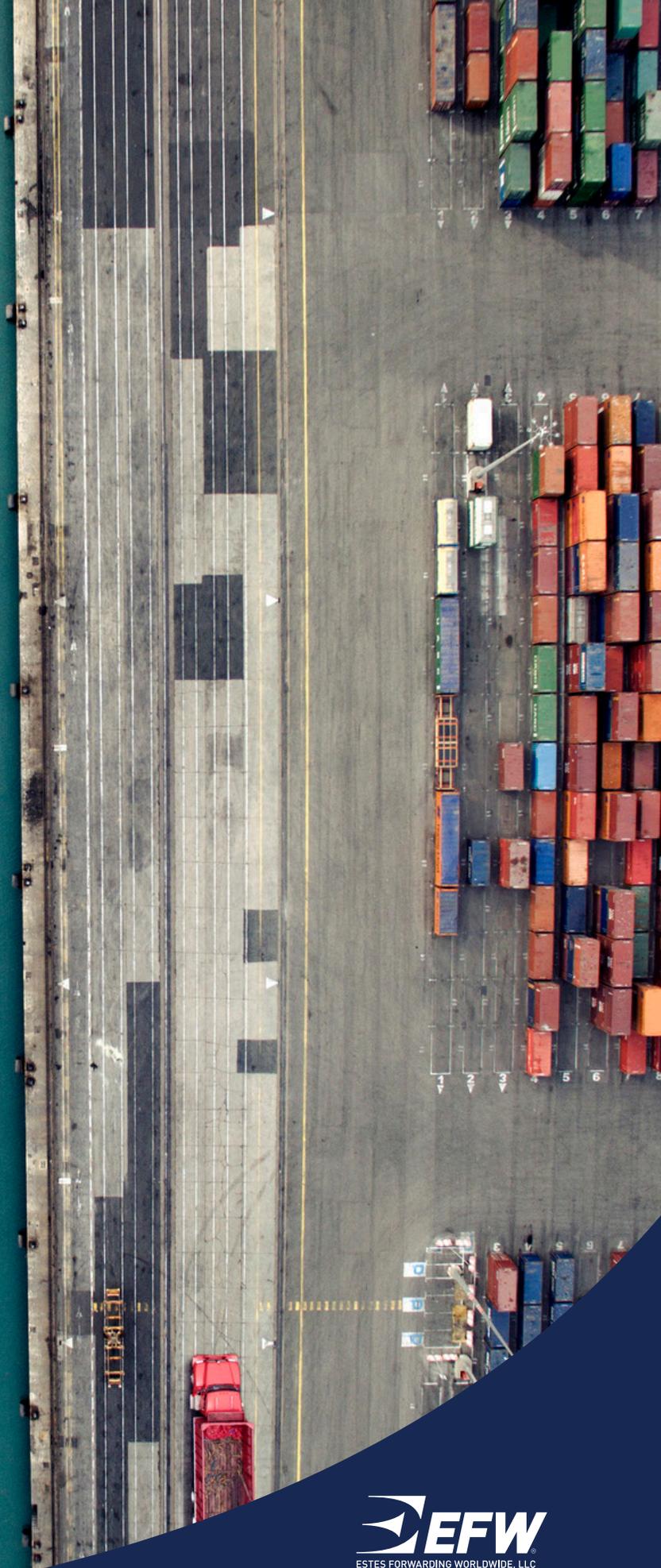


ESTES FORWARDING WORLDWIDE

Discover the EFW Experience



We take your business places

Every business has different shipping needs. At EFW, we pride ourselves on being a logistics partner that can shift and adapt to the unique requirements of our customers. Whether you're shipping locally or overseas, require a dry van or flatbed, or need to get your freight to a trade show or military base, we deliver. Our industry-leading capacity is driven by more than 10,000 worldwide partners and the backing of our parent company, Estes Express Lines.

With customizable solutions, flexible delivery, strategically located warehousing options, and 24-hour visibility through robust tracking technology, EFW gives you the capacity and control you need to move your business forward.



Domestic

EXPEDITED SERVICES

- Next flight out
- Ground expedite
- Air charter
- Next-day
- Second-day
- Time/day specific
- Mass distributions/simultaneous deliveries
- Exclusive use

SPECIALIZED SERVICES

- Dangerous goods
- Crating and packaging
- Liftgate
- Multi-driver delivery
- Consolidations and deconsolidations
- Reverse logistics
- In-transit upgrades/intercepts
- No size limitations
- Large-project rollouts
- Hand carry (onboard courier)
- Warehousing
- Cross-dock
- High value
- White glove delivery



Home Delivery

WAREHOUSE-TO-DOOR SERVICES

- Dedicated concierge call center for residential deliveries
- Deliveries scheduled at point of sale or in transit
- Direct service to all 50 states through our national footprint
- Canadian residential deliveries
- Customizable service options
- Vendor/store/distribution center direct delivery

TECHNOLOGY

- Online scheduling
- On-demand reporting
- EDI/API connectivity
- MyEFW client portal

24/7 CUSTOMER SERVICE TEAM

- 24-hour track-and-trace
- Appointment confirmation
- General inquiries or questions



International

END-TO-END INTERNATIONAL SERVICES

- Complete supply-chain solutions provider
- Seamless handling of shipments with single invoicing
- Complete tracking from beginning to end
- Wide network of carriers and strategic partners
- Operational single point of contact

INTERNATIONAL AIR FREIGHT SERVICES

- Strategically stationed partners around the world
- Expedited air travel available via priority air, economy air, and air charter
- Cost-effective economy shipping by air
- Air charter services when delivery timelines and airline departures don't align

OCEAN FREIGHT SERVICES

- Full-container load (FCL)
- Less-than-container load (LCL)
- Inland freight
- Priority unloading

CUSTOMS BROKERAGE SERVICES

- Licensed U.S. customs broker
- Full complement of U.S. customs services for foreign and U.S. customers
- Technical issue resolution
- Single invoicing for transportation and brokerage services
- Classification/commodity review to identify savings opportunities
- Cross-border clearance from Mexico and Canada
- Remote-location filing (single-source entry of multiple ports)
- Import security filing
- Assistance with U.S. customs service issues, such as C-TPAT certification

BORDER SERVICES

- Licensed as a U.S. customs broker
- Cross-border transportation expertise
- Cross-border strategic partners
- Bilingual staff
- Security enforcement
- Customs compliance

ADDITIONAL RESOURCES

- Documentation preparation
- Export declaration/AES process and licenses
- Consular preparation
- Letter-of-credit processing
- Distribution and global warehousing
- Automatic shipment status updates
- Purchase order management



Truckload Brokerage

- Dry van
- Flatbed
- Refrigerated trucks
- Power-only
- Liftgate
- Multi-stop shipment
- Contract carrier
- Drop-trailer program
- Local pickup/local delivery
- Intermodal with single or team drivers
- Online tracking and tracing
- EDI



Exhibit Services

EXHIBIT PLUS SERVICE

- Guaranteed on time
- No wait-time charges
- Enhanced liability
- Free storage between events

EXHIBIT SAVER SERVICE

- Low base rate
- Fuel surcharge included

EXPEDITED

- Next flight out
- Ground expedite
- Next-day air
- Second-day air

SPECIALIZED SERVICES

- Full paperwork preparation, including outbound MHAs
- In-transit proactive tracking emails
- Crating and packaging
- Air ride/blanket wrap

STANDARD TRANSPORTATION

- Door-to-door standard transit LTL
- Full truckload services

CANADIAN/INTERNATIONAL

- Seamless transportation door-to-door
- Bond reimbursement assistance
- Customs brokerage services



Air Charter

- Door-to-Door, Door-to-Airport, Airport-to-Door and Airport-to-Airport
- Worldwide coverage - domestic and international
- Small to large aircraft capabilities
- FAA approved hazardous materials (dangerous goods) program in place
- Specialized services including climate-control and special handling procedures
- Warehousing
- Customs brokerage services available



Broadcast & Media

EXPEDITE

- Next flight out
- Ground expedite
- Next-day air
- Second-day air
- Time/day/delivery specific

SPECIALIZED SERVICES

- Concierge-level communications
- Onsite event presence
- Dedicated point of contact
- Onsite event dismantling “on strike” support
- Reverse logistics

INTERNATIONAL SERVICES

- International Door-to-Door
- Customs brokerage services
- Carnets including ATA carnets



CONTRACT LOGISTICS

- Distribution and Fulfillment
- Cross-Docking | Transloading
- Pick & Pack
- Labeling | Repacking
- After Market Packaging
- Kitting | Sequencing | Subassembly
- IPPC Export Packaging | Blocking & Bracing
- Vendor-Managed Inventory
- Managed Transportation
- Foreign Trade Zone | Bonded Facility Management
- Inventory visibility and management with cloud-based WMS technology
- EDI x12 & API Integration
- Superusers on ERPs like SAP & Oracle

ON-DEMAND WAREHOUSING

- Short-term/Long-term/Any term
- No minimum storage requirements
- No long-term leases
- Scalable solutions

The EFW Experience

At EFW, the golden rule is our guiding principle. We've worked hard to create an environment that treats our clients, partners, and each other the way we would want to be treated. The EFW Experience is why our Net Promoter Score (NPS) remains high, why our relationships with our partners are strong and steadfast, and why our customers recommend us time and time again. To put it simply, it's about caring—every day, every step of the way.

The EFW Experience is our:

CAPACITY

We've partnered with 10,000+ carriers to bring you the capacity and choice you need. Our connection to our parent company, Estes Express Lines, brings you access to 230+ terminal locations, 27,000+ trailers, and 8,000+ drivers. Through EFW Warehousing, EFW's full-service warehousing network, we provide our customers with over 2.78 million square feet of directly managed warehousing space and access to an extensive warehousing network across the United States.

LONGEVITY

When you're in the shipping business, stability is key, and that includes financial stability. Since we were founded in 2003, we've grown every year—expanding our network to deliver better solutions to the customers we serve.

REPUTATION

Our business is backed by a full range of accreditations and recognized with a wide array of business awards. To ensure industry-leading levels of client satisfaction and loyalty, we've implemented a formal Net Promoter Program and developed a team solely dedicated to the EFW Experience, which includes reputation management. We use the data collected to drive continuous improvement and elevation of service.

PROCESS

The EFW process enables us to bring customers the most optimal solution for their needs. From discovery to design and implementation to in-depth reviews, we work hard to exceed expectations every time.

Our Mission

Delivering the EFW Experience by exceeding expectations each and every time.

Wherever you need to go, we deliver.

Across countries, oceans and time zones, EFW's strategic shipping locations connect you to more options and allow us to create fully customized solutions to meet your needs.

CORPORATE OFFICE

100 Gateway Centre Parkway,
Suite 210
Richmond, VA 23235
Main 804-205-5907
Toll Free 855-433-9669
Fax 804-230-4605
Sales@EFWnow.com

EFW WAREHOUSING, LLC

422 N Chimney Rock Road
Greensboro, NC 27410
Main 336-275-8458
Warehousing@EFWnow.com

INTERNATIONAL

California - San Francisco International - West

Main 877-354-3399
INTLwest@EFWnow.com

Georgia - Atlanta International - East

Main 855-433-9669
INTLeast@EFWnow.com

TRUCKLOAD

**Arkansas - Fort Smith
Truckload Brokerage - East**
Main 844-249-8224
TLBEast@EFWnow.com

**California - Los Angeles
Truckload Brokerage - West**
Main 844-249-8299
TLBWest@EFWnow.com

**Pennsylvania- Philadelphia
Truckload Services**
Main 877-394-3399 Option 2
TLServices@EFWnow.com

**Virginia - Richmond
Truckload Dispatch**
Main 877-394-3399 Option 1
TLDDispatch@EFWnow.com

REGIONAL

Arizona - Phoenix
Main 602-456-5859
Fax 804-495-3888 E
FWphx@EFWnow.com

California - Los Angeles
Main 562-444-6080
Fax 310-771-0692
EFWlax@EFWnow.com

California - San Francisco
Main 650-745-3131
Fax 650-952-3479
EFWsf@EFWnow.com

**Connecticut - Hartford
Broadcast & Media**
Main 860-844-1000
Fax 860-844-0100
EFWbdl@EFWnow.com

Georgia- Atlanta
Main 404-891-1672
Fax 404-382-5446
EFWatl@EFWnow.com

Illinois - Chicago
Main 312-508-4920
Fax 847-718-0157
EFWord@EFWnow.com

**North Carolina - Charlotte
Exhibit Services**
Main 888-475-3976
Fax 704-435-8883
Exhibit@EFWnow.com

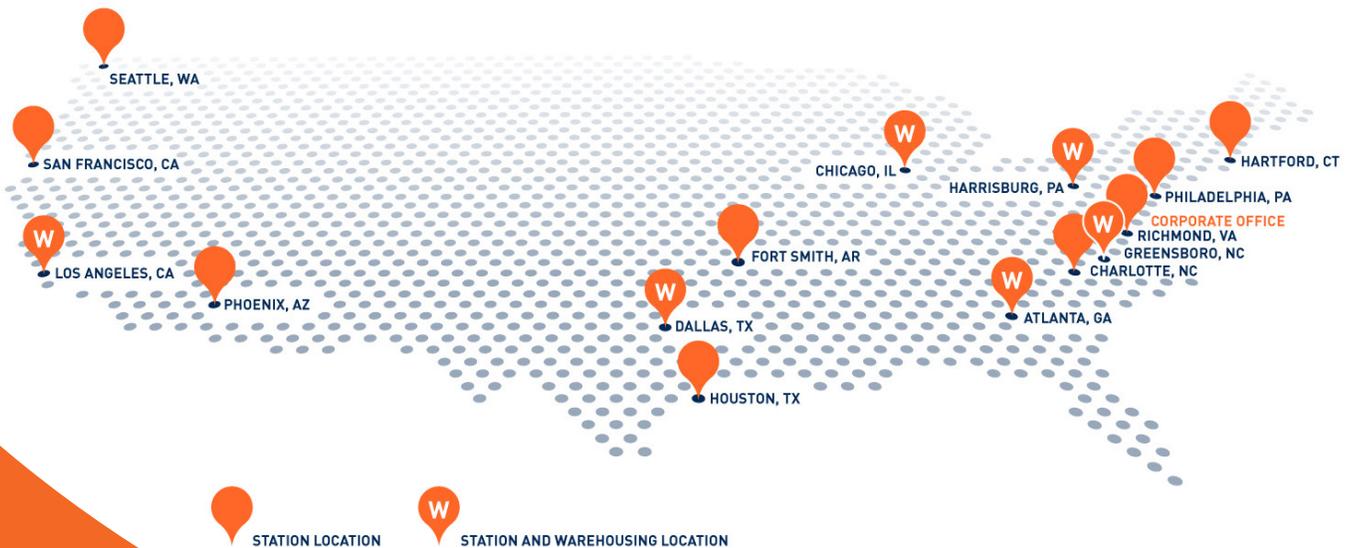
Pennsylvania - Harrisburg
Main 717-902-9400
Fax 717-944-7695
EFWmdt@EFWnow.com

Texas - Dallas
Main 817-310-3394
Fax 817-717-3744
EFWdfw@EFWnow.com

Texas - Houston
Main 713-523-0111
EFWiah@EFWnow.com

Virginia - Richmond
Main 855-433-9669
Fax 804-200-4265
EFWpriority@EFWnow.com

Washington - Seattle
Main 253-528-3151
Fax 253-880-0977
EFWsea@EFWnow.com



855-433-9669

PRESS 1: Domestic Services
PRESS 2: International Services
PRESS 3: Truckload Services
PRESS 4: Exhibit Services

EFWnow.com

