

## **MISSION STATEMENT**

Exceed the customers' expectations at all times and handle their transportation requirements from the moment of pickup until delivery 24/7/365.

**COUNT  
ON US  
24/7/365**

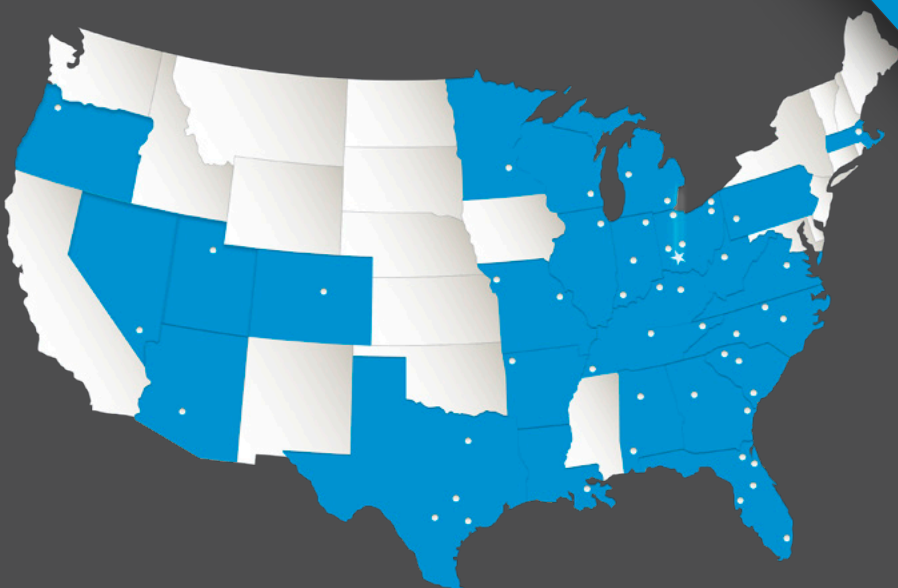
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800.580.3101 | TQL.COM

UPDATED 10/20/22

# TQL AT A GLANCE

FOUNDED IN  
**1997**



**\$7.9**  
BILLION  
COMPANY

**10,000+**  
EMPLOYEES

RANKED AS THE **SECOND-LARGEST**  
**FREIGHT BROKERAGE FIRM**  
IN NORTH AMERICA *(source: Transport Topics)*

## 57 OFFICES IN 26 STATES

### ALABAMA

Birmingham  
Mobile

### ARIZONA

Phoenix

### ARKANSAS

Fayetteville

### COLORADO

Denver

### FLORIDA

Daytona Beach  
Ft. Lauderdale  
Jacksonville  
Orlando  
Tampa

### GEORGIA

Atlanta  
Savannah

### ILLINOIS

Chicago

Lombard

### INDIANA

Evansville  
Ft. Wayne  
Indianapolis

### KENTUCKY

Erlanger  
Lexington  
Louisville

### LOUISIANA

New Orleans

### MASSACHUSETTS

Boston

### MICHIGAN

Detroit  
Grand Rapids

### MINNESOTA

Minneapolis

### MISSOURI

Kansas City  
St. Louis

### NEVADA

Las Vegas

### NORTH CAROLINA

Charlotte  
Greensboro  
Raleigh

### OHIO

Akron  
Batavia  
Cincinnati  
(HQ Campus)  
Cleveland  
Columbus  
Dayton  
Milford (Allen Drive)  
Milford (Edison Drive)  
Toledo  
West Chester

### OREGON

Portland

### PENNSYLVANIA

Pittsburgh

### SOUTH CAROLINA

Charleston  
Columbia  
Greenville

### TENNESSEE

Knoxville  
Memphis  
Nashville

### TEXAS

Austin  
Dallas  
Houston  
San Antonio

### UTAH

Salt Lake City

### VIRGINIA

Richmond

### WEST VIRGINIA

Charleston

### WISCONSIN

Milwaukee

# WHAT WE DO AT A GLANCE

**MORE SERVICE.**

MORE KNOW-HOW.  
MORE PEACE OF MIND.  
MORE VISIBILITY.

## MODES



FULL TRUCKLOAD



LESS THAN TRUCKLOAD



INTERMODAL RAIL



DRAYAGE



AIR



OCEAN

## SPECIALIZED SERVICES



DROP TRAILER



CANADA



MEXICO



OVERSIZE-OVERWEIGHT



CUSTOMS



PARTIALS



WAREHOUSING



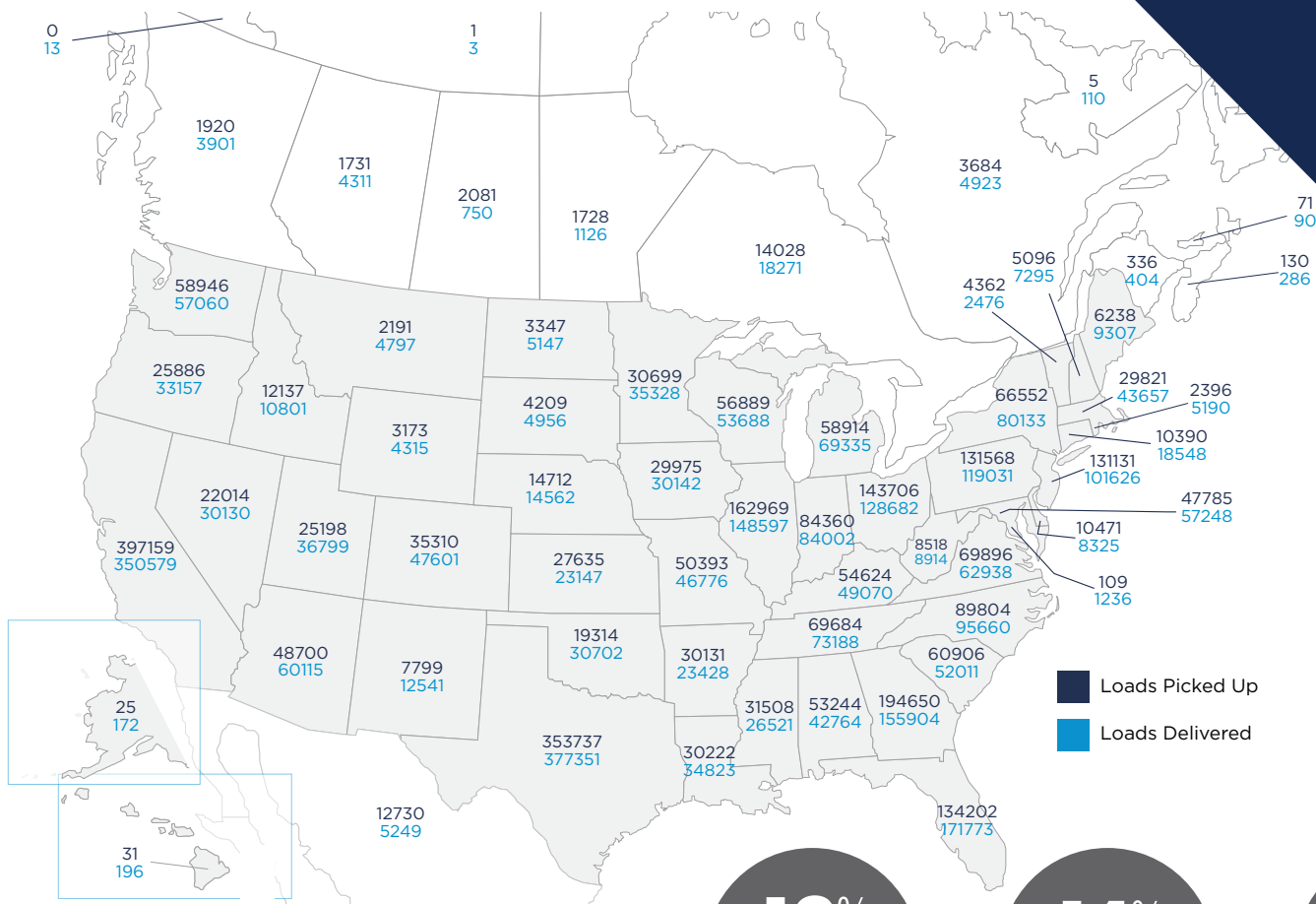
FINAL MILE



HAZMAT

# BY THE NUMBERS

**2,991,181**  
TOTAL LOADS  
MOVED IN 2021



**19%**  
TEMP-CONTROLLED  
FREIGHT

**14%**  
FLATBED  
FREIGHT

**67%**  
VAN  
FREIGHT

*Refer to appendix for load maps*



TQL WORKS WITH

**130,000+**  
CARRIERS



TQL MOVES

**65,000+**  
LOADS PER WEEK

# WE ARE HIGH TECH & HIGH TOUCH

## YOU PICK THE WAY YOU DO BUSINESS WITH US

We are hyper-focused on technology and people to deliver superior customer service with an approach we call “high tech, high touch.” We believe we deliver a superior customer experience by providing a hybrid of digital and person-to-person account management.



### THE LAE ADVANTAGE

A phone call with a live person can be a world of difference for business. As TQL's business model shows, access to one Logistics Account Executive (LAE) means we can accommodate our customers' needs with the utmost attention and convenience.

CALL US 24/7/365 AT  
**800.580.3101**



### DIGITAL SERVICES

Our self-service technology, TQL TRAX, offers access to digital tracking and business efficiencies. Enjoy the ability to quote, tender, track and pay for freight, knowing the online portal is still backed by live support when you need us.

LOG ON AT  
**TRAX.TQL.COM**



### INTEGRATED TECH SOLUTIONS

TQL is proud to offer custom integrations with Electronic Data Interchanges (EDI) and Application Programming Interfaces (API) into your system. We also support customers with customized reporting to generate relevant data in a format they can use.

EMAIL  
**VENDORCONNECTIONS@TQL.COM**

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

# SINGLE POINT OF CONTACT MODEL



## LOGISTICS ACCOUNT EXECUTIVE

### DIRECT TEAM

Scalable based on the business needs of the customer and comes at no extra cost.



**LOGISTICS ACCOUNT EXECUTIVE TRAINEE (LAET)**



**CUSTOMER ACCOUNT SPECIALIST (CAS)**



**LOGISTICS COORDINATOR (LC)**



**SALES ASSISTANT (SA)**



**24/7/365 NIGHT DISPATCH**



### MODES



**Full Truckload (FTL)**



**Drayage**



**Less Than Truckload (LTL)**



**Air**



**Intermodal**



**Ocean**



### SPECIALIZED SERVICES



**Warehousing**



**Mexico Cross-Border**



**Partials**



**Drop Trailer**



**Customs Brokerage**



**Final Mile**



**Oversize-Overweight**



**Canada**



**Hazmat**



### OPERATIONS SUPPORT

Cargo Risk Management  
Carrier Services  
Sales Quality Assurance

Distressed Load Assistance  
After Hours Support  
Claims Support



### BUSINESS SUPPORT

Accounting  
Learning and Development  
Marketing

Human Resources  
Finance

### TECHNOLOGY SERVICES

Your LAE is backed by an unmatched team of IT professionals focused on delivering superior customer service every step of the way. Our dedicated tech teams handle data integration and support TQL's proprietary freight tracking platform which is integrated with top supply chain visibility platforms.



400+ Experienced  
Technology Professionals



10+ Dedicated IT &  
Development Teams



Mobile freight tracking  
app for easy visibility



EDI, API and  
TMS integration

# CARRIER QUALIFICATION

## OUR CARRIER APPROVAL PROCESS

### RECEIVE SIGNED CARRIER PACKET



TQL receives the signed carrier packet with a copy of the carrier's Certificate of Insurance, verifies they are registered as a business with the Secretary of State and begins to monitor for fraudulent or suspicious carrier activity.

### CHECK OPERATING AUTHORITY



TQL verifies that the carrier has the authority to operate under the DOT and FMCSA and reviews available authority history.

### VERIFY INSURANCE COVERAGE



Insurance coverage dates and amounts are confirmed with the carrier's insurance agent.

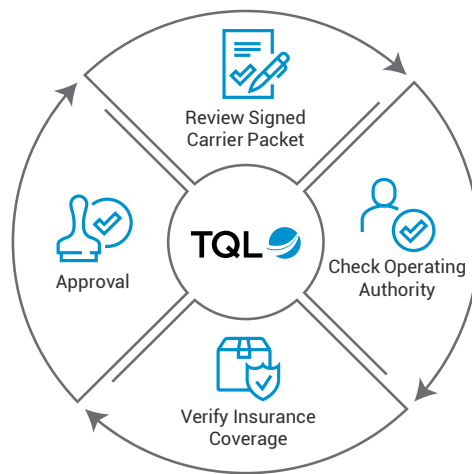
### APPROVAL



Carrier is approved by TQL once all the above initial criteria are met.

## CARRIER INDEX SCORE

The Carrier Index (CI) Score is a proprietary algorithm that uses certain characteristics of the carrier and TQL historical performance data to help us determine the carrier who may be the best fit for the load. Metrics measured include but are not limited to: fleet size, years-in business, on-time component, carrier claims percentage, and successful completion history.



## ONGOING PROACTIVE SOLUTIONS

### AUTOMATED UPDATES

Fail-safes are enacted within our TMS to notify TQL of carrier's loss of authority. Carrier Index (CI) Score (TQL's carrier rating) is assigned and updated daily.

### PREVENTATIVE MONITORING

Ongoing preventative monitoring, beginning during the carrier setup process, for fraudulent or suspicious carrier activity backed by a team of risk assessment experts.

### INDIVIDUAL LOAD MATCHING

TQL qualifies and matches carriers to individual loads based on unique load and customer requirements like hazmat and high value cargo.



# TQL TECHNOLOGY

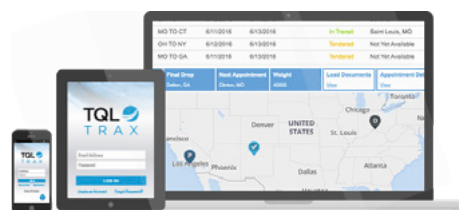
## TQL T R A X

TQL TRAX is a web portal and mobile app designed to give 24/7/365 visibility and flexibility on all modes.

- Track your load
- Get a quote
- Tender a load
- Easily save and print documents
- Simplify your payment process and invoice management
- Custom reporting capabilities

Learn more at [www.tql.com/trax](http://www.tql.com/trax)

*\*Some features not available in mobile app*



## TQL CARRIER DASHBOARD

TQL Carrier Dashboard is a web portal and mobile app designed to give carriers speed and convenience every step of the way, even on their busiest days. With TQL Carrier Dashboard, carriers have unlimited access to our free load board with 65,000+ loads a week.

- Search for loads
- Submit a quote
- Reduce check calls
- Get paid faster
- Experience more visibility

Learn more at [www.tql.com/carrier-dashboard](http://www.tql.com/carrier-dashboard)



## TECHNOLOGY INTEGRATION

By integrating your EDI, API or TMS, we can help you make secure and efficient exchanges of information, customized per your standards. Along with this integration, TQL also offers a proprietary freight tracking platform and is currently integrated with the top supply chain visibility platforms.

- Giving you access to the most up-to-date information about your loads
- Streamlining the load tendering and invoicing processes without the need for physical documentation
- Can offer ad-hoc customized reports using data shared and stored within our database

Learn more at [www.tql.com/data-integration](http://www.tql.com/data-integration)

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*"TQL TRAX IS A DIFFERENTIATOR AGAINST THE COMPETITION." –KEN R. | FOOD & BEVERAGE INDUSTRY*

# ACCOLADES



## OUR CREDIT RANKINGS

DUN & BRADSTREET  
5A2 (DUNS# 79-145-9410)



BLUE BOOK  
40,000M XXXX AA ELITE  
TRANSPORTATION MEMBER

## INDUSTRY RANKINGS

Gartner 3PL Magic Quadrant  
Recognized as a Challenger

Better Business Bureau Satisfactory Rating  
Highest Possible Rating

Transportation Intermediaries  
Association (TIA)  
Member Since 1998

2020 Inc. Magazine Best In Business  
Gold Medal winner, Logistics &  
Transportation Category

SmartWay Transport Partner  
Since 2010

INDUSTRY &  
WORKPLACE  
AWARDS

600+

# CUSTOMER OPINIONS & RANKINGS

AT TQL WE ARE MOST KNOWN FOR  
AND PROUD OF OUR EXCEPTIONAL  
SERVICE, EXCEPTIONAL PEOPLE, AND  
OUR CUSTOMER-DRIVEN TECHNOLOGY.  
WE USE A THIRD-PARTY SURVEY TO  
REACH THOUSANDS OF CUSTOMERS  
EVERY MONTH TO ENSURE WE  
MEET THE MISSION OF EXCEEDING  
OUR CUSTOMERS' EXPECTATIONS.

## 2021 OVERALL CUSTOMER SURVEY

# 9.2



SATISFACTION  
SCORE OUT OF 10

# 83%

OF CUSTOMERS RATE US  
**9 OR HIGHER**

# 68%

OF CUSTOMERS RATE US  
**A PERFECT 10**

## NPS

Net Promoter Score,  
customer loyalty metric

# 77

TOTAL QUALITY LOGISTICS  
**WORLD CLASS**  
R A T I N G

GOOD=30

GREAT=50

WORLD CLASS=70

Scale  
continues  
to -100

0

53

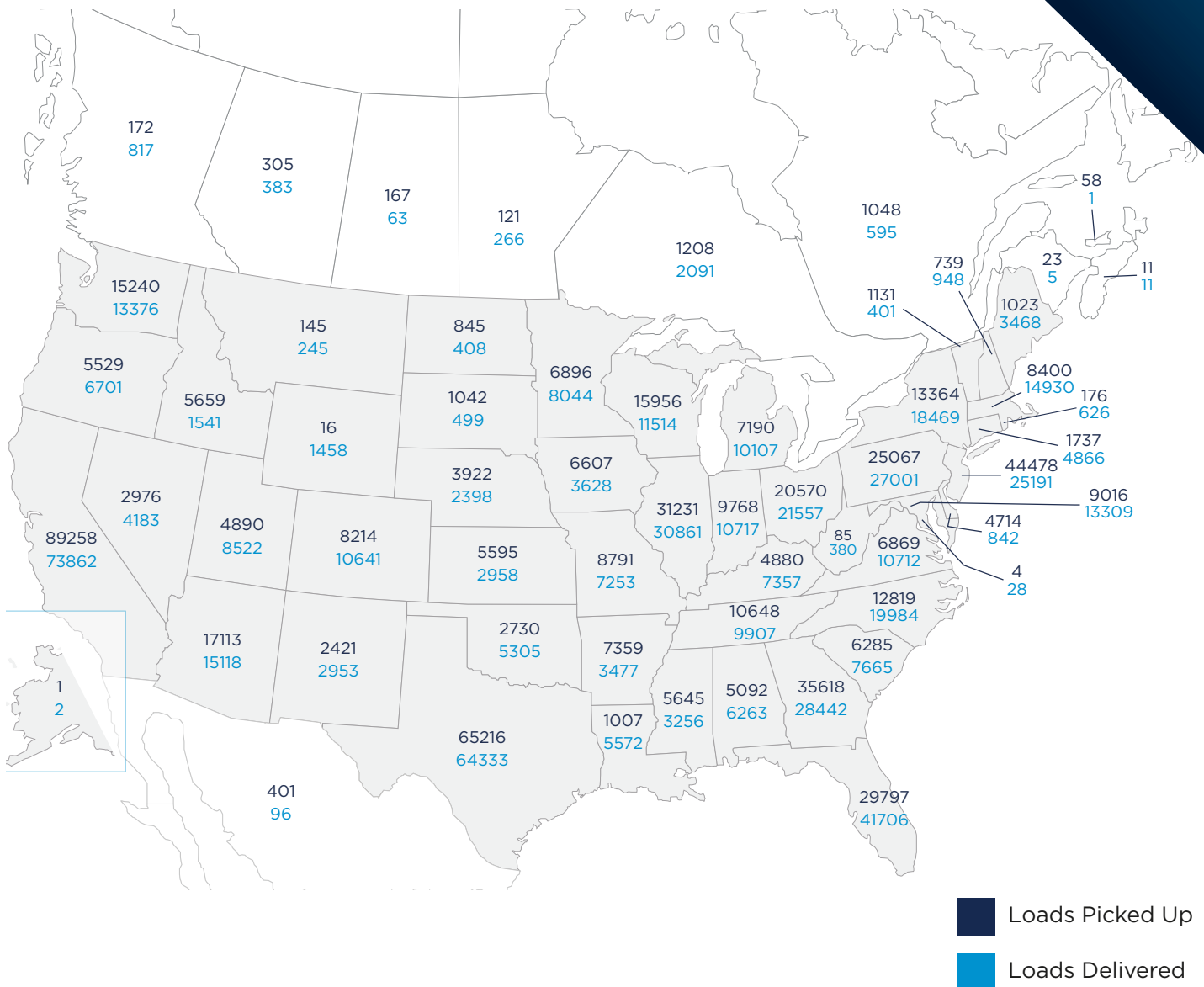
77

100

Average Logistics  
Industry Score

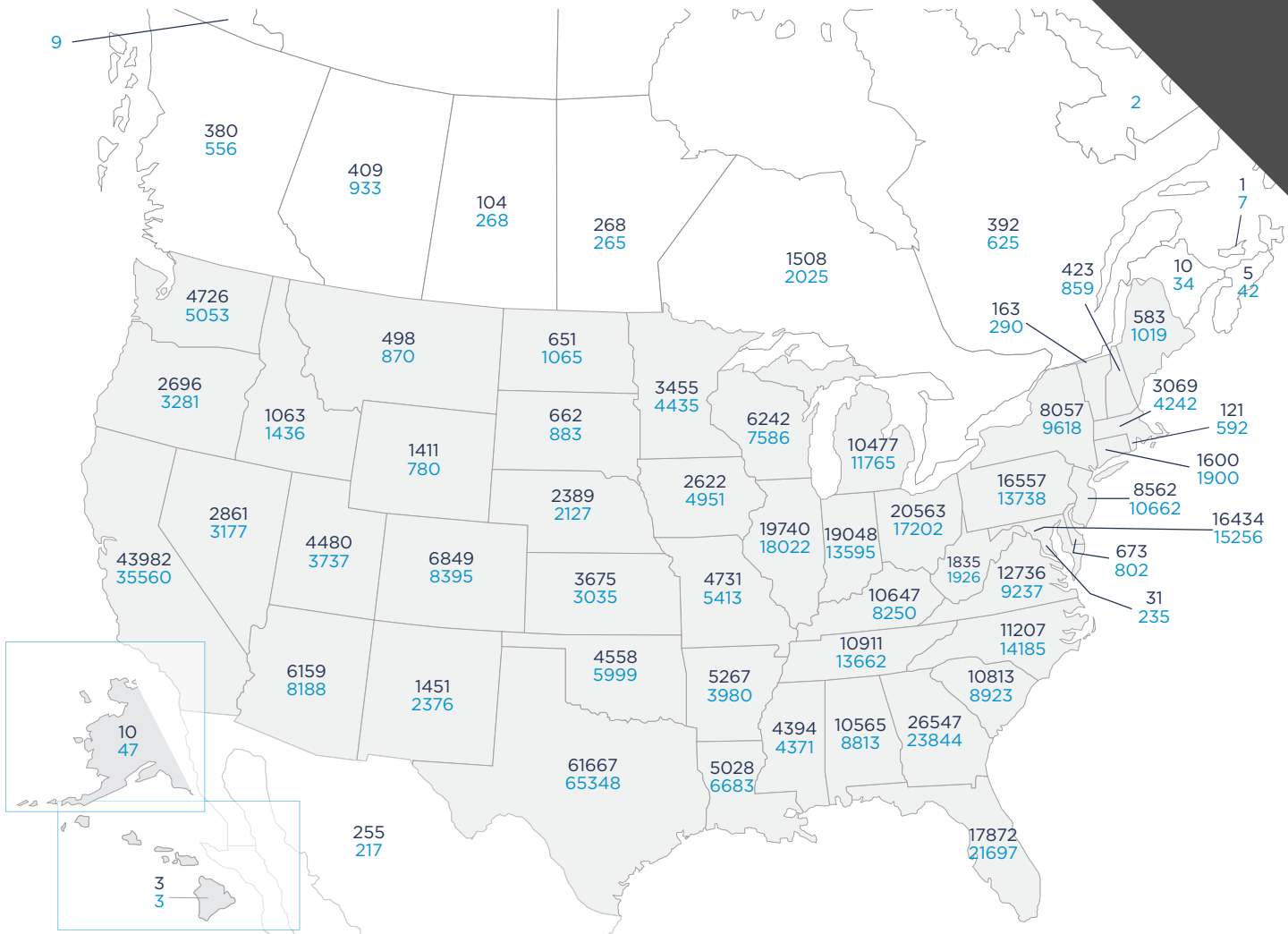
# TEMP-CONTROLLED LOAD MAP



**577,284**  
LOADS MOVED



# FLATBED LOAD MAP

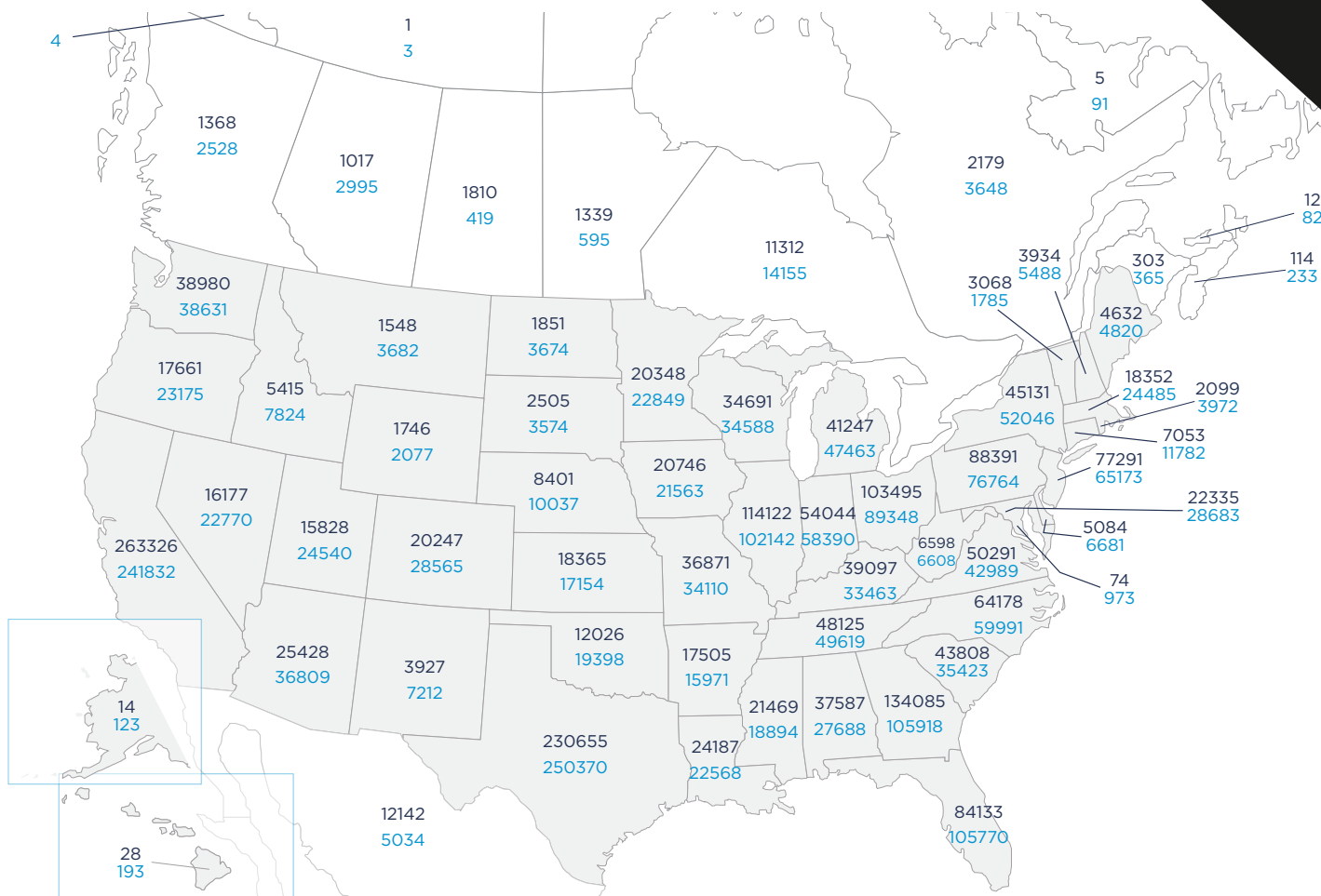
**424,096**  
LOADS MOVED



 Loads Picked Up  
 Loads Delivered

# VAN LOAD MAP

**1,989,801**  
LOADS MOVED



■ Loads Picked Up  
■ Loads Delivered

# TQL CARES

TQL Cares is our **EMPLOYEE-DRIVEN** community service program. We strive to **SUPPORT** our team members' favorite **CAUSES**, so together we can make a bigger **DIFFERENCE**.



You donate the goods, our Logistics Account Executives donate their expertise and TQL donates the shipping. We are pledging \$1M to cover shipping costs to get your donated goods in the hands of those that need them most.



TQL donates a portion of loads moved for one week in October to cancer research.



TQL donates a portion of loads moved for one week in May to military causes.

**6 MILLION**  
LBS. WORTH \$6.1 M+ IN 2021

**\$619,000**  
DONATED SINCE 2010

**\$314,000+**  
DONATED SINCE 2009

## IN 2021



**81%**  
OF TQL EMPLOYEES  
GAVE BACK



**5,000+**  
HOURS DONATED BY  
EMPLOYEES



**\$2.5M**  
DONATED  
BY TQL

