

# ***ArcBest***<sup>®</sup>

*More Than Logistics*<sup>™</sup>

*Solutions and Services*



# ABOUT ARCBEST

## Who We Are

We are creative problem solvers for a variety of supply chain challenges. We are experienced, with more than 90 years behind us. But we are innovators in a world that's always changing. We are capacity in an industry that never sleeps. We are a partner from start to finish.

## What Makes Us Different

ArcBest® offers a full suite of logistics solutions, but we're not like others in the industry. We're constantly listening to our customers and seeking solutions to their problems. With our unique access to capacity and a focus on innovation, we make it easy for our customers to do their job.

## How We Help You Win

If you have logistics needs, we have logistics solutions. From international shipping to final mile and everything in between, you can trust us to deliver.

## Solutions and Services



**LESS-THAN-TRUCKLOAD**



**TRUCKLOAD**



**EXPEDITE & TIME CRITICAL**



**SUPPLY CHAIN OPTIMIZATION**



**PREMIUM LOGISTICS**



**WAREHOUSING**



**MANAGED TRANSPORTATION**



**FINAL MILE**



**RETAIL LOGISTICS**



**PRODUCT LAUNCH**



**TRADE SHOW SHIPPING**



**INTERNATIONAL AIR & OCEAN**





## What We Mean By Assured Capacity

Others may say it, but we back it up. Our offerings include less-than-truckload services through ABF Freight® – the most trusted carrier\* in the industry – and expedite and premium logistics services through Panther Premium Logistics®.

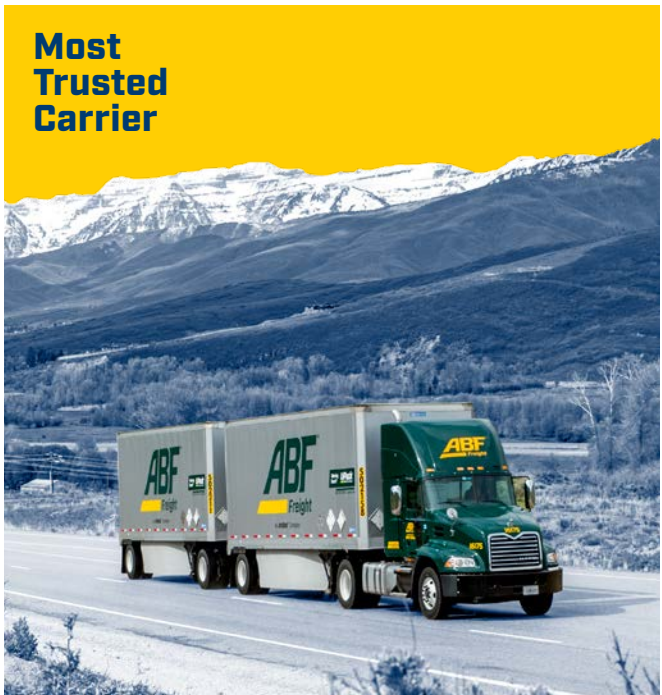
And it doesn't stop there. We have a growing network of more than 20,000 qualified providers across North America ready to handle your freight with professionalism and care.



**Nationwide  
Coverage**



**On Time.  
On Target.  
No Exceptions.®**



**Most  
Trusted  
Carrier**



# INTERNATIONAL – OCEAN

Access a unique supply chain experience, with global visibility from start to finish.

ArcBest International offers less-than-container-load (LCL) and full-container-load (FCL) solutions for imports and exports from major manufacturing centers around the world.

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## ***Seamless international shipping services***

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With offices in North America, South America, Europe and Asia, ArcBest offers:

- ▣ Multiple, fixed and weekly sailings
- ▣ 24/7 web visibility (including shipment status change notifications)
- ▣ Shipping and U.S. Customs documents (available in PDF format)
- ▣ Customized reports and downloadable spreadsheets
- ▣ A single point of contact to simplify the import/export process
- ▣ Virtual warehousing and dynamic rerouting (for on-the-water inventory allocation)
- ▣ EDI connectivity between carriers

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## ***Get freight over the road faster through the ABF Freight® network***

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ArcBest less-than-truckload carrier ABF Freight® provides a competitive advantage for getting freight off the ship and over the road quickly. We do our own sorting and consolidating to get each shipment loaded onto a trailer fast – which means your freight doesn't sit at the port any longer than necessary.



**SHIP  
UP TO  
40%  
FASTER  
THAN  
TRADITIONAL  
LCL  
SOURCES**



# INTERNATIONAL – AIR

ArcBest International offers the most flexible solutions in the industry.

Our global network is designed to adapt to the dynamic needs of our customers with a comprehensive set of delivery options that range from Next Flight Out (NFO) to Deferred Services. We provide continuous tracking, specialized equipment and door-to-door solutions to and from anywhere in the world.

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## *Our air forwarding services include*

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***Inside pickup  
and delivery***



***2+ man pickup***



***Unpacking and debris  
removal options***

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## *Customized to fit any scenario*

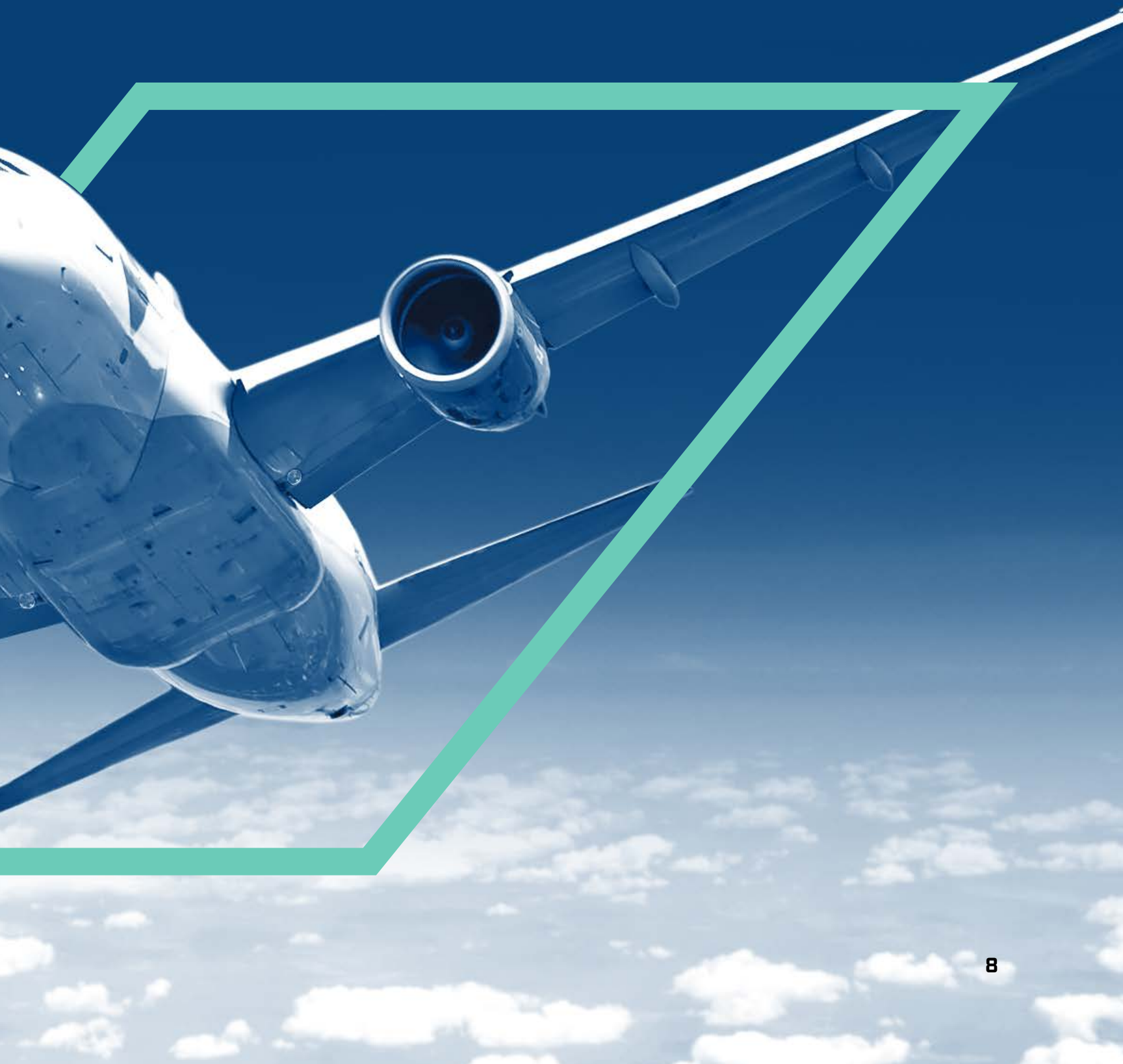
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When you need exclusive air options for critical shipments, ArcBest delivers – access virtually any type of aircraft for shipments up to 250,000 lbs.



866-794-9331  
INTERNATIONALAIR@ARCB.COM

# EXCLUSIVE AIR OPTIONS FOR CRITICAL SHIPMENTS



# SUPPLY CHAIN OPTIMIZATION

888-241-5211  
SUPPLYCHAIN@ARCB.COM

## Improve your customer service.

Using data to help you make better business decisions, ArcBest can turn challenging scenarios into positive results. Let us help you reduce costs, improve time to market and meet specific delivery requirements.

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### *ArcBest supply chain services are designed to give you a competitive edge*

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Through solutions like zone skipping, vendor consolidation and pool distribution, we'll help you find more efficient ways to move your products and improve service to your customers.

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### *Our Warehousing Services*

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▮ Storage and distribution

▮ Order processing and fulfillment

▮ Crossdocking

▮ Specialized packaging, handling and labeling

# MANAGED TRANSPORTATION

888-241-5211  
SUPPLYCHAIN@ARCB.COM

## Extend your transportation team.

ArcBest can immediately improve your supply chain performance while you focus on other aspects of your business. We'll help you identify opportunities to enhance your overall logistics performance and assist in any and every part of the supply chain process for noticeable results.

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### *Plan. Execute. Manage. Report.*

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Through strategic collaboration, vendor and carrier relationship management, consolidated invoicing and automated reporting, your ArcBest team will help you with everything from daily shipping and receiving to complex seasonal demands.



# TRUCKLOAD

## Your freight is our priority.

Whether your shipment is covered through our owned assets or our network of vetted transportation providers, we have solutions traditional brokers just can't offer. Choose from a variety of truckload equipment, including dry vans, temperature-controlled and refrigerated units, flatbed trailers and intermodal containers.

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### *Grow your team — without adding to the payroll*

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We become an extension of your internal traffic department, providing peace of mind in knowing there's an experienced, capable team handling each shipment. We coordinate with your shippers, vendors and customers on your behalf, giving you more time to focus on your business.

## With ArcBest truckload services, you get access to:

### ***Complimentary lane evaluation***

identifies time and cost savings

### ***Dedicated track and trace team***

monitors your shipments in transit

### ***Experienced sales staff***

negotiates customized rates and transportation options

### ***100+ fulfillment coordinators***

to source capacity

877-279-8090  
TRUCKLOAD@ARCB.COM



# CAPACITY?

We've got it covered

**21,000+**  
approved  
contract carriers

**27,000+**  
owned and  
operated assets

**98%**  
shipment  
coverage rate

# ARCBEST SERVICE MAP

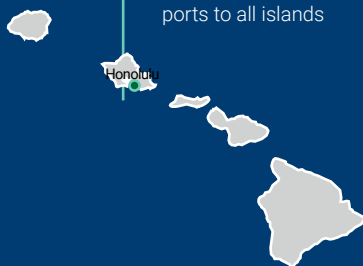
## Alaska

- Direct coverage
- Alaska-bound freight consolidated in Tacoma, Washington



## Hawaii

- Fully-staffed 45-door facility in Honolulu
- Consolidation point in Los Angeles area
- Direct island loading from West Coast ports to all islands



## Mexico

- Single-bill simplicity
- 30 years' experience in Mexico
- Our service centers on the border and sales offices in Mexico are staffed with highly trained, bilingual personnel





-  *ABF Freight Service Center*
-  *ABF Freight Distribution Center*
-  *Dedicated Transportation*
-  *Expedite Shipping*
-  *Ocean Shipping Location*
-  *Truckload Service Locations*

**Dominican Republic**

- Ship to Dominican Republic from any point in the U.S.
- Ground, ocean and air freight shipping
- Twice-weekly service between Puerto Rico and the Dominican Republic

**Puerto Rico**

- Service center near the Port of San Juan
- Warehousing and distribution services
- Foreign Trade Zone access for reduced overhead and compliance costs.

# LESS-THAN-TRUCKLOAD

## LTL solutions you can trust.

Our less-than-truckload carrier ABF Freight® has been delivering shipments when and where you need them since 1923. As a proven leader in the LTL industry, ABF Freight provides fast, secure service in both regional and national markets. And with a robust website that makes it easy to do business, you can get a quote, schedule a pickup and track each shipment all in one place for a streamlined shipping process from start to finish.

**OVER  
99.3%  
CLAIM FREE**

**OVER 95 YEARS OF  
TRANSPORTATION  
EXPERIENCE**

**OVER 240  
SERVICE CENTERS  
ACROSS NORTH AMERICA**



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***No other LTL carrier comes close to our performance record***

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Our customers always come first. That's why we strive for excellence in every aspect of our industry – and it shows. From safety guidelines to sustainability programs, we've been recognized multiple times for our procedures and initiatives. Honors include the American Trucking Associations' President's Trophy for Safety, Excellence in Security Award and the Excellence in Claims & Loss Prevention Award, and the Quest for Quality Award by Logistics Management magazine.\*

*\*As of 2018, 7x President's Trophy for Safety winner, 8x Excellence in Security winner, 7x Excellence in Claims & Loss Prevention winner, 4x Quest for Quality National LTL Carrier winner*



## Ship time-sensitive freight with precision.

With a full suite of transportation options to choose from and a team of experts ready to book shipments, ArcBest time critical is the solution you need for time-sensitive freight. We balance ground and air transportation to meet tight deadlines and deliver freight as promised – day or night.

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### *Multiple options to meet your needs*

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Utilizing less-than-truckload, expedite, air freight or truckload, we provide same-day, overnight, next-day or second-day service. And with our time-definite solution, you can set precise windows for pickup and delivery. Just tell us what you need, and we'll craft a solution to make sure it gets there.

**MEET  
EVERY  
DELIVERY  
DEADLINE**

## Meet delivery deadlines with best-in-class ground expedite service.

When speed is crucial for success, rely on ArcBest expedite shipping to get freight delivered fast. We utilize our Panther Premium Logistics® fleet to provide exclusive-use vehicles for regional and long-haul services on demand. And with service available 24/7/365, we can offer expedite solutions to meet every delivery deadline.

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### ***On Time. On Target. No Exceptions.®***

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We measure on-time performance within 15 minutes of promised pickup and delivery — and we achieve it more than 98% of the time. Through our robust equipment and technology offerings, we provide:

- ▣ Fast quotes and equipment availability
- ▣ Automated milestone alerts
- ▣ 100% satellite-tracked fleet for end-to-end visibility
- ▣ Door-to-door service throughout the U.S., Canada and Mexico



# PREMIUM LOGISTICS®

We've built a reputation on handling high-value freight safely and securely.

When your shipment requires special handling or extra care, our expert team will customize a solution to fit your specific freight requirements.



# We combine the equipment you need with experience you can trust.

With end-to-end visibility for mission-critical freight, ArcBest's Panther Premium Logistics® service leads the industry in on-time performance. Rely on our extensive fleet and proven operating procedures to deliver premium transportation solutions for any industry.

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## *Key industries served*

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**AUTOMOTIVE**



**MANUFACTURING**



**LIFE SCIENCES**



**GOVERNMENT / DEFENSE  
AND AEROSPACE**



**EVENTS AND  
ENTERTAINMENT**



**RETAIL**



## Logistics solutions when you need them most.

ArcBest has the resources to develop custom solutions for your product launch, rollout or recall. From coordination with suppliers and vendors to synchronized delivery with a precise timeline, ArcBest offers exactly what you need to achieve success.

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### *Our highly trained team handles all aspects of your product rollout*

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We'll help you develop and execute a load plan that reduces handling, optimizes shipping schedules, adds efficiency and reduces costs. Our solutions team is available every step of the way, offering:

- ▮ A dedicated point of contact
- ▮ Data analysis to determine equipment needs and optimal transportation plans
- ▮ Project-specific pricing
- ▮ Proactive monitoring and reporting

# SYNCHRONIZED DELIVERY WITH A **PRECISE** TIMELINE

## We'll make sure your shipment arrives during the delivery window — not before, not after.

Because quick, precise shipping is critical to the retail marketplace, ArcBest offers a portfolio of reliable omni-channel retail solutions.

We provide assured capacity for LTL shipments through ABF Freight®, an approved carrier for many of the nation's largest retailers. And when you need premium solutions or expedite shipping, our Panther Premium Logistics® service specializes in handling high-value products and meeting tight delivery windows.

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### ***Raise your vendor scorecard by meeting compliance requirements***

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Solid merchant/vendor relationships are built on trustworthy reputations and reliable shipping and receiving processes. We'll help you improve your retail shipping procedures by:

- ▮ Finding multiple mode options to improve lead time and optimize transportation spend
- ▮ Customizing reporting and internal scorecard measures
- ▮ Adapting technology around multiple retail compliance expectations
- ▮ Enabling end-to-end visibility with online shipping tools

## Our professionals are experts in handling freight.

Ideal for both residential and commercial deliveries, ArcBest final-mile solutions provide the special care and treatment you need to meet your customers' delivery expectations.

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### ***High-performance delivery with enhanced service offerings***

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Our staff is trained to be familiar with your specific product lines and service expectations for a smooth delivery every time. As a comprehensive delivery solution, we'll provide a single invoice that covers transportation plus any special handling requirements. Final-mile options include:



#### ***Curbside***

Delivery to the curb or driveway



#### ***Porch***

Delivery to the door



#### ***Threshold***

Delivery through the door



#### ***Room of choice***

Inside delivery to a specified room



#### ***White glove***

Goods are unpacked and positioned for use with packing material removed



#### ***Assembly***

Products are set up with light assembly

On-site, on-time delivery options to meet your needs.

Trade shows and events often require special shipment handling and precise timing. Let ArcBest manage all of your transportation and logistics needs with unmatched, personalized services from start to finish.

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## *Solutions and support – on and off the trade show floor*

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By choosing ArcBest for your trade show needs, you get an experienced staff to oversee every move. Here's what you can expect:

- ▮ Trade show coordinators monitor your shipment
- ▮ We handle move-in delivery, move-out loading
- ▮ We can even schedule transportation to the next event

**EXPERIENCED  
TRADE SHOW  
SPECIALISTS  
AVAILABLE 24/7**

# EQUIPMENT

ArcBest® offers equipment needs for any scenario. From our own assets to our vast network of capacity partners, we'll find a way to deliver.



*Dry Van*



*Pup Trailer*



*Container*



*ReloCube®*



*Flatbed*



*Straight Truck*



*Reefer*



*Cargo Van*

# MORE THAN LOGISTICS<sup>SM</sup>



*arcb.com*



arcb.com  
**800-610-5544**