



Inside Delivery Overview

Presented by

Worldwide Logistics

Any Product. From Anywhere. To Anywhere.



- **Serve any customer**
 - Your single source to service every zip zone in the continental US and major Canadian markets
- **Get it to them right the first time**
 - Inside pickup and delivery specialists
 - Blanket wrap, Two man team, lift gate service
- **Keep your eye on the delivery**
 - Web based order visibility and reporting
 - Auto-email notifications and automated telephony contacts

Customer Driven Solutions



- **You choose the service options**
(not a one size fits all program)
- **Select an order-by-order basis**
 - Deluxing or Pre-delivery Inspections – You choose
 - Un-Cartoning, Assembly, Debris removal – You choose
 - Dock Pickups and Delivery
 - Inside Pickups and Delivery
 - Single man, Driver/Helper or Additional Labor for pickups and/or deliveries
 - Returns Management
- **Customized delivery program**

Who is home*Express*?



- ***A Client Focused* transportation solution**
- **Not a trucking company, but a inside delivery service company**
- **Network of over 170 agents who *specialize* in inside deliveries – any product to any point nationwide and in major Canadian cities**
- **Scheduled service between Canadian cities and to/from the US provides superior transits for your customers**

Scope of Network...



- **170 dedicated service centers across the U.S. and Canada**
- **Servicing every U.S. zip code**
- **Service in major Canadian markets**
- **Over 150,000 residential and commercial deliveries annually**
- **Mutually agreed upon four hour delivery window**
- **Over 70 years in-home service experience**

CANADA

*Seamless Service To/From and
Within Canada*



- 8 Distribution Centers / 19 Operating Centers
- Dedicated scheduled service throughout Canada
- Intra-Canada and Cross Border Service

**Dedicated 'bricks and mortar' operation
providing seamless service to and from all
points within Canada and the USA**

Types of Logistics Service Provided...



- **Deluxing and Inspection of product**
- **Interstate transportation**
- **Final & First Mile pick up and delivery**
- **Returns held for pick up**
- **Returns shipped interstate back to origin**
- **Warehousing/Inventory services**
- **Customized Installation/De-installation**

Premium Inside Delivery Services...Example



- **Straight truck with lift gates**
- **Two person inside delivery**
- **Placement in room of choice**
- **Up to two flights of stairs**
- **Minor assembly**
- **Debris removal**
- **20 minutes in-home**
- *included in rate*



Primary Commodities Handled..



- **Furniture – Case Goods, Upholstery, Patio**
- **Massage seating**
- **Televisions**
- **Arcade games**
- **Pool tables**
- **Spas**
- **Cabinetry**
- **Home Appliances**



Technology Capabilities...



- **Supported by Easy-to-use Web Interfaces**
 - **View order activity & status anytime**
 - **Run reports right from your desktop**
- **Customer friendly, web based proprietary system**
- **Customer track and trace visibility**
- **Email communication functionality**
- **Order status sorting options**
- **Customer voice POD, satisfaction survey**
- **Imaging of all documents, available on-line**
- **Standard or customized reporting capabilities**
- **Performance metrics**

**Leading
edge
technology
provides
visibility
and
reporting**

Why WWL and homeExpress?



- Long history with in-home services
- Proprietary advanced technology support
- Immediate customer feedback
- Rare damage issues
- Claims ratio 0.34%
- Speed to market
- Total transportation service offering
- Comprehensive nationwide coverage
- No remote area surcharges

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