technology, and analytics-based smarter fulfillment.
Honeywell Intelligrated Mason, OH intelligratedsoftware.com 866-936-7300	Momentum Warehouse Execution	Incorporates multiple warehouse functionalities—from receiving to shipping and everything in between—into a common code base. Serves as the one system to run, manage, and coordinate fulfillment operations within the four walls of the warehouse.
IBM Armonk, NY ibm.com 914-499-1900	Sterling WMS	Web-based application provides a comprehensive end-to-end solution to help businesses manage inventory and processes throughout their network, through a synchronized warehouse management system.
inconso Bad Nauheim, Germany inconso.com 496-032-3480	inconsoWMS	Serves the e-commerce/automotive/retail/3PL/manufacturing/plastics/polymer industries. Provides company-specific control. Can be integrated into user's IT landscapes and made accessible to business partners with web services.
Infor New York, NY infor.com 866-244-5479	CloudSuite WMS	Supports multi-channel fulfillment, shapes markets using prescriptive insights and demand sensing, reduces inventory through DC bypass, dynamically allocates inbound inventory, and improves speed to market with a well-orchestrated supply chain.

[WMS BUYER'S GUIDE 2019]

COMPANY	PRODUCT	DESCRIPTION
IntelliTrack Sparks, MD intellitrack.com/software/ warehouse-management 888-583-3008	IntelliTrack WMS	Enables smarter decisions about inventory levels, warehouse layout, and order fulfillment. Offers flexible inventory options including putaway, routing, order fulfillment routing, serial number, lot control, expiration date, and pallet tracking.
Interlink Technologies Perrysburg, OH thinkinterlink.com 419-893-9011	Warehouse-LINK	User-friendly, browser-based, Android-compatible solution provides dynamic slotting, cross docking, wave planning, and work order processing to decrease order fulfillment time and utilize warehouse space efficiently.
International Data Systems Anchorage, AK internationaldatasystems.com 877-254-4858	Velocity WMS	Handles the movement of each process—receiving, inventory control, shipping, order fulfillment, and 3PL warehouse billing—efficiently and accurately.
Invata Intralogistics Conshohocken, PA invata.com 860-819-3200	FastTrak WMS	Coordinates and tracks the movement, storage, and processing of inventory through fulfillment centers, distribution centers, and warehouse automation systems from receiving to shipping.
Iptor Sacramento, CA iptor.com 916-542-2820	Iptor WMS	Controls the movement and storage of materials within a warehouse and processes the associated transactions, including shipping, receiving, putaway, and picking. Directs and optimizes stock putaway based on real-time information about the status of bin utilization.
JDA Software Chapel Hill, NC jda.com 415-606-9085	JDA Warehouse Management	Through real-time transaction processing, optimized storage and selection strategies, directed task management and integrated labor standards, this platform maximizes labor utilization, reduces obsolescence, and leverages available capacities while driving best-in-class customer service.
LOG-NET Tinton Falls, NJ LOG-NET.com 732-758-6800	LOG-NET	Seamlessly integrates warehousing with documentation, finance, order management and transportation.
Logimax Jacksonville, FL e-logimax.com 855-253-8855	Logimax WMS	Affordable and easy-to-use warehouse management system is browser-based and leverages the strength of the IBM i platform.
made4net Hackensack, NJ made4net.us 201-645-4345	WarehouseExpert	Robust WMS automates small to large warehouses and DCs. Standard features, business-rules driven, with add-on LMS, YMS, automated MHE, RF, voice, robots, and more.
Magaya Corporation Miami, FL magaya.com 786-845-9150	Magaya WMS	Controls and manages cargo and inventory before it arrives and in the warehouse. Tracking software defines locations and sets default receiving locations for inventory. Automates billing for storage and defines charge types for cold storage and other specialties. Provides 24/7 visibility.

[WMS BUYER'S GUIDE 2019]

COMPANY	PRODUCT	DESCRIPTION
Manhattan Associates Atlanta, GA manh.com 877-596-9208	WMS	Speeds the flow of goods and information for flawless execution across inventory, labor, space, and automation. Drives flexible omnichannel fulfillment including wave and waveless strategies.
N'Ware Technologies Dover, NH lisawms.com 800-270-9420	LISA WMS	Streamlines all warehouse operations and eliminates manual operations/errors. Manages barcode scanning, system directed/optimized activities, serial number/lot tracking, e-commerce/EDI integration, and more. SAP-certified with SAP Business One.
NetSuite San Mateo, CA netsuite.com 877-638-7848	NetSuite WMS	Offers a global, real-time view of inventory status; vendor, CM, and 3PL location management; and full DRP capabilities for multi-location planning. Facilitates easy collaboration with supply chain partners.
Odyssey Logistics & Technology Danbury, CT odysseylogistics.com 855-493-7225	Warehousing/ Distribution Services Suite	Fully integrated WMS, with EDI, barcoding, inventory control system, cross dock and trans-load services. Rail unloading and reloading capabilities. Food grade warehouse space. Pick/pack, kitting, labeling.
Oracle Redwood Shores, CA oracle.com 800-633-0738	Oracle Warehouse Management Cloud	Improves material handling efficiency and labor productivity, maximizes space utilization, and enables multichannel fulfillment. Provides greater visibility into operations and workforce to help reduce labor inefficiencies, raise overall performance, and improve accuracy.
PathGuide Technologies Bothell, WA pathguide.com 888-627-9797	Latitude WMS	Comprehensive warehouse management software that automates inventory transactions, including receiving, transportation management, zone picking, slotting, cycle count planning, truck route shipping, and carrier compliant manifesting.
ProVision WMS Toronto, ON provision-wms.business.site 877-977-6967	proVision WMS	Connects information and resource management to help customer service and operational decision-makers coordinate order fulfillment, warehouse management, and labor.
QSSI Somerset, NJ qssi-wms.com 800-338-4420	PowerHouseWMS	Offers a comprehensive suite of capabilities—picking, putaway, replenishment, receiving, cycle counting, wave planning, labor planning, reporting, production, internet access, and 3PL billing modules right out of the box.
Robocom Farmingdale, NY robocom.com 631-753-2180	Warehouse Management System	Helps manage warehouse resources such as inventory, people, space, and equipment. Improves accuracy through high visibility. Improves customer relationships and increases warehouse and DC efficiencies.
SAP Newton Square, PA sap.com 800-872-1727	SAP Extended Warehouse Management System	Enhances storage and inventory management processes and supports goods movement by all transport modes. Provides control over high-volume warehouse operations and supply chain execution. Features on-premise deployment and manages inbound/outbound processes.

[WMS BUYER'S GUIDE 2019]

COMPANY	PRODUCT	DESCRIPTION
SkuVault Louisville, KY skuvault.com 502-795-5491	WMS	Allows SMBs to use barcode scanning for quality control, pick/pack, and receiving across multiple warehouses. Paperless, standard, and hybrid picking; vendor management; PO system.
Softeon Reston, VA softeon.com 703-793-0005	Softeon Advanced WMS	The rules engine foundation and multiple levels of adaptability optimize distribution to handle the basics while also providing unique functionality right out of the box with fixed-price deployments.
SphereWMS Littleton, CO sphereWMS.com 818-678-2601	SphereWMS	Full-feature browser-based WMS that supports e-commerce, parcel shipping, retail EDI, and scanning via native Android, iOS, and Windows Mobile apps.
Suntek Systems Irvine, CA suntekscm.com 949-789-0070	iFulfill	Fully scalable system provides inventory visibility, event notification, order management, multi-warehouse support, integrated barcode scanning, and GAAP-based accounting.
Supply Vision Phoenix, AZ supply-vision.com 847-388-0065	Warehouse Management System	Provides transparent data integration for any size business, increasing efficiency and control and allowing users to manage multiple clients across multiple warehouses. Automates warehouse fees and invoices customers quickly and correctly.
Synergy North America Broomfield, CO snapfulfil.com/us 720-372-1250	Snapfulfil WMS	Tier-one RF-directed WMS capable of deploying in 45 days. Offers a range of deployment methods and payment options, including a No Capex Model.
Tecsys Montreal, Canada tecsys.com 514-866-0001	Itopia Warehouse Management System	Automates and optimizes warehouse activities. Scalable platform adaptable to diverse business needs. Quick onboarding and user-friendly visual applications. Integrated to omni-channel distribution capabilities.
TransGroup Global Logistics Seattle, WA transgroup.com 800-444-0294	TransWarehouse	Manages multiple warehouses anywhere globally. View inbound inventory and create outbound shipments by SKU or PO, all with integrated tracking/proof of delivery.
WITRON Arlington Heights, IL witron.com 847-385-6000	WITRON Warehouse Management System	In addition to standard warehouse management functions, this system also incorporates different sub-systems and warehouse types on one platform.
Zethcon Lombard, IL zethcon.com 847-318-0800	Synapse	Highly configurable, comprehensive system for mid-size 3PL and distribution operations. Helps optimize warehouse processes to drive growth, revenue, and end-to-end reliability.



DISTRIBUTION
LOGISTICS
SUMMIT

NOV 5-6 2019

Pearson Convention Center, ON

www.dlssummit.com

Distribution, Warehousing, & Fulfillment in the Age of E-Comm

The Distribution Logistics Summit (DLS) is the only conference of its type focused on the expanding, evolving, and inter-connected distribution supply chain sector.

Our conference program covers a range of hot topics, including: Distribution Center site tours, industrial logistics market outlook, site selection, e-commerce trends, next gen warehousing, "bionic" and digital supply chains, and so much more.

Register with code
BOUND19
for \$20 off

www.dlssummit.com

MEDIA PARTNER

inbound
logistics
a II THOMAS company

 **informa markets**

IT TOOLKIT

Kicking the Tires on an IoT Solution

THE CUSTOMER

Michelin North America is a \$10.8-billion company that manufactures and sells tires for airplanes, cars, farm equipment, heavy duty trucks, motorcycles, and bicycles. It produces finished goods in 16 plants, while two sites produce retreads for the trucking industry and one site produces retreads for the aircraft industry.

THE PROVIDERS

Sigfox is a French global network operator that builds wireless networks to connect low-power objects such as electricity meters and smartwatches, which need to be continuously on and emitting small amounts of data.

Argon Consulting is an international consulting firm that helps companies achieve a sustainable competitive advantage through operational excellence.

by Tom Gresham

Tire manufacturer Michelin is a shipper with a massive global footprint and complex demands. With headquarters in Clermont-Ferrand, France, Michelin operates 121 production facilities in 17 countries; those facilities produced approximately 190 million tires in 2017. With a presence in 170 countries, distributing products across the globe is a challenging and sophisticated operation.

One chief distribution method is moving supplies by sea in shipping containers. The company holds contracts with the container providers, but those providers then rely on subcontractors to manage delivery of the containers from one location to another.

In the past, Michelin received an estimated date of arrival and notification when a shipment had reached its destination, but that was the extent of visibility to its container shipments. Some shipments could take as long as four months during which time Michelin would have no view of where its tires were. Managing the distribution of millions of tires without always knowing their location was far from ideal.

Replenishing the supply of tires for customers without clear shipment visibility was “a big pain point,” says Pascal Zammit, director of connected mobility solutions at Michelin, particularly when inventory was tight.

As an example of the associated challenges, Zammit points to Michelin’s work supplying specialty tires to vehicles used by mining companies,

which depend on the tires to keep operations running. Late deliveries and uncertain shipping processes threatened to cause major problems for Michelin’s customers.

In an effort to improve shipment tracking, Michelin approached Sigfox, a France-based Internet of Things (IoT) service provider founded in 2010.

“Michelin had no visibility and no control,” recalls Laetitia Jay, chief marketing officer for Sigfox. “They had to rely on information provided through a contractor. So they came to us looking for a track-and-trace application to see their shipments.”

SMALL BUT MIGHTY

Available in 60 countries, Sigfox’s 0G solution is a low-bandwidth dedicated network that is managed in the cloud rather than on devices. The solution enables the cost-effective transfer of small amounts of critical data at a low cost, helping to reduce the expense of using IoT technology tools.

In 2017, Sigfox teamed with Michelin and Argon Consulting, an international

CASEBOOK STUDY

Getting Tired

CHALLENGE

Michelin wanted to strengthen visibility into maritime shipments so that it could better track its goods and plan for their arrival at their destinations. The tire company needed a solution that could provide accurate data at a low cost.

SOLUTION

Michelin teamed with Sigfox and Argon Consulting to develop a solution that uses low-power IoT sensors in tandem with Sigfox's OG network to track Michelin's products as they travel in shipping containers over long distances spanning several months. The Sigfox solution transfers small amounts of critical data cost-effectively with low energy output.

RESULTS

In a large-scale trial in 200 shipping containers, Michelin saw visibility to its products in distribution improve dramatically. As a result, Michelin reduced transit stock by 10% by scheduling real-time alerts about delays and transport conditions. The sensors and OG network also increased the accuracy of estimated time of arrival by 40%. In addition, Michelin gained insight into inefficiencies in the routing of shipments by subcontractors.

NEXT STEPS

Michelin, Sigfox, and Argon Consulting teamed to form a joint venture called Safecube to commercialize a solution based on their successful efforts with Michelin's shipments. Safecube's solution will locate shipments and track their transport conditions in real time for shippers.



To boost visibility to container shipments, tire manufacturer Michelin implemented a low-cost solution that encompasses Internet of Things functionality.

consulting firm based in Paris, to develop a trial in which simple, low-energy-consuming IoT sensors connected to Sigfox's network were placed in two containers carrying Michelin supplies.

The trial proved successful in unexpected ways. While intended to help Michelin better understand where shipments were located during distribution, the trial also revealed important inefficiencies.

For example, one container took a suboptimal route that cost valuable time while another container sat in a harbor for weeks without moving and arrived late at its destination. Tracking the shipments not only provided visibility but also important insights into possible improvements in shipping.

MEASURABLE BENEFITS

The success of the initial test prompted the development of a larger trial involving 200 containers. This trial demonstrated a range of measurable benefits. In particular, Michelin reduced transit stock by 10% by scheduling real-time alerts about delays and transport conditions. The IoT sensors and OG network also increased the accuracy of estimated arrival times by 40%.

Improved visibility netted Michelin new advantages, including a better foundation for planning, Zammit says. By tracking a shipment throughout its route, Michelin could more confidently determine how to plan for the shipment's arrival at its destination, removing the uncertainty that had been a consistent challenge in the past. Instead of deciding where a shipment would be distributed four months before it reached land, better visibility allowed Michelin to be more strategic in how it allocated supplies once they arrived at their initial destination and to optimize their distribution.

"If we know exactly where a shipment is we can decide at the last moment where to send a supply and how," Zammit says.

The improved visibility helped reduce instances when late shipments might cause Michelin to scramble to fill emergency orders for customers. Sigfox focuses on the business case for a solution—rather than starting with the technological solution—and homes in on critical key performance indicators. With the better visibility afforded by the collaboration with Sigfox and Argon Consulting, Michelin saw improvements that have "a direct impact on customer satisfaction," Jay says.

"This solution is about business and it's about money," she says. "It's about reducing costs, helping to prepare for emergencies, and being able to better anticipate when shipments will arrive at their destinations."

The Sigfox solution was also cost-effective because the technology was not unnecessarily sophisticated for the task at hand—tracking basic information about shipments over a long haul. A more robust 5G network would offer capacity that Michelin would never use and come at a much higher price. A solution that is too expensive for its job destroys its value and return on investment.

"You don't need to use the most robust technology to track shipments," Zammit says. "You need an affordable solution that can do the job and provide the information that you need."

Michelin, Sigfox, and Argon Consulting recognized that other companies would be interested in replicating their success in improving the visibility of international shipments in a low-cost manner. They collaborated to create a joint venture called Safecube, which commercialized the intercontinental tracking solution and made it available to other shippers. Safecube launched in spring 2019.

Many shippers move goods whose container-by-container value does not justify the use of an expensive tracking solution. Safecube combines

includes dashboarding and monitoring management software tools.

"The solution uses a limited amount of data, so we don't waste money in the communication," says Wael Cheaib, founder and CEO of Safecube. "Our devices are simple and frugal and can be used one shipment after another."

PLANS UP IN THE AIR

Safecube currently focuses on shipments that travel by sea, but plans to eventually work with companies on air shipment visibility.

"From an industrial point of view, maritime flows are among the most complex and the least controlled within the supply chain," says Fabrice Bonneau, CEO of Argon Consulting. "Some key challenges are poorly optimized routes, lack of visibility, and administrative complexity linked to the large number of players in this space."

In addition to simple location tracking, Safecube solutions monitor basic conditions during transport, such as temperature, humidity, and shocks, to ensure goods travel in a suitable climate.

"For many businesses, it's crucial to monitor the condition of goods during shipment," Cheaib says. "That's something we will be able to do with the Safecube solution."

THE BEST FUEL FOR THE ENVIRONMENT IS NOW THE BEST FUEL FOR YOUR BUDGET.

People are having more goods delivered, faster, than ever before. Which means your fleet is generating more emissions than ever before. What if you could cut your fleet's carbon footprint to zero and save money doing it?



www.CleanEnergyFuels.com



Sigfox's 0G network with low-power IoT sensors that require little expense or upkeep. Its complete solution also

IN THIS SECTION:

3PL – Fleet Management

3PL



3PL LINKS www.3pllinks.com

3PL Links is a third-party logistics firm dedicated to providing dependable and cost-effective global logistics and order fulfillment services that help companies reduce costs, save time, and enhance customer satisfaction. Our integrated suite of services provides transportation management, distribution and warehousing solutions through our leveraging process, purchasing power and technology. To find out how we can help your company streamline your supply chain, visit www.3pllinks.com or email us at info@3pllinks.com.

REGAL LOGISTICS www.regallogistics.com

With 50 years' experience, Regal Logistics delivers innovative shipping solutions, state-of-the-art systems, lower costs, and better results. We offer comprehensive services, from Port to Sale, for companies importing from Asia and specialize in weekly replenishment services and distribution.

Customers benefit from our expertise shipping to 800+ retailers and specialty stores, industry-specific solutions, and streamlined logistics processes that improve product flow. Regal distributes to 90% of the U.S. within 3 days. Planned expansion in 2020 will cut that to 2.



UTXL www.utxl.com

Whether you need a core transportation service provider or a resourceful backup relief valve, turn to UTXL. UTXL handles truckload and multiple stop shipments (consolidated LTL) between any points in North America, and can arrange service to or from any state with satellite and/or cellular equipped teams and single drivers for your van, reefer, flatbed, or oversized shipments. Shippers nationwide rely on UTXL for reliable service and economical prices; you can, too. Check out the website for all the details.

FLEET MANAGEMENT

TRIMBLE TRANSPORTATION www.trimble.com

Helping the world's on-land commercial vehicle industry achieve greater overall fleet performance, Trimble Transportation provides innovative and integrated onboard computing and mobile communications systems that enable managers to get data-driven business intelligence at their fingertips. That data helps them make better decisions that lead to greater overall profitability.



IN THIS SECTION:

Freight Payment/Audit Services

FREIGHT PAYMENT/AUDIT SERVICES

**A3 FREIGHT PAYMENT** www.a3freightpayment.com

A3 Freight Payment partners with large-volume shippers who are seeking a high degree of customization, exceptional customer service, reliable processing, and minimum resource involvement in managing their solution. The A3 Freight Payment team has a track record of designing, implementing, and managing global freight payment solutions for some of the largest shippers in the world. This experience is crucial to the successful development and deployment of a solution, while ensuring a smooth transition for our clients.

AR TRAFFIC CONSULTANTS www.artraffic.com

AR Traffic has been providing shippers with advanced transportation management software and third-party logistics services since 1964. All its products and services are designed to improve your efficiency, accuracy, record-keeping, control, and auditability as well as to lower your freight costs. For a free study to show how you can cut costs, improve customer service, and streamline your business, visit the website today.

**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

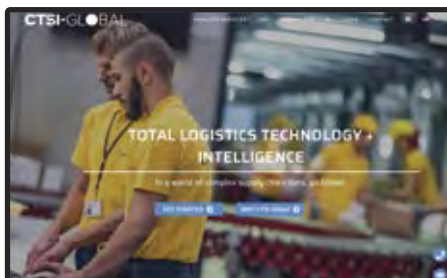
Since 1923, organizations have leveraged CT Logistics to provide global freight audit & payment and transportation management solutions. Partner with CT to design and implement customized supply chain and rate management solutions. CT's Business Intelligence platform provides global spend visibility and data analysis using SOCII and ISO 9001:2008 certified processes. Services also include: Shipment Execution, Bid Management, Shipment Planning and Execution Software, and Professional Services for consulting and advising.



IN THIS SECTION:

Freight Payment/Audit Services

FREIGHT PAYMENT/AUDIT SERVICES



CTSI-GLOBAL www.ctsi-global.com

For more than 50 years, CTSI-Global 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-Global is your link to supply chain solutions.

DATA2LOGISTICS www.data2logistics.com

Data2Logistics provides the business intelligence you need to reduce transportation expense by 7 to 15%, and improve control of 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, truckload, air, ocean, and parcel. We are a recognized source for actionable information, not just access to data. Data2Logistics has the experienced staff and global presence to service your locations in North America and around the world.



enVISTA www.envistacorp.com

enVista is a leading global transportation spend management solutions company with experts around the globe who help clients reduce cost and improve visibility throughout their worldwide operations. enVista's audit and payment service utilizes myShipINFO®, our proprietary, transportation cost management platform, which includes unit of measure, currency conversions, multi-lingual translations, and VAT calculations to ensure carrier compliance for global shippers and 3PLs.

FORTIGO www.fortigo.com

Fortigo's team of experts specializes in logistics optimization and enterprise Web-based software. For companies seeking to reduce costs, improve customer satisfaction, and increase profitability, Fortigo automates, optimizes, and audits logistics decisions. Fortigo plugs into established supply chain applications and provides rapid return on investment by optimizing and deploying closed-loop logistics processes, minimizing ship-to-order times and streamlining collaboration with logistics providers.



IN THIS SECTION:

Freight Payment/Audit Services

FREIGHT PAYMENT/AUDIT SERVICES

**INTELLIGENT AUDIT** www.intelligentaudit.com

Intelligent Audit provides its clients with a global, all-mode transportation audit, recovery, freight payment, and business intelligence reporting partner. Started in 1997, Intelligent Audit has grown from a small parcel audit solution into one of the largest freight auditors in the marketplace today. Recently named the fastest growing company in the transportation and logistics industry by Inc. Magazine, Intelligent Audit works to analyze and recover transportation costs on behalf of nearly 2,000 clients across dozens of industries.

nVISION GLOBAL www.nvisionglobal.com

nVision Global is an industry leader in providing configurable logistics services and solutions for customers around the world, enabling them to optimize their supply chain and gain access to critical data. We offer a full suite of logistics services and solutions that allow for end to end shipment and supply chain management and visibility. Our solutions include a global, multi-modal TMS application, international freight audit and payment, loss & damage/overcharge/service failure claims management, as well as industry leading logistics analysis solutions.

**ORCA** www.orca.bi

Orca Freight Audit & Analytics is a modern-day freight audit organization that prides itself on offering best-in-market freight audit, data cleansing, and analytical reporting for the lowest prices in the industry. Orca's solution is an integrated supply chain technology that helps create efficiencies and reduce costs. It empowers your supply chain with the information you need to make better decisions, faster.

RATELINX www.ratelinx.com

For 15 years, RateLinx has developed and implemented the only logistics management software that standardizes freight invoice, track and trace, shipment, and order/item data. This creates unparalleled visibility and Integrated Shipping IntelligenceSM to solve your freight management problems. RateLinx deploys the modules you need to integrate with any ERP/WMS. Leveraging big data to provide predictive analytics, the multi-carrier, multi-modal, multi-location software monitors performance by product line, sales channel or entity.



IN THIS SECTION:

Freight Payment/Audit Services – Logistics IT

FREIGHT PAYMENT/AUDIT SERVICES

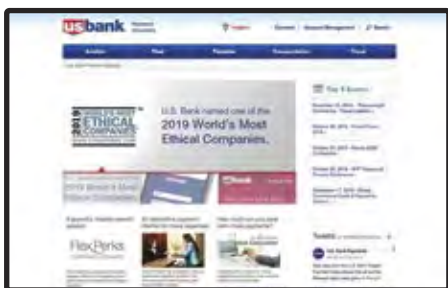


TRANS AUDIT www.transaudit.com

Trans Audit, the world's largest and most successful global freight and parcel post audit specialist, has performed worldwide post-payment transportation audits on a contingent basis for hundreds of Fortune and Global 1000 corporations. Trans Audit's freight and parcel post audit services address all modes of global transportation and have delivered more than \$1 billion of benefit to our clients' bottom line by recovering overbillings and overpayments, correcting erroneous billing, and reducing future expenses.

TRAX www.traxtech.com

Trax is a global leader in Transportation Spend Management solutions. Combining industry leading cloud based applications with expert services, we are transforming traditional freight and parcel audit to help customers better manage and control their global transportation costs and drive enterprise wide efficiency. With a global footprint spanning North America, Latin America, Asia and Europe, we deliver data based visibility and insights, higher savings and better control of transportation spend for shippers of all sizes. Visit us at www.traxtech.com.



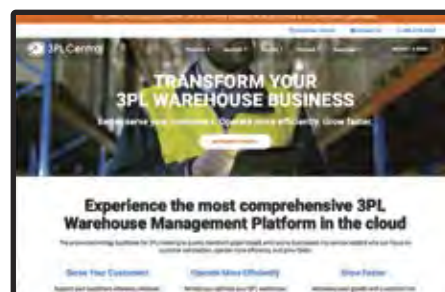
U.S. BANK FREIGHT PAYMENT www.usbpayment.com

U.S. Bank Freight Payment improves control and reduces costs for shippers and carriers with a global transportation payment network that automates invoice auditing, processing and payment; integrates trade finance; and provides powerful business intelligence. Visit usbpayment.com today to learn how we can strengthen your physical and financial supply chain.

LOGISTICS IT

3PL CENTRAL www.3plcentral.com

Built exclusively for third-party logistics companies, 3PL Warehouse Manager™ is an easy-to-use, on-demand warehouse management system (WMS) that helps 3PLs run more efficiently, grow their business, and satisfy customers, all for less than \$500 per month per warehouse. 3PL Warehouse Manager™ is 100-percent Web-based and requires no investment in hardware, software, or IT resources. It includes features such as: EDI, global inventory visibility, order management, real-time reporting, billing management, bar-code scanning, and more. Sign up for a no-hassle, free trial today.



IN THIS SECTION:

Logistics IT – Trucking

LOGISTICS IT

**SMC³** www.smc3.com

Shipping management software for companies of all sizes. Works with all carriers and modes. Use it to compare freight rates, select carriers, track shipments and audit freight bills. Provides end-to-end supply chain visibility. Use as a stand-alone application or integrate with your other software. Visit our website for more information.

PALLETS

iGPS www.igps.net

iGPS Logistics is North America's only pooler of 48x40 plastic pallets. iGPS pallets generate measurable savings in transport, reduced product damage, and other operational efficiencies. The world's only multi-use pallet to receive NSF Food Equipment Certification, iGPS' platform is a major advance in supply chain hygiene—a platform that can easily be cleaned. Contact us at 1-800-884-0225 or visit www.igps.net

**ONE WAY SOLUTIONS** www.oneway-solutions.com

Our plastic pallets are cutting edge, but our customer service is old school. You will never have to listen to voicemail, you will always speak to an expert when you call, and if you need us on-site, we're on the way. Our products are lightweight, 100% sustainable, and can last over a decade so our customer service never expires. Our inventory includes stackable, rackable, nestable, stringer, custom, and more. Come experience a better way to buy plastic pallets.

TRUCKING

KENCO www.kencologistics.com

Adding value to your bottom line? That's the mission of Kenco. For more than 50 years, Kenco has guided some of the most demanding supply chains in the world. Kenco's convergence approach can help you streamline your supply chain and bring a greater return on assets and investments. Kenco invites you to visit this website so that you might get to know its services. Then, contact Kenco so that you might truly understand its unique strategic advantages.



IN THIS SECTION:

Trucking

TRUCKING

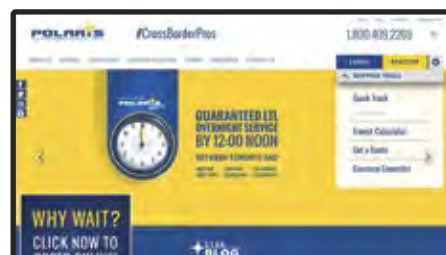


LANDSTAR www.landstar.com

Landstar's network of independent sales agents and transportation capacity providers offers greater flexibility and a local presence that has a global reach. The Landstar network is unmatched in the industry. With more than 1,100 independent agents, 9,000 leased owner operators, 14,000 trailers and 44,000 other available capacity providers, we have the flexibility and experience to find a solution to your transportation challenge.

POLARIS TRANSPORTATION GROUP www.polaristransport.com

Polaris Transportation Group is best known for scheduled LTL service between Canada and the United States. Polaris specializes in the shipment of dry goods. But it also has developed complementary transportation services including: specialized movement of trade show displays and exhibits, third-party cross-border and domestic freight management, cross-border and domestic intermodal service, expedited ground and air service, and global air and ocean freight forwarding.



RR DONNELLEY'S DLS WORLDWIDE dlsworldwide.rrd.com

Experience the benefits that only come from working with a major, global shipper that is also a top-ranked 3PL. We offer multiple transportation modes, an established multi-carrier network, volume-leveraged rates and service levels, along with technology-enabled systems and processes. Visit our website and contact us today to see why customers have relied on us for nearly 150 years.

RUAN www.ruan.com

With Ruan, you can take advantage of door-to-door shipping solutions without the hassles and overhead associated with owning and operating your own fleet of trucks. We have more than 5,200 employees operating, servicing and coordinating some 3,400 power units and 5,600 trailers out of more than 100 locations throughout the continental United States. But you get more than just drivers and equipment—we become an extension of your team, advocating for your bottom line. Find out why the right partner can drive costs out of your supply chain—call 866-RUAN-NOW or visit our website—ruan.com.



IN THIS SECTION:

Trucking – Trucking-Flatbed

TRUCKING

**SUNSET TRANSPORTATION** www.sunsettrans.com

Sunset Transportation isn't just another 3PL. We are driven by the right-size fit for each business, using all levels of global and domestic supply chain resources and services. Our approach is simple: through analysis of historical shipping data, we identify opportunities for optimization, service improvement, and technology enhancements. All this is done with five promises we make to every customer, every day: savings, visibility, data-driven decisions, continuous improvement, and relationships. Sunset is the right size 3PL for your growing business.

SYFAN LOGISTICS www.syfanlogistics.com

Since 1984, Syfan has provided customers with a competitive advantage through superior transportation and logistics services. Syfan consistently strives to meet and exceed customer expectations of service through timely communication and quality information. Leveraging its rich experience and dedicated team, Syfan's commitment is to provide you with on-time pickup and delivery—every time.

**WERNER ENTERPRISES** www.werner.com

Werner Enterprises, Inc. is a premier transportation and logistics company, with coverage throughout North America, Asia, Europe, South America, Africa and Australia. Werner is among the five largest truckload carriers in the United States, with a diversified portfolio of transportation services that includes dedicated; medium-to-long-haul, regional and expedited van; and temperature-controlled. The Werner Logistics portfolio includes truck brokerage, freight management, intermodal, international and final mile services. International services are provided through Werner's domestic and global subsidiary companies and include ocean, air and ground transportation; freight forwarding; and customs brokerage.

TRUCKING-FLATBED

LYNDEN www.lynden.com

Over land, on the water, in the air—or in any combination—Lynden has been helping customers solve transportation problems for almost a century. Operating in such challenging areas as Alaska, Western Canada and Russia, as well as other areas around the globe, Lynden has built a reputation of superior service to diverse industries.



Supply Chain Insights

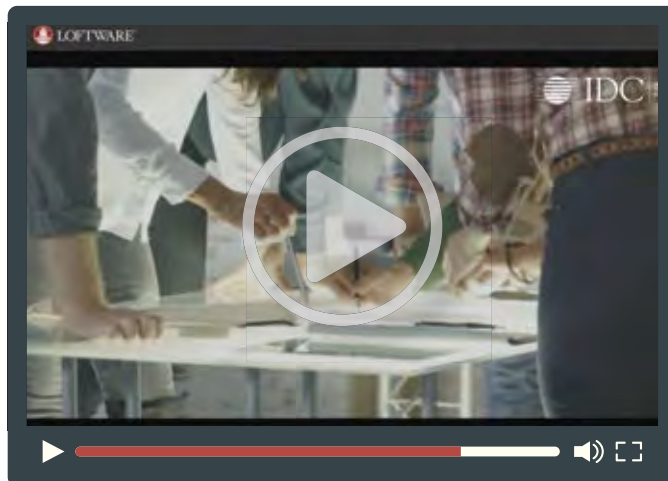
THE LATEST FREE WHITEPAPERS, VIDEOS, PODCASTS, AND MORE...

video

ENTERPRISE LABELING: CRITICAL DRIVER TO SUCCESS

bit.ly/SoftwareEnterpriseLabeling

Enterprise labeling is a necessary element in doing business in today's environment. It goes beyond simply designing and printing labels; it is a mechanism to drive supply chain efficiency. In this informative video, IDC Research Director John Santagate discusses the impact of enterprise labeling on your supply chain, lists the top vendors in the space, and provides an in-depth assessment of Loftware's enterprise labeling solutions.



whitepapers



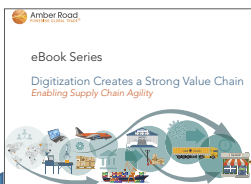
DOWNLOAD

bit.ly/HubGroupPeakSeason

Staying Ahead of the Pack During Peak Season

Offered by Hub Group

Some shippers cringe at the mere thought of peak season and it's no wonder why: Retailers and consumer packaged goods manufacturers have a lot riding on peak running smoothly. Download this free whitepaper to identify steps to take with your providers before and during peak to be ready for surges and minimize costs.



DOWNLOAD

bit.ly/AmberRoadAgility

The Top 4 Benefits of Supply Chain Agility

Offered by Amber Road

By creating a flexible digital supply chain, organizations can achieve productivity gains among numerous other strengths such as increased agility. From centralization to flexibility, the advantages of supply chain agility can provide an enduring competitive advantage to your organization. Learn how implementing a comprehensive digital supply chain can enhance your company's agility by downloading this free whitepaper.



DOWNLOAD

bit.ly/3GtmsPitfalls

Avoiding the Pitfalls of a First-Time TMS Buyer

Offered by 3Gtms

This whitepaper looks at some of the key lessons to learn before you embark on a TMS project. From understanding the fundamental differences in design, to knowing the TMS products on the market today, to understanding the how (not the what) and asking for proof of a vendor's claims, you can arm yourself with a deeper knowledge of the technology and vendor landscape that will help you ask the tougher questions.

Supply Chain Insights

whitepapers

// THE BUSINESS CASE FOR
TRANSPORTATION MANAGEMENT

DOWNLOAD

bit.ly/TMSBusinessCase

The Business Case for Transportation Management

Offered by Transplace

As the supply chain has evolved, so, too, have transportation management systems (TMS)—now providing organizations with greater visibility and control over their supply chains than ever before. Download this free whitepaper to examine how transportation management solutions can help your company reduce risk, improve operational efficiency, and drive meaningful change within your organization.



DOWNLOAD

bit.ly/EverybodyEatsC3

Making Sure Everybody Eats

Offered by C3 Solutions

Waste within the food industry is almost inevitable. In fact, nearly one-third of all food produced globally is wasted. However, supply chain operations managers in the food industry have the potential to significantly reduce this issue within their business by implementing strategies such as Internet of Things, digitization, and temperature-controlled technology. Download this whitepaper to find out what strategies you can use to minimize food waste within your company.



DOWNLOAD

bit.ly/GrayGrowth

Opportunities in Direct-to-Consumer Frozen Foods

Offered by Gray Growth Strategies

The direct-to-consumer (DTC) frozen foods business is in the early stages of rapid growth. As many food types are becoming increasingly available on a direct-to-consumer basis, the share of total purchases allocated to frozen foods is higher in e-commerce than in brick-and-mortar sales. Gray Growth Strategies examines the state of the DTC temperature-controlled foods market and its prospects for future growth.

podcast



Nick Hannigan



Troy Spolum

Is Your Company Properly Preparing for Peak?

GUESTS: Nick Hannigan and Troy Spolum, Hub Group

There's an old, somewhat salty adage about the 7 Ps of business. But when it comes to retail logistics, let's go with Proper Prior Peak Planning Promotes Peak Performance. But what actually goes into properly preparing for peak season to make sure that your supply chain doesn't perform poorly? Nick Hannigan and Troy Spolum of Hub Group join us to share their observations on how to handle the peak push.



3PL SOLUTIONS FOR A GLOBAL MARKET

Since 1983, Inland Empire Distribution Systems has been dedicated to providing distribution center excellence for our customers. With operations in Spokane and Pasco, Washington, IEDS proudly specializes in 3PL solutions across North America.

/ WAREHOUSING /



/ TRANSPORTATION /



/ LOGISTICS SOLUTIONS /



Warehousing and Distribution / E-commerce / Fulfillment / Value Added Services / Transportation /
Rail Transloading Services / Foreign Trade Zone / US Customs Clearance

Exceeding expectations, one customer at a time.

509-922-0944 • www.ieds.net



INBRIEF

New Services and Solutions

>PRODUCTS

> The **Rite-Hite** Dok-Guardian XL Safety Barrier helps facilities with loading docks comply with Walking-Working Surfaces regulations mandated by OSHA. At nearly 5 feet tall, the Dok-Guardian XL provides a physical barrier at loading dock openings and can stop up to 30,000 pounds of force.

> **Transflo** Trailer Tracking is a solar-powered device that provides near real-time communications and GPS-based tracking of trailers, containers, and other assets. Manufactured by **Flex**, the compact TT600-series telematics device has a solar cell and back-up battery that lasts up to four months with no solar charge. The unit provides information on utilization, dwell time, and movements of critical assets.

> Omnichannel retailers can streamline reverse logistics with the **Dematic** Merchandise Returns System, a processing solution for product returns. The materials handling sub-system for distribution centers accelerates the processing steps to provide customer credit, enter exchanged order, and make returned items available for sale.



> **Asiana Cargo** completed its inaugural scheduled flight between Wuhan, China, and Rickenbacker International Airport in August 2019, marking the start of its Ohio service in partnership with freight forwarder APEX Logistics. The flight kicked off weekly scheduled cargo service between Rickenbacker International Airport and the airline's global hub in Incheon International Airport.

ULINE

FIND THE PERFECT FIT

OVER 1,600 BOX SIZES ALWAYS IN STOCK

ORDER BY 6 PM FOR
SAME DAY SHIPPING



COMPLETE CATALOG

1-800-295-5510

uline.com

INBRIEF

> SERVICES

> **Americold Realty Trust** opened its most automated cold storage facility in Rochelle, Illinois. The facility receives customer product, including thousands of pounds of frozen desserts and potato products for restaurant and grocery store chains, through 5 rail and 23 truck dock doors. Items are inducted into its automated system, and stored and transported through 55,800 pallet positions.



> **SEKO Logistics'** new facility in Chicago is a cross-border e-commerce parcel processing hub. CTPAT- and Indirect Air Carrier-certified, the 103,000-square-foot facility combines 17 dock and ramp doors and a five-high pallet racking storage system.

> Intermodal, distribution, and logistics services provider **RoadOne IntermodalLogistics** launched RoadOne LogisticSolutions (ROLS), a full-service drayage brokerage division. ROLS provides end-to-end drayage brokerage and related logistics services, offering shippers real-time visibility to shipments with geofencing and analytics capabilities.

> Supply chain solutions provider **A. Duie Pyle** opened an integrated logistics center in Saco, Maine. Pyle runs both LTL and custom dedicated operations out of the new facility, located 15 miles south of Portland, providing shippers in the region with greater flexibility.

> TECHNOLOGY

> Fleet management platform **KeepTruckin** launched Facility Insights, a tool that leverages data from its network of more than 250,000 trucks and 55,000 carriers to build a complete picture of facility dwell times. By offering transparency into arrival and dwell times, the tool aims to decrease the number of late deliveries.

> Supply chain software and services provider **Blujay Solutions** released the latest version of its Global Trade Network. The updated platform includes supply chain execution applications that help shippers, brokers, forwarders, LSPs, carriers, and other supply chain stakeholders move goods



> To save time for both shippers and drivers in the liquid commodity bulk transportation segment, **Schneider** introduced an electronic Driver Report Form (eDRF) in its bulk division. The eDRF, which is required at most pick-ups and deliveries, includes time-saving features, including pre-populated fields and near-instant availability on the Schneider portal after a driver submits the completed form from their tablet.

across borders more quickly, share information more readily, and eliminate waste from operations.

> **Cargo Chief's** updated C4 platform helps pinpoint the carrier best positioned for a load. The database pairs live capacity with actionable information from carriers, ranked by optimal match for when and where the carrier is available to haul the next load.

> Shippers gain visibility to service levels offered by carriers as well as facility reviews with **3PL Coyote Logistics'** updated digital freight platform. The updates include a new Carrier of Choice Program, which rewards high-performing carriers with better access to the market while providing shippers with information on increased service levels across its network of nearly 75,000 carriers.

> The **Descartes ShipRush™** cloud-based e-commerce shipping solution now supports both parcel and LTL freight to let shippers evaluate parcel and LTL options to match shipping requirements. Descartes ShipRush now offers an extensive list of national and regional LTL freight carriers.

> Cloud-based WMS solutions provider **3PL Central** unveiled SmartScan, a mobile scanning application that integrates with **3PL Warehouse Manager**. Offering a hands-free solution for warehouse staff, SmartScan allows warehouses to increase accuracy and efficiency.

> LTL shippers can now access volume spot quotes via API connectivity with **Roadrunner Freight's** new dynamic pricing tool, which adjusts spot quote rates based on real-time capacity

> The new Serco Digital Master Control Panel by **Entrematic** offers integrated dock equipment control to enhance safety and dock operation. The control panel features a guided sequence of operations, an intuitive graphic interface, color and shape status light, and on-board data and diagnostics.



>TRANSPORTATION

> **CN** and **CSX** launched an intermodal service between CN's greater Montreal and Southern Ontario areas, and the CSX-served ports of Philadelphia, New York, New Jersey, and the New York City metropolitan area.

> **Hamburg Sud** is offering expanded service between Australia and Southeast Asia, beginning October 2019. The service offers faster transit times to and from key markets in Australia and Southeast Asia including new direct calls at Port Kelang (Malaysia) and Jakarta (Indonesia).

needs. Through Roadrunner Freight's 29 service centers and partnerships, shippers now have visibility to spot quotes in more than 500 long-haul lanes.

> Shippers using **MercuryGate's** transportation management system (TMS) now have instant visibility into Uber Freight's carrier network of more than

400,000 drivers with real-time pricing and guaranteed freight lane capacity in their existing routing guides. The partnership between the TMS provider and Uber's on-demand logistics business lets shippers estimate and compare freight cost savings before booking.

> Retailers can now tap a range of supply chain

software solutions for order fulfillment and distribution from **Softeon**, including a new warehouse management system, order fulfillment system, and order management/distributed order management software. Available as integrated systems or as stand-alone capabilities, Softeon's new solutions also include a reverse logistics and store fulfillment option.

THIS BAG IS NOT A TOY

WE TAKE OUR PLASTIC BAGS SERIOUSLY. PLASTIC BAGS FOR THE APPAREL INDUSTRY.

AVOID CHARGEBACKS VENDOR COMPLIANCE EXPERTISE

► READY TO SHIP • BAGS IN STOCK ◀

Absolute
PACKAGING & SUPPLY, INC.

Paterson, NJ • www.thisbagisnotatoy.com • 973.278.0202

CALENDAR



**OCT
28-30,
2019**

DALLAS, TX

PARCEL Forum '19

parcelforum.com

PARCEL Forum is a conference and exhibition for professionals responsible for shipping, warehousing, packaging, distributing, and delivering parcels.

CONFERENCES

**OCT 13-16, 2019
PALM SPRINGS, CA**

MHI Annual Conference

mhi.org/conference

The MHI Annual Conference is an interactive thought leader event for manufacturing, material handling, and supply chain professionals. It focuses on digital supply chain equipment and technology, leading trends, and best practices explored in the 2019 MHI Annual Industry Report.



**OCT 21-23, 2019
AUSTIN, TX**

Consumer Returns

bit.ly/consumerreturns

Worldwide Business Research presents a peer-led event for reverse logistics and returns management professionals in a broad range of industries. Key topics include trimming costs through return reduction strategies and optimizing the reverse supply chain.

**OCT 29-31, 2019
MIAMI, FL**

Air Cargo Americas

aircargomericas.com

World Trade Center Miami's event brings together executives from the aviation, maritime, and logistics sectors to enhance the growth of the cargo industry in the Western Hemisphere. Topics include security, regional consolidation, trade facilitation, responding to market changes and shipper demands, and controlling costs while streamlining customer service.

**NOV 5-6, 2019
TORONTO, ON**

Distribution Logistics Summit

dlssummit.com

Hosted by Informa Markets, the Distribution Logistics Summit (DLS) focuses on expanding and evolving the interconnected supply chain sector. DLS connects logistics and transportation to warehousing, distribution, and fulfillment, and covers topics such as warehouse site selection and management, order fulfillment, and multimodal transportation management.

**NOV 21-22, 2019
NEW YORK, NY**

RailTrends 2019

railtrends.com

RailTrends offers networking opportunities, industry discussions and debates, and panels that provide perspectives on Class I, regional, and shortline railroads.

**JAN 21-24, 2020
ORLANDO, FL**

OPEX Week: Business Transformation World Summit 2020

bit.ly/OPEX2020

Hosted by IQPC, the Business Transformation World Summit teaches attendees about best practices in business process re-engineering, robotic process automation, sustainability, and blockchain.

**FEB 2-4, 2020
SEA ISLAND, GA**

Georgia Foreign Trade Conference

gaforeigntrade.com

Presented by Georgia Ports Authority, GFTC offers panels on a variety of subjects impacting global trade. Session topics include container, roll-on/roll-off, breakbulk, and agri-bulk transportation.

**MAR 9-12, 2020
ATLANTA, GA**

MODEX 2020

modexshow.com

Hosted by MHI, MODEX 2020 offers providers and buyers the chance to explore the latest in materials handling and IT solutions. The exhibits and educational seminars allow attendees to discover industry solutions and trends to gain a leg up on the competition.



**MAR 12-13, 2020
SAN DIEGO, CA**

LogiMed

bit.ly/LogiMed2020

Presented by Worldwide Business Research, LogiMed brings together top leadership from both the manufacturing and provider sides of the medical device supply chain. In an interactive and collaborative format, attendees identify best practices to improve the end-to-end supply chain, better serve customers, and minimize cost in today's evolving healthcare environment.

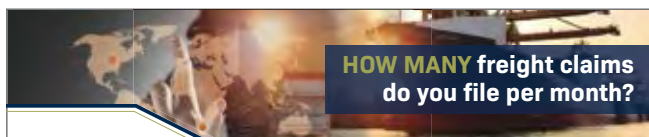
SEMINARS & WORKSHOPS

**NOV 7-8, 2019
CAMBRIDGE, MA**

Supply Chain Strategy and Management

bit.ly/MITsupplychainstrategy

MIT Sloan Executive Education's course presents industry professionals with strategies and best practices for supply chain performance. Participants gain a deeper understanding of supply chain integration, technology sourcing, strategic partnering, and IT and decision-support systems.



If it's more than 10, MyEZClaim Freight Claim Software can reduce your filing costs:

- ▶ Mine claim data to identify problem carriers or products
- ▶ Reduce filing time to just 15 minutes per claim
- ▶ Avoid missed deadlines with automated system alerts
- ▶ Cloud-based software as a Service (SaaS)

TranSolutions 480.473.2453 • TranSolutionsInc.com • Sales@MyEZClaim.com

3PL Staffing Firm

Specializing in direct and contract hiring including:

- CEO's, COO's, CFO's, CIO's, CMO's, CLO's
- Vice Presidents / Directors
- Sales Managers
- Directors Of Business Development
- Solutions Engineers
- TMS/WMS/LMS Systems Implementation Managers
- Carrier Sourcing Managers
- Freight Brokerage / Branch Managers
- Facility Managers
- Pricing Managers
- IT Managers
- Trade Compliance Managers



Search Resources Inc.

"Building world class supply chain organizations one individual at a time."

All fees company paid.

847-382-3877

Fax: 847-382-3878

www.srimatch.com



SAVE UP TO \$300!

on Conference or Get FREE Exhibit Pass!

Register by August 22 at PARCELforum.com

SADDLE UP...

for the only conference dedicated to the warehousing, picking, packing, distribution and delivery of parcels.

PARCEL FORUM 19

DALLAS OCTOBER 28-30

THE SMALL-PACKAGE SUPPLY CHAIN SHOW

POWERED BY **PARCEL**

TRANSPORTATION PARTNER



GLOBAL LOGISTICS TECHNOLOGY PARTNER



TRANSPORTATION MANAGEMENT PARTNER



MATERIAL HANDLING PARTNERS



SHIPPING SYSTEMS TECHNOLOGY PARTNER



CONFERENCE CONTENT PARTNER



RESOURCE CENTER

09.19

INBOUND LOGISTICS WORKS FOR YOU!

3PLs

Echo Global Logistics Cover 4
www.echo.com 800-354-7993

IEDS Logistics pg. 120
www.ieds.net 509-922-0944

Kenco pg. 5
www.kencogroup.com 951-420-7948

Landstar pg. 29
www.landstar.com 888-949-2880

Lynden pg. 7
www.lynden.com 888-596-3361

Penske Logistics pg. 13
www.gopenske.com 844-868-0818

Performance Team pg. 15
www.performanceteam.net 866-775-5120 x 6975

Pilot Freight Services pg. 11
www.pilotdelivers.com 800-HI-PILOT

Polaris pg. 46
www.polaristransport.com 800-409-2269

RR Donnelley's DLS Worldwide pg. 31
www.dls-ww.com 888-757-0291

Ruan pg. 30
www.ruan.com 866-782-6669 x 1

Sunset Transportation Cover 2
www.sunsettrans.com 314-287-5436

Syfan Logistics pg. 24, 25, 33
www.syfanlogistics.com 855-287-8485

Transplace pg. 26, 32
www.transplace.com 866-413-9266

UTXL pg. 37
www.utxl.com 800-351-2821

Werner Logistics pg. 17
www.wernerlogistics.com 800-228-2240

Career Development/Education

Jobsinlogistics.com pg. 23
www.jobsinlogistics.com 877-562-7678

Fleet Management

Trimble pg. 3
transportation.trimble.com 866-913-2511

Freight Payment Services

A3 Freight Payment pg. 91
www.a3freightpayment.com 901-759-2966

AR Traffic Consultants pg. 71
www.artraffic.com 212-736-8565 x3045

Cass Information Systems pg. 73
www.cassinfo.com 314-506-5500

CT Logistics pg. 89
www.ctlogistics.com 216-267-2000 x2190

CTSI-Global pg. 93
www.ctsi-global.com 888-836-5135

Data2Logistics pg. 85
www.data2logistics.com 609-577-3756

enVista pg. 83
www.envistacorp.com 877-684-7700

Fortigo pg. 97
www.fortigo.com 866-376-8884

Intelligent Audit pg. 95
www.intelligentaudit.com 201-880-1110

nVision Global pg. 81
www.nvisionglobal.com 770-474-4122

Orca pg. 79
www.orca.bi 833-211-1197

RateLinx pg. 87
www.ratelinx.com/strategy 262-264-5554

TransAudit pg. 96
www.transaudit.com 845-297-9535

For a specific response, contact these advertisers directly. Please tell them you saw their ad in *Inbound Logistics*.

For faster service, go online: inboundlogistics.com/rfp

Use our Resource Center and let the information you need find you.

Trax Technologies pg. 75
www.traxtech.com 480-744-0944

U.S. Bank Freight Payment pg. 77
www.freight.usbank.com 866-274-5898

Fuel Provider

Clean Energy Fuels pg. 109
www.cleanenergyfuels.com 949-437-1000

Logistics IT

3PL Central pg. 98
www.3plcentral.com 888-375-2368

Navigator pg. 27
www.nbs-us.com 801-642-0123

SMC³ pg. 28
www.smc3.com 800-845-8090

Packaging

Absolute Packaging & Supply pg. 123
www.thisbagisnotatoy.com 973-278-0202

ULINE pg. 121
www.uline.com 800-295-5510

Pallets

iGPS pg. 94
www.igps.net 800-884-0225

Ports

Maryland Port Administration pg. 39
www.marylandports.com 800-638-7519

Site Selection

Pharr International Bridge Cover 3
www.pharrbridge.com 956-402-4660

Trucking

Challenger Logistics pg. 45
www.challenger.com 800-265-6358

Old Dominion Freight Line pg. 9
www.odfl.com 800-235-5569

Red Classic pg. 34, 35
www.redclassic.com 866-768-8809

INDEX

ADVERTISER	PAGE	ADVERTISER	PAGE	ADVERTISER	PAGE
3PL Central	98	Intelligent Audit	95	RateLinx	87
A3 Freight Payment	91	JobsinLogistics.com	23	Red Classic	34, 35
Absolute Packaging & Supply	123	Kenco	5	RR Donnelley's DLS Worldwide	31
AR Traffic Consultants	71	Landstar	29	Ruan	30
Cass Information Systems	73	Lynden	7	SMC ³	28
Challenger Logistics	45	Maryland Port Administration	39	Sunset Transportation	Cover 2
Clean Energy Fuels	109	Navigator	27	Syfan Logistics	24, 25, 33
CT Logistics	89	nVision Global	81	TransAudit	96
CTSI-Global	93	Old Dominion Freight Line	9	Transplace	26, 32
Data2Logistics	85	Orca	79	Trax Technologies	75
Echo	Cover 4	Penske Logistics	13	Trimble Transportation	3
enVista	83	Performance Team	15	U.S. Bank Freight Payment	77
Fortigo	97	Pharr International Bridge	Cover 3	ULINE	121
IEDS Logistics	120	Pilot Freight Services	11	UTXL	37
iGPS	94	Polaris	46	Werner Logistics	17

THE LAST MILE

Logistics Outside the Box



AQUATIC EXPLORER

AKA

Maxlimer robot ship

CONTROLLER

SEA-KIT, a maritime tech company based in England

SPECIAL ABILITIES

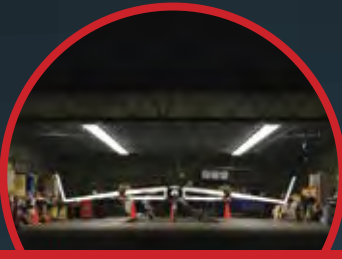
Can carry 2.5 tons of cargo. Can launch and retrieve smaller drone boats and submarines. Uses less than 5% of the fuel required to operate a standard oceangoing vessel.

ACHIEVEMENT UNLOCKED

Completed a cargo run between Britain and Belgium, hauling oysters and beer. Sailed to Norway to perform a pipeline inspection using onboard sensors and a small drone submarine.

NEXT LEVEL

In 2020, will attempt to become the first unmanned surface vessel to cross the Atlantic.



1,215-POUND HEAVY-LIFTER

AKA

Chaparral system

CONTROLLER

Elroy Air, a San Francisco-based startup

SPECIAL ABILITIES

Designed to carry more cargo for longer distances.

ACHIEVEMENT UNLOCKED

Completed first test flight in a California airbase. The Chaparral drone reached a height of 10 feet and hovered for 64 seconds before landing.

NEXT LEVEL

Deliver larger-than-average payloads by 2020.



CITY MANEUVERER

AKA

Marunouchi UrbanTech Voyager

CONTROLLER

Terra Drone Corporation, a Japan-based provider of industrial drone solutions, in collaboration with real estate company Mitsubishi Estate

SPECIAL ABILITIES

Features a customizable unmanned traffic management system.

ACHIEVEMENT UNLOCKED

Completed pilot test in Tokyo. Flew autonomously at an altitude of 8.2 feet, navigating the high rises of Marunouchi, a business center in Tokyo.

NEXT LEVEL

Full-scale use in urban areas before 2022.

DRONE GAME ON

FROM DEMONSTRATING HEAVY-PAYLOAD CAPABILITIES TO COMPLETING CROSSINGS BY SEA AND SKYLINE, THESE ROBOTS HAVE TAKEN STRIDES TOWARD AN UNMANNED ENDGAME.

Your gateway with over 25 years of experience and efficiency

- #1 Produce crossing in the U.S.
- 4th largest gateway on the U.S.-Mexico border
- 7th fastest growing port in the U.S.
- Trending growth: 5% imports / 4% exports
- Top imports: TVs, Auto Parts, Avocados
- Top exports: Gas, Auto Parts, Monitors
- Crossing over \$35 billion in global trade



25 years of
Connecting
2 Nations

(956) 402-4660

www.pharrbridge.com

Your Connection. Your Business. Your Bridge.





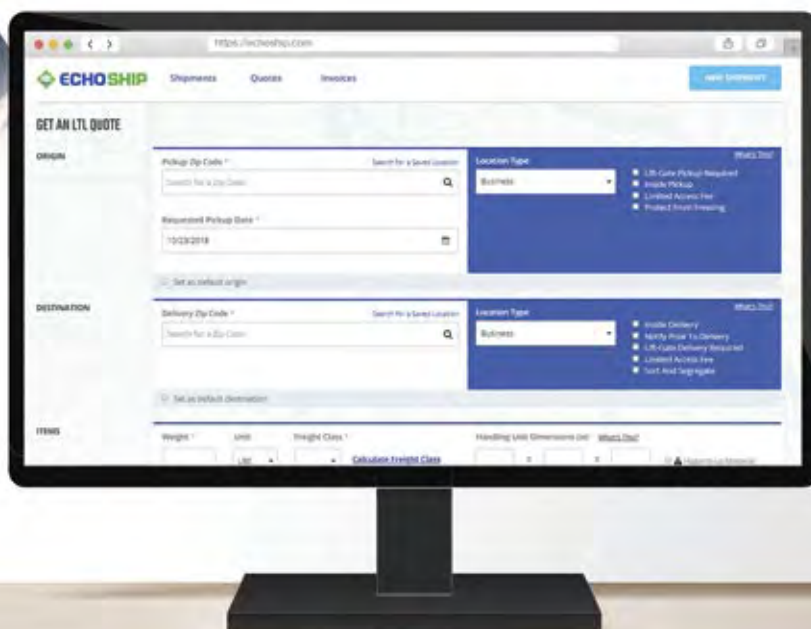
ECHO SHIP

Technology at your fingertips, experts at your side.

Online LTL shipping now easier than ever

- ◆ Cutting-edge, self-service portal
- ◆ Quote, book, ship, track, and pay faster than ever before
- ◆ Backed by intelligent pricing
- ◆ All load documents in one place
- ◆ Award-winning service and support

Learn more by visiting
www.echo.com/echoship



ECHO)
Transportation Simplified™



Managed Transportation
Truckload
Partial Truckload
Less Than Truckload

Intermodal
International
Small Parcel
Specialized

ECHO.COM
800.354.7993

© 2019 Echo Global Logistics. All rights reserved.