

TOTAL QUALITY LOGISTICS COMPANY OVERVIEW

FAST FACTS

- 4,100+ full time employees
- Open 24/7/365, including holidays
- Thousands of customers across North America
- 55,000+ carriers
- More than 1 million loads moved in 2015
- Cutting-edge technology solutions for customers and carriers
- Above average on-time percentage
- Numerous industry and workplace awards
- Ranked by *Transport Topics* as the second largest brokerage firm in the nation

OUR LOCATIONS

CINCINNATI (HQ)

AKRON
ATLANTA
AUSTIN
BIRMINGHAM
CHARLESTON, SC
CHARLESTON, WV
CHARLOTTE
CHICAGO
CHICAGO WEST
CINCINNATI (EAST I)
CINCINNATI (EAST II)
CINCINNATI (NORTH)
CINCINNATI (WEST)
CLEVELAND
COLUMBIA
COLUMBUS
DALLAS
DAYTONA BEACH
DAYTON
DENVER
DETROIT
ERLANGER
EVANSVILLE
FAYETTEVILLE
FT. LAUDERDALE
FT. WAYNE

GRAND RAPIDS

GREENVILLE
HOUSTON
INDIANAPOLIS
JACKSONVILLE
KNOXVILLE
LAS VEGAS
LEXINGTON
LOUISVILLE
MEMPHIS
MIAMI
MINNEAPOLIS
MOBILE
NASHVILLE
ORLANDO
PHOENIX
PITTSBURGH
PORTLAND
RALEIGH
RICHMOND
SALT LAKE CITY
SARASOTA
SOUTH BEND
ST. LOUIS
TAMPA
TOLEDO

THROUGH SEPTEMBER 2016

WHO WE ARE

Total Quality Logistics is ranked by *Transport Topics* as the second largest brokerage firm in the nation. Since 1997, we have arranged truckload shipments for thousands of customers nationwide and have built our reputation on commitment, integrity and reliability. To you, this means one point of contact that understands your business inside and out.

HOW WE WORK

At TQL, you work directly with a dedicated Logistics Account Executive and their support team. Your Logistics Account Executive is responsible for managing and overseeing your entire freight movement process, from tendering of the load to delivery.

"WE MATCH THE NEEDS OF SHIPPERS WITH THE CAPABILITIES AND CAPACITY OF CARRIERS, CREATING GREATER EFFICIENCY IN TRANSPORTATION."
— KEN OAKS | CEO

TQL'S WINNING PRINCIPLES

1. Pledge Integrity
2. Exceed Expectations
3. Recognize the Value of Teamwork
4. Be Forthright About Conflict

LEARN MORE ABOUT HOW TQL CAN SERVE YOU 24/7/365

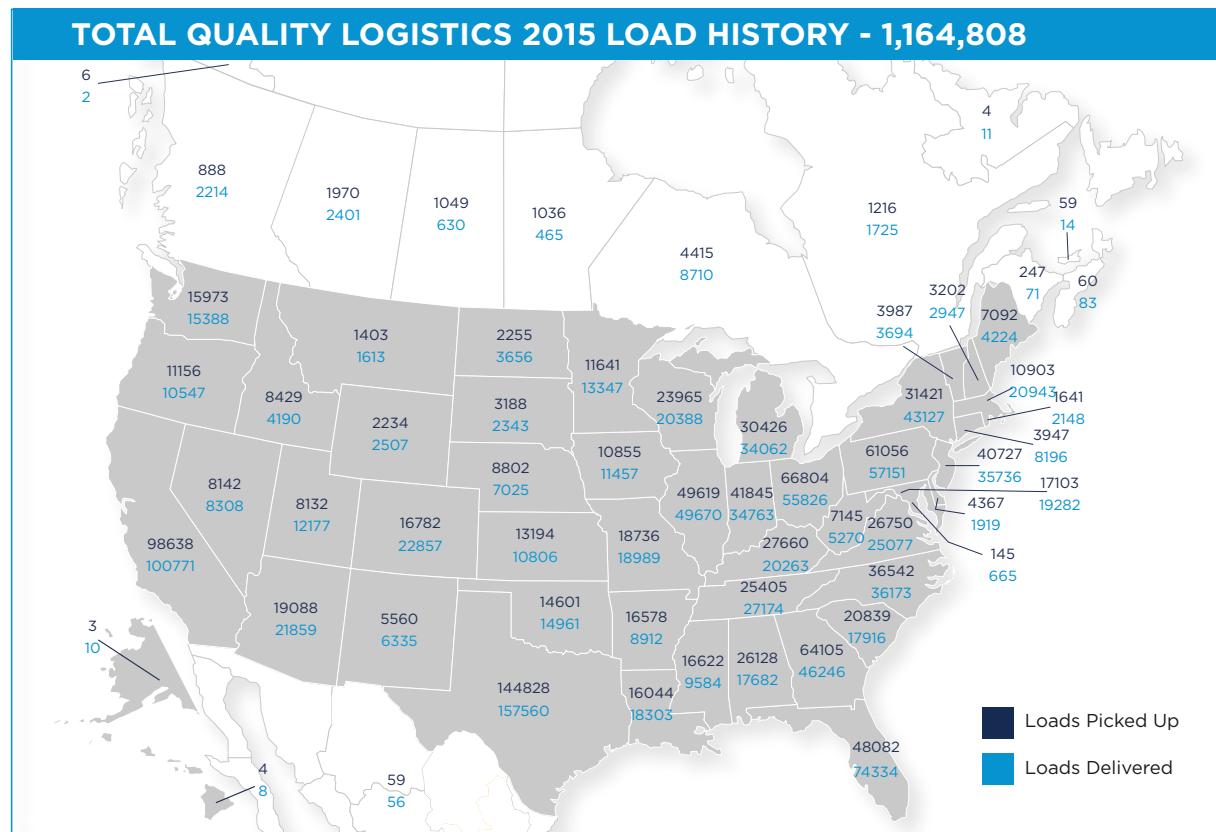
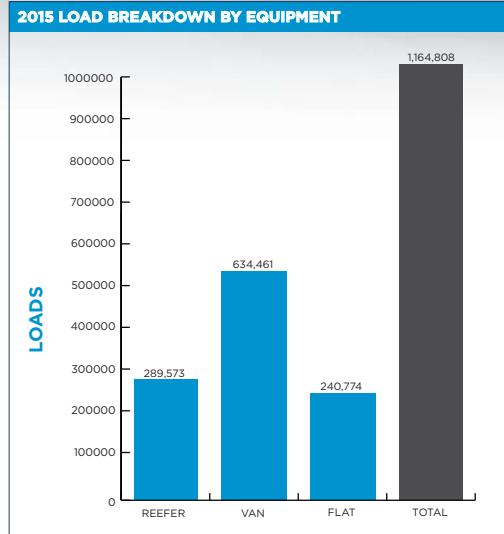
TOTAL QUALITY LOGISTICS

OUR SERVICES

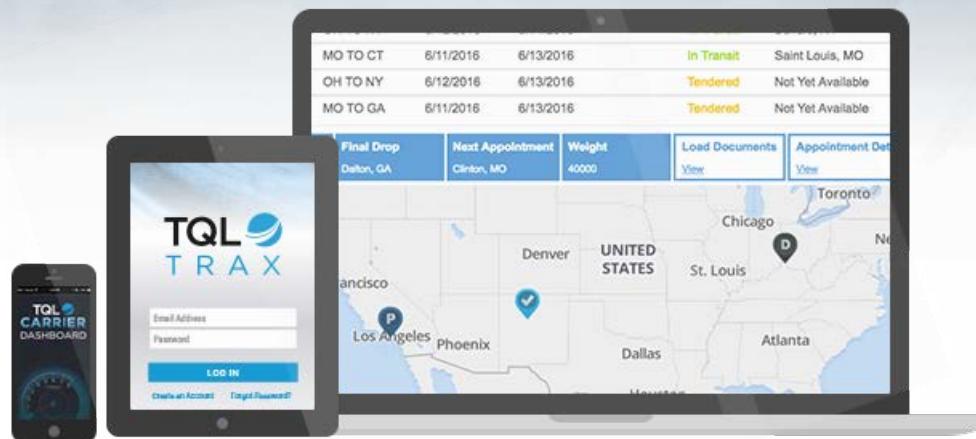
We want to be the company you count on to find the best option for your freight, day or night. We easily adapt to changes and are reliable. We have extensive experience handling both high volume and niche shipping needs.

BEYOND VAN, FLATBED, TEMPERATURE CONTROLLED (REEFER), AND LTL LOADS WE ALSO HAVE EXTENSIVE EXPERIENCE IN:

- Multi Stop Loads
- Intermodal / Rail
- Drayage Loads
- Team Drivers
- E-Tracking / Logistical Trailers
- Floor Loading
- Hazmat
- Oversize / Overweight
- High Value
- Just in Time / Production Deliveries
- Customs Bond
- Tradeshow Delivery
- Alcoholic Beverages



TOTAL QUALITY LOGISTICS INFORMATION TECHNOLOGY



EASY TO USE
AND LEARN

PROVIDES OPERATIONAL
IMPROVEMENTS AND
EFFICIENCY GAINS

OFFERS CUSTOMIZED
BUSINESS ANALYTICS

MOLDS TO OUR
CUSTOMERS
BUSINESS NEEDS

TQL TRAX OUR CUSTOMER TOOL (MOBILE APP & WEB PORTAL)

- Load tracking and mapping status updates
 - View the most recent location of any load
- Tender a load
 - Send us your freight at the click of a button
- Request a quote
 - Submit directly to your broker from the web portal
- View load documents
 - Easily save or print load documents such as BOLs or invoices
- Pay and manage invoices
 - Streamline your payment process
 - Give others access; there's no limit to the number of log-ins for your team

CARRIER DASHBOARD (MOBILE APP & WEB PORTAL)

- Simplifies how our carriers do business with us, leading to increased capacity and more competitive rates for you
- Search available loads
- Submit manual or automated check calls
- View payment information
- Capture and send documents
- Available to customers with a fleet of their own to coordinate backhauls and reduce costs

TQL OTG (MOBILE APP)

- Designed for your TQL rep, this custom mobile app gives our team 24 hour access to the information we need to manage your freight
- Displaying detailed information about carriers in TQL's network such as performance metrics and ratings
- View detailed load information including documents, pickup numbers and status updates

EDI (ELECTRONIC DATA INTERCHANGE)

- Automatically streamlines load tendering and invoicing
- Increases speed of transactions by consolidating the process of tendering and tracking
- Decreases your chance of human data entry errors
- Adjustable to fit your system's capabilities

*Some features not available in mobile app

TQL.COM 800.580.3101

Updated 7/29/16

TQL 
TOTAL QUALITY LOGISTICS

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AWARDS AND RANKINGS

TQL HAS RECEIVED TOP RANKINGS IN THE TRANSPORTATION INDUSTRY FOR OUR HIGH STANDARDS OF SERVICE AND INTEGRITY, AS WELL AS BEEN HONORED WITH MANY LOCAL AND NATIONAL AWARDS

OUR CREDIT RATINGS

DUN & BRADSTREET

5A2

(DUNS# 79-145-9410)

BLUE BOOK

40,000M XXXX AA

ELITE TRANSPORTATION
MEMBER

RED BOOK

A **** I

BUSINESS CHARACTER
AWARD



INDUSTRY RANKINGS

BETTER BUSINESS BUREAU SATISFACTORY RATING

HIGHEST POSSIBLE RATING

TRANSPORT TOPICS

2ND LARGEST FREIGHT BROKERAGE COMPANY IN THE U.S.
2014, 2016

SMARTWAY TRANSPORT PARTNER

2010–2015

TRANSPORTATION INTERMEDIARIES ASSOCIATION (TIA)
MEMBER SINCE 1998

COMPANY AWARDS

FOOD LOGISTICS MAGAZINE

TOP 100 3PL AND COLD STORAGE PROVIDER
2011-2016

SUPPLYCHAINBRAIN.COM

100 GREAT SUPPLY CHAIN PARTNERS
2013-2016

G.I. JOBS

MILITARY FRIENDLY EMPLOYER
2014, 2016

CARGONET

BEST IN CARGO SECURITY
2013