

The Mastio Report

Value & Loyalty Benchmarking

Customer Preference & Company Performance

Industry-Wide

Global Freight Forwarding Study

6th Edition

July 2018

The following PDF is the printed report version from 2018. In addition to the published report, subscribers also receive the following:

1. A proprietary segmentation analysis tool that allows users to conduct detailed analyses, including but not limited to a head-to-head comparison with key competitors. Our software tool will enable subscribers to segment the data by demographics, such as region, volume, strategic importance, etc., and see their performance vs. competitors.
2. The raw data in Excel for every question asked is linked to every study respondent.
3. The ability to group study respondents (custom tagging) by categories that have value to you, i.e., by profitability, strategic importance, volume, and even the person responsible for the account in your organization or customer service teams.
4. An in-person presentation of the study findings.
5. A PowerPoint summary of the study deliverables, key insights, and actions to take
6. Training, knowledge transfer, and ongoing support.



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6th Edition - 2018

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Executive Summary



Executive Summary

Global Freight Forwarding Study 6th Edition – 2018

The Executive Summary is divided into the following sections, (I) Overview, (II) Summary of Findings, (III) Comprehensive Net Promoter Analysis, (IV) Company Selection Process, (V) Demographic Segments Covered, (VI) Companies Included, and an example of (VII) How to Generate Your Own Analysis.

I. Overview

Mastio & Company is pleased to present the findings of our 6th Edition Global Freight Forwarding Study. This study identifies and quantifies the perceptions and needs of global freight customers. The 2018 study findings are based on interviews with 1,508 customers providing approximately 3,000 total observations. There was hundreds of freight forwarders rated of which 43 had a sufficient number of ratings to be included in this 2018 report. The electronic edition allows the inclusion of all rated companies for additional analysis. The 2018 study also includes approximately 6,300 qualitative responses to five (5) open-ended questions about individual companies. The data was collected by telephone interviews with key decision makers beginning in February and ending in June of 2018.

The study identifies how customers choose which company to use and answers these types of questions:

- What factors are the most important drivers of customers' supplier selection decisions and their perceptions of overall value and loyalty?
- How do customers perceive the overall value of your products and services relative to key competitors?
- How competitive is your position in the marketplace?
- Which companies are the most vulnerable and which are strongest in their ability to gain and retain customers?
- What are the areas for improvement that will have the most impact on your ability to win and retain more business?
- What factors should be emphasized in marketing communications?

Included with your purchase of the study are this book and the electronic edition. The electronic edition contains Mastio's proprietary segmentation software and raw study data in a spreadsheet format. We encourage subscribers to contact us at 816-364-6200 with questions regarding this or any other MASTIO Study.

II. Summary Findings

Mastio & Company uses a Customer Loyalty & Value approach in the analysis of the data included in this study. The following exhibits on the proceeding pages are comprised of four (4) columns and an explanation of each column is as follows:

Column 1 - Number of Observations: This column represents the number of total ratings that each company received in the study. **MASTIO requires at least 30 observations to be eligible for an award.**

Note: MASTIO suggests that whenever possible a minimum sample size (n) of 30 should be used. This is based on a rule of thumb generally accepted by statisticians that the Central Limit Theorem can be safely applied when $n = 30$. The Central Limit Theorem states that the distribution of the sample mean for samples of 30+ is normal - no matter what the population distribution looks like. This allows statistical inferences to be made about the population mean even when the population distribution is not known.

Note: MASTIO would like to see this number of ratings per company be at 30 or above in order to have confidence in the results; however, we have included companies in this book with less than 30 observations because we believe the data is directionally correct. The software (the electronic version of the study) allows the inclusion of all the companies rated regardless of the number of ratings.

Column 2 - The Market-Perceived Weighted Performance (Benefit) Score: This weighted index score is the average of all the quality attributes (non-cost factors) measured in the MASTIO Report. **The quality award that MASTIO gives is based on this score.**

Column 3 - Customer Value Index: The customer value index measures the customer perceived value of a company relative to the perceived value of all companies. **This index factors in both the weighted performance score shown in column 2 and the weighted cost competitiveness score, which in turn is weighted by the cost/benefit trade-off percentage.** This comprehensive index allows you to benchmark yourself relative to your competition based on the perspectives of your customers and prospects.

Column 4 - The Net Promoter Scores (NPS): The calculation for the Net Promoter Score is based on the question; “How likely would you be to recommend this company to a business associate?” and is calculated by taking the percentage of Promoters minus the percentage of Detractors. Promoters are those respondents who rate companies a 9 or 10 on the likelihood to recommend question while detractors are those respondents who rate companies 1 through 6. **The NPS analysis provides an overall view on the performance of each company based solely on this one question.**

Note: Net Promoter is a registered trademark of Satmetrix Systems, Inc., Bain & Company and Fred Reichheld.

Note: Unlike the Net Promoter Score which remains constant when you analyze various companies, the two Customer Value Scores are dynamic and therefore the score can change because it is a percentage of average of the data (companies) included in the analysis. For example, the score will change based on the companies selected and the segmentations chosen for analysis.

II. Summary Findings

The study findings are divided into the following group(s) located on the proceeding pages:

- **Overall** (pages 4 and 5)

Each group is divided into the following sections:

- 1) **Quality Awards** - Are determined by the companies with the highest overall Customer Value Weighted Performance (Benefit) Score (column 2) that have also met a minimum of 30 ratings.
- 2) **Top Value** - The overall performance of each company is based on the Overall Customer Value Index Score (column 3). This index factors in both weighted quality and cost attributes measured within the study. The company with the highest score is considered to be offering the best value and the companies that are in bold exceed the industry benchmark.
- 3) **Net Promoter Score** – The Net Promoter Score (NPS) (column 4) should provide similar results to the Overall CV Index Score; however may not because it is based solely on one question – “The likelihood to recommend”.

Awards - THE MASTIO QUALITY AWARD - Overall

Global Freight Forwarding Study 6th Edition – 2018

(In Rank Order by Weighted Quality Score)

Company	Column 1	Column 2	Column 3	Column 4
	Number of Observations	Weighted Performance Score*	Overall CV Index Score	Net Promoter Score
UPS SCS	180	103.61	102.55	47.78%
Expeditors	178	102.98	101.00	49.44%
C.H. Robinson	54	102.32	105.17	48.15%
Kuehne & Nagel	156	101.25	101.44	41.67%
FedEx Trade Networks	179	101.07	99.60	48.04%
DB Schenker Logistics	86	100.57	101.23	37.21%
Geodis Wilson	40	99.22	101.36	27.50%
DHL Global Forwarding	217	98.60	98.31	32.26%
CEVA Logistics	54	97.60	97.22	12.96%
NYK Line	50	97.49	99.54	30.00%
Panalpina	47	96.41	96.44	14.89%
DSV	55	96.38	97.20	23.64%
Bolloré Logistics	30	96.22	97.11	33.33%
Maersk Logistics	50	95.77	96.03	10.00%
TNT	44	93.95	97.20	27.27%
The companies listed below do not meet the criteria to be included in the award index. However, the data is included in the rest of the study because we believe the data is directionally correct.				
Pilot	10	116.91	114.11	100.00%
OEC	12	106.88	105.22	50.00%
Kintetsu World Express (KWE)	20	104.48	104.92	55.00%
JAS	19	103.65	101.72	57.89%
Jeena & Company	14	102.71	100.59	42.86%
SEKO Logistics	21	102.61	102.48	19.05%
Cargo Partners	12	102.08	102.38	58.33%
BDP International	13	101.48	102.86	46.15%
Apollo LogiSolutions (ALS)	16	101.46	102.09	6.25%
Pioneer Logistics Group	15	101.44	101.79	33.33%
Qingdao Jet Marine Logistics (JMS)	15	101.34	101.93	46.67%
Nippon Express	25	101.33	103.75	48.00%
APL Logistics	13	100.88	103.42	30.77%
Laufer	10	100.61	104.24	40.00%
CW Logistics	11	100.59	101.07	36.36%
COSCO (China Ocean Shipping Co.)	16	100.54	98.82	50.00%
KGL Networks	10	99.59	100.53	70.00%
Kim Ee Logistics	14	98.26	97.86	50.00%
MSC	14	97.95	101.04	42.86%
Agility	29	97.58	98.33	13.79%
Toll Forwarding	15	96.86	99.12	26.67%
OOCL	14	96.13	95.72	0.00%
Logistics Plus	10	95.35	99.05	20.00%
Pantos Logistics	11	94.97	95.18	27.27%
TransWorld	13	94.85	94.17	23.08%
Katolec	10	93.94	97.49	20.00%
Hellmann	26	91.68	90.59	26.92%
Schneider Logistics	10	90.24	90.98	0.00%

* The MASTIO Quality Award is based on the Weighted Performance Score found in Column 2.

**The average Net Promoter Score for the 6th Edition Global Freight Forwarding Study is 35.5%

Awards - THE MASTIO QUALITY AWARD

Global Freight Forwarding Study 6th Edition – 2018

Overall

Category	Overall Winner / Highest Score	Companies Who Exceed the Industry Benchmark
Overall	UPS SCS	C.H. Robinson DB Schenker Logistics Expeditors FedEx Trade Networks Kuehne & Nagel UPS SCS

Awards are presented to companies who meet the criteria and pay the promotional fee for unlimited advertising and promotional use of the award and the MASTIO name. *MASTIO will also present the award in-person and do other events as requested.*



Sample design of certification award that can be used for marketing purposes.

Note: Awards are determined by the companies with the highest overall Customer Value Weighted Performance Score (not to be confused with the Overall Customer Value Score) that have also met a minimum of 30 ratings.

III. Comprehensive Net Promoter Analysis (NPS)

The calculation for the Net Promoter Score is based on one question; “How likely would you be to recommend this company to a business associate?” and is calculated by taking the percentage of Promoters minus the percentage of Detractors.

Net Promoter Score (NPS) = % of Promoters minus % of Detractors

How likely would you be to recommend this company to a business associate? (1-not at all likely ... 10-very likely)	
Classification	Rating Received
Promoter	9 or 10
Passive	7 or 8
Detractor	1 thru 6

The NPS analysis provides an overall view on the performance of each company based solely on this one question.

Note: Net Promoter is a registered trademark of Satmetrix Systems, Inc., Bain & Company and Fred Reichheld.

NPS Analysis Overall

(Sorted Best-to-Worst by Net Promoter Score)

Company	# of Observations	# of Promoters	# of Detractors	# of Passives	Net Promoter Score
Pilot	10	10	0	0	100.0%
KGL Networks	10	7	0	3	70.0%
Cargo Partners	12	8	1	3	58.3%
JAS	19	13	2	4	57.9%
Kintetsu World Express (KWE)	20	12	1	7	55.0%
COSCO (China Ocean Shipping Co.)	16	8	0	8	50.0%
Kim Ee Logistics	14	8	1	5	50.0%
OEC	12	6	0	6	50.0%
Expeditors	178	110	22	46	49.4%
C.H. Robinson	54	33	7	14	48.2%
FedEx Trade Networks	179	104	18	57	48.0%
Nippon Express	25	14	2	9	48.0%
UPS SCS	180	107	21	52	47.8%
Qingdao Jet Marine Logistics (JMS)	15	8	1	6	46.7%
BDP International	13	7	1	5	46.2%
Jeena & Company	14	6	0	8	42.9%
MSC	14	7	1	6	42.9%
Kuehne & Nagel	156	87	22	47	41.7%
Laufer	10	6	2	2	40.0%
DB Schenker Logistics	86	44	12	30	37.2%
CW Logistics	11	4	0	7	36.4%
Bollere Logistics	30	13	3	14	33.3%
Pioneer Logistics Group	15	5	0	10	33.3%
DHL Global Forwarding	217	100	30	87	32.3%
APL Logistics	13	4	0	9	30.8%
NYK Line	50	22	7	21	30.0%
Geodis Wilson	40	15	4	21	27.5%
TNT	44	17	5	22	27.3%
Pantos Logistics	11	4	1	6	27.3%
Hellmann	26	10	3	13	26.9%
Toll Forwarding	15	4	0	11	26.7%
DSV	55	24	11	20	23.6%
TransWorld	13	4	1	8	23.1%
Katolec	10	5	3	2	20.0%
Logistics Plus	10	2	0	8	20.0%
SEKO Logistics	21	8	4	9	19.1%
Panalpina	47	16	9	22	14.9%
Agility	29	8	4	17	13.8%
CEVA Logistics	54	18	11	25	13.0%
Maersk Logistics	50	16	11	23	10.0%
Apollo LogiSolutions (ALS)	16	5	4	7	6.3%
OOCL	14	3	3	8	0.0%
Schneider Logistics	10	2	2	6	0.0%

Source: Mastio Global Freight Forwarding Study 6th Edition – 2018

NPS Analysis
Overall
(Sorted by Highest Percentage of Promoters)

Company	# of Observations	% of Promoters	% of Detractors	% of Passives	Net Promoter Score
Pilot	10	100.0%	0.0%	0.0%	100.0%
KGL Networks	10	70.0%	0.0%	30.0%	70.0%
JAS	19	68.4%	10.5%	21.1%	57.9%
Cargo Partners	12	66.7%	8.3%	25.0%	58.3%
Expeditors	178	61.8%	12.4%	25.8%	49.4%
C.H. Robinson	54	61.1%	13.0%	25.9%	48.2%
Kintetsu World Express (KWE)	20	60.0%	5.0%	35.0%	55.0%
Laufer	10	60.0%	20.0%	20.0%	40.0%
UPS SCS	180	59.4%	11.7%	28.9%	47.8%
FedEx Trade Networks	179	58.1%	10.1%	31.8%	48.0%
Kim Ee Logistics	14	57.1%	7.1%	35.7%	50.0%
Nippon Express	25	56.0%	8.0%	36.0%	48.0%
Kuehne & Nagel	156	55.8%	14.1%	30.1%	41.7%
BDP International	13	53.9%	7.7%	38.5%	46.2%
Qingdao Jet Marine Logistics (JMS)	15	53.3%	6.7%	40.0%	46.7%
DB Schenker Logistics	86	51.2%	14.0%	34.9%	37.2%
COSCO (China Ocean Shipping Co.)	16	50.0%	0.0%	50.0%	50.0%
Katolec	10	50.0%	30.0%	20.0%	20.0%
MSC	14	50.0%	7.1%	42.9%	42.9%
OEC	12	50.0%	0.0%	50.0%	50.0%
DHL Global Forwarding	217	46.1%	13.8%	40.1%	32.3%
NYK Line	50	44.0%	14.0%	42.0%	30.0%
DSV	55	43.6%	20.0%	36.4%	23.6%
Bollere Logistics	30	43.3%	10.0%	46.7%	33.3%
Jeena & Company	14	42.9%	0.0%	57.1%	42.9%
TNT	44	38.6%	11.4%	50.0%	27.3%
Hellmann	26	38.5%	11.5%	50.0%	26.9%
SEKO Logistics	21	38.1%	19.1%	42.9%	19.1%
Geodis Wilson	40	37.5%	10.0%	52.5%	27.5%
CW Logistics	11	36.4%	0.0%	63.6%	36.4%
Pantos Logistics	11	36.4%	9.1%	54.6%	27.3%
Panalpina	47	34.0%	19.2%	46.8%	14.9%
CEVA Logistics	54	33.3%	20.4%	46.3%	13.0%
Pioneer Logistics Group	15	33.3%	0.0%	66.7%	33.3%
Maersk Logistics	50	32.0%	22.0%	46.0%	10.0%
Apollo LogiSolutions (ALS)	16	31.3%	25.0%	43.8%	6.3%
APL Logistics	13	30.8%	0.0%	69.2%	30.8%
TransWorld	13	30.8%	7.7%	61.5%	23.1%
Agility	29	27.6%	13.8%	58.6%	13.8%
Toll Forwarding	15	26.7%	0.0%	73.3%	26.7%
OOCL	14	21.4%	21.4%	57.1%	0.0%
Logistics Plus	10	20.0%	0.0%	80.0%	20.0%
Schneider Logistics	10	20.0%	20.0%	60.0%	0.0%

Source: Mastio Global Freight Forwarding Study 6th Edition - 2018

NPS Analysis Overall (Sorted by Lowest Percentage of Detractors)

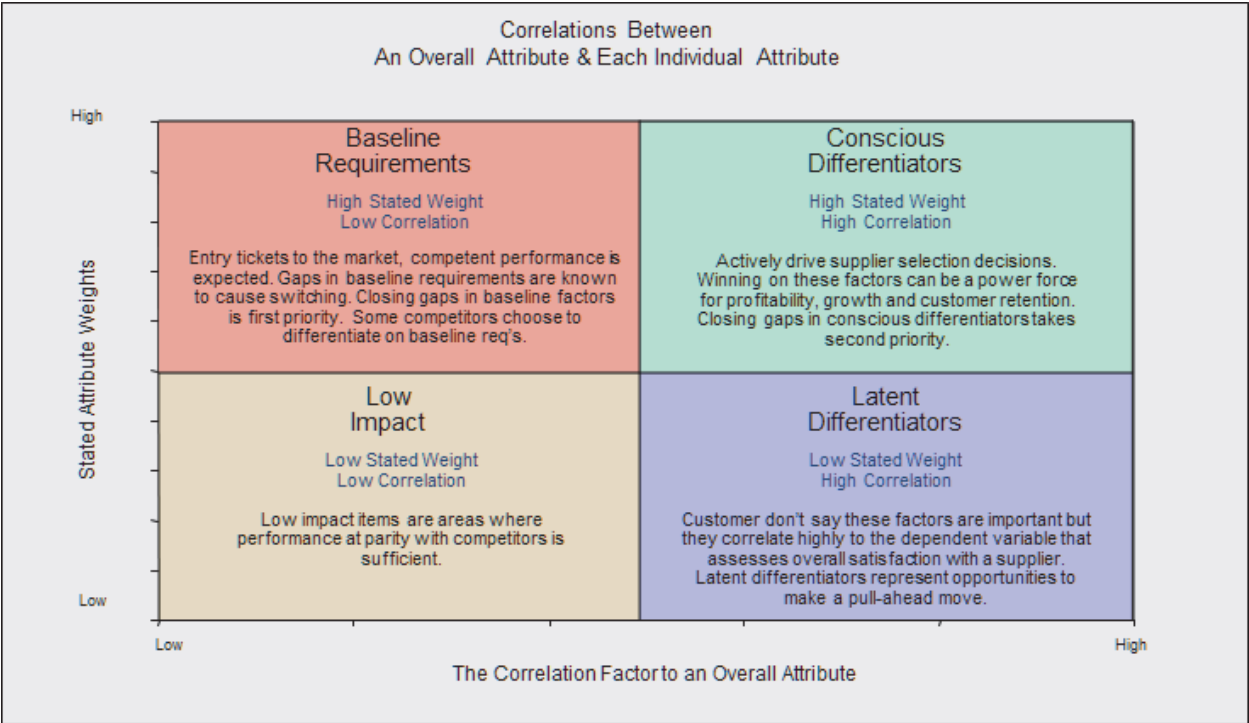
Company	# of Observations	% of Promoters	% of Detractors	% of Passives	Net Promoter Score
Pilot	10	100.0%	0.0%	0.0%	100.0%
KGL Networks	10	70.0%	0.0%	30.0%	70.0%
COSCO (China Ocean Shipping Co.)	16	50.0%	0.0%	50.0%	50.0%
OEC	12	50.0%	0.0%	50.0%	50.0%
Jeena & Company	14	42.9%	0.0%	57.1%	42.9%
CW Logistics	11	36.4%	0.0%	63.6%	36.4%
Pioneer Logistics Group	15	33.3%	0.0%	66.7%	33.3%
APL Logistics	13	30.8%	0.0%	69.2%	30.8%
Toll Forwarding	15	26.7%	0.0%	73.3%	26.7%
Logistics Plus	10	20.0%	0.0%	80.0%	20.0%
Kintetsu World Express (KWE)	20	60.0%	5.0%	35.0%	55.0%
Qingdao Jet Marine Logistics (JMS)	15	53.3%	6.7%	40.0%	46.7%
Kim Ee Logistics	14	57.1%	7.1%	35.7%	50.0%
MSC	14	50.0%	7.1%	42.9%	42.9%
BDP International	13	53.9%	7.7%	38.5%	46.2%
TransWorld	13	30.8%	7.7%	61.5%	23.1%
Nippon Express	25	56.0%	8.0%	36.0%	48.0%
Cargo Partners	12	66.7%	8.3%	25.0%	58.3%
Pantos Logistics	11	36.4%	9.1%	54.6%	27.3%
Bolloré Logistics	30	43.3%	10.0%	46.7%	33.3%
Geodis Wilson	40	37.5%	10.0%	52.5%	27.5%
FedEx Trade Networks	179	58.1%	10.1%	31.8%	48.0%
JAS	19	68.4%	10.5%	21.1%	57.9%
TNT	44	38.6%	11.4%	50.0%	27.3%
Hellmann	26	38.5%	11.5%	50.0%	26.9%
UPS SCS	180	59.4%	11.7%	28.9%	47.8%
Expeditors	178	61.8%	12.4%	25.8%	49.4%
C.H. Robinson	54	61.1%	13.0%	25.9%	48.2%
Agility	29	27.6%	13.8%	58.6%	13.8%
DHL Global Forwarding	217	46.1%	13.8%	40.1%	32.3%
DB Schenker Logistics	86	51.2%	14.0%	34.9%	37.2%
NYK Line	50	44.0%	14.0%	42.0%	30.0%
Kuehne & Nagel	156	55.8%	14.1%	30.1%	41.7%
SEKO Logistics	21	38.1%	19.1%	42.9%	19.1%
Panalpina	47	34.0%	19.2%	46.8%	14.9%
Laufer	10	60.0%	20.0%	20.0%	40.0%
DSV	55	43.6%	20.0%	36.4%	23.6%
Schneider Logistics	10	20.0%	20.0%	60.0%	0.0%
CEVA Logistics	54	33.3%	20.4%	46.3%	13.0%
OOCL	14	21.4%	21.4%	57.1%	0.0%
Maersk Logistics	50	32.0%	22.0%	46.0%	10.0%
Apollo LogiSolutions (ALS)	16	31.3%	25.0%	43.8%	6.3%
Katolec	10	50.0%	30.0%	20.0%	20.0%

Source: Mastio Global Freight Forwarding Study 6th Edition - 2018

IV. Factors Driving the Company Selection Process

In the MASTIO Report, we look at the importance that customers place on various attributes in two distinct ways. First, we ask respondents how important the attributes are in the decision to use one company over another. In addition, we look at how performance on an attribute correlates to two overall questions that are measured in the study – the “Overall Performance” and the respondent’s “Likelihood to Recommend” a company. Both customer need indicators are then plotted to determine which of the categories below best describes the importance of that attribute in the company selection process (please see Chapter 2 for more detail). Below are the findings based on the correlation of the attributes to the “Likelihood to Recommend” question.

The following chart shows the correlation factors (an indication of derived importance) vs. the stated weights for all measured attributes (study questions). The four quadrants of the chart show how various factors play in the customers' company selection decision process. An attribute is plotted into a category based on its correlation to the overall question ‘how likely would you be to recommend this company to others?’ and its stated importance.



Please reference the table on the following page for a complete listing of attributes and their corresponding categories.

Overall (All Respondents)

Needs Quadrant	Attribute
BASELINE REQUIREMENTS Are entry tickets to the market, competent performance is expected. Gaps in baseline requirements are known to cause switching. Closing gaps in baseline factors is first priority. Some competitors choose to differentiate on baseline requirements	Shipments are delivered with no shortages or damage. Secure chain of custody. Global compliance. Accurate invoices and statements. Tracking occurs at the appropriate level (P.O./SKU/Container). Competitive rates.
CONSCIOUS DIFFERENTIATORS Actively drive selection decisions. Winning on these factors can be a powerful force for profitability, growth, customer retention and greater share of wallet. Closing gaps in conscious differentiators takes second priority	Customer service staff is courteous and professional. Knowledgeable and helpful representatives. Effective problem resolution. Timely notification of delays. Easy to contact the right person for help. Overall execution of pick-up and delivery. Willingness to go the extra mile. Ability to accurately track shipments from origin to destination. Highly trusted freight forwarder. Pickup & Delivery is courteous and professional. Supply chain expertise. Overall value for the money you spend.
LATENT DIFFERENTIATORS Are those factors customers don't say are important but they correlate highly to a dependent variable that assesses overall	Consistency of service around the world. Provides day specific transit time commitments. Strong positive corporate image and reputation.
LOW IMPACT FACTORS Are areas where performance at parity with competitors is sufficient. Overspending in this area does not gain any market advantage.	Flexibility of service options. Proactively brings me specific solutions to improve my business. Provides educational opportunities. Speed of obtaining a rate quote. Timeliness of invoices. Quick response to EDI or system enhancements. Internal system support and development. Strong commitment to CSR (corporate social responsibility). System reporting capability is valuable. Systems and tools are valuable. Flexible online booking system. Accessorial and surcharge prices.

Source: Mastio Global Freight Forwarding Study 6th Edition - 2018

V. Demographic Segments Covered

The 1,508 interviews conducted in this study represent companies from around the world. Respondents used in this study are key decision makers in the companies they represent.

Demographic data for the respondents in the study are included in 19 customer segments within the following categories:

CATEGORY	SEGMENTS COVERED
Overall Industry	<ul style="list-style-type: none">• All respondents
Shipment Volume (monthly transactions)	<ul style="list-style-type: none">• 1 - 10 Transactions Per Month• 11 - 40 Transactions Per Month• 41 - 75 Transactions Per Month• 76 - 100 Transactions Per Month• Over 100 Transactions Per Month
Principal Shipping Type	<ul style="list-style-type: none">• Air• Ocean
Geographic Location	<ul style="list-style-type: none">• Asia• Australia• Europe• North America• South America
Industry/Market	<ul style="list-style-type: none">• Manufacturing• Retail• High-Technology• Pharmaceuticals• Wholesale Trade• Other Industries

Chapter 2 (Customer Needs and Inferential Statistics) and Chapter 3 (Company Utilization) are segmented into the above groups for your analysis.

VI. Companies Included in the Study

Below are 43 companies in alphabetical order that are represented in this report and the default configuration file of Mastio's proprietary software. The table displays the number of observations for each company. **Please see Chapter 3 (Company Utilization) for a detailed analysis on the number of respondents which constitute the total observations for a company.**

Company	# of Observations	Company	# of Observations
Agility	29	Kintetsu World Express (KWE)	20
APL Logistics	13	Kuehne & Nagel	156
Apollo LogiSolutions (ALS)	16	Laufer	10
BDP International	13	Logistics Plus	10
Bollere Logistics	30	Maersk Logistics	50
C.H. Robinson	54	MSC	14
Cargo Partners	12	Nippon Express	25
CEVA Logistics	54	NYK Line	50
COSCO (China Ocean Shipping Co.)	16	OEC	12
CW Logistics	11	OOCL	14
DB Schenker Logistics	86	Panalpina	47
DHL Global Forwarding	217	Pantos Logistics	11
DSV	55	Pilot	10
Expeditors	178	Pioneer Logistics Group	15
FedEx Trade Networks	179	Qingdao Jet Marine Logistics (JMS)	15
Geodis Wilson	40	Schneider Logistics	10
Hellmann	26	SEKO Logistics	21
JAS	19	TNT	44
Jeena & Company	14	Toll Forwarding	15
Katolec	10	TransWorld	13
KGL Networks	10	UPS SCS	180
Kim Ee Logistics	14		

There are numerous companies with ratings in the study that are not included in the printed version of this book due to the lack of observations. These companies may be added using Mastio's proprietary software for further analysis. Please note that the responses to open-ended questions are also included for these companies.

VII. Using the Segmentation Software to Conduct Your Own Analysis

Introduction

The proprietary segmentation software is included with this report. After you have installed the software you can conduct your own analysis of the data. We encourage you to contact us at 816-364-6200 so you can learn how to use this tool efficiently.

The main analytical analysis tools are:

- A **Benefit Profile** (pages 15 thru 19) that quantifies the performance of companies on all factors measured and the weights respondents assign to each factor when making the supplier selection decision.
- A **Value Map** (pages 20 thru 23) illustrating how companies are competitively positioned - based on respondents perceptions of benefit and price performance for each company.
- A **Head-to-Head Analysis** (pages 24 thru 26) that shows the strengths and weaknesses found between one company versus another for each individual attribute.

The exhibits on the following pages are based on the companies with the largest number of ratings and are provided as an example of the exhibits you will be able to generate by using Mastio's proprietary segmentation software.

NOTE: Unlike the Net Promoter Score which remains constant when you analyze various companies, the CV scores are dynamic and therefore the score can change because it is a percentage of average of the data (companies) included in the analysis. For example, the score will change based on the companies selected and the segmentations chosen for analysis.

MASTIO awards require at least 30 observations to be considered eligible; however, we have included companies in this book with less than 30 observations because we believe the data is directionally correct. The software (the electronic version of the study) allows the inclusion of all the companies rated regardless of the number of ratings.

MASTIO suggests that whenever possible a minimum sample size (n) of 30 should be used for our studies. This is based on a rule of thumb generally accepted by statisticians that the Central Limit Theorem can be safely applied when $n = 30$. The Central Limit Theorem states that the distribution of the sample mean for samples of 30+ is normal - no matter what the population distribution looks like. This allows statistical inferences to be made about the population mean even when the population distribution is not known.

Mastio Tool Set Tip

We recommend that you use the powerful segmenting capabilities of Mastio's proprietary software, which provides the ability to conduct independent analyses for any number of companies.

Benefit Profile

This analysis is comprised of two sections *The Market-Perceived Quality & the Market-Perceived Price*. The profile lists all the non-price & price attributes (factors) that are included in this study. The customer weights for each of these decision making attributes is listed (using a scale of 1 to 10, where 1=not important at all and 10=very important). The performance scores of the various companies selected for analysis (using a scale of 1 to 10) is listed as well. The profile also includes the cost / benefit trade-off percentage that customers stated they use to make their purchase decision. The profile calculates several weighted measures such as The Market-Perceived Weighted Performance Score, The Market-Perceived Weighted Cost Score and the Overall Value Score. These SCORES show how your company compares (better or worse) versus competitors selected for analysis. Below is an example of a Benefit Profile.

(See Exhibit 1 on Page 16)

Benefit Ratio Profile

The Benefit Ratio Profile is based on the Benefit Profile discussed above. To calculate a company's overall weighted performance score, the weight (%) on each attribute is multiplied by the performance score (1-10) and the result for all the attributes is summed. The weighted score is compared to average where a resultant index of 100 is equal to average. Scores greater than 100 represent above average benefit performance and scores below 100 represent below average performance - as perceived by customers.

(See Exhibit 2 on Page 17)

Exhibit 2

	Importance Rank	DHL Global Forwarding	Expeditors	FedEx Trade Networks	Kuehne & Nagel	UPS SCS
Number Of Observations		218	179	182	157	184
Shipments are delivered with no shortages or damage.	1	99.54%	101.37%	96.59%	103.63%	99.73%
Easy to contact the right person for help.	2	95.49%	106.17%	95.51%	102.50%	101.55%
Overall execution of pick-up and delivery.	3	96.06%	100.45%	101.87%	97.56%	104.48%
Effective problem resolution.	4	96.44%	102.87%	98.46%	102.41%	100.76%
Accurate invoices and statements.	5	96.67%	100.85%	100.61%	99.52%	103.20%
Highly trusted freight forwarder.	6	95.57%	101.52%	101.58%	99.38%	102.79%
Ability to accurately track shipments from origin to destination.	7	98.60%	97.79%	102.62%	96.36%	104.26%
Timely notification of delays.	8	98.41%	99.59%	101.97%	99.91%	100.42%
Global compliance.	9	95.50%	103.31%	101.14%	99.34%	101.92%
Secure chain of custody.	10	96.10%	102.26%	99.65%	100.59%	102.56%
Tracking occurs at the appropriate level (P.O./SKU/Container).	11	97.31%	100.49%	100.53%	100.29%	101.98%
Knowledgeable and helpful representatives.	12	96.00%	106.14%	95.87%	101.49%	101.42%
Supply chain expertise.	13	96.52%	100.86%	101.42%	98.45%	103.41%
Pickup & Delivery is courteous and professional.	14	96.64%	101.62%	101.41%	98.79%	102.22%
Customer service staff is courteous and professional.	15	95.30%	103.76%	99.15%	101.01%	101.82%
Willingness to go the extra mile.	16	96.59%	106.27%	95.94%	101.46%	100.54%
Consistency of service around the world.	17	98.77%	99.76%	100.75%	99.98%	101.04%
Provides day specific transit time commitments.	18	97.38%	96.79%	101.92%	100.57%	103.73%
Flexibility of service options.	19	96.97%	100.10%	101.08%	100.78%	101.80%
Speed of obtaining a rate quote.	20	97.79%	96.81%	102.55%	96.70%	105.74%
Timeliness of invoices.	21	96.39%	100.92%	102.43%	99.11%	102.70%
Systems and tools are valuable.	22	97.43%	101.72%	100.62%	98.56%	101.99%
Strong positive corporate image and reputation.	23	94.41%	102.47%	102.21%	101.24%	101.10%
System reporting capability is valuable.	24	97.80%	101.79%	99.80%	99.34%	102.04%
Strong commitment to CSR (corporate social responsibility).	25	97.24%	100.16%	100.91%	100.66%	102.22%
Flexible online booking system.	26	98.05%	101.19%	100.52%	97.27%	103.39%
Quick response to EDI or system enhancements.	27	100.54%	96.08%	98.48%	102.83%	101.79%
Proactively brings me specific solutions to improve my business.	28	100.33%	102.04%	92.99%	101.12%	103.82%
Internal system support and development.	29	101.66%	96.10%	97.07%	99.64%	104.38%
Provides educational opportunities.	30	98.45%	120.66%	90.00%	94.83%	95.53%
Market Perceived Weighted Performance Score		97.25%	101.58%	99.69%	99.87%	102.20%
Overall value for the money you spend.	1	96.71%	101.36%	99.86%	100.82%	102.20%
Competitive rates.	2	98.79%	97.77%	99.74%	101.30%	102.66%
Accessorial and surcharge prices.	3	99.20%	100.83%	96.81%	102.71%	101.14%
Market Perceived Weighted Cost Score		98.20%	99.98%	98.86%	101.58%	102.02%
Overall Weighted Customer Value Score (Relative)		97.87%	100.54%	99.15%	100.98%	102.08%
Net Promoter Score (Absolute)		32.26%	49.44%	48.04%	41.67%	47.78%
Stated Decision Weights on Percent						
Non-Cost (Performance) Attributes		34.82%				
Cost Attributes		65.18%				

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Benefit Profile Exercise

Using the Benefit Profiles on preceding pages, as an example, you can generate a benefit profile on your company using Mastio's proprietary software. With this information, you should be able to complete the following worksheet.

1) What factors do customers value in an offering? (See Chapter 2 - Customer Needs as well)

2) What factors are customers willing to trade off? (See Chapter 2 - Customer Needs as well)

3) Which factors will have the greatest impact on your ability to win and retain more business?

4) What are the perceived strengths and weaknesses of you and alternative companies?

5) What are your most powerful improvement opportunities in an absolute sense and relative to competitors?

6) What strengths should be leveraged?

7) Which companies are the most cost competitive?

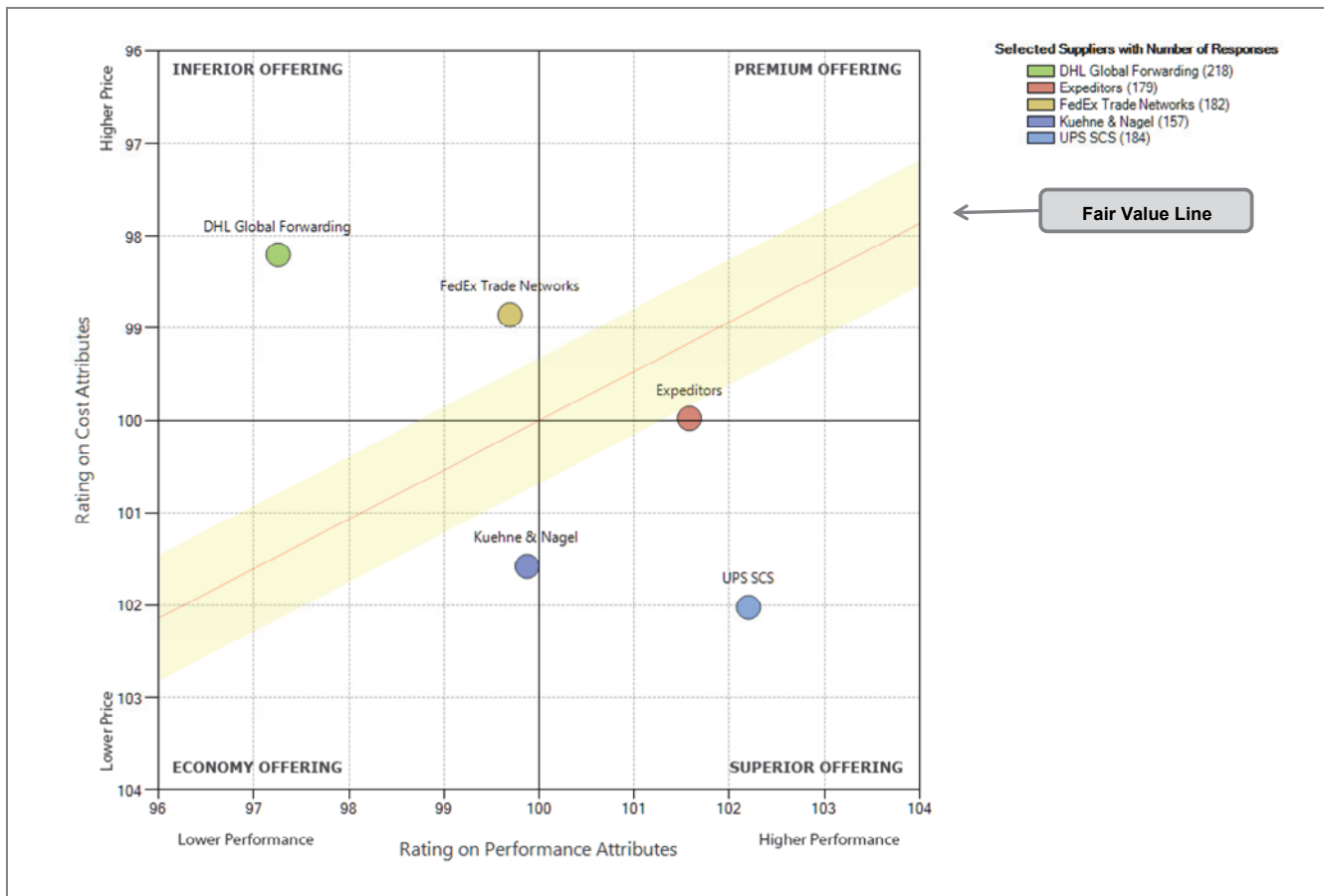
8) How large a role does price play in the purchasing decision?

Mastio Tool Set Tip

We recommend that you use the powerful segmenting capabilities of Mastio's proprietary software, which provides the ability to conduct independent analyses. Specifically, generate a Supplier Value Map of your offering vs. any set of key competitors that directly compete in targeted markets and/or segments.

Value Map - Is a visual picture of the profile of how the customers' decision is made among several contending companies. The value map places your company and each of the selected competitors on a chart by plotting the market perceived quality (benefits) score (x-axis) and the market-perceived price score (y-axis) from the Profile. Running diagonally across the chart is "The Fair Value Line" which its slope reflects the relative weights customers place on costs and benefits. It is a measure of the tradeoffs customers are willing to make to obtain more benefits or lower cost in an offering. In effect, the Fair Value Line is a line at which a competitor would neither gain nor lose market share if they moved along it. The area above and to the left of the line is the area of "inferior value", where a company's performance is too poor to justify its price (companies in this area would be expected to lose market share). The area below and to the right of the line is the desirable area of "superior value", where performance exceeds what would be expected at the price charged. Companies in this superior area of the chart should be expected to gain market share. The lower left portion of the Map is considered an Economy Position (customers perceive companies to be offering a "lower price – lower benefit") while the upper right portion of the map is considered a Premium Position (customers perceive companies to be offering, "higher price – higher benefit"). Remember, what customers want is a good "value" with value being defined by the ratio of Benefits to Prices. Any company that moves significantly to the right of the fair value line has the potential to outmaneuver their competitors and gain market share.

Exhibit 3



Note: Mastio's proprietary software allows you to pick your company as the focus company and any number of competitors to perform a customized analysis.

Reading the Value Map

Customers consider two major factors when making a supplier selection decision: price and benefits. Benefits include all non-price attributes of the product, service, relationship, and image that are important to the customer. The customer's perception of a company's Price (see vertical or "y" axis on the Supplier Value Map) and Benefits (horizontal or "x" axis) are plotted as shown in the example on the previous page. The lower left portion of the Map is occupied by those offerings that customers perceive to be "lower price – lower benefit" offerings - relative to other positions on the map. Moving to the upper right portion of the map you will find offerings that achieve a perception of "higher price – higher benefit". Remember, what customers want is a good "value". Value is defined by the ratio of Benefits to Prices.

Identifying offerings that represent a solid value is intuitive when looking at a Value Map. The offerings that occupy a position *below and to the right* of the "Fair Value Line" (see Value Map) are perceived to provide relatively high benefits for their price. To understand how the Fair Value Line is determined, consider the point on the Map where the two "crosshairs" meet. The crosshair that extends vertically from the Benefits Axis represents the average benefits score of all the competitor scores in the Benefit Profile (benefit score of 100.00). Similarly, the crosshair extending horizontally from the Price axis represents the average price score of all the competitor scores in the Supplier Benefit Profile (price score of 100.00). This point represents an offering that would provide average Benefits for an average Price in the marketplace. This point is a "fair value point", because it is inherently "fair" to receive average Benefits for an average Price. The "Fair Value Line" is drawn through this "fair value point". The slope of the line represents the Price-Benefit trade-off that customers make when making the supplier selection decision.

The Value map allows managers to quickly assess how customers perceive their offerings. Do customers see them offering a premium service or merely an expensive one? Similarly, you can easily determine which services are economy products and which are good or poor values.

Once you understand how your offering is "positioned" in the minds of customers within a target market, you can then use the Value Map to facilitate strategy discussions.

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Value Map Exercise

Using the Value Map on the previous pages, as an example, you can generate a Value Map on your company and the competitors of your choice using Mastio's proprietary software. With this information, you should be able to complete this worksheet.

1. How do customers perceive your services? Economy or Premium? Good value or poor value?

2. Who are your toughest competitors?

3. Which competitors are gaining in strength?

4. Which competitors are most vulnerable?

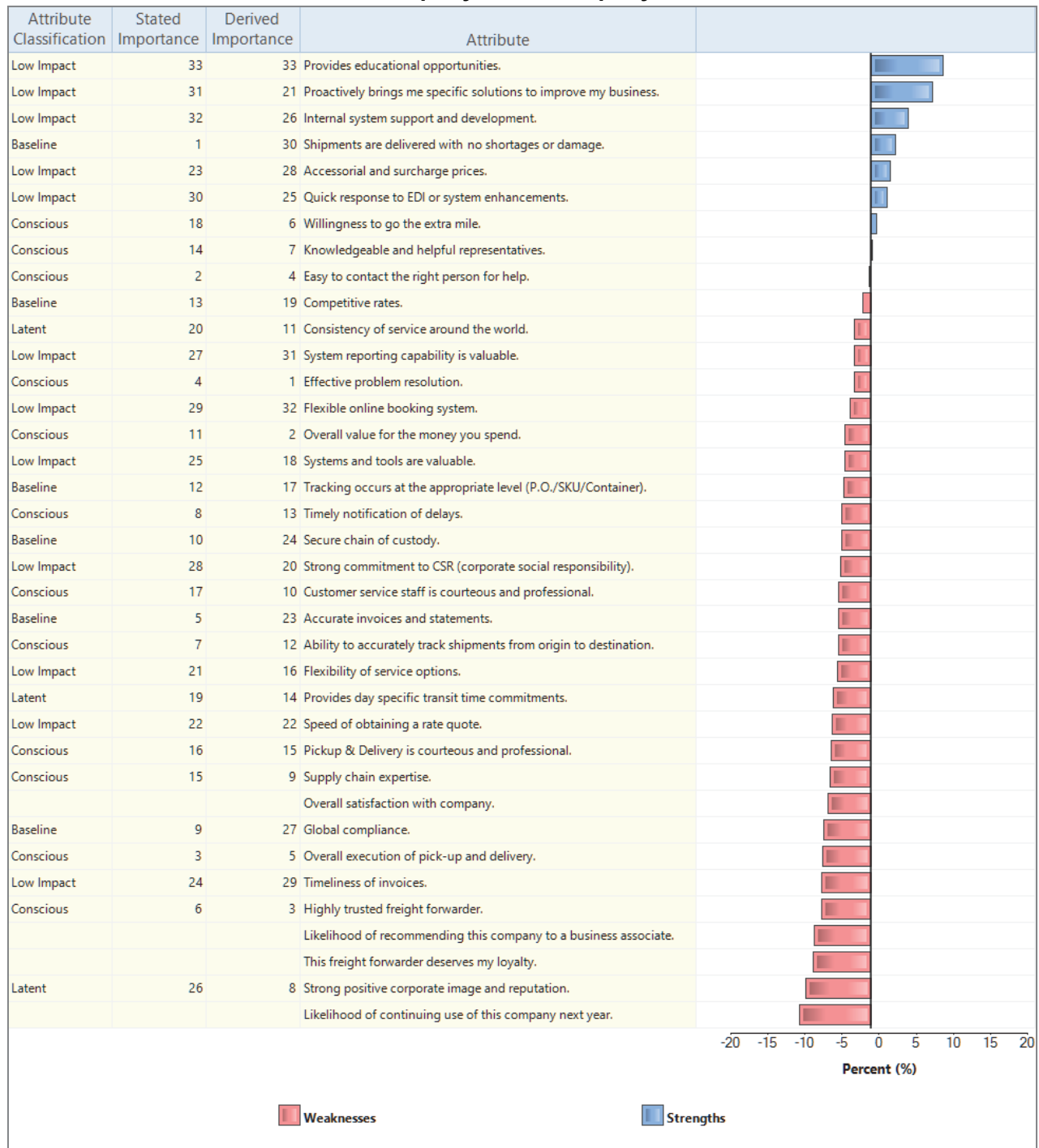
5. Where do you, as a company, want to position your services relative to our competitors?

Mastio Tool Set Tip

We recommend that you use the powerful segmenting capabilities of Mastio's proprietary software, which provides the ability to conduct independent analyses. Specifically, generate a Supplier Value Map of your offering vs. any set of key competitors that directly compete in targeted markets and/or segments.

Head-to-Head Analysis – MASTIO examines how a company is performing vs. competitors in two distinct ways. This particular method is what we call **All Ratings Head-to-Head**. This type of Head-to-Head analysis is based on all the ratings of the two selected companies and/or average of several companies. This Head-to-Head displays where your company is performing better or worse in relation to individual competitors on each of the decision-making attributes. Bars extending horizontally to the right of the zero mark show strengths. Weaknesses are shown as bars extending to the left of the zero mark. The length of the bar indicates the comparative size of the advantage or disadvantage. The findings of this analysis will help you decide what performance improvements are needed and strengths to leverage against the competition.

Exhibit 4
Company A vs. Company B



MASTIO also provides a Head- to-Head analysis based on **Only Shared Customers**. This Head-to-Head analysis is based only on customers that are shared between the selected companies and shows your company's performance in relation to competition and by showing the actual number of ratings customers actually scored them on using a scale of 1 to 10. The findings of this analysis will help you decide where performance improvements are needed and strengthened to leverage against competitors.

Exhibit 5

Secure chain of custody.

Company	1	2	3	4	5	6	7	8	9	10	Average	Difference vs. Industry Mean
DHL Global Forwarding						1	2	4	5	6	8.72	0.40
Expeditors		1				1	1	2	6	7	8.61	0.29
DHL Global Forwarding					1	4	6	10	4	18	8.53	0.21
FedEx Trade Networks					3	6	4	8	6	16	8.30	-0.02
DHL Global Forwarding					2	2	4	7	6	6	8.15	-0.17
Kuehne & Nagel						3	2	8	8	6	8.44	0.12
DHL Global Forwarding					1	2	8	9	3	18	8.59	0.26
UPS SCS					1	2	4	10	9	15	8.68	0.36

Head-to-Head Exercise

Using the Head-to-Head Analysis feature of the MASTIO Tool Set you can locate your company's position relative to your competitors and answer the following questions:

1. How do you perform in head-to-head competition against your strongest competitors?

2. On which features do you win?

3. On which do you lose?

4. What are the strengths that your sales people should stress in head-to-head situations?

5. Which factors should you target for improvement?

Mastio Tool Set Tip

Please note that by using Mastio's proprietary software you can construct a Head-to-Head Analysis of your company against any key competitors or the average of a set of competitors that you select. You can base the chart on the perceptions of any segment of customers included this study.

Chapter 1

Customer Segmentation



Chapter 1

Global Freight Forwarding Study 6th Edition - 2018

Customer Segmentation

Customer Segmentation

Demographic data for the 1,508 respondents in the study are included in 19 customer groups located within the following categories:

- **Overall** (all respondents)
- **Average Number of Monthly Transactions** (five ranges)
- **Principal Shipment Type (Air vs. Ocean)** (two groups)
- **Geographical Locations** (five regions)
- **Industry/Market** (six types)

Chapters 2 (customer needs and inferential statistics) and 3 (forwarder utilization) of this report are segmented into the above groups for your review. The following exhibits (1-1 thru 1-4) provide a detailed demographic breakdown of the respondents in the study.

MASTIO Tool Set Tip

The powerful segmenting capabilities MASTIO's Tool Set software provides the ability to combine any of the above groups into a very detailed analysis of the study data.

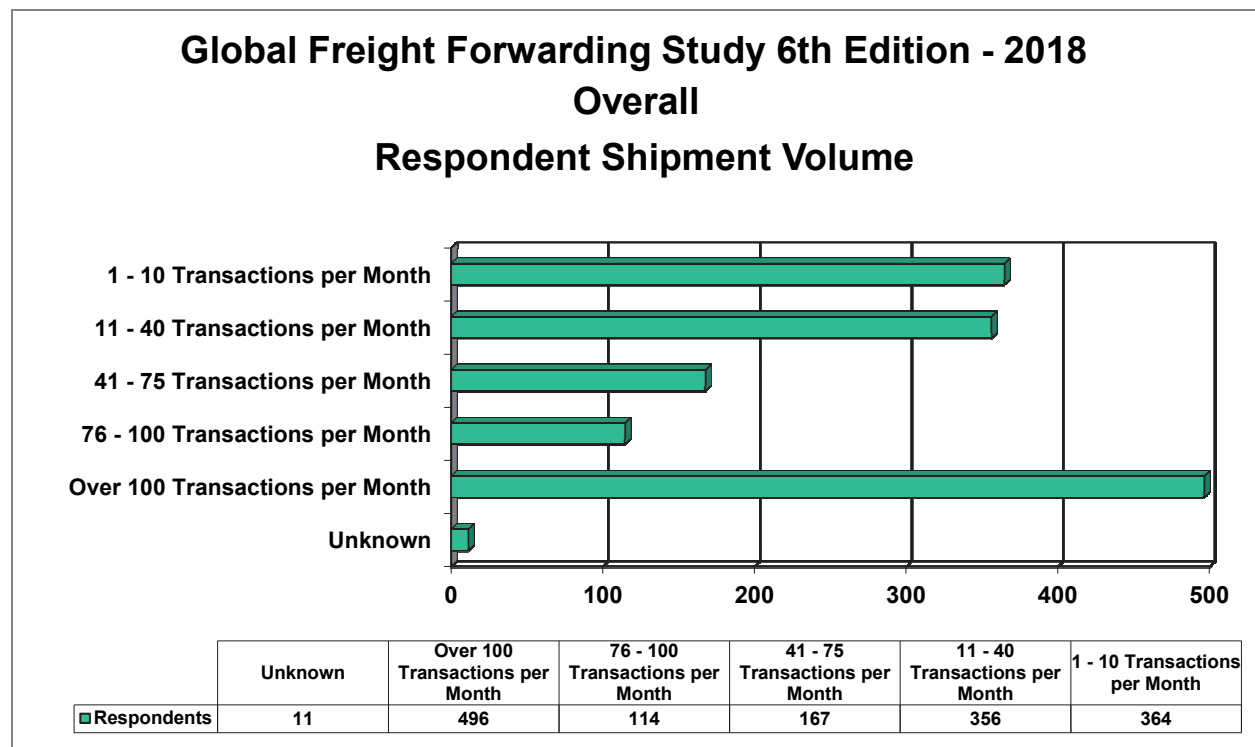
Customer Segmentation

Shipment Volume (Monthly Transactions)

Five ranges of average monthly shipments were used. They include the following:

Shipment Volume Groups		
Group	Count	Percent
1 - 10 Transactions per Month	364	24%
11 - 40 Transactions per Month	356	24%
41 - 75 Transactions per Month	167	11%
76 - 100 Transactions per Month	114	8%
Over 100 Transactions per Month	496	33%
Unknown	11	1%
	1,508	100%

Exhibit 1-1



Source: MASTIO Global Freight Forwarding Study 6th Edition - 2018

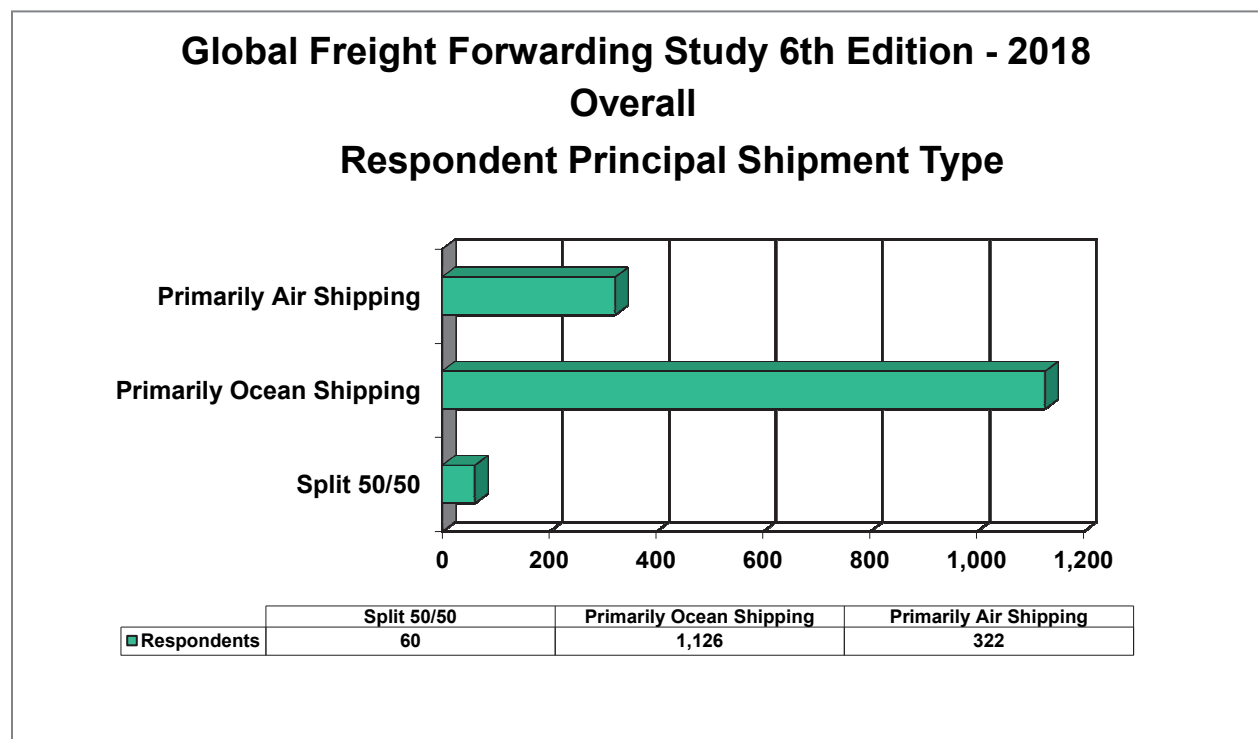
Customer Segmentation

Principal Shipment Types (Air vs. Ocean)

Respondents were classified by whether they typically ship their products by air or by ocean.

Principal Shipment Type Categories		
Type	Count	Percent
Primarily Air Shipping	322	21%
Primarily Ocean Shipping	1,126	75%
Split 50/50	60	4%
	1,508	100%

Exhibit 1-2



Source: MASTIO Global Freight Forwarding Study 6th Edition - 2018

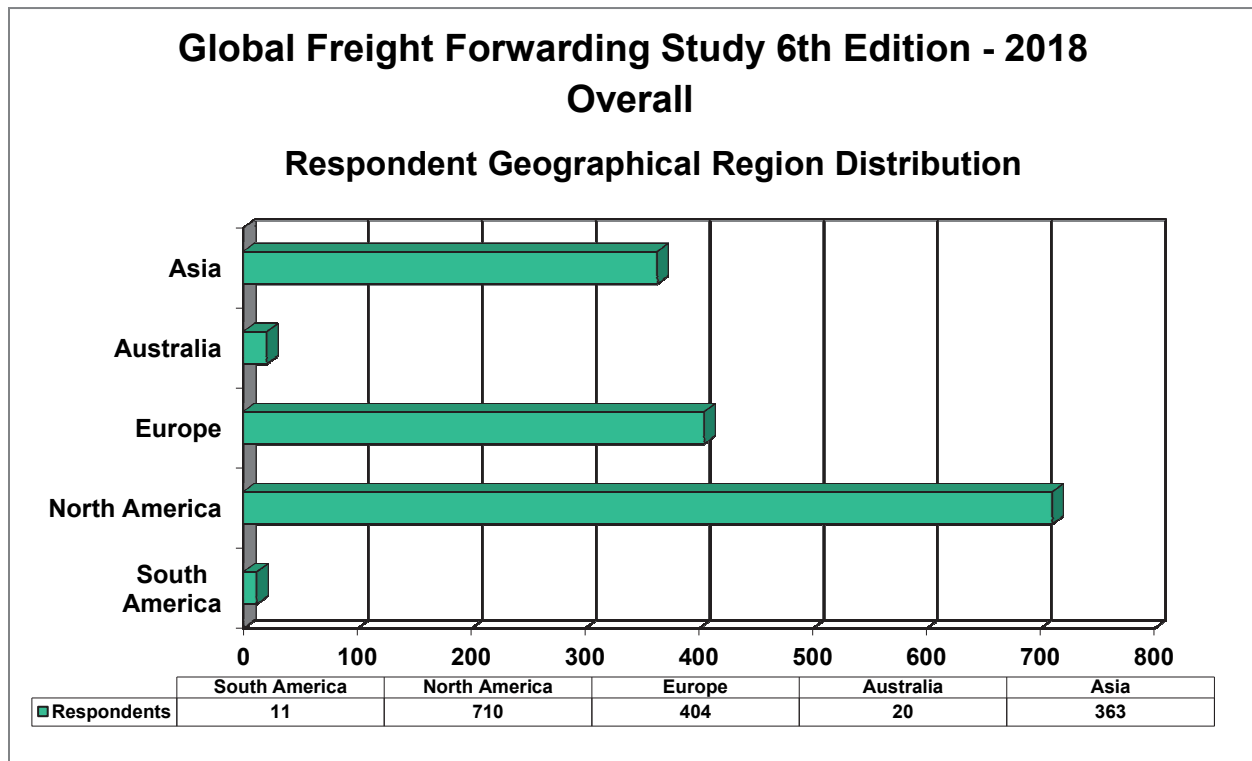
Customer Segmentation

Geographic Regions

The geographic customer segments include five regions. The following page provides a breakdown of which countries are found in each region.

Geographic Region Groups		
Region	Count	Percent
Asia	363	24%
Australia	20	1%
Europe	404	27%
North America	710	47%
South America	11	1%
	1,508	100%

Exhibit 1-3



Source: MASTIO Global Freight Forwarding Study 6th Edition - 2018

Customer Segmentation

Geographic Regions

Five geographic categories were chosen based on the country in which each respondent is located. These geographic areas are:

- **Asia** (China, Hong Kong, India, Japan, Korea, Singapore, Turkey, Viet Nam)
- **Australia** (Australia)
- **Europe** (Belgium, Czech, France, Germany, Hungary, Italy, Netherlands, Switzerland, United Kingdom)
- **North America** (Canada, Mexico, United States of America)
- **South America** (Brazil, Chile, Argentina)

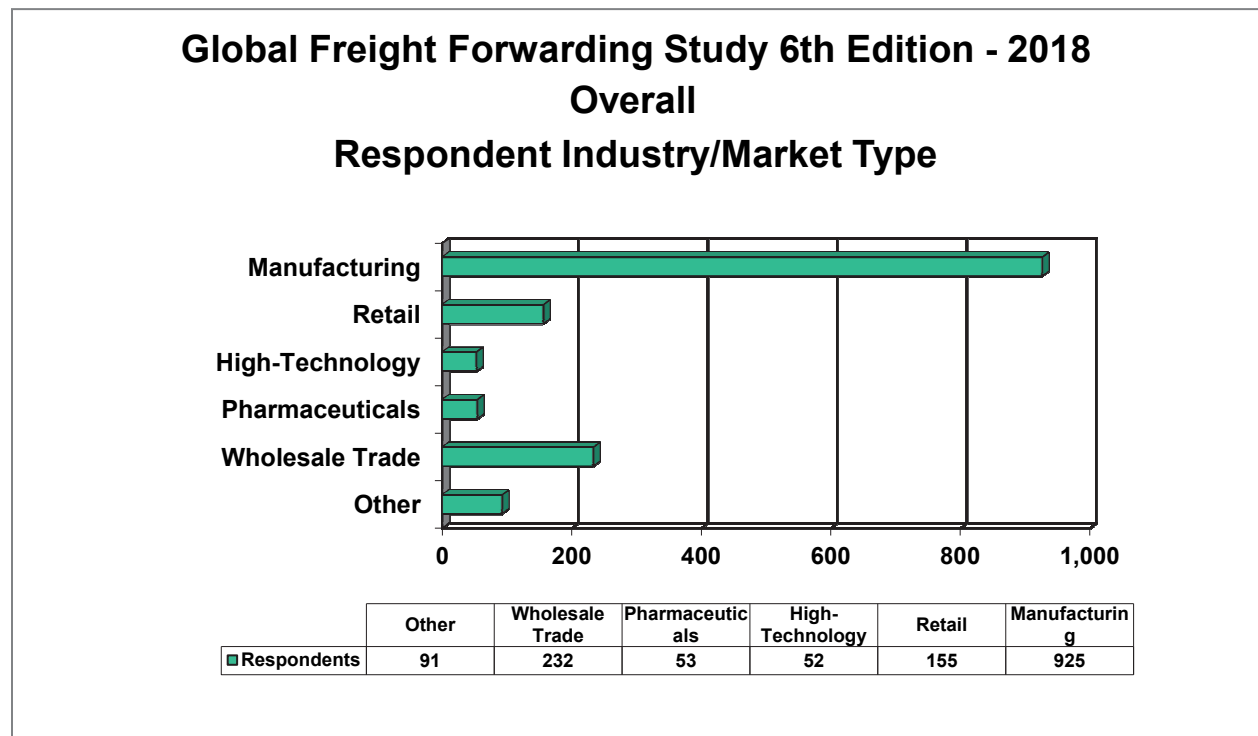
Customer Segmentation

Industry/Market Types

Respondents were classified by the industry that they operate in.

Principal Industry/Market Categories		
Type	Count	Percent
Manufacturing	925	61%
Retail	155	10%
High-Technology	52	3%
Pharmaceuticals	53	4%
Wholesale Trade	232	15%
Other	91	6%
	1,508	100%

Exhibit 1-4



Source: MASTIO Global Freight Forwarding Study 6th Edition - 2018

Chapter 2

Customer Needs And Inferential Statistics



Chapter 2

Global Freight Forwarding Study 6th Edition - 2018

Customer Needs and Inferential Statistics

Overview

This chapter provides an in-depth look at the factors that influence the decision making process of customers when arranging shipments with global freight forwarders. First, attributes that have been rated on a scale from 1 to 10 are reviewed (10-critically important, 5-important, 1-not at all important), then an objective look on customer needs is viewed through the correlation of attributes and overall performance measurements, and finally information is analyzed from the respondents weighting of price vs. non-price factors. The following sections discuss each of these in detail.

Section 1 - Customer Needs

This section contains an analysis of customer ratings for the importance of 33 freight forwarding service attributes. These need attributes have been arranged in order of descending importance for each of 10 customer groups. **(beginning on page 2-2)**

Section 2 - Inferential Statistics Overview

This section provides an examination of the relationships between individual company performance attributes with the responses to the overall performance measurements. A respondent's assessment of the importance of an attribute is subjective. Section one contains the results of the direct examination of respondents about their assessment of each attribute's importance. This section is dedicated to an objective measurement of the importance of the performance attributes. **(beginning on page 2-27)**

Section 3 - Stated Importance of Price vs. Non-price Factors

This section displays the weight that customers put on price vs. non-price factors when making decisions determining their forwarder(s) of choice for freight forwarding. Statistics for each of the demographic groups located in the study are included. **(beginning on page 2-47)**

Section 1 - Customer Needs

Customer need attributes (section 1) are the specific areas of service in which customers identify differences in their needs. For each of these customer need attributes respondents indicated their opinion of the importance of that attribute. Importance scores were collected on a one to ten rating scale with increased importance indicated by higher values. Data was collected for 33 individual customer need attributes.

Critical Attribute Summary

Exhibit 2-1 contains the number of respondents rating the importance of a particular attribute as “10” or “critically important”.

Customer Segmentation Groups

Exhibits 2-2 through 2-20 contain the customer needs results for each of the following customer groups.

Overall Customer Group

The overall group is the unsegmented group containing all respondents/customers.

Principal Shipment Type

Customers have been divided into the following two groups according to their stated principal shipment type.

- Air
- Ocean

Shipment Volume

Customers have been divided into the following five groups according to their stated average number of shipments per month.

- 1 – 10 Shipments Per Month
- 11 – 40 Shipments Per Month
- 41 – 75 Shipments Per Month
- 76 – 100 Shipments Per Month
- More than 100 Shipments Per Month

Geographic Regions

Five geographic categories were chosen, based on the country in which each respondent is located. These geographic areas are:

- Asia (China, Hong Kong, India, Japan, Korea, Singapore, Turkey, Viet Nam)
- Australia (Australia)
- Europe (Belgium, Czech Republic, France, Germany, Hungary, Italy, Netherlands, Switzerland, United Kingdom)
- North America (Canada, Mexico, United States of America)
- South America (Brazil, Chile, Argentina)

Industry/Market Type

Customers have been divided into the following groups according to the stated industry in which their company operates.

- Manufacturing
- Retail
- High-Technology
- Pharmaceuticals
- Wholesale Trade
- Other Industries

MASTIO Tool Set Tip

We recommend that you use the powerful segmenting capabilities of the Mastio's proprietary software for an in-depth analysis of the customer needs for any of the above groups or for any combination of these groups.

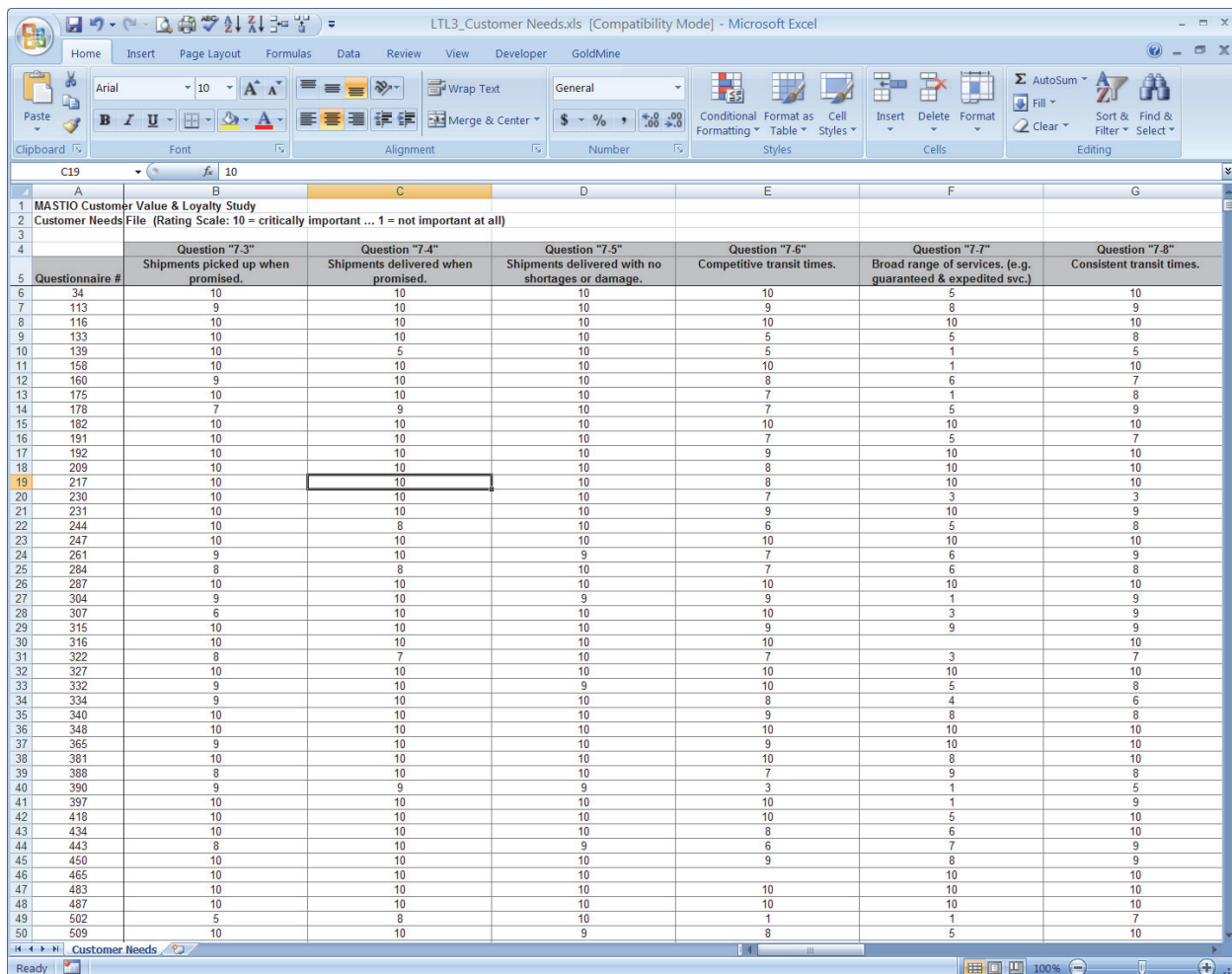
Electronic Edition(Microsoft® Excel® Spreadsheets)

In addition to the exhibits on the following pages, the customer needs data from the study is included in spreadsheet form for additional analysis. The spreadsheet is installed during the installation of the *Mastio Tool Set* software that is included with the purchase of this study. **The spreadsheet (GFF6_Customer Needs.xlsx) can be found in a folder that was installed on the desktop of your computer.**

Please refer to the documentation that is provided for each of the spreadsheets included with the study. The documentation includes complete descriptions of the contents of each column in each of the spreadsheets provided. **This documentation is in the Adobe Acrobat format and can be found in a folder that was installed on the desktop of your computer.**

The instructions above assume that the software and spreadsheet files were installed on drive "C". Substitute the drive letter appropriate for your installation if necessary.

Electronic Edition Sample Spreadsheet from a MASTIO Industry-Wide Study



Questionnaire #	Question "7.3" Shipments picked up when promised.	Question "7.4" Shipments delivered when promised.	Question "7.5" Shipments delivered with no shortages or damage.	Question "7.6" Competitive transit times.	Question "7.7" Broad range of services. (e.g. guaranteed & expedited svc.)	Question "7.8" Consistent transit times.
34	10	10	10	10	5	10
113	9	10	10	9	8	9
116	10	10	10	10	10	10
133	10	10	10	5	5	8
139	10	5	10	5	1	5
158	10	10	10	10	1	10
160	9	10	10	8	6	7
175	10	10	10	7	1	8
178	7	9	10	7	5	9
182	10	10	10	10	10	10
191	10	10	10	7	5	7
192	10	10	10	9	10	10
209	10	10	10	8	10	10
217	10	10	10	8	10	10
230	10	10	10	7	3	3
231	10	10	10	9	10	9
244	10	8	10	6	5	8
247	10	10	10	10	10	10
261	9	10	9	7	6	9
284	8	8	10	7	6	8
287	10	10	10	10	10	10
304	9	10	9	9	1	9
307	6	10	10	10	3	9
315	10	10	10	9	9	9
316	10	10	10	10	10	10
322	8	7	10	7	3	7
327	10	10	10	10	10	10
332	9	10	9	10	5	8
334	9	10	10	8	4	6
340	10	10	10	9	8	8
348	10	10	10	10	10	10
365	9	10	10	9	10	10
381	10	10	10	10	8	10
388	8	10	10	7	9	8
390	9	9	9	3	1	5
397	10	10	10	10	1	9
418	10	10	10	10	5	10
434	10	10	10	8	6	10
443	8	10	9	6	7	9
450	10	10	10	9	8	9
465	10	10	10	10	10	10
483	10	10	10	10	10	10
487	10	10	10	10	10	10
502	5	8	10	1	1	7
509	10	10	9	8	5	10

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Global Freight Forwarding Study 6th Edition - 2018
Customer Needs
Critical Benefit Attribute Summary

Top Box Rank	Need Attribute	Respondent "Top-Box" Count¹	Percentage of "Top Box" Responses²
1	Shipments are delivered with no shortages or damage.	736	50.1
2	Easy to contact the right person for help.	692	46.1
3	Overall execution of pick-up and delivery.	654	44.8
4	Accurate invoices and statements.	615	44.2
5	Global compliance.	603	43.4
6	Effective problem resolution.	646	43.2
7	Highly trusted freight forwarder.	638	42.9
8	Ability to accurately track shipments from origin to destination.	623	42.5
9	Secure chain of custody.	592	41.9
10	Timely notification of delays.	612	41.3
11	Tracking occurs at the appropriate level (P.O./SKU/Container).	560	40.2
12	Knowledgeable and helpful representatives.	592	39.6
13	Customer service staff is courteous and professional.	586	39.3
14	Overall value for the money you spend.	528	38.7
15	Competitive rates.	527	38.6
16	Pickup & Delivery is courteous and professional.	539	38.5
17	Willingness to go the extra mile.	556	37.7
18	Supply chain expertise.	519	36.9
19	Provides day specific transit time commitments.	509	35.2
20	Consistency of service around the world.	476	34.0
21	Strong positive corporate image and reputation.	487	33.7
22	Flexibility of service options.	472	33.6
23	Accessorial and surcharge prices.	417	33.6
24	Speed of obtaining a rate quote.	469	33.5
25	Timeliness of invoices.	388	33.4
26	Systems and tools are valuable.	442	33.3
27	Strong commitment to CSR (corporate social responsibility).	362	29.5
28	System reporting capability is valuable.	336	28.8
29	Quick response to EDI or system enhancements.	281	26.8
30	Proactively brings me specific solutions to improve my business.	360	26.6
31	Flexible online booking system.	283	26.0
32	Internal system support and development.	254	24.6
33	Provides educational opportunities.	260	21.5

Note: data is from all 1,508 respondents that rated the importance of the individual benefit attributes when dealing with a global freight forwarder.

¹ Number of respondents rating the importance of the benefit attribute as "10" or "critically important" based on the following scale: 1 = "not important at all" to 10 = "critically important"

² Percentage of respondents that rated a particular attribute a "10" or "critically important".

Global Freight Forwarding Study 6th Edition - 2018 Customer Needs Overall (1501 Respondents)		
Rank	Attribute	Score
1	Shipments are delivered with no shortages or damage.	8.99
2	Easy to contact the right person for help.	8.94
3	Overall execution of pick-up and delivery.	8.88
4	Effective problem resolution.	8.87
5	Accurate invoices and statements.	8.82
6	Highly trusted freight forwarder.	8.82
7	Ability to accurately track shipments from origin to destination.	8.81
8	Timely notification of delays.	8.78
9	Global compliance.	8.76
10	Overall value for the money you spend.	8.75
11	Secure chain of custody.	8.75
12	Tracking occurs at the appropriate level (P.O./SKU/Container).	8.74
13	Competitive rates.	8.74
14	Knowledgeable and helpful representatives.	8.72
15	Supply chain expertise.	8.69
16	Pickup & delivery is courteous and professional.	8.68
17	Customer service staff is courteous and professional.	8.67
18	Willingness to go the extra mile.	8.65
19	Consistency of service around the world.	8.56
20	Provides day specific transit time commitments.	8.56
21	Flexibility of service options.	8.56
22	Speed of obtaining a rate quote.	8.55
23	Accessorial and surcharge prices.	8.53
24	Timeliness of invoices.	8.52
25	Systems and tools are valuable.	8.51
26	Strong positive corporate image and reputation.	8.37
27	System reporting capability is valuable.	8.35
28	Strong commitment to CSR (corporate social responsibility).	8.33
29	Flexible online booking system.	8.27
30	Quick response to EDI or system enhancements.	8.26
31	Proactively brings me specific solutions to improve my business.	8.18
32	Internal system support and development.	8.16
33	Provides educational opportunities.	7.62

Global Freight Forwarding Study 6th Edition - 2018 Customer Needs 1 - 10 Transactions per Month (359 Respondents)		
Rank	Attribute	Score
1	Shipments are delivered with no shortages or damage.	9.55
2	Accurate invoices and statements.	9.36
3	Easy to contact the right person for help.	9.35
4	Effective problem resolution.	9.33
5	Overall execution of pick-up and delivery.	9.32
6	Ability to accurately track shipments from origin to destination.	9.29
7	Highly trusted freight forwarder.	9.28
8	Competitive rates.	9.27
9	Secure chain of custody.	9.24
10	Global compliance.	9.23
11	Timely notification of delays.	9.22
12	Knowledgeable and helpful representatives.	9.18
13	Overall value for the money you spend.	9.18
14	Customer service staff is courteous and professional.	9.10
15	Tracking occurs at the appropriate level (P.O./SKU/Container).	9.08
16	Pickup & delivery is courteous and professional.	9.07
17	Supply chain expertise.	9.03
18	Willingness to go the extra mile.	9.03
19	Consistency of service around the world.	8.98
20	Accessorial and surcharge prices.	8.96
21	Timeliness of invoices.	8.93
22	Speed of obtaining a rate quote.	8.92
23	Provides day specific transit time commitments.	8.90
24	Flexibility of service options.	8.89
25	Systems and tools are valuable.	8.81
26	Strong positive corporate image and reputation.	8.58
27	System reporting capability is valuable.	8.54
28	Flexible online booking system.	8.51
29	Strong commitment to CSR (corporate social responsibility).	8.41
30	Quick response to EDI or system enhancements.	8.29
31	Proactively brings me specific solutions to improve my business.	8.17
32	Internal system support and development.	8.11
33	Provides educational opportunities.	7.31

Global Freight Forwarding Study 6th Edition - 2018 Customer Needs 11 - 40 Transactions per Month (355 Respondents)		
Rank	Attribute	Score
1	Shipments are delivered with no shortages or damage.	9.09
2	Easy to contact the right person for help.	9.01
3	Overall execution of pick-up and delivery.	9.01
4	Effective problem resolution.	8.97
5	Highly trusted freight forwarder.	8.92
6	Ability to accurately track shipments from origin to destination.	8.89
7	Overall value for the money you spend.	8.88
8	Secure chain of custody.	8.87
9	Accurate invoices and statements.	8.87
10	Tracking occurs at the appropriate level (P.O./SKU/Container).	8.86
11	Timely notification of delays.	8.85
12	Knowledgeable and helpful representatives.	8.81
13	Customer service staff is courteous and professional.	8.79
14	Pickup & delivery is courteous and professional.	8.79
15	Global compliance.	8.78
16	Supply chain expertise.	8.74
17	Competitive rates.	8.69
18	Willingness to go the extra mile.	8.64
19	Provides day specific transit time commitments.	8.63
20	Timeliness of invoices.	8.62
21	Consistency of service around the world.	8.58
22	Flexibility of service options.	8.58
23	Speed of obtaining a rate quote.	8.57
24	Accessorial and surcharge prices.	8.51
25	Strong commitment to CSR (corporate social responsibility).	8.47
26	Systems and tools are valuable.	8.39
27	System reporting capability is valuable.	8.39
28	Strong positive corporate image and reputation.	8.37
29	Quick response to EDI or system enhancements.	8.26
30	Flexible online booking system.	8.25
31	Proactively brings me specific solutions to improve my business.	8.16
32	Internal system support and development.	8.13
33	Provides educational opportunities.	7.38

Global Freight Forwarding Study 6th Edition - 2018 Customer Needs 41 - 75 Transactions per Month (167 Respondents)		
Rank	Attribute	Score
1	Easy to contact the right person for help.	8.89
2	Highly trusted freight forwarder.	8.86
3	Shipments are delivered with no shortages or damage.	8.80
4	Secure chain of custody.	8.80
5	Overall execution of pick-up and delivery.	8.80
6	Accurate invoices and statements.	8.75
7	Tracking occurs at the appropriate level (P.O./SKU/Container).	8.75
8	Effective problem resolution.	8.74
9	Global compliance.	8.72
10	Timely notification of delays.	8.69
11	Ability to accurately track shipments from origin to destination.	8.69
12	Willingness to go the extra mile.	8.67
13	Speed of obtaining a rate quote.	8.67
14	Supply chain expertise.	8.66
15	Overall value for the money you spend.	8.58
16	Customer service staff is courteous and professional.	8.57
17	Timeliness of invoices.	8.56
18	Competitive rates.	8.56
19	Flexibility of service options.	8.55
20	Systems and tools are valuable.	8.55
21	Knowledgeable and helpful representatives.	8.53
22	Pickup & delivery is courteous and professional.	8.51
23	Consistency of service around the world.	8.50
24	Accessorial and surcharge prices.	8.44
25	Provides day specific transit time commitments.	8.43
26	Strong commitment to CSR (corporate social responsibility).	8.37
27	Strong positive corporate image and reputation.	8.36
28	Proactively brings me specific solutions to improve my business.	8.34
29	Quick response to EDI or system enhancements.	8.31
30	System reporting capability is valuable.	8.24
31	Internal system support and development.	8.13
32	Flexible online booking system.	8.10
33	Provides educational opportunities.	7.62

Global Freight Forwarding Study 6th Edition - 2018 Customer Needs 76 - 100 Transactions per Month (114 Respondents)		
Rank	Attribute	Score
1	Effective problem resolution.	8.77
2	Easy to contact the right person for help.	8.73
3	Global compliance.	8.68
4	Timely notification of delays.	8.67
5	Ability to accurately track shipments from origin to destination.	8.66
6	Pickup & delivery is courteous and professional.	8.65
7	Shipments are delivered with no shortages or damage.	8.63
8	Overall value for the money you spend.	8.59
9	Overall execution of pick-up and delivery.	8.58
10	Customer service staff is courteous and professional.	8.58
11	Knowledgeable and helpful representatives.	8.56
12	Accurate invoices and statements.	8.56
13	Highly trusted freight forwarder.	8.56
14	Supply chain expertise.	8.55
15	Willingness to go the extra mile.	8.54
16	Flexibility of service options.	8.46
17	Provides day specific transit time commitments.	8.46
18	Competitive rates.	8.46
19	Consistency of service around the world.	8.43
20	Tracking occurs at the appropriate level (P.O./SKU/Container).	8.40
21	Secure chain of custody.	8.40
22	Systems and tools are valuable.	8.39
23	Speed of obtaining a rate quote.	8.35
24	Accessorial and surcharge prices.	8.32
25	Strong positive corporate image and reputation.	8.28
26	Proactively brings me specific solutions to improve my business.	8.27
27	Timeliness of invoices.	8.26
28	System reporting capability is valuable.	8.24
29	Strong commitment to CSR (corporate social responsibility).	8.17
30	Quick response to EDI or system enhancements.	8.16
31	Flexible online booking system.	8.05
32	Internal system support and development.	8.04
33	Provides educational opportunities.	7.68

Global Freight Forwarding Study 6th Edition - 2018 Customer Needs Over 100 Transactions per Month (496 Respondents)		
Rank	Attribute	Score
1	Easy to contact the right person for help.	8.65
2	Shipments are delivered with no shortages or damage.	8.64
3	Overall execution of pick-up and delivery.	8.55
4	Competitive rates.	8.53
5	Tracking occurs at the appropriate level (P.O./SKU/Container).	8.51
6	Effective problem resolution.	8.50
7	Accurate invoices and statements.	8.50
8	Global compliance.	8.47
9	Ability to accurately track shipments from origin to destination.	8.47
10	Timely notification of delays.	8.47
11	Overall value for the money you spend.	8.46
12	Supply chain expertise.	8.46
13	Highly trusted freight forwarder.	8.44
14	Systems and tools are valuable.	8.43
15	Knowledgeable and helpful representatives.	8.42
16	Willingness to go the extra mile.	8.40
17	Secure chain of custody.	8.38
18	Pickup & delivery is courteous and professional.	8.37
19	Accessorial and surcharge prices.	8.34
20	Flexibility of service options.	8.34
21	Provides day specific transit time commitments.	8.32
22	Customer service staff is courteous and professional.	8.31
23	Consistency of service around the world.	8.30
24	Timeliness of invoices.	8.29
25	System reporting capability is valuable.	8.28
26	Speed of obtaining a rate quote.	8.27
27	Flexible online booking system.	8.25
28	Strong positive corporate image and reputation.	8.25
29	Quick response to EDI or system enhancements.	8.24
30	Strong commitment to CSR (corporate social responsibility).	8.22
31	Internal system support and development.	8.21
32	Proactively brings me specific solutions to improve my business.	8.10
33	Provides educational opportunities.	7.89

Global Freight Forwarding Study 6th Edition - 2018 Customer Needs Primarily Air Shipping (320 Respondents)		
Rank	Attribute	Score
1	Shipments are delivered with no shortages or damage.	9.47
2	Overall execution of pick-up and delivery.	9.41
3	Easy to contact the right person for help.	9.39
4	Effective problem resolution.	9.38
5	Accurate invoices and statements.	9.28
6	Highly trusted freight forwarder.	9.22
7	Global compliance.	9.21
8	Timely notification of delays.	9.20
9	Ability to accurately track shipments from origin to destination.	9.19
10	Secure chain of custody.	9.18
11	Overall value for the money you spend.	9.14
12	Competitive rates.	9.10
13	Timeliness of invoices.	9.09
14	Tracking occurs at the appropriate level (P.O./SKU/Container).	9.07
15	Supply chain expertise.	9.06
16	Knowledgeable and helpful representatives.	9.03
17	Customer service staff is courteous and professional.	8.98
18	Pickup & delivery is courteous and professional.	8.97
19	Speed of obtaining a rate quote.	8.95
20	Accessorial and surcharge prices.	8.93
21	Consistency of service around the world.	8.92
22	Willingness to go the extra mile.	8.87
23	Provides day specific transit time commitments.	8.85
24	Flexibility of service options.	8.78
25	System reporting capability is valuable.	8.76
26	Systems and tools are valuable.	8.76
27	Quick response to EDI or system enhancements.	8.72
28	Flexible online booking system.	8.67
29	Strong commitment to CSR (corporate social responsibility).	8.65
30	Strong positive corporate image and reputation.	8.63
31	Internal system support and development.	8.43
32	Proactively brings me specific solutions to improve my business.	8.18
33	Provides educational opportunities.	7.26

Global Freight Forwarding Study 6th Edition - 2018 Customer Needs Primarily Ocean Shipping (1121 Respondents)		
Rank	Attribute	Score
1	Shipments are delivered with no shortages or damage.	8.84
2	Easy to contact the right person for help.	8.80
3	Overall execution of pick-up and delivery.	8.72
4	Effective problem resolution.	8.71
5	Accurate invoices and statements.	8.71
6	Highly trusted freight forwarder.	8.70
7	Ability to accurately track shipments from origin to destination.	8.69
8	Overall value for the money you spend.	8.66
9	Tracking occurs at the appropriate level (P.O./SKU/Container).	8.66
10	Timely notification of delays.	8.65
11	Competitive rates.	8.64
12	Global compliance.	8.63
13	Secure chain of custody.	8.62
14	Knowledgeable and helpful representatives.	8.62
15	Pickup & delivery is courteous and professional.	8.60
16	Willingness to go the extra mile.	8.59
17	Supply chain expertise.	8.59
18	Customer service staff is courteous and professional.	8.57
19	Flexibility of service options.	8.49
20	Provides day specific transit time commitments.	8.46
21	Consistency of service around the world.	8.46
22	Systems and tools are valuable.	8.46
23	Accessorial and surcharge prices.	8.44
24	Speed of obtaining a rate quote.	8.44
25	Timeliness of invoices.	8.41
26	Strong positive corporate image and reputation.	8.32
27	System reporting capability is valuable.	8.29
28	Strong commitment to CSR (corporate social responsibility).	8.27
29	Quick response to EDI or system enhancements.	8.19
30	Proactively brings me specific solutions to improve my business.	8.19
31	Flexible online booking system.	8.17
32	Internal system support and development.	8.12
33	Provides educational opportunities.	7.75

Global Freight Forwarding Study 6th Edition - 2018 Customer Needs Asia (363 Respondents)		
Rank	Attribute	Score
1	Pickup & delivery is courteous and professional.	8.35
2	Shipments are delivered with no shortages or damage.	8.34
3	Supply chain expertise.	8.33
4	Secure chain of custody.	8.33
5	Easy to contact the right person for help.	8.32
6	Tracking occurs at the appropriate level (P.O./SKU/Container).	8.30
7	Provides day specific transit time commitments.	8.30
8	Overall execution of pick-up and delivery.	8.28
9	Competitive rates.	8.28
10	Flexibility of service options.	8.27
11	Accurate invoices and statements.	8.26
12	Provides educational opportunities.	8.26
13	Willingness to go the extra mile.	8.26
14	Timely notification of delays.	8.24
15	Strong commitment to CSR (corporate social responsibility).	8.23
16	Internal system support and development.	8.22
17	Knowledgeable and helpful representatives.	8.22
18	Global compliance.	8.21
19	Effective problem resolution.	8.21
20	Strong positive corporate image and reputation.	8.20
21	Proactively brings me specific solutions to improve my business.	8.20
22	Accessorial and surcharge prices.	8.19
23	Consistency of service around the world.	8.18
24	Overall value for the money you spend.	8.18
25	Customer service staff is courteous and professional.	8.17
26	Timeliness of invoices.	8.17
27	Ability to accurately track shipments from origin to destination.	8.17
28	Highly trusted freight forwarder.	8.17
29	Quick response to EDI or system enhancements.	8.17
30	Systems and tools are valuable.	8.16
31	Speed of obtaining a rate quote.	8.13
32	System reporting capability is valuable.	8.10
33	Flexible online booking system.	8.07

Global Freight Forwarding Study 6th Edition - 2018 Customer Needs Australia (20 Respondents)		
Rank	Attribute	Score
1	Shipments are delivered with no shortages or damage.	9.79
2	Secure chain of custody.	9.78
3	Effective problem resolution.	9.70
4	Easy to contact the right person for help.	9.55
5	Overall value for the money you spend.	9.53
6	Global compliance.	9.47
7	Highly trusted freight forwarder.	9.45
8	Overall execution of pick-up and delivery.	9.44
9	Accurate invoices and statements.	9.44
10	Competitive rates.	9.41
11	Willingness to go the extra mile.	9.40
12	Speed of obtaining a rate quote.	9.35
13	Consistency of service around the world.	9.33
14	Timely notification of delays.	9.25
15	Ability to accurately track shipments from origin to destination.	9.25
16	Tracking occurs at the appropriate level (P.O./SKU/Container).	9.24
17	Supply chain expertise.	9.20
18	Flexibility of service options.	9.16
19	Accessorial and surcharge prices.	9.15
20	Flexible online booking system.	9.00
21	Knowledgeable and helpful representatives.	9.00
22	Provides day specific transit time commitments.	8.58
23	Strong positive corporate image and reputation.	8.55
24	Customer service staff is courteous and professional.	8.50
25	Pickup & delivery is courteous and professional.	8.41
26	Internal system support and development.	8.40
27	Quick response to EDI or system enhancements.	8.38
28	System reporting capability is valuable.	8.25
29	Systems and tools are valuable.	8.09
30	Proactively brings me specific solutions to improve my business.	8.00
31	Timeliness of invoices.	7.81
32	Strong commitment to CSR (corporate social responsibility).	7.38
33	Provides educational opportunities.	7.00

Global Freight Forwarding Study 6th Edition - 2018 Customer Needs Europe (404 Respondents)		
Rank	Attribute	Score
1	Shipments are delivered with no shortages or damage.	8.40
2	Easy to contact the right person for help.	8.37
3	Overall execution of pick-up and delivery.	8.32
4	Effective problem resolution.	8.30
5	Ability to accurately track shipments from origin to destination.	8.27
6	Tracking occurs at the appropriate level (P.O./SKU/Container).	8.27
7	Accurate invoices and statements.	8.26
8	Timely notification of delays.	8.26
9	Overall value for the money you spend.	8.25
10	Highly trusted freight forwarder.	8.24
11	Customer service staff is courteous and professional.	8.24
12	Pickup & delivery is courteous and professional.	8.19
13	Flexibility of service options.	8.19
14	Secure chain of custody.	8.18
15	Global compliance.	8.16
16	Knowledgeable and helpful representatives.	8.15
17	Speed of obtaining a rate quote.	8.15
18	Timeliness of invoices.	8.14
19	Systems and tools are valuable.	8.13
20	Willingness to go the extra mile.	8.13
21	Supply chain expertise.	8.11
22	Competitive rates.	8.08
23	Consistency of service around the world.	8.05
24	Provides day specific transit time commitments.	8.04
25	Strong commitment to CSR (corporate social responsibility).	8.03
26	Strong positive corporate image and reputation.	8.03
27	Flexible online booking system.	7.99
28	Accessorial and surcharge prices.	7.97
29	System reporting capability is valuable.	7.91
30	Quick response to EDI or system enhancements.	7.85
31	Proactively brings me specific solutions to improve my business.	7.84
32	Internal system support and development.	7.79
33	Provides educational opportunities.	7.64

Global Freight Forwarding Study 6th Edition - 2018 Customer Needs North America (704 Respondents)		
Rank	Attribute	Score
1	Shipments are delivered with no shortages or damage.	9.66
2	Easy to contact the right person for help.	9.56
3	Overall execution of pick-up and delivery.	9.53
4	Effective problem resolution.	9.50
5	Accurate invoices and statements.	9.49
6	Global compliance.	9.47
7	Highly trusted freight forwarder.	9.46
8	Ability to accurately track shipments from origin to destination.	9.45
9	Competitive rates.	9.44
10	Overall value for the money you spend.	9.41
11	Timely notification of delays.	9.36
12	Secure chain of custody.	9.32
13	Tracking occurs at the appropriate level (P.O./SKU/Container).	9.29
14	Knowledgeable and helpful representatives.	9.28
15	Timeliness of invoices.	9.25
16	Supply chain expertise.	9.23
17	Accessorial and surcharge prices.	9.21
18	Pickup & delivery is courteous and professional.	9.20
19	Customer service staff is courteous and professional.	9.17
20	Willingness to go the extra mile.	9.14
21	Consistency of service around the world.	9.09
22	Speed of obtaining a rate quote.	9.04
23	Systems and tools are valuable.	9.02
24	Provides day specific transit time commitments.	9.01
25	System reporting capability is valuable.	8.95
26	Flexibility of service options.	8.93
27	Quick response to EDI or system enhancements.	8.84
28	Flexible online booking system.	8.74
29	Strong commitment to CSR (corporate social responsibility).	8.69
30	Strong positive corporate image and reputation.	8.66
31	Internal system support and development.	8.50
32	Proactively brings me specific solutions to improve my business.	8.37
33	Provides educational opportunities.	7.13

Global Freight Forwarding Study 6th Edition - 2018 Customer Needs South America (11 Respondents)		
Rank	Attribute	Score
1	Highly trusted freight forwarder.	10.00
2	Shipments are delivered with no shortages or damage.	9.91
3	Supply chain expertise.	9.82
4	Accurate invoices and statements.	9.80
5	Effective problem resolution.	9.73
6	Easy to contact the right person for help.	9.73
7	Ability to accurately track shipments from origin to destination.	9.73
8	Knowledgeable and helpful representatives.	9.64
9	Tracking occurs at the appropriate level (P.O./SKU/Container).	9.64
10	Accessorial and surcharge prices.	9.60
11	Secure chain of custody.	9.50
12	Overall value for the money you spend.	9.50
13	Competitive rates.	9.45
14	Overall execution of pick-up and delivery.	9.44
15	Flexible online booking system.	9.43
16	Strong commitment to CSR (corporate social responsibility).	9.40
17	Timely notification of delays.	9.36
18	Flexibility of service options.	9.36
19	Timeliness of invoices.	9.30
20	System reporting capability is valuable.	9.25
21	Pickup & delivery is courteous and professional.	9.20
22	Speed of obtaining a rate quote.	9.18
23	Strong positive corporate image and reputation.	9.18
24	Quick response to EDI or system enhancements.	9.14
25	Consistency of service around the world.	9.10
26	Proactively brings me specific solutions to improve my business.	9.09
27	Customer service staff is courteous and professional.	9.09
28	Provides day specific transit time commitments.	9.09
29	Global compliance.	9.00
30	Willingness to go the extra mile.	8.82
31	Internal system support and development.	8.80
32	Systems and tools are valuable.	8.60
33	Provides educational opportunities.	6.83

Global Freight Forwarding Study 6th Edition - 2018 Customer Needs Manufacturing (922 Respondents)		
Rank	Attribute	Score
1	Shipments are delivered with no shortages or damage.	8.94
2	Easy to contact the right person for help.	8.89
3	Overall execution of pick-up and delivery.	8.86
4	Effective problem resolution.	8.82
5	Highly trusted freight forwarder.	8.81
6	Accurate invoices and statements.	8.77
7	Ability to accurately track shipments from origin to destination.	8.76
8	Timely notification of delays.	8.74
9	Tracking occurs at the appropriate level (P.O./SKU/Container).	8.74
10	Global compliance.	8.73
11	Competitive rates.	8.73
12	Secure chain of custody.	8.70
13	Overall value for the money you spend.	8.68
14	Pickup & delivery is courteous and professional.	8.67
15	Knowledgeable and helpful representatives.	8.65
16	Supply chain expertise.	8.64
17	Customer service staff is courteous and professional.	8.64
18	Willingness to go the extra mile.	8.57
19	Flexibility of service options.	8.57
20	Timeliness of invoices.	8.54
21	Consistency of service around the world.	8.54
22	Provides day specific transit time commitments.	8.54
23	Speed of obtaining a rate quote.	8.53
24	Accessorial and surcharge prices.	8.50
25	Systems and tools are valuable.	8.50
26	Strong positive corporate image and reputation.	8.42
27	Strong commitment to CSR (corporate social responsibility).	8.36
28	System reporting capability is valuable.	8.36
29	Flexible online booking system.	8.27
30	Quick response to EDI or system enhancements.	8.22
31	Proactively brings me specific solutions to improve my business.	8.18
32	Internal system support and development.	8.14
33	Provides educational opportunities.	7.71

Global Freight Forwarding Study 6th Edition - 2018 Customer Needs Retail (154 Respondents)		
Rank	Attribute	Score
1	Easy to contact the right person for help.	9.01
2	Shipments are delivered with no shortages or damage.	8.79
3	Effective problem resolution.	8.78
4	Overall value for the money you spend.	8.75
5	Global compliance.	8.75
6	Ability to accurately track shipments from origin to destination.	8.74
7	Overall execution of pick-up and delivery.	8.73
8	Secure chain of custody.	8.72
9	Competitive rates.	8.71
10	Timely notification of delays.	8.70
11	Pickup & delivery is courteous and professional.	8.68
12	Willingness to go the extra mile.	8.67
13	Knowledgeable and helpful representatives.	8.66
14	Accurate invoices and statements.	8.65
15	Consistency of service around the world.	8.62
16	Highly trusted freight forwarder.	8.62
17	Tracking occurs at the appropriate level (P.O./SKU/Container).	8.56
18	Supply chain expertise.	8.55
19	Customer service staff is courteous and professional.	8.53
20	Provides day specific transit time commitments.	8.47
21	Strong positive corporate image and reputation.	8.47
22	Accessorial and surcharge prices.	8.46
23	Proactively brings me specific solutions to improve my business.	8.44
24	Systems and tools are valuable.	8.43
25	Flexibility of service options.	8.38
26	Quick response to EDI or system enhancements.	8.37
27	Speed of obtaining a rate quote.	8.37
28	System reporting capability is valuable.	8.36
29	Strong commitment to CSR (corporate social responsibility).	8.36
30	Flexible online booking system.	8.34
31	Timeliness of invoices.	8.24
32	Internal system support and development.	8.16
33	Provides educational opportunities.	7.76

Global Freight Forwarding Study 6th Edition - 2018 Customer Needs High-Technology (52 Respondents)		
Rank	Attribute	Score
1	Shipments are delivered with no shortages or damage.	9.25
2	Effective problem resolution.	9.25
3	Accurate invoices and statements.	9.14
4	Easy to contact the right person for help.	9.08
5	Overall execution of pick-up and delivery.	9.02
6	Supply chain expertise.	9.00
7	Timely notification of delays.	8.98
8	Tracking occurs at the appropriate level (P.O./SKU/Container).	8.98
9	Secure chain of custody.	8.98
10	Customer service staff is courteous and professional.	8.94
11	Willingness to go the extra mile.	8.90
12	Highly trusted freight forwarder.	8.88
13	Speed of obtaining a rate quote.	8.87
14	Global compliance.	8.85
15	Ability to accurately track shipments from origin to destination.	8.83
16	Provides day specific transit time commitments.	8.82
17	Knowledgeable and helpful representatives.	8.81
18	Internal system support and development.	8.79
19	Consistency of service around the world.	8.77
20	Systems and tools are valuable.	8.72
21	Competitive rates.	8.69
22	Flexibility of service options.	8.69
23	Timeliness of invoices.	8.67
24	Quick response to EDI or system enhancements.	8.64
25	Overall value for the money you spend.	8.60
26	Accessorial and surcharge prices.	8.49
27	Pickup & delivery is courteous and professional.	8.46
28	System reporting capability is valuable.	8.43
29	Flexible online booking system.	8.37
30	Proactively brings me specific solutions to improve my business.	8.35
31	Strong positive corporate image and reputation.	8.22
32	Strong commitment to CSR (corporate social responsibility).	8.21
33	Provides educational opportunities.	7.65

Global Freight Forwarding Study 6th Edition - 2018 Customer Needs Pharmaceuticals (53 Respondents)		
Rank	Attribute	Score
1	Overall execution of pick-up and delivery.	8.91
2	Supply chain expertise.	8.85
3	Pickup & delivery is courteous and professional.	8.83
4	Ability to accurately track shipments from origin to destination.	8.77
5	Timely notification of delays.	8.75
6	Shipments are delivered with no shortages or damage.	8.74
7	Willingness to go the extra mile.	8.74
8	Strong commitment to CSR (corporate social responsibility).	8.70
9	Knowledgeable and helpful representatives.	8.70
10	Customer service staff is courteous and professional.	8.68
11	Secure chain of custody.	8.67
12	Tracking occurs at the appropriate level (P.O./SKU/Container).	8.65
13	Global compliance.	8.65
14	Accurate invoices and statements.	8.63
15	Easy to contact the right person for help.	8.62
16	Overall value for the money you spend.	8.60
17	Speed of obtaining a rate quote.	8.59
18	Strong positive corporate image and reputation.	8.58
19	Flexible online booking system.	8.58
20	Highly trusted freight forwarder.	8.57
21	Systems and tools are valuable.	8.47
22	Flexibility of service options.	8.46
23	Provides day specific transit time commitments.	8.44
24	Accessorial and surcharge prices.	8.39
25	Timeliness of invoices.	8.36
26	System reporting capability is valuable.	8.34
27	Proactively brings me specific solutions to improve my business.	8.31
28	Effective problem resolution.	8.28
29	Internal system support and development.	8.23
30	Competitive rates.	8.22
31	Consistency of service around the world.	8.20
32	Quick response to EDI or system enhancements.	8.05
33	Provides educational opportunities.	8.00

Global Freight Forwarding Study 6th Edition - 2018 Customer Needs Wholesale Trade (230 Respondents)		
Rank	Attribute	Score
1	Shipments are delivered with no shortages or damage.	9.32
2	Accurate invoices and statements.	9.11
3	Overall execution of pick-up and delivery.	9.09
4	Easy to contact the right person for help.	9.08
5	Effective problem resolution.	9.08
6	Ability to accurately track shipments from origin to destination.	9.04
7	Overall value for the money you spend.	9.01
8	Highly trusted freight forwarder.	9.00
9	Competitive rates.	8.98
10	Tracking occurs at the appropriate level (P.O./SKU/Container).	8.96
11	Timely notification of delays.	8.95
12	Knowledgeable and helpful representatives.	8.91
13	Global compliance.	8.89
14	Secure chain of custody.	8.85
15	Customer service staff is courteous and professional.	8.85
16	Supply chain expertise.	8.82
17	Willingness to go the extra mile.	8.78
18	Pickup & delivery is courteous and professional.	8.78
19	Accessorial and surcharge prices.	8.73
20	Provides day specific transit time commitments.	8.72
21	Timeliness of invoices.	8.69
22	Speed of obtaining a rate quote.	8.68
23	Consistency of service around the world.	8.66
24	Flexibility of service options.	8.60
25	Systems and tools are valuable.	8.55
26	Quick response to EDI or system enhancements.	8.32
27	System reporting capability is valuable.	8.28
28	Flexible online booking system.	8.28
29	Strong positive corporate image and reputation.	8.19
30	Strong commitment to CSR (corporate social responsibility).	8.13
31	Internal system support and development.	7.95
32	Proactively brings me specific solutions to improve my business.	7.86
33	Provides educational opportunities.	7.13

Global Freight Forwarding Study 6th Edition - 2018 Customer Needs Other Industries (90 Respondents)		
Rank	Attribute	Score
1	Easy to contact the right person for help.	9.16
2	Effective problem resolution.	9.09
3	Shipments are delivered with no shortages or damage.	9.03
4	Knowledgeable and helpful representatives.	8.97
5	Overall value for the money you spend.	8.96
6	Secure chain of custody.	8.95
7	Willingness to go the extra mile.	8.94
8	Accurate invoices and statements.	8.92
9	Highly trusted freight forwarder.	8.84
10	Timely notification of delays.	8.84
11	Ability to accurately track shipments from origin to destination.	8.82
12	Overall execution of pick-up and delivery.	8.82
13	Global compliance.	8.80
14	Supply chain expertise.	8.74
15	Competitive rates.	8.70
16	Systems and tools are valuable.	8.64
17	Flexibility of service options.	8.63
18	Speed of obtaining a rate quote.	8.61
19	Accessorial and surcharge prices.	8.61
20	Consistency of service around the world.	8.57
21	Customer service staff is courteous and professional.	8.56
22	Pickup & delivery is courteous and professional.	8.56
23	Tracking occurs at the appropriate level (P.O./SKU/Container).	8.51
24	Provides day specific transit time commitments.	8.49
25	Timeliness of invoices.	8.48
26	Internal system support and development.	8.46
27	System reporting capability is valuable.	8.43
28	Strong commitment to CSR (corporate social responsibility).	8.36
29	Proactively brings me specific solutions to improve my business.	8.35
30	Quick response to EDI or system enhancements.	8.31
31	Strong positive corporate image and reputation.	8.16
32	Flexible online booking system.	7.83
33	Provides educational opportunities.	7.39

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Section 2 - Inferential Statistics

Overview

This section provides an examination of the relationships between individual company performance attributes with the responses from the overall performance measurements such as “how likely would you be to recommend this company to a business associate”. A respondent’s assessment of the importance of an attribute is subjective. Section one of this chapter contains the results of the direct examination of respondents about their assessment of each attribute’s importance. This section (Section 2) is dedicated to an objective measurement of the importance of the performance attributes.

Comparing Overall Performance Measurements to Attribute Performance

To form the basis of comparison between an overall performance measurement and an individual component of performance, a sequence of pairs of data has been formed for each attribute. Each data pair consists of an overall performance evaluation for a company and an attribute performance evaluation by the same respondent for the same company. These data pairs are then examined to see how frequently and consistently higher overall performance is accompanied by higher attribute performance. When overall performance and the attribute performance tend to both increase and decrease together we say they are *correlated*.

Linear Regression and the Best Fit Slope

The technique used to quantify the frequency at which overall performance measurements and attribute performance increase and decrease together is called *linear regression*. The parameter of interest obtained using linear regression is called the *best fit slope*. Linear regression is a technique that determines the position of the line that comes closest to a set of points. In this case, the data pairs representing overall performance and attribute performance ratings are examined and a best fit line is established using linear regression. The steepness or slope of the best fit line will then be representative of the frequency at which a rise in the attribute rating has a corresponding rise in the overall rating.

Linear Correlation and the Correlation Coefficient

A second parameter, the *correlation coefficient*, determined by the technique of *linear correlation*, measures the level of consistency at which examined data is represented by the best fit line. Graphically, it is a measure of how distant on average plotted points are from the best fit line. From numerous studies conducted on previous MASTIO market research projects it has been determined that the correlation coefficient and the best fit slope are strongly related. Higher correlation coefficients are typically found coincident with higher best fit slopes. A cursory examination of exhibits 2-15 and 2-16 will bear out this claim. Either the correlation coefficient parameter or the best fit slope may be used to indicate the relative importance of a performance attribute.

Observations

To illustrate the difference between the subjective and objective importance of an attribute, consider the following. Subjectively, the attribute “shipments are delivered with no shortages or damage” is the number one ranked attribute. However, it is the 24th ranked objective attribute. Other attributes show little difference between subjective and objective ranking, “provides educational opportunities” was ranked 33rd in both subjective and objective ranking.

Global Freight Forwarding Study 6th Edition - 2018 Correlation -- Attribute / Overall Performance			
Rank	Attribute	Correlation Coefficient	Best Fit Slope
1	Effective problem resolution.	0.5444	0.5915
2	Easy to contact the right person for help.	0.5184	0.5683
3	Overall execution of pick-up and delivery.	0.5173	0.5111
4	Highly trusted freight forwarder.	0.5126	0.5227
5	Willingness to go the extra mile.	0.5062	0.5926
6	Knowledgeable and helpful representatives.	0.4981	0.5421
7	Overall value for the money you spend.	0.4927	0.4859
8	Supply chain expertise.	0.4626	0.4717
9	Timely notification of delays.	0.4578	0.5507
10	Strong positive corporate image and reputation.	0.4578	0.4756
11	Customer service staff is courteous and professional.	0.4520	0.4667
12	Provides day specific transit time commitments.	0.4403	0.5056
13	Consistency of service around the world.	0.4374	0.4529
14	Ability to accurately track shipments from origin to destination.	0.4345	0.4752
15	Flexibility of service options.	0.4302	0.4486
16	Tracking occurs at the appropriate level (P.O./SKU/Container).	0.4278	0.4392
17	Competitive rates.	0.4106	0.3966
18	Pickup & Delivery is courteous and professional.	0.4093	0.3975
19	Proactively brings me specific solutions to improve my business.	0.4055	0.5639
20	Systems and tools are valuable.	0.3953	0.4350
21	Accessorial and surcharge prices.	0.3863	0.4046
22	Accurate invoices and statements.	0.3858	0.3966
23	Quick response to EDI or system enhancements.	0.3758	0.4130
24	Shipments are delivered with no shortages or damage.	0.3698	0.3717
25	Speed of obtaining a rate quote.	0.3643	0.3906
26	Strong commitment to CSR (corporate social responsibility).	0.3629	0.3904
27	Global compliance.	0.3569	0.3544
28	System reporting capability is valuable.	0.3541	0.4030
29	Secure chain of custody.	0.3530	0.3546
30	Internal system support and development.	0.3462	0.4048
31	Timeliness of invoices.	0.3439	0.3653
32	Flexible online booking system.	0.2815	0.3436
33	Provides educational opportunities.	0.1924	0.3187

Global Freight Forwarding Study 6th Edition - 2018 Correlation -- Attribute / Likelihood Of Recommending Company			
Rank	Attribute	Correlation Coefficient	Best Fit Slope
1	Effective problem resolution.	0.5449	0.5351
2	Overall value for the money you spend.	0.5432	0.4869
3	Highly trusted freight forwarder.	0.5374	0.4913
4	Easy to contact the right person for help.	0.5055	0.4992
5	Overall execution of pick-up and delivery.	0.5023	0.4526
6	Willingness to go the extra mile.	0.5003	0.5355
7	Knowledgeable and helpful representatives.	0.4794	0.4715
8	Strong positive corporate image and reputation.	0.4606	0.4327
9	Supply chain expertise.	0.4459	0.4179
10	Customer service staff is courteous and professional.	0.4334	0.4032
11	Consistency of service around the world.	0.4329	0.4046
12	Ability to accurately track shipments from origin to destination.	0.4305	0.4255
13	Timely notification of delays.	0.4233	0.4599
14	Provides day specific transit time commitments.	0.4209	0.4369
15	Pickup & Delivery is courteous and professional.	0.4039	0.3606
16	Flexibility of service options.	0.3870	0.3669
17	Tracking occurs at the appropriate level (P.O./SKU/Container).	0.3854	0.3645
18	Systems and tools are valuable.	0.3803	0.3824
19	Competitive rates.	0.3792	0.3326
20	Strong commitment to CSR (corporate social responsibility).	0.3784	0.3795
21	Proactively brings me specific solutions to improve my business.	0.3753	0.4782
22	Speed of obtaining a rate quote.	0.3623	0.3558
23	Accurate invoices and statements.	0.3603	0.3408
24	Secure chain of custody.	0.3557	0.3279
25	Quick response to EDI or system enhancements.	0.3496	0.3630
26	Internal system support and development.	0.3399	0.3804
27	Global compliance.	0.3391	0.3056
28	Accessorial and surcharge prices.	0.3349	0.3227
29	Timeliness of invoices.	0.3339	0.3284
30	Shipments are delivered with no shortages or damage.	0.3315	0.3010
31	System reporting capability is valuable.	0.3172	0.3355
32	Flexible online booking system.	0.2765	0.3197
33	Provides educational opportunities.	0.1891	0.2913

Making Sense of Stated Importance Weights vs. Correlation (Derived Importance)

The following matrix and set of tables, exhibits 2-23 through 2-38, shows the correlation factors (an indication of derived importance) vs. the stated weights for all measured attributes (study questions). The four quadrants of the matrix show how various factors play in the customers' company selection decision process. These four quadrants are defined as:

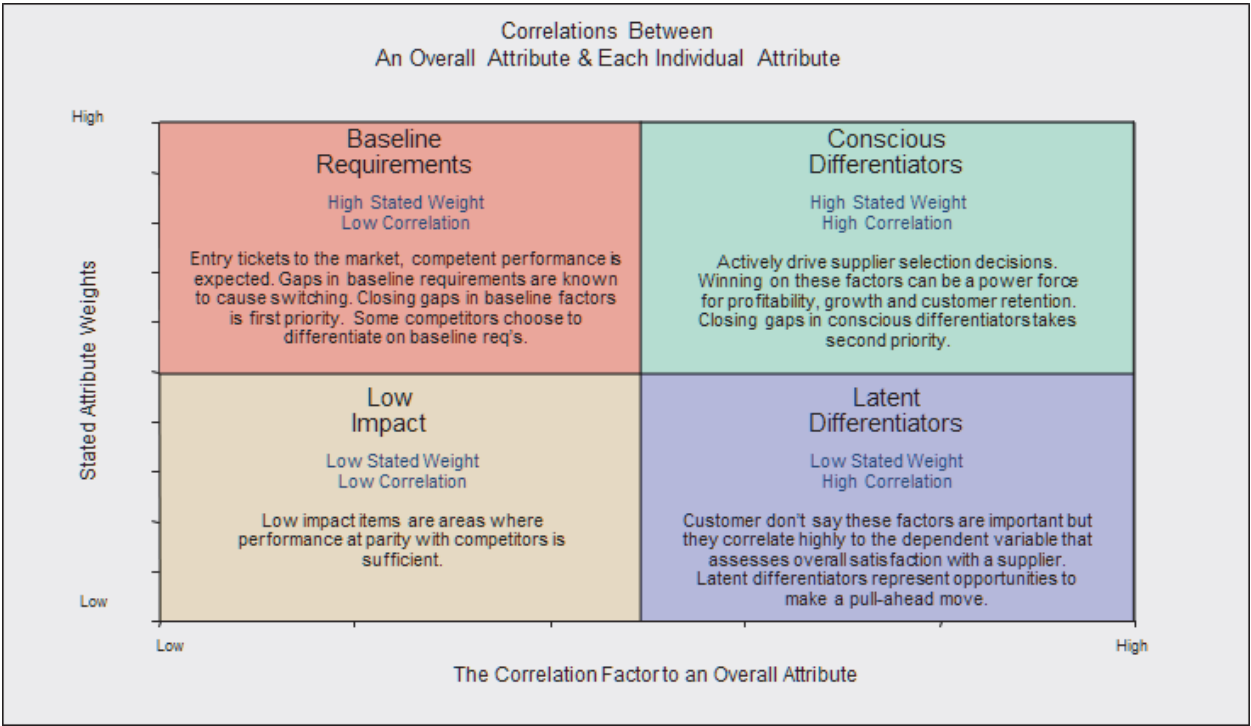
- **“Low Impact”** – These attributes have both a low stated importance and a low correlation to customers' likelihood to recommend a company. Therefore any work to improve these factors is likely to have a “low impact” on customer perceived value of your products and services.
- **“Baseline Requirements”** - These attributes have a high stated importance but a low correlation to customers' likelihood to recommend a company. They tend to be critical factors that would cause severe problems for a company that does not perform adequately on them. However since they do not correlate strongly to likelihood to recommend a company the customer needs on these factors are probably being met by most vendors. Therefore adequate performance on these factors is “expected” and no company in the current market is providing something that is far superior to others. The steering wheel in your car is good example of a baseline requirement. You wouldn't buy a car without one, but since most cars have an adequate steering wheel it probably doesn't affect your choice of a car.
- **“Conscious Differentiators”** - These attributes have both a high stated importance and a high correlation to customers' likelihood to recommend a company. Therefore superior performance on these factors is likely to help you differentiate the value of your products and services from the competition.
- **“Latent Differentiators”** - These attributes have a low stated importance but a high correlation to customers' likelihood to recommend a company. Therefore superior performance on these factors is likely to help you differentiate the value of your products and services from the competition but customers may not be overtly aware of the importance of this factor. An example of a latent differentiator is the prestige associated with the brand of automobile purchased. Car buyers usually don't say the prestige of the brand is important but the perceived prestige usually correlates strongly to overall preference.

Please reference the following tables to determine which attributes are located in the above categories and their respective quadrant on the following sample matrix.

Making Sense of Stated Importance Weights vs. Correlation (Derived Importance)

The following chart shows the correlation factors (an indication of derived importance) vs. the stated weights for all measured attributes (study questions). The four quadrants of the chart show how various factors play in the customers' company selection decision process. An attribute is plotted into a category based on its correlation to the overall question ‘how likely would you be to recommend this company to others?’ and its stated importance.

Exhibit 2-23



Please reference the tables on the following pages for a complete listing of attributes and their corresponding categories for each of the included demographics from the study. These tables provide an easy reference for determining which attributes are in which categories.

Making Sense of Stated Importance Weights vs. Correlation (Derived Importance)

Exhibit 2-24

Overall (All Respondents)

Needs Quadrant	Attribute
BASELINE REQUIREMENTS Are entry tickets to the market, competent performance is expected. Gaps in baseline requirements are known to cause switching. Closing gaps in baseline factors is first priority. Some competitors choose to differentiate on baseline requirements	Shipments are delivered with no shortages or damage. Secure chain of custody. Global compliance. Accurate invoices and statements. Tracking occurs at the appropriate level (P.O./SKU/Container). Competitive rates.
CONSCIOUS DIFFERENTIATORS Actively drive selection decisions. Winning on these factors can be a powerful force for profitability, growth, customer retention and greater share of wallet. Closing gaps in conscious differentiators takes second priority	Customer service staff is courteous and professional. Knowledgeable and helpful representatives. Effective problem resolution. Timely notification of delays. Easy to contact the right person for help. Overall execution of pick-up and delivery. Willingness to go the extra mile. Ability to accurately track shipments from origin to destination. Highly trusted freight forwarder. Pickup & Delivery is courteous and professional. Supply chain expertise. Overall value for the money you spend.
LATENT DIFFERENTIATORS Are those factors customers don't say are important but they correlate highly to a dependent variable that assesses overall	Consistency of service around the world. Provides day specific transit time commitments. Strong positive corporate image and reputation.
LOW IMPACT FACTORS Are areas where performance at parity with competitors is sufficient. Overspending in this area does not gain any market advantage.	Flexibility of service options. Proactively brings me specific solutions to improve my business. Provides educational opportunities. Speed of obtaining a rate quote. Timeliness of invoices. Quick response to EDI or system enhancements. Internal system support and development. Strong commitment to CSR (corporate social responsibility). System reporting capability is valuable. Systems and tools are valuable. Flexible online booking system. Accessorial and surcharge prices.

Please reference page 2-30 for a complete description of each of the matrix quadrant categories.

Making Sense of Stated Importance Weights vs. Correlation (Derived Importance)

Exhibit 2-25

Respondents That Average 40 Transactions per Month or Less

Needs Quadrant	Attribute
BASELINE REQUIREMENTS Are entry tickets to the market, competent performance is expected. Gaps in baseline requirements are known to cause switching. Closing gaps in baseline factors is first priority. Some competitors choose to differentiate on baseline requirements	Shipments are delivered with no shortages or damage.
	Secure chain of custody.
	Global compliance.
	Ability to accurately track shipments from origin to destination.
	Accurate invoices and statements.
	Tracking occurs at the appropriate level (P.O./SKU/Container).
CONSCIOUS DIFFERENTIATORS Actively drive selection decisions. Winning on these factors can be a powerful force for profitability, growth, customer retention and greater share of wallet. Closing gaps in conscious differentiators takes second priority	Customer service staff is courteous and professional.
	Consistency of service around the world.
	Knowledgeable and helpful representatives.
	Effective problem resolution.
	Timely notification of delays.
	Overall execution of pick-up and delivery.
	Easy to contact the right person for help.
	Willingness to go the extra mile.
	Highly trusted freight forwarder.
	Pickup & Delivery is courteous and professional.
LATENT DIFFERENTIATORS Are those factors customers don't say are important but they correlate highly to a dependent variable that assesses overall	Supply chain expertise.
	Overall value for the money you spend.
	Competitive rates.
LOW IMPACT FACTORS Are areas where performance at parity with competitors is sufficient. Overspending in this area does not gain any market advantage.	Provides day specific transit time commitments.
	Strong positive corporate image and reputation.
	Strong commitment to CSR (corporate social responsibility).
	Flexibility of service options.
	Proactively brings me specific solutions to improve my business.
	Provides educational opportunities.
	Speed of obtaining a rate quote.
	Timeliness of invoices.
	Quick response to EDI or system enhancements.
	Internal system support and development.
	System reporting capability is valuable.
	Systems and tools are valuable.
	Flexible online booking system.
	Accessorial and surcharge prices.

Please reference page 2-30 for a complete description of each of the matrix quadrant categories.

Making Sense of Stated Importance Weights vs. Correlation (Derived Importance)

Exhibit 2-26

Respondents That Average More than 40 Transactions per Month

Needs Quadrant	Attribute
BASELINE REQUIREMENTS Are entry tickets to the market, competent performance is expected. Gaps in baseline requirements are known to cause switching. Closing gaps in baseline factors is first priority. Some competitors choose to differentiate on baseline requirements	Shipments are delivered with no shortages or damage. Secure chain of custody. Global compliance. Accurate invoices and statements. Tracking occurs at the appropriate level (P.O./SKU/Container). Pickup & Delivery is courteous and professional. Competitive rates.
CONSCIOUS DIFFERENTIATORS Actively drive selection decisions. Winning on these factors can be a powerful force for profitability, growth, customer retention and greater share of wallet. Closing gaps in conscious differentiators takes second priority	Knowledgeable and helpful representatives. Effective problem resolution. Timely notification of delays. Easy to contact the right person for help. Overall execution of pick-up and delivery. Willingness to go the extra mile. Ability to accurately track shipments from origin to destination. Highly trusted freight forwarder. Systems and tools are valuable. Supply chain expertise. Overall value for the money you spend.
LATENT DIFFERENTIATORS Are those factors customers don't say are important but they correlate highly to a dependent variable that assesses overall satisfaction or likelihood to recommend with a supplier. Latent differentiators represent opportunities to make a pull-ahead move	Consistency of service around the world. Flexibility of service options. Proactively brings me specific solutions to improve my business. Provides day specific transit time commitments. Strong positive corporate image and reputation.
LOW IMPACT FACTORS Are areas where performance at parity with competitors is sufficient. Overspending in this area does not gain any market advantage.	Customer service staff is courteous and professional. Provides educational opportunities. Speed of obtaining a rate quote. Timeliness of invoices. Quick response to EDI or system enhancements. Internal system support and development. Strong commitment to CSR (corporate social responsibility). System reporting capability is valuable. Flexible online booking system. Accessorial and surcharge prices.

Please reference page 2-30 for a complete description of each of the matrix quadrant categories.

Making Sense of Stated Importance Weights vs. Correlation (Derived Importance)

Exhibit 2-27

Primarily Air Shipment Respondents

Needs Quadrant	Attribute
BASELINE REQUIREMENTS Are entry tickets to the market, competent performance is expected. Gaps in baseline requirements are known to cause switching. Closing gaps in baseline factors is first priority. Some competitors choose to differentiate on baseline requirements	Shipments are delivered with no shortages or damage.
	Secure chain of custody.
	Global compliance.
	Speed of obtaining a rate quote.
	Timeliness of invoices.
	Accurate invoices and statements.
	Supply chain expertise.
	Tracking occurs at the appropriate level (P.O./SKU/Container).
	Pickup & Delivery is courteous and professional.
	Accessorial and surcharge prices.
CONSCIOUS DIFFERENTIATORS Actively drive selection decisions. Winning on these factors can be a powerful force for profitability, growth, customer retention and greater share of wallet. Closing gaps in conscious differentiators takes second priority	Customer service staff is courteous and professional.
	Knowledgeable and helpful representatives.
	Effective problem resolution.
	Timely notification of delays.
	Easy to contact the right person for help.
	Overall execution of pick-up and delivery.
	Ability to accurately track shipments from origin to destination.
	Highly trusted freight forwarder.
LATENT DIFFERENTIATORS Are those factors customers don't say are important but they	Competitive rates.
	Overall value for the money you spend.
LOW IMPACT FACTORS Are areas where performance at parity with competitors is sufficient. Overspending in this area does not gain any market advantage.	Willingness to go the extra mile.
	Strong positive corporate image and reputation.
	Consistency of service around the world.
	Flexibility of service options.
	Proactively brings me specific solutions to improve my business.
	Provides educational opportunities.
	Provides day specific transit time commitments.
	Quick response to EDI or system enhancements.
	Internal system support and development.
	System reporting capability is valuable.
	Systems and tools are valuable.
	Flexible online booking system.
	Strong commitment to CSR (corporate social responsibility).

Please reference page 2-30 for a complete description of each of the matrix quadrant categories.

Making Sense of Stated Importance Weights vs. Correlation (Derived Importance)

Exhibit 2-28

Primarily Ocean Shipment Respondents

Needs Quadrant	Attribute
BASELINE REQUIREMENTS Are entry tickets to the market, competent performance is expected. Gaps in baseline requirements are known to cause switching. Closing gaps in baseline factors is first priority. Some competitors choose to differentiate on baseline requirements	Shipments are delivered with no shortages or damage.
	Timely notification of delays.
	Secure chain of custody.
	Global compliance.
	Accurate invoices and statements.
	Competitive rates.
CONSCIOUS DIFFERENTIATORS Actively drive selection decisions. Winning on these factors can be a powerful force for profitability, growth, customer retention and greater share of wallet. Closing gaps in conscious differentiators takes second priority	Customer service staff is courteous and professional.
	Knowledgeable and helpful representatives.
	Effective problem resolution.
	Easy to contact the right person for help.
	Overall execution of pick-up and delivery.
	Willingness to go the extra mile.
	Ability to accurately track shipments from origin to destination.
	Highly trusted freight forwarder.
	Pickup & Delivery is courteous and professional.
	Tracking occurs at the appropriate level (P.O./SKU/Container).
LATENT DIFFERENTIATORS Are those factors customers don't say are important but they correlate highly to a dependent variable that assesses overall	Supply chain expertise.
	Overall value for the money you spend.
	Consistency of service around the world.
LOW IMPACT FACTORS Are areas where performance at parity with competitors is sufficient. Overspending in this area does not gain any market advantage.	Provides day specific transit time commitments.
	Strong positive corporate image and reputation.
	Flexibility of service options.
	Proactively brings me specific solutions to improve my business.
	Provides educational opportunities.
	Speed of obtaining a rate quote.
	Quick response to EDI or system enhancements.
	Internal system support and development.
	Strong commitment to CSR (corporate social responsibility).
	System reporting capability is valuable.
	Systems and tools are valuable.
	Flexible online booking system.
	Timeliness of invoices.
	Accessorial and surcharge prices.

Please reference page 2-30 for a complete description of each of the matrix quadrant categories.

Making Sense of Stated Importance Weights vs. Correlation (Derived Importance)

Exhibit 2-29

Asian Respondents

Needs Quadrant	Attribute
BASELINE REQUIREMENTS Are entry tickets to the market, competent performance is expected. Gaps in baseline requirements are known to cause switching. Closing gaps in baseline factors is first priority. Some competitors choose to differentiate on baseline requirements	Willingness to go the extra mile. Provides educational opportunities. Knowledgeable and helpful representatives. Shipments are delivered with no shortages or damage. Flexibility of service options. Secure chain of custody. Overall execution of pick-up and delivery. Tracking occurs at the appropriate level (P.O./SKU/Container). Competitive rates.
CONSCIOUS DIFFERENTIATORS Actively drive selection decisions. Winning on these factors can be a powerful force for profitability, growth, customer retention and greater share of wallet. Closing gaps in conscious differentiators takes second priority	Easy to contact the right person for help. Timely notification of delays. Provides day specific transit time commitments. Supply chain expertise. Accurate invoices and statements. Pickup & Delivery is courteous and professional.
LATENT DIFFERENTIATORS Are those factors customers don't say are important but they correlate highly to a dependent variable that assesses overall satisfaction or likelihood to recommend with a supplier. Latent differentiators represent opportunities to make a pull-ahead move	Effective problem resolution. Proactively brings me specific solutions to improve my business. Speed of obtaining a rate quote. Ability to accurately track shipments from origin to destination. Strong commitment to CSR (corporate social responsibility). Systems and tools are valuable. Internal system support and development. System reporting capability is valuable. Quick response to EDI or system enhancements. Overall value for the money you spend. Accessorial and surcharge prices.
LOW IMPACT FACTORS Are areas where performance at parity with competitors is sufficient. Overspending in this area does not gain any market advantage.	Customer service staff is courteous and professional. Consistency of service around the world. Global compliance. Highly trusted freight forwarder. Timeliness of invoices. Flexible online booking system. Strong positive corporate image and reputation.

Please reference page 2-30 for a complete description of each of the matrix quadrant categories.

Making Sense of Stated Importance Weights vs. Correlation (Derived Importance)

Exhibit 2-30

Australian Respondents

Needs Quadrant	Attribute
<p>BASELINE REQUIREMENTS</p> <p>Are entry tickets to the market, competent performance is expected. Gaps in baseline requirements are known to cause switching. Closing gaps in baseline factors is first priority. Some competitors choose to differentiate on baseline requirements</p>	<p>Flexibility of service options.</p> <p>Timely notification of delays.</p> <p>Speed of obtaining a rate quote.</p> <p>Consistency of service around the world.</p> <p>Secure chain of custody.</p> <p>Global compliance.</p> <p>Ability to accurately track shipments from origin to destination.</p> <p>Accurate invoices and statements.</p> <p>Tracking occurs at the appropriate level (P.O./SKU/Container).</p> <p>Accessorial and surcharge prices.</p>
<p>CONSCIOUS DIFFERENTIATORS</p> <p>Actively drive selection decisions. Winning on these factors can be a powerful force for profitability, growth, customer retention and greater share of wallet. Closing gaps in conscious differentiators takes second priority</p>	<p>Effective problem resolution.</p> <p>Willingness to go the extra mile.</p> <p>Knowledgeable and helpful representatives.</p> <p>Easy to contact the right person for help.</p> <p>Overall execution of pick-up and delivery.</p> <p>Shipments are delivered with no shortages or damage.</p> <p>Flexible online booking system.</p> <p>Highly trusted freight forwarder.</p> <p>Supply chain expertise.</p> <p>Competitive rates.</p> <p>Overall value for the money you spend.</p>
<p>LATENT DIFFERENTIATORS</p> <p>Are those factors customers don't say are important but they correlate highly to a dependent variable that assesses overall satisfaction or likelihood to recommend with a supplier. Latent differentiators represent opportunities to make a pull-ahead move</p>	<p>Proactively brings me specific solutions to improve my business.</p> <p>Customer service staff is courteous and professional.</p> <p>Strong commitment to CSR (corporate social responsibility).</p> <p>System reporting capability is valuable.</p> <p>Internal system support and development.</p> <p>Strong positive corporate image and reputation.</p> <p>Pickup & Delivery is courteous and professional.</p>
<p>LOW IMPACT FACTORS</p> <p>Are areas where performance at parity with competitors is sufficient. Overspending in this area does not gain any market sufficient. Overspending in this area does not gain any market advantage.</p>	<p>Provides educational opportunities.</p> <p>Provides day specific transit time commitments.</p> <p>Systems and tools are valuable.</p> <p>Timeliness of invoices.</p> <p>Quick response to EDI or system enhancements.</p>

Please reference page 2-30 for a complete description of each of the matrix quadrant categories.

Making Sense of Stated Importance Weights vs. Correlation (Derived Importance)

Exhibit 2-31

European Respondents

Needs Quadrant	Attribute
BASELINE REQUIREMENTS Are entry tickets to the market, competent performance is expected. Gaps in baseline requirements are known to cause switching. Closing gaps in baseline factors is first priority. Some competitors choose to differentiate on baseline requirements	Shipments are delivered with no shortages or damage. Flexibility of service options. Timely notification of delays. Global compliance. Secure chain of custody. Accurate invoices and statements. Systems and tools are valuable.
CONSCIOUS DIFFERENTIATORS Actively drive selection decisions. Winning on these factors can be a powerful force for profitability, growth, customer retention and greater share of wallet. Closing gaps in conscious differentiators takes second priority	Knowledgeable and helpful representatives. Effective problem resolution. Easy to contact the right person for help. Overall execution of pick-up and delivery. Willingness to go the extra mile. Speed of obtaining a rate quote. Customer service staff is courteous and professional. Ability to accurately track shipments from origin to destination. Timeliness of invoices. Highly trusted freight forwarder. Pickup & Delivery is courteous and professional. Tracking occurs at the appropriate level (P.O./SKU/Container). Overall value for the money you spend.
LATENT DIFFERENTIATORS Are those factors customers don't say are important but they correlate highly to a dependent variable that assesses overall satisfaction or likelihood to recommend with a supplier. Latent differentiators represent opportunities to make a pull-ahead	Consistency of service around the world. Supply chain expertise. Strong positive corporate image and reputation. Competitive rates.
LOW IMPACT FACTORS Are areas where performance at parity with competitors is sufficient. Overspending in this area does not gain any market advantage.	Proactively brings me specific solutions to improve my business. Provides educational opportunities. Provides day specific transit time commitments. Quick response to EDI or system enhancements. Internal system support and development. Strong commitment to CSR (corporate social responsibility). System reporting capability is valuable. Flexible online booking system. Accessorial and surcharge prices.

Please reference page 2-30 for a complete description of each of the matrix quadrant categories.

Making Sense of Stated Importance Weights vs. Correlation (Derived Importance)

Exhibit 2-32

North American Respondents

Needs Quadrant	Attribute
BASELINE REQUIREMENTS Are entry tickets to the market, competent performance is expected. Gaps in baseline requirements are known to cause switching. Closing gaps in baseline factors is first priority. Some competitors choose to differentiate on baseline requirements	Shipments are delivered with no shortages or damage.
	Secure chain of custody.
	Global compliance.
	Timeliness of invoices.
	Accurate invoices and statements.
	Pickup & Delivery is courteous and professional.
	Tracking occurs at the appropriate level (P.O./SKU/Container).
	Accessorial and surcharge prices.
CONSCIOUS DIFFERENTIATORS Actively drive selection decisions. Winning on these factors can be a powerful force for profitability, growth, customer retention and greater share of wallet. Closing gaps in conscious differentiators takes second priority	Competitive rates.
	Customer service staff is courteous and professional.
	Knowledgeable and helpful representatives.
	Effective problem resolution.
	Timely notification of delays.
	Easy to contact the right person for help.
	Overall execution of pick-up and delivery.
	Willingness to go the extra mile.
LATENT DIFFERENTIATORS Are those factors customers don't say are important but they correlate highly to a dependent variable that assesses overall satisfaction or likelihood to recommend with a supplier. Latent differentiators represent opportunities to make a pull-ahead move	Ability to accurately track shipments from origin to destination.
	Highly trusted freight forwarder.
	Supply chain expertise.
	Overall value for the money you spend.
	Consistency of service around the world.
LOW IMPACT FACTORS Are areas where performance at parity with competitors is sufficient. Overspending in this area does not gain any market advantage.	Proactively brings me specific solutions to improve my business.
	Provides day specific transit time commitments.
	Quick response to EDI or system enhancements.
	Strong positive corporate image and reputation.
	Flexibility of service options.
	Provides educational opportunities.
	Speed of obtaining a rate quote.
	Internal system support and development.
	System reporting capability is valuable.
	Strong commitment to CSR (corporate social responsibility).
	Systems and tools are valuable.
	Flexible online booking system.

Please reference page 2-30 for a complete description of each of the matrix quadrant categories.

Making Sense of Stated Importance Weights vs. Correlation (Derived Importance)

Exhibit 2-33

South American Respondents

Needs Quadrant	Attribute
BASELINE REQUIREMENTS Are entry tickets to the market, competent performance is expected. Gaps in baseline requirements are known to cause switching. Closing gaps in baseline factors is first priority. Some competitors choose to differentiate on baseline requirements	Shipments are delivered with no shortages or damage. Overall execution of pick-up and delivery. Flexible online booking system. Supply chain expertise. Competitive rates. Accessorial and surcharge prices. Overall value for the money you spend.
CONSCIOUS DIFFERENTIATORS Actively drive selection decisions. Winning on these factors can be a powerful force for profitability, growth, customer retention and greater share of wallet. Closing gaps in conscious differentiators takes second priority	Effective problem resolution. Knowledgeable and helpful representatives. Flexibility of service options. Timely notification of delays. Easy to contact the right person for help. Secure chain of custody. Accurate invoices and statements. Timeliness of invoices. Strong commitment to CSR (corporate social responsibility). Highly trusted freight forwarder. Tracking occurs at the appropriate level (P.O./SKU/Container). Ability to accurately track shipments from origin to destination.
LATENT DIFFERENTIATORS Are those factors customers don't say are important but they correlate highly to a dependent variable that assesses overall satisfaction or likelihood to recommend with a supplier. Latent differentiators represent opportunities to make a pull-ahead move	Proactively brings me specific solutions to improve my business. Global compliance. Willingness to go the extra mile. Internal system support and development. Pickup & Delivery is courteous and professional.
LOW IMPACT FACTORS Are areas where performance at parity with competitors is sufficient. Overspending in this area does not gain any market advantage.	Provides educational opportunities. Speed of obtaining a rate quote. Provides day specific transit time commitments. Consistency of service around the world. Customer service staff is courteous and professional. System reporting capability is valuable. Systems and tools are valuable. Quick response to EDI or system enhancements. Strong positive corporate image and reputation.

Please reference page 2-30 for a complete description of each of the matrix quadrant categories.

Making Sense of Stated Importance Weights vs. Correlation (Derived Importance)

Exhibit 2-34

Manufacturing Respondents

Needs Quadrant	Attribute
BASELINE REQUIREMENTS Are entry tickets to the market, competent performance is expected. Gaps in baseline requirements are known to cause switching. Closing gaps in baseline factors is first priority. Some competitors choose to differentiate on baseline requirements	Shipments are delivered with no shortages or damage. Secure chain of custody. Global compliance. Accurate invoices and statements. Tracking occurs at the appropriate level (P.O./SKU/Container). Competitive rates.
CONSCIOUS DIFFERENTIATORS Actively drive selection decisions. Winning on these factors can be a powerful force for profitability, growth, customer retention and greater share of wallet. Closing gaps in conscious differentiators takes second priority	Customer service staff is courteous and professional. Knowledgeable and helpful representatives. Effective problem resolution. Timely notification of delays. Overall execution of pick-up and delivery. Easy to contact the right person for help. Willingness to go the extra mile. Ability to accurately track shipments from origin to destination. Highly trusted freight forwarder. Pickup & Delivery is courteous and professional. Supply chain expertise. Overall value for the money you spend.
LATENT DIFFERENTIATORS Are those factors customers don't say are important but they correlate highly to a dependent variable that assesses overall	Consistency of service around the world. Provides day specific transit time commitments. Strong positive corporate image and reputation.
LOW IMPACT FACTORS Are areas where performance at parity with competitors is sufficient. Overspending in this area does not gain any market advantage.	Flexibility of service options. Proactively brings me specific solutions to improve my business. Provides educational opportunities. Speed of obtaining a rate quote. Quick response to EDI or system enhancements. Internal system support and development. Timeliness of invoices. Strong commitment to CSR (corporate social responsibility). System reporting capability is valuable. Systems and tools are valuable. Flexible online booking system. Accessorial and surcharge prices.

Please reference page 2-30 for a complete description of each of the matrix quadrant categories.

Making Sense of Stated Importance Weights vs. Correlation (Derived Importance)

Exhibit 2-35

Retail Respondents

Needs Quadrant	Attribute
BASELINE REQUIREMENTS Are entry tickets to the market, competent performance is expected. Gaps in baseline requirements are known to cause switching. Closing gaps in baseline factors is first priority. Some competitors choose to differentiate on baseline requirements	Shipments are delivered with no shortages or damage. Global compliance. Tracking occurs at the appropriate level (P.O./SKU/Container). Accurate invoices and statements. Competitive rates.
CONSCIOUS DIFFERENTIATORS Actively drive selection decisions. Winning on these factors can be a powerful force for profitability, growth, customer retention and greater share of wallet. Closing gaps in conscious differentiators takes second priority	Effective problem resolution. Timely notification of delays. Consistency of service around the world. Secure chain of custody. Easy to contact the right person for help. Overall execution of pick-up and delivery. Willingness to go the extra mile. Knowledgeable and helpful representatives. Supply chain expertise. Ability to accurately track shipments from origin to destination. Highly trusted freight forwarder. Pickup & Delivery is courteous and professional. Overall value for the money you spend.
LATENT DIFFERENTIATORS Are those factors customers don't say are important but they correlate highly to a dependent variable that assesses overall satisfaction or likelihood to recommend with a supplier. Latent differentiators represent opportunities to make a pull-ahead move	Proactively brings me specific solutions to improve my business. Customer service staff is courteous and professional. System reporting capability is valuable. Systems and tools are valuable. Quick response to EDI or system enhancements. Internal system support and development. Strong positive corporate image and reputation.
LOW IMPACT FACTORS Are areas where performance at parity with competitors is sufficient. Overspending in this area does not gain any market advantage.	Provides educational opportunities. Provides day specific transit time commitments. Speed of obtaining a rate quote. Flexibility of service options. Strong commitment to CSR (corporate social responsibility). Timeliness of invoices. Flexible online booking system. Accessorial and surcharge prices.

Please reference page 2-30 for a complete description of each of the matrix quadrant categories.

Making Sense of Stated Importance Weights vs. Correlation (Derived Importance)

Exhibit 2-36

High-Technology Respondents

Needs Quadrant	Attribute
BASELINE REQUIREMENTS Are entry tickets to the market, competent performance is expected. Gaps in baseline requirements are known to cause switching. Closing gaps in baseline factors is first priority. Some competitors choose to differentiate on baseline requirements	Timely notification of delays. Secure chain of custody. Shipments are delivered with no shortages or damage. Speed of obtaining a rate quote. Internal system support and development. Accurate invoices and statements. Supply chain expertise. Tracking occurs at the appropriate level (P.O./SKU/Container).
CONSCIOUS DIFFERENTIATORS Actively drive selection decisions. Winning on these factors can be a powerful force for profitability, growth, customer retention and greater share of wallet. Closing gaps in conscious differentiators takes second priority	Knowledgeable and helpful representatives. Effective problem resolution. Easy to contact the right person for help. Willingness to go the extra mile. Provides day specific transit time commitments. Consistency of service around the world. Global compliance. Customer service staff is courteous and professional. Overall execution of pick-up and delivery. Ability to accurately track shipments from origin to destination. Highly trusted freight forwarder.
LATENT DIFFERENTIATORS Are those factors customers don't say are important but they correlate highly to a dependent variable that assesses overall satisfaction or likelihood to recommend with a supplier. Latent differentiators represent opportunities to make a pull-ahead move	Flexibility of service options. Proactively brings me specific solutions to improve my business. Flexible online booking system. Strong positive corporate image and reputation. Overall value for the money you spend.
LOW IMPACT FACTORS Are areas where performance at parity with competitors is sufficient. Overspending in this area does not gain any market advantage.	Provides educational opportunities. Timeliness of invoices. Quick response to EDI or system enhancements. Strong commitment to CSR (corporate social responsibility). System reporting capability is valuable. Pickup & Delivery is courteous and professional. Systems and tools are valuable. Accessorial and surcharge prices. Competitive rates.

Please reference page 2-30 for a complete description of each of the matrix quadrant categories.

Making Sense of Stated Importance Weights vs. Correlation (Derived Importance)

Exhibit 2-37

Pharmaceutical Respondents

Needs Quadrant	Attribute
BASELINE REQUIREMENTS Are entry tickets to the market, competent performance is expected. Gaps in baseline requirements are known to cause switching. Closing gaps in baseline factors is first priority. Some competitors choose to differentiate on baseline requirements	Shipments are delivered with no shortages or damage. Timely notification of delays. Pickup & Delivery is courteous and professional. Ability to accurately track shipments from origin to destination. Accurate invoices and statements. Flexible online booking system. Supply chain expertise. Strong commitment to CSR (corporate social responsibility).
CONSCIOUS DIFFERENTIATORS Actively drive selection decisions. Winning on these factors can be a powerful force for profitability, growth, customer retention and greater share of wallet. Closing gaps in conscious differentiators takes second priority	Overall execution of pick-up and delivery. Customer service staff is courteous and professional. Knowledgeable and helpful representatives. Willingness to go the extra mile. Easy to contact the right person for help. Global compliance. Speed of obtaining a rate quote. Secure chain of custody. Highly trusted freight forwarder. Strong positive corporate image and reputation. Tracking occurs at the appropriate level (P.O./SKU/Container). Overall value for the money you spend.
LATENT DIFFERENTIATORS Are those factors customers don't say are important but they correlate highly to a dependent variable that assesses overall satisfaction or likelihood to recommend with a supplier. Latent differentiators represent opportunities to make a pull-ahead	Effective problem resolution. Provides day specific transit time commitments. Consistency of service around the world. Quick response to EDI or system enhancements.
LOW IMPACT FACTORS Are areas where performance at parity with competitors is sufficient. Overspending in this area does not gain any market advantage.	Provides educational opportunities. Flexibility of service options. Proactively brings me specific solutions to improve my business. Timeliness of invoices. Internal system support and development. System reporting capability is valuable. Systems and tools are valuable. Competitive rates. Accessorial and surcharge prices.

Please reference page 2-30 for a complete description of each of the matrix quadrant categories.

Making Sense of Stated Importance Weights vs. Correlation (Derived Importance)

Exhibit 2-38

Wholesale Trade Respondents

Needs Quadrant	Attribute
BASELINE REQUIREMENTS Are entry tickets to the market, competent performance is expected. Gaps in baseline requirements are known to cause switching. Closing gaps in baseline factors is first priority. Some competitors choose to differentiate on baseline requirements	Shipments are delivered with no shortages or damage. Timely notification of delays. Secure chain of custody. Provides day specific transit time commitments. Speed of obtaining a rate quote. Global compliance. Pickup & Delivery is courteous and professional.
CONSCIOUS DIFFERENTIATORS Actively drive selection decisions. Winning on these factors can be a powerful force for profitability, growth, customer retention and greater share of wallet. Closing gaps in conscious differentiators takes second priority	Knowledgeable and helpful representatives. Easy to contact the right person for help. Willingness to go the extra mile. Customer service staff is courteous and professional. Effective problem resolution. Overall execution of pick-up and delivery. Ability to accurately track shipments from origin to destination. Accurate invoices and statements. Highly trusted freight forwarder. Tracking occurs at the appropriate level (P.O./SKU/Container). Supply chain expertise. Timeliness of invoices. Accessorial and surcharge prices. Competitive rates. Overall value for the money you spend.
LATENT DIFFERENTIATORS Are those factors customers don't say are important but they correlate highly to a dependent variable that assesses overall satisfaction or likelihood to recommend with a supplier. Latent differentiators represent opportunities to make a pull-ahead move	Consistency of service around the world. Flexibility of service options. Systems and tools are valuable. Strong commitment to CSR (corporate social responsibility). Strong positive corporate image and reputation.
LOW IMPACT FACTORS Are areas where performance at parity with competitors is sufficient. Overspending in this area does not gain any market advantage.	Proactively brings me specific solutions to improve my business. Provides educational opportunities. Internal system support and development. System reporting capability is valuable. Quick response to EDI or system enhancements. Flexible online booking system.

Please reference page 2-30 for a complete description of each of the matrix quadrant categories.

Section 3 - *Stated Importance of Price vs. Non-price Factors*

This section contains exhibits displaying the weight that customers put on price vs. non-price factors. Respondents are asked what percentage of their purchasing decision is based on price vs. non-price factors when selecting a company. The following exhibits contain information for each of the demographic groups located in the study.

In addition to the exhibits on the following pages, the price vs. non-price data from the study is included in spreadsheet form for additional analysis. **This information can be found in the “GFF6_Main File.xlsx” spreadsheet that was installed in a folder on the desktop of your computer.**

Price vs. Non-price Factors

Exhibit 2-39

Overall Percentage of Purchase Decision Based on Price vs. Non-Price Issues		
Group	Price	Non-Price
Overall	65%	35%

Exhibit 2-40

Average Monthly Transaction Ranges Percentage of Purchase Decision Based on Price vs. Non-Price Issues		
Range	Price	Non-Price
1 - 10 Transactions per Month	69%	31%
11 - 40 Transactions per Month	67%	33%
41 - 75 Transactions per Month	62%	38%
76 - 100 Transactions per Month	65%	35%
Over 100 Transactions per Month	63%	37%

Source: MASTIO Global Freight Forwarding Study 6th Edition - 2018

Price vs. Non-price Factors

Exhibit 2-41

Respondent Principal Shipment Type Categories Percentage of Purchase Decision Based on Price vs. Non-Price Issues		
Type	Price	Non-Price
Primarily Air Shipping	67%	33%
Primarily Ocean Shipping	65%	35%

Exhibit 2-42

Geographic Regions Percentage of Purchase Decision Based on Price vs. Non-Price Issues		
Region	Price	Non-Price
Asia	61%	39%
Australia	48%	52%
Europe	60%	40%
North America	72%	28%
South America	66%	34%

Exhibit 2-43

Industry/Market Type Percentage of Purchase Decision Based on Price vs. Non-Price Issues		
Type	Price	Non-Price
Agriculture	67%	33%
Manufacturing	64%	36%
Retail	62%	38%
High-Technology	62%	38%
Pharmaceuticals	64%	36%
Government	88%	13%
Services	58%	42%
Transportation, Communications, & Utility Services	68%	32%
Wholesale Trade	72%	28%

Source: MASTIO Global Freight Forwarding Study 6th Edition - 2018

Chapter 3

Company Utilization



Chapter 3

Global Freight Forwarding Study 6th Edition - 2018

Forwarder Utilization

Overview

This is an analysis of the forwarder utilization found among respondents. Respondents named the forwarders most heavily employed for their global freight forwarding needs. Utilization has been represented by descending percentage utilization for each of 19 customer groups as well as a graphical representation provided alphabetically. Each of these representations includes information on *sole forwarders*, who reported on only one forwarder, and *multiple forwarders* who use a number of forwarders.

Customer Segmentation Groups

Overall Customer Group

The overall group is the unsegmented group containing all respondents/customers.

Principal Shipment Type

Customers have been divided into the following two groups according to their stated principal shipment type.

- Air
- Ocean

Shipment Volume

Customers have been divided into the following five groups according to their stated average number of shipments per month.

- 1 – 10 Shipments Per Month
- 11 – 40 Shipments Per Month
- 41 – 75 Shipments Per Month
- 76 – 100 Shipments Per Month
- More than 100 Shipments Per Month

Geographic Regions

Five geographic categories were chosen, based on the country in which each respondent is located. These geographic areas are:

- Asia (China, Hong Kong, India, Japan, Korea, Singapore, Turkey, Vietnam)
- Australia (Australia)
- Europe (Belgium, Czech, France, Germany, Hungary, Italy, Netherlands, Switzerland, United Kingdom)
- North America (Mexico, United States of America)
- South America (Brazil, Chile, Argentina)

Industry/Market Type

Customers have been divided into the following groups according to the stated industry in which their company operates.

- Manufacturing
- Retail
- High-Technology
- Pharmaceuticals
- Wholesale Trade
- Other Industries

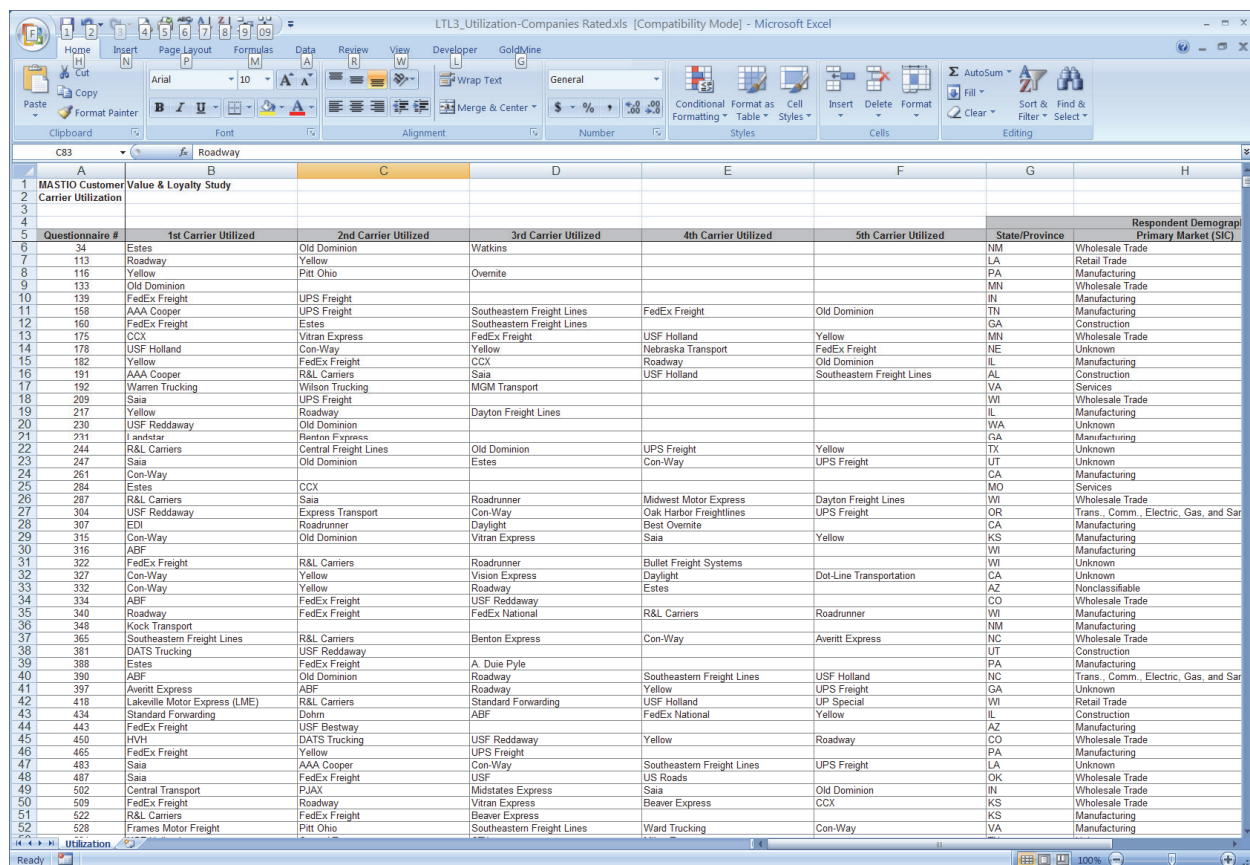
Electronic Edition (Microsoft® Excel® Spreadsheets)

In addition to the exhibits on the following pages, the forwarder utilization data from the study is included in spreadsheet form for additional analysis. The spreadsheet is installed during the installation of the *MASTIO Tool Set* software that is included with the purchase of this study. The spreadsheet (GFF6_Utilization.xls) can be found in a folder that was installed on the desktop of your computer.

Please refer to the documentation that is provided for each of the spreadsheets included with the study. The documentation includes complete descriptions of the contents of each column in each of the spreadsheets provided. This documentation is in the Adobe Acrobat format and can be found in a folder that was installed on the desktop of your computer.

The instructions above assume that the software and spreadsheet files were installed on drive “C”. Substitute the drive letter appropriate for your installation if necessary.

Electronic Edition Sample Spreadsheet from a MASTIO Industry-Wide Study



Questionnaire #	1st Carrier Utilized	2nd Carrier Utilized	3rd Carrier Utilized	4th Carrier Utilized	5th Carrier Utilized	State/Province	Respondent Demographic Primary Market (SIC)
34	Estes	Old Dominion	Watkins			NM	Wholesale Trade
113	Roadway	Yellow				LA	Retail Trade
116	Yellow	Pitt Ohio	Overnite			PA	Manufacturing
133	Old Dominion					MN	Wholesale Trade
139	FedEx Freight	UPS Freight				IN	Manufacturing
158	AAA Cooper	UPS Freight	Southeastern Freight Lines	FedEx Freight	Old Dominion	TN	Manufacturing
160	FedEx Freight	Estes	Southeastern Freight Lines			CA	Construction
175	CCX	Vitrans Express	FedEx Freight	USF Holland	Yellow	MN	Wholesale Trade
178	USF Holland	Con-Way	Yellow	Nebraska Transport	FedEx Freight	NE	Unknown
182	Yellow	FedEx Freight	CCX	Roadway	Old Dominion	IL	Manufacturing
191	AAA Cooper	R&L Carriers	Saia	USF Holland	Southeastern Freight Lines	AL	Construction
192	Warren Trucking	Wilson Trucking	MGM Transport			VA	Services
209	Saia	UPS Freight				WI	Wholesale Trade
217	Yellow	Roadway	Dayton Freight Lines			IL	Manufacturing
230	USF Reddaway	Old Dominion				WA	Unknown
211	andstar	Heston Express				GA	Manufacturing
244	R&L Carriers	Central Freight Lines	Old Dominion	UPS Freight	Yellow	TX	Unknown
247	Saia	Old Dominion	Estes	Con-Way	UPS Freight	UT	Unknown
261	Con-Way					CA	Manufacturing
284	Estes	CCX				MO	Services
287	R&L Carriers	Saia	Roadrunner	Midwest Motor Express	Dayton Freight Lines	WI	Wholesale Trade
304	USF Reddaway	Express Transport	Con-Way	Oak Harbor Freightlines	UPS Freight	OR	Trans., Comm., Electric, Gas, and Sar
307	EDI	Roadrunner	Daylight	Best Overnite		CA	Manufacturing
315	Con-Way	Old Dominion	Vitrans Express	Saia	Yellow	KS	Manufacturing
316	ABF					WI	Manufacturing
322	FedEx Freight	R&L Carriers	Roadrunner	Bullet Freight Systems		WI	Unknown
327	Con-Way	Yellow	Vision Express	Daylight	Dot-Line Transportation	CA	Unknown
332	Con-Way	Yellow	Roadway	Estes		AZ	Nonclassifiable
334	ABF	FedEx Freight	USF Reddaway			CO	Wholesale Trade
340	Roadway	FedEx Freight	FedEx National	R&L Carriers	Roadrunner	WI	Manufacturing
348	Kock Transport					NM	Manufacturing
365	Southeastern Freight Lines	R&L Carriers	Benton Express	Con-Way	Averitt Express	NC	Wholesale Trade
381	DATS Trucking	USF Reddaway				UT	Construction
388	Estes	FedEx Freight	A. Duie Pyle			PA	Manufacturing
390	ABF	Old Dominion	Roadway	Southeastern Freight Lines	USF Holland	NC	Trans., Comm., Electric, Gas, and Sar
397	Averitt Express	Old Dominion	Roadway	Yellow	UPS Freight	GA	Unknown
418	Lakeville Motor Express (LME)	R&L Carriers	Standard Forwarding	USF Holland	UP Special	WI	Retail Trade
434	Standard Forwarding	Dohm	ABF	FedEx National	Yellow	IL	Construction
443	FedEx Freight	USF Bestway				AZ	Manufacturing
450	HHH	DATS Trucking	USF Reddaway	Yellow	Roadway	CO	Wholesale Trade
465	FedEx Freight	Yellow	UPS Freight			PA	Manufacturing
483	Saia	AAA Cooper	Con-Way	Southeastern Freight Lines	UPS Freight	LA	Unknown
487	Saia	FedEx Freight	US	US Roads		OK	Wholesale Trade
502	Central Transport	PJAX	Midstates Express	Saia	Old Dominion	IN	Wholesale Trade
509	FedEx Freight	Vitrans Express	Beaver Express	CCX		KS	Manufacturing
522	R&L Carriers	FedEx Freight	Beaver Express			VA	Manufacturing
528	Frames Motor Freight	Pitt Ohio	Southeastern Freight Lines	Ward Trucking	Con-Way		Manufacturing

Global Freight Forwarder Study 6th Edition 2018 – Forwarder Utilization
Overall
(Alphabetical)

Forwarders				
Forwarder	Forwarder		Total	Percent Utilization
	Sole	Mult.		
Agility	9	20	29	2.52
APL Logistics	4	9	13	1.13
Apollo LogiSolutions (ALS)	7	9	16	1.39
BDP International	5	8	13	1.13
Bolloré Logistics	10	20	30	2.60
C.H. Robinson	21	33	54	4.68
Cargo Partners	5	7	12	1.04
CEVA Logistics	22	32	54	4.68
COSCO (China Ocean Shipping Co.)	4	12	16	1.39
CW Logistics	8	3	11	0.95
DB Schenker Logistics	31	56	87	7.55
DHL Global Forwarding	67	151	218	18.91
DSV	18	38	56	4.86
Expeditors	72	107	179	15.52
FedEx Trade Networks	62	120	182	15.78
Geodis Wilson	18	22	40	3.47
Hellmann	11	16	27	2.34
JAS	5	14	19	1.65
Jeena & Company	4	10	14	1.21
Katolec	3	7	10	0.87
KGL Networks	3	7	10	0.87
Kim Ee Logistics	4	10	14	1.21
Kintetsu World Express (KWE)	8	12	20	1.73

Forwarders				
Forwarder	Forwarder		Total	Percent Utilization
	Sole	Mult.		
Kuehne & Nagel	50	107	157	13.62
Laufer	7	3	10	0.87
Logistics Plus	1	9	10	0.87
Maersk Logistics	16	35	51	4.42
MSC	8	6	14	1.21
Nippon Express	7	18	25	2.17
NYK Line	11	37	48	4.16
OEC	7	5	12	1.04
OOCL	4	10	14	1.21
Panalpina	13	35	48	4.16
Pantos Logistics	2	9	11	0.95
Pilot	4	6	10	0.87
Pioneer Logistics Group	7	8	15	1.30
Qingdao Jet Marine Logistics (JMS)	4	11	15	1.30
Schneider Logistics	3	7	10	0.87
SEKO Logistics	6	15	21	1.82
TNT	13	31	44	3.82
Toll Forwarding	7	8	15	1.30
TransWorld	8	5	13	1.13
UPS SCS	51	133	184	15.96
* All Carriers *	630	523	1153	100.00

Exhibit 3-1

Global Freight Forwarder Study 6th Edition 2018 – Forwarder Utilization
Overall
(Largest-to-Smallest)

Forwarders				
Forwarder	Forwarder		Total	Percent Utilization
	Sole	Mult.		
DHL Global Forwarding	67	151	218	18.91
UPS SCS	51	133	184	15.96
FedEx Trade Networks	62	120	182	15.78
Expeditors	72	107	179	15.52
Kuehne & Nagel	50	107	157	13.62
DB Schenker Logistics	31	56	87	7.55
DSV	18	38	56	4.86
C.H. Robinson	21	33	54	4.68
CEVA Logistics	22	32	54	4.68
Maersk Logistics	16	35	51	4.42
NYK Line	11	37	48	4.16
Panalpina	13	35	48	4.16
TNT	13	31	44	3.82
Geodis Wilson	18	22	40	3.47
Bollore Logistics	10	20	30	2.60
Agility	9	20	29	2.52
Hellmann	11	16	27	2.34
Nippon Express	7	18	25	2.17
SEKO Logistics	6	15	21	1.82
Kintetsu World Express (KWE)	8	12	20	1.73
JAS	5	14	19	1.65
Apollo LogiSolutions (ALS)	7	9	16	1.39
COSCO (China Ocean Shipping Co.)	4	12	16	1.39

Forwarders				
Forwarder	Forwarder		Total	Percent Utilization
	Sole	Mult.		
Pioneer Logistics Group	7	8	15	1.30
Qingdao Jet Marine Logistics (JMS)	4	11	15	1.30
Toll Forwarding	7	8	15	1.30
Jeena & Company	4	10	14	1.21
Kim Ee Logistics	4	10	14	1.21
MSC	8	6	14	1.21
OOCL	4	10	14	1.21
APL Logistics	4	9	13	1.13
BDP International	5	8	13	1.13
TransWorld	8	5	13	1.13
Cargo Partners	5	7	12	1.04
OEC	7	5	12	1.04
CW Logistics	8	3	11	0.95
Pantos Logistics	2	9	11	0.95
KGL Networks	3	7	10	0.87
Katolec	3	7	10	0.87
Laufer	7	3	10	0.87
Logistics Plus	1	9	10	0.87
Pilot	4	6	10	0.87
Schneider Logistics	3	7	10	0.87
* All Carriers *	630	523	1153	100.00

Exhibit 3-2

Global Freight Forwarder Study 6th Edition 2018 – Forwarder Utilization
1 - 10 Transactions per Month
(Alphabetical)

Forwarders				
Forwarder	Forwarder		Total	Percent Utilization
	Sole	Mult.		
Agility	1	1	2	0.80
APL Logistics	0	0	0	0.00
Apollo LogiSolutions (ALS)	1	2	3	1.20
BDP International	2	0	2	0.80
Bollore Logistics	2	1	3	1.20
C.H. Robinson	9	5	14	5.58
Cargo Partners	1	0	1	0.40
CEVA Logistics	4	3	7	2.79
COSCO (China Ocean Shipping Co.)	0	2	2	0.80
CW Logistics	0	0	0	0.00
DB Schenker Logistics	10	9	19	7.57
DHL Global Forwarding	18	31	49	19.52
DSV	5	8	13	5.18
Expeditors	23	22	45	17.93
FedEx Trade Networks	24	31	55	21.91
Geodis Wilson	2	3	5	1.99
Hellmann	3	1	4	1.59
JAS	0	4	4	1.59
Jeena & Company	0	1	1	0.40
Katolec	0	0	0	0.00
KGL Networks	1	0	1	0.40
Kim Ee Logistics	0	0	0	0.00
Kintetsu World Express (KWE)	1	3	4	1.59

Forwarders				
Forwarder	Forwarder		Total	Percent Utilization
	Sole	Mult.		
Kuehne & Nagel	13	18	31	12.35
Laufer	2	0	2	0.80
Logistics Plus	0	0	0	0.00
Maersk Logistics	2	1	3	1.20
MSC	2	0	2	0.80
Nippon Express	2	3	5	1.99
NYK Line	2	3	5	1.99
OEC	3	1	4	1.59
OOCL	0	1	1	0.40
Panalpina	0	1	1	0.40
Pantos Logistics	0	0	0	0.00
Pilot	2	3	5	1.99
Pioneer Logistics Group	0	0	0	0.00
Qingdao Jet Marine Logistics (JMS)	0	1	1	0.40
Schneider Logistics	0	1	1	0.40
SEKO Logistics	0	3	3	1.20
TNT	4	8	12	4.78
Toll Forwarding	0	0	0	0.00
TransWorld	0	1	1	0.40
UPS SCS	23	36	59	23.51
* All Carriers *	162	89	251	100.00

Exhibit 3-3

Global Freight Forwarder Study 6th Edition 2018 – Forwarder Utilization
1 - 10 Transactions per Month
(Largest-to-Smallest)

Forwarders				
Forwarder	Forwarder		Total	Percent Utilization
	Sole	Mult.		
UPS SCS	23	36	59	23.51
FedEx Trade Networks	24	31	55	21.91
DHL Global Forwarding	18	31	49	19.52
Expeditors	23	22	45	17.93
Kuehne & Nagel	13	18	31	12.35
DB Schenker Logistics	10	9	19	7.57
C.H. Robinson	9	5	14	5.58
DSV	5	8	13	5.18
TNT	4	8	12	4.78
CEVA Logistics	4	3	7	2.79
Geodis Wilson	2	3	5	1.99
NYK Line	2	3	5	1.99
Nippon Express	2	3	5	1.99
Pilot	2	3	5	1.99
Hellmann	3	1	4	1.59
JAS	0	4	4	1.59
Kintetsu World Express (KWE)	1	3	4	1.59
OEC	3	1	4	1.59
Apollo LogiSolutions (ALS)	1	2	3	1.20
Bolloré Logistics	2	1	3	1.20
Maersk Logistics	2	1	3	1.20
SEKO Logistics	0	3	3	1.20
Agility	1	1	2	0.80

Forwarders				
Forwarder	Forwarder		Total	Percent Utilization
	Sole	Mult.		
BDP International	2	0	2	0.80
COSCO (China Ocean Shipping Co.)	0	2	2	0.80
Laufer	2	0	2	0.80
MSC	2	0	2	0.80
Cargo Partners	1	0	1	0.40
Jeena & Company	0	1	1	0.40
KGL Networks	1	0	1	0.40
OOCL	0	1	1	0.40
Panalpina	0	1	1	0.40
Qingdao Jet Marine Logistics (JMS)	0	1	1	0.40
Schneider Logistics	0	1	1	0.40
TransWorld	0	1	1	0.40
APL Logistics	0	0	0	0.00
CW Logistics	0	0	0	0.00
Katolec	0	0	0	0.00
Kim Ee Logistics	0	0	0	0.00
Logistics Plus	0	0	0	0.00
Pantos Logistics	0	0	0	0.00
Pioneer Logistics Group	0	0	0	0.00
Toll Forwarding	0	0	0	0.00
* All Carriers *	162	89	251	100.00

Exhibit 3-4

Global Freight Forwarder Study 6th Edition 2018 – Forwarder Utilization
11 - 40 Transactions per Month
(Alphabetical)

Forwarders				
Forwarder	Forwarder		Total	Percent Utilization
	Sole	Mult.		
Agility	1	3	4	1.46
APL Logistics	1	3	4	1.46
Apollo LogiSolutions (ALS)	1	5	6	2.19
BDP International	2	1	3	1.09
Bollore Logistics	4	10	14	5.11
C.H. Robinson	3	9	12	4.38
Cargo Partners	1	2	3	1.09
CEVA Logistics	3	8	11	4.01
COSCO (China Ocean Shipping Co.)	2	1	3	1.09
CW Logistics	0	0	0	0.00
DB Schenker Logistics	7	13	20	7.30
DHL Global Forwarding	12	46	58	21.17
DSV	3	11	14	5.11
Expeditors	20	26	46	16.79
FedEx Trade Networks	15	33	48	17.52
Geodis Wilson	3	9	12	4.38
Hellmann	3	4	7	2.55
JAS	2	3	5	1.82
Jeena & Company	1	0	1	0.36
Katolec	0	0	0	0.00
KGL Networks	0	0	0	0.00
Kim Ee Logistics	1	2	3	1.09
Kintetsu World Express (KWE)	1	2	3	1.09

Forwarders				
Forwarder	Forwarder		Total	Percent Utilization
	Sole	Mult.		
Kuehne & Nagel	21	29	50	18.25
Laufer	3	1	4	1.46
Logistics Plus	1	2	3	1.09
Maersk Logistics	4	5	9	3.28
MSC	3	2	5	1.82
Nippon Express	0	3	3	1.09
NYK Line	2	2	4	1.46
OEC	2	2	4	1.46
OOCL	1	0	1	0.36
Panalpina	4	9	13	4.74
Pantos Logistics	1	1	2	0.73
Pilot	0	2	2	0.73
Pioneer Logistics Group	1	0	1	0.36
Qingdao Jet Marine Logistics (JMS)	0	0	0	0.00
Schneider Logistics	1	3	4	1.46
SEKO Logistics	0	3	3	1.09
TNT	1	7	8	2.92
Toll Forwarding	1	1	2	0.73
TransWorld	1	0	1	0.36
UPS SCS	12	36	48	17.52
* All Carriers *	145	129	274	100.00

Exhibit 3-5

Global Freight Forwarder Study 6th Edition 2018 – Forwarder Utilization
11 - 40 Transactions per Month
(Largest-to-Smallest)

Forwarders				
Forwarder	Forwarder		Total	Percent Utilization
	Sole	Mult.		
DHL Global Forwarding	12	46	58	21.17
Kuehne & Nagel	21	29	50	18.25
FedEx Trade Networks	15	33	48	17.52
UPS SCS	12	36	48	17.52
Expeditors	20	26	46	16.79
DB Schenker Logistics	7	13	20	7.30
Bolloré Logistics	4	10	14	5.11
DSV	3	11	14	5.11
Panalpina	4	9	13	4.74
C.H. Robinson	3	9	12	4.38
Geodis Wilson	3	9	12	4.38
CEVA Logistics	3	8	11	4.01
Maersk Logistics	4	5	9	3.28
TNT	1	7	8	2.92
Hellmann	3	4	7	2.55
Apollo LogiSolutions (ALS)	1	5	6	2.19
JAS	2	3	5	1.82
MSC	3	2	5	1.82
APL Logistics	1	3	4	1.46
Agility	1	3	4	1.46
Laufer	3	1	4	1.46
NYK Line	2	2	4	1.46
OEC	2	2	4	1.46

Forwarders				
Forwarder	Forwarder		Total	Percent Utilization
	Sole	Mult.		
Schneider Logistics	1	3	4	1.46
BDP International	2	1	3	1.09
COSCO (China Ocean Shipping Co.)	2	1	3	1.09
Cargo Partners	1	2	3	1.09
Kim Ee Logistics	1	2	3	1.09
Kintetsu World Express (KWE)	1	2	3	1.09
Logistics Plus	1	2	3	1.09
Nippon Express	0	3	3	1.09
SEKO Logistics	0	3	3	1.09
Pantos Logistics	1	1	2	0.73
Pilot	0	2	2	0.73
Toll Forwarding	1	1	2	0.73
Jeena & Company	1	0	1	0.36
OOCL	1	0	1	0.36
Pioneer Logistics Group	1	0	1	0.36
TransWorld	1	0	1	0.36
CW Logistics	0	0	0	0.00
KGL Networks	0	0	0	0.00
Katolec	0	0	0	0.00
Qingdao Jet Marine Logistics (JMS)	0	0	0	0.00
* All Carriers *	145	129	274	100.00

Exhibit 3-6

Global Freight Forwarder Study 6th Edition 2018 – Forwarder Utilization
41 - 75 Transactions per Month
(Alphabetical)

Forwarders				
Forwarder	Forwarder		Total	Percent Utilization
	Sole	Mult.		
Agility	1	2	3	2.40
APL Logistics	0	0	0	0.00
Apollo LogiSolutions (ALS)	0	0	0	0.00
BDP International	0	1	1	0.80
Bollore Logistics	0	3	3	2.40
C.H. Robinson	1	6	7	5.60
Cargo Partners	0	3	3	2.40
CEVA Logistics	1	3	4	3.20
COSCO (China Ocean Shipping Co.)	0	1	1	0.80
CW Logistics	1	0	1	0.80
DB Schenker Logistics	2	4	6	4.80
DHL Global Forwarding	9	17	26	20.80
DSV	1	4	5	4.00
Expeditors	8	12	20	16.00
FedEx Trade Networks	4	13	17	13.60
Geodis Wilson	2	4	6	4.80
Hellmann	2	2	4	3.20
JAS	1	3	4	3.20
Jeena & Company	1	1	2	1.60
Katolec	2	2	4	3.20
KGL Networks	0	1	1	0.80
Kim Ee Logistics	0	1	1	0.80
Kintetsu World Express (KWE)	3	1	4	3.20

Forwarders				
Forwarder	Forwarder		Total	Percent Utilization
	Sole	Mult.		
Kuehne & Nagel	5	9	14	11.20
Laufer	2	1	3	2.40
Logistics Plus	0	0	0	0.00
Maersk Logistics	1	4	5	4.00
MSC	1	2	3	2.40
Nippon Express	2	0	2	1.60
NYK Line	1	7	8	6.40
OEC	0	1	1	0.80
OOCL	1	1	2	1.60
Panalpina	3	1	4	3.20
Pantos Logistics	1	1	2	1.60
Pilot	1	0	1	0.80
Pioneer Logistics Group	1	1	2	1.60
Qingdao Jet Marine Logistics (JMS)	0	3	3	2.40
Schneider Logistics	0	0	0	0.00
SEKO Logistics	1	2	3	2.40
TNT	1	5	6	4.80
Toll Forwarding	1	1	2	1.60
TransWorld	3	0	3	2.40
UPS SCS	6	10	16	12.80
* All Carriers *	70	55	125	100.00

Exhibit 3-7

Global Freight Forwarder Study 6th Edition 2018 – Forwarder Utilization
41 - 75 Transactions per Month
(Largest-to-Smallest)

Forwarders				
Forwarder	Forwarder		Total	Percent Utilization
	Sole	Mult.		
DHL Global Forwarding	9	17	26	20.80
Expeditors	8	12	20	16.00
FedEx Trade Networks	4	13	17	13.60
UPS SCS	6	10	16	12.80
Kuehne & Nagel	5	9	14	11.20
NYK Line	1	7	8	6.40
C.H. Robinson	1	6	7	5.60
DB Schenker Logistics	2	4	6	4.80
Geodis Wilson	2	4	6	4.80
TNT	1	5	6	4.80
DSV	1	4	5	4.00
Maersk Logistics	1	4	5	4.00
CEVA Logistics	1	3	4	3.20
Hellmann	2	2	4	3.20
JAS	1	3	4	3.20
Katolec	2	2	4	3.20
Kintetsu World Express (KWE)	3	1	4	3.20
Panalpina	3	1	4	3.20
Agility	1	2	3	2.40
Bolloré Logistics	0	3	3	2.40
Cargo Partners	0	3	3	2.40
Laufer	2	1	3	2.40
MSC	1	2	3	2.40

Forwarders				
Forwarder	Forwarder		Total	Percent Utilization
	Sole	Mult.		
Qingdao Jet Marine Logistics (JMS)	0	3	3	2.40
SEKO Logistics	1	2	3	2.40
TransWorld	3	0	3	2.40
Jeena & Company	1	1	2	1.60
Nippon Express	2	0	2	1.60
OOCL	1	1	2	1.60
Pantos Logistics	1	1	2	1.60
Pioneer Logistics Group	1	1	2	1.60
Toll Forwarding	1	1	2	1.60
BDP International	0	1	1	0.80
COSCO (China Ocean Shipping Co.)	0	1	1	0.80
CW Logistics	1	0	1	0.80
KGL Networks	0	1	1	0.80
Kim Ee Logistics	0	1	1	0.80
OEC	0	1	1	0.80
Pilot	1	0	1	0.80
APL Logistics	0	0	0	0.00
Apollo LogiSolutions (ALS)	0	0	0	0.00
Logistics Plus	0	0	0	0.00
Schneider Logistics	0	0	0	0.00
* All Carriers *	70	55	125	100.00

Exhibit 3-8

Global Freight Forwarder Study 6th Edition 2018 – Forwarder Utilization
76 - 100 Transactions per Month
(Alphabetical)

Forwarders				
Forwarder	Forwarder		Total	Percent Utilization
	Sole	Mult.		
Agility	1	1	2	2.30
APL Logistics	0	0	0	0.00
Apollo LogiSolutions (ALS)	2	1	3	3.45
BDP International	0	1	1	1.15
Bollore Logistics	3	0	3	3.45
C.H. Robinson	2	5	7	8.05
Cargo Partners	0	0	0	0.00
CEVA Logistics	1	1	2	2.30
COSCO (China Ocean Shipping Co.)	1	1	2	2.30
CW Logistics	0	0	0	0.00
DB Schenker Logistics	3	5	8	9.20
DHL Global Forwarding	4	7	11	12.64
DSV	3	0	3	3.45
Expeditors	3	13	16	18.39
FedEx Trade Networks	5	5	10	11.49
Geodis Wilson	3	1	4	4.60
Hellmann	1	2	3	3.45
JAS	1	0	1	1.15
Jeena & Company	0	0	0	0.00
Katolec	0	0	0	0.00
KGL Networks	0	1	1	1.15
Kim Ee Logistics	2	1	3	3.45
Kintetsu World Express (KWE)	1	0	1	1.15

Forwarders				
Forwarder	Forwarder		Total	Percent Utilization
	Sole	Mult.		
Kuehne & Nagel	2	12	14	16.09
Laufer	0	1	1	1.15
Logistics Plus	0	1	1	1.15
Maersk Logistics	2	2	4	4.60
MSC	1	0	1	1.15
Nippon Express	0	3	3	3.45
NYK Line	0	3	3	3.45
OEC	0	1	1	1.15
OOCL	0	0	0	0.00
Panalpina	1	1	2	2.30
Pantos Logistics	0	1	1	1.15
Pilot	0	0	0	0.00
Pioneer Logistics Group	0	0	0	0.00
Qingdao Jet Marine Logistics (JMS)	1	2	3	3.45
Schneider Logistics	0	1	1	1.15
SEKO Logistics	2	0	2	2.30
TNT	0	0	0	0.00
Toll Forwarding	1	0	1	1.15
TransWorld	1	1	2	2.30
UPS SCS	3	9	12	13.79
* All Carriers *	50	37	87	100.00

Exhibit 3-9

Global Freight Forwarder Study 6th Edition 2018 – Forwarder Utilization
76 - 100 Transactions per Month
(Largest-to-Smallest)

Forwarders				
Forwarder	Forwarder		Total	Percent Utilization
	Sole	Mult.		
Expeditors	3	13	16	18.39
Kuehne & Nagel	2	12	14	16.09
UPS SCS	3	9	12	13.79
DHL Global Forwarding	4	7	11	12.64
FedEx Trade Networks	5	5	10	11.49
DB Schenker Logistics	3	5	8	9.20
C.H. Robinson	2	5	7	8.05
Geodis Wilson	3	1	4	4.60
Maersk Logistics	2	2	4	4.60
Apollo LogiSolutions (ALS)	2	1	3	3.45
Bolloré Logistics	3	0	3	3.45
DSV	3	0	3	3.45
Hellmann	1	2	3	3.45
Kim Ee Logistics	2	1	3	3.45
NYK Line	0	3	3	3.45
Nippon Express	0	3	3	3.45
Qingdao Jet Marine Logistics (JMS)	1	2	3	3.45
Agility	1	1	2	2.30
CEVA Logistics	1	1	2	2.30
COSCO (China Ocean Shipping Co.)	1	1	2	2.30
Panalpina	1	1	2	2.30
SEKO Logistics	2	0	2	2.30
TransWorld	1	1	2	2.30

Forwarders				
Forwarder	Forwarder		Total	Percent Utilization
	Sole	Mult.		
BDP International	0	1	1	1.15
JAS	1	0	1	1.15
KGL Networks	0	1	1	1.15
Kintetsu World Express (KWE)	1	0	1	1.15
Laufer	0	1	1	1.15
Logistics Plus	0	1	1	1.15
MSC	1	0	1	1.15
OEC	0	1	1	1.15
Pantos Logistics	0	1	1	1.15
Schneider Logistics	0	1	1	1.15
Toll Forwarding	1	0	1	1.15
APL Logistics	0	0	0	0.00
CW Logistics	0	0	0	0.00
Cargo Partners	0	0	0	0.00
Jeena & Company	0	0	0	0.00
Katolec	0	0	0	0.00
OOCL	0	0	0	0.00
Pilot	0	0	0	0.00
Pioneer Logistics Group	0	0	0	0.00
TNT	0	0	0	0.00
* All Carriers *	50	37	87	100.00

Exhibit 3-10

**Global Freight Forwarder Study 6th Edition 2018 – Forwarder Utilization
Over 100 Transactions per Month
(Alphabetical)**

Forwarders				
Forwarder	Forwarder		Total	Percent Utilization
	Sole	Mult.		
Agility	5	13	18	4.43
APL Logistics	3	6	9	2.22
Apollo LogiSolutions (ALS)	3	1	4	0.99
BDP International	1	5	6	1.48
Bollore Logistics	1	6	7	1.72
C.H. Robinson	5	7	12	2.96
Cargo Partners	3	2	5	1.23
CEVA Logistics	13	16	29	7.14
COSCO (China Ocean Shipping Co.)	1	7	8	1.97
CW Logistics	7	3	10	2.46
DB Schenker Logistics	9	24	33	8.13
DHL Global Forwarding	24	48	72	17.73
DSV	5	15	20	4.93
Expeditors	17	34	51	12.56
FedEx Trade Networks	14	35	49	12.07
Geodis Wilson	8	5	13	3.20
Hellmann	2	6	8	1.97
JAS	1	4	5	1.23
Jeena & Company	2	8	10	2.46
Katolec	1	5	6	1.48
KGL Networks	2	5	7	1.72
Kim Ee Logistics	1	6	7	1.72
Kintetsu World Express (KWE)	2	6	8	1.97

Forwarders				
Forwarder	Forwarder		Total	Percent Utilization
	Sole	Mult.		
Kuehne & Nagel	9	39	48	11.82
Laufer	0	0	0	0.00
Logistics Plus	0	6	6	1.48
Maersk Logistics	7	22	29	7.14
MSC	1	2	3	0.74
Nippon Express	3	9	12	2.96
NYK Line	6	22	28	6.90
OEC	2	0	2	0.49
OOCL	1	8	9	2.22
Panalpina	5	23	28	6.90
Pantos Logistics	0	6	6	1.48
Pilot	1	1	2	0.49
Pioneer Logistics Group	5	7	12	2.96
Qingdao Jet Marine Logistics (JMS)	3	5	8	1.97
Schneider Logistics	2	2	4	0.99
SEKO Logistics	3	7	10	2.46
TNT	7	11	18	4.43
Toll Forwarding	4	5	9	2.22
TransWorld	3	3	6	1.48
UPS SCS	7	39	46	11.33
* All Carriers *	199	207	406	100.00

**Global Freight Forwarder Study 6th Edition 2018 – Forwarder Utilization
Over 100 Transactions per Month
(Largest-to-Smallest)**

Forwarders				
Forwarder	Forwarder		Total	Percent Utilization
	Sole	Mult.		
DHL Global Forwarding	24	48	72	17.73
Expeditors	17	34	51	12.56
FedEx Trade Networks	14	35	49	12.07
Kuehne & Nagel	9	39	48	11.82
UPS SCS	7	39	46	11.33
DB Schenker Logistics	9	24	33	8.13
CEVA Logistics	13	16	29	7.14
Maersk Logistics	7	22	29	7.14
NYK Line	6	22	28	6.90
Panalpina	5	23	28	6.90
DSV	5	15	20	4.93
Agility	5	13	18	4.43
TNT	7	11	18	4.43
Geodis Wilson	8	5	13	3.20
C.H. Robinson	5	7	12	2.96
Nippon Express	3	9	12	2.96
Pioneer Logistics Group	5	7	12	2.96
CW Logistics	7	3	10	2.46
Jeena & Company	2	8	10	2.46
SEKO Logistics	3	7	10	2.46
APL Logistics	3	6	9	2.22
OOCL	1	8	9	2.22
Toll Forwarding	4	5	9	2.22

Forwarders				
Forwarder	Forwarder		Total	Percent Utilization
	Sole	Mult.		
COSCO (China Ocean Shipping Co.)	1	7	8	1.97
Hellmann	2	6	8	1.97
Kintetsu World Express (KWE)	2	6	8	1.97
Qingdao Jet Marine Logistics (JMS)	3	5	8	1.97
Bolloré Logistics	1	6	7	1.72
KGL Networks	2	5	7	1.72
Kim Ee Logistics	1	6	7	1.72
BDP International	1	5	6	1.48
Katolec	1	5	6	1.48
Logistics Plus	0	6	6	1.48
Pantos Logistics	0	6	6	1.48
TransWorld	3	3	6	1.48
Cargo Partners	3	2	5	1.23
JAS	1	4	5	1.23
Apollo LogiSolutions (ALS)	3	1	4	0.99
Schneider Logistics	2	2	4	0.99
MSC	1	2	3	0.74
OEC	2	0	2	0.49
Pilot	1	1	2	0.49
Laufer	0	0	0	0.00
* All Carriers *	199	207	406	100.00

Exhibit 3-12

**Global Freight Forwarder Study 6th Edition 2018 – Forwarder Utilization
Primarily Air Shipping
(Alphabetical)**

Forwarders				
Forwarder	Forwarder		Total	Percent Utilization
	Sole	Mult.		
Agility	1	4	5	1.91
APL Logistics	0	0	0	0.00
Apollo LogiSolutions (ALS)	0	0	0	0.00
BDP International	0	0	0	0.00
Bollore Logistics	4	4	8	3.05
C.H. Robinson	3	4	7	2.67
Cargo Partners	1	1	2	0.76
CEVA Logistics	3	8	11	4.20
COSCO (China Ocean Shipping Co.)	0	0	0	0.00
CW Logistics	0	0	0	0.00
DB Schenker Logistics	7	16	23	8.78
DHL Global Forwarding	17	54	71	27.10
DSV	0	11	11	4.20
Expeditors	17	36	53	20.23
FedEx Trade Networks	30	56	86	32.82
Geodis Wilson	3	1	4	1.53
Hellmann	2	1	3	1.15
JAS	2	3	5	1.91
Jeena & Company	0	0	0	0.00
Katolec	0	0	0	0.00
KGL Networks	0	0	0	0.00
Kim Ee Logistics	0	0	0	0.00
Kintetsu World Express (KWE)	5	4	9	3.44

Forwarders				
Forwarder	Forwarder		Total	Percent Utilization
	Sole	Mult.		
Kuehne & Nagel	5	21	26	9.92
Laufer	0	1	1	0.38
Logistics Plus	0	0	0	0.00
Maersk Logistics	0	2	2	0.76
MSC	0	0	0	0.00
Nippon Express	1	4	5	1.91
NYK Line	0	2	2	0.76
OEC	0	0	0	0.00
OOCL	0	0	0	0.00
Panalpina	1	5	6	2.29
Pantos Logistics	0	0	0	0.00
Pilot	1	2	3	1.15
Pioneer Logistics Group	0	0	0	0.00
Qingdao Jet Marine Logistics (JMS)	0	0	0	0.00
Schneider Logistics	1	0	1	0.38
SEKO Logistics	1	1	2	0.76
TNT	2	9	11	4.20
Toll Forwarding	0	0	0	0.00
TransWorld	1	1	2	0.76
UPS SCS	26	67	93	35.50
* All Carriers *	134	128	262	100.00

Exhibit 3-13

**Global Freight Forwarder Study 6th Edition 2018 – Forwarder Utilization
Primarily Air Shipping
(Largest-to-Smallest)**

Forwarders				
Forwarder	Forwarder		Total	Percent Utilization
	Sole	Mult.		
UPS SCS	26	67	93	35.50
FedEx Trade Networks	30	56	86	32.82
DHL Global Forwarding	17	54	71	27.10
Expeditors	17	36	53	20.23
Kuehne & Nagel	5	21	26	9.92
DB Schenker Logistics	7	16	23	8.78
CEVA Logistics	3	8	11	4.20
DSV	0	11	11	4.20
TNT	2	9	11	4.20
Kintetsu World Express (KWE)	5	4	9	3.44
Bolloré Logistics	4	4	8	3.05
C.H. Robinson	3	4	7	2.67
Panalpina	1	5	6	2.29
Agility	1	4	5	1.91
JAS	2	3	5	1.91
Nippon Express	1	4	5	1.91
Geodis Wilson	3	1	4	1.53
Hellmann	2	1	3	1.15
Pilot	1	2	3	1.15
Cargo Partners	1	1	2	0.76
Maersk Logistics	0	2	2	0.76
NYK Line	0	2	2	0.76
SEKO Logistics	1	1	2	0.76

Forwarders				
Forwarder	Forwarder		Total	Percent Utilization
	Sole	Mult.		
TransWorld	1	1	2	0.76
Laufer	0	1	1	0.38
Schneider Logistics	1	0	1	0.38
APL Logistics	0	0	0	0.00
Apollo LogiSolutions (ALS)	0	0	0	0.00
BDP International	0	0	0	0.00
COSCO (China Ocean Shipping Co.)	0	0	0	0.00
CW Logistics	0	0	0	0.00
Jeena & Company	0	0	0	0.00
KGL Networks	0	0	0	0.00
Katolec	0	0	0	0.00
Kim Ee Logistics	0	0	0	0.00
Logistics Plus	0	0	0	0.00
MSC	0	0	0	0.00
OEC	0	0	0	0.00
OOCL	0	0	0	0.00
Pantos Logistics	0	0	0	0.00
Pioneer Logistics Group	0	0	0	0.00
Qingdao Jet Marine Logistics (JMS)	0	0	0	0.00
Toll Forwarding	0	0	0	0.00
* All Carriers *	134	128	262	100.00

Exhibit 3-14

**Global Freight Forwarder Study 6th Edition 2018 – Forwarder Utilization
Primarily Ocean Shipping
(Alphabetical)**

Forwarders				
Forwarder	Forwarder		Total	Percent Utilization
	Sole	Mult.		
Agility	8	13	21	2.50
APL Logistics	4	9	13	1.55
Apollo LogiSolutions (ALS)	7	9	16	1.90
BDP International	4	8	12	1.43
Bollore Logistics	6	14	20	2.38
C.H. Robinson	17	29	46	5.47
Cargo Partners	4	4	8	0.95
CEVA Logistics	19	23	42	4.99
COSCO (China Ocean Shipping Co.)	4	12	16	1.90
CW Logistics	8	3	11	1.31
DB Schenker Logistics	23	38	61	7.25
DHL Global Forwarding	48	87	135	16.05
DSV	16	24	40	4.76
Expeditors	54	65	119	14.15
FedEx Trade Networks	27	56	83	9.87
Geodis Wilson	15	21	36	4.28
Hellmann	9	13	22	2.62
JAS	2	9	11	1.31
Jeena & Company	4	10	14	1.66
Katolec	3	7	10	1.19
KGL Networks	3	7	10	1.19
Kim Ee Logistics	4	10	14	1.66
Kintetsu World Express (KWE)	3	8	11	1.31

Forwarders				
Forwarder	Forwarder		Total	Percent Utilization
	Sole	Mult.		
Kuehne & Nagel	40	77	117	13.91
Laufer	7	2	9	1.07
Logistics Plus	1	9	10	1.19
Maersk Logistics	16	33	49	5.83
MSC	8	6	14	1.66
Nippon Express	6	12	18	2.14
NYK Line	11	34	45	5.35
OEC	7	4	11	1.31
OOCL	4	10	14	1.66
Panalpina	11	29	40	4.76
Pantos Logistics	2	9	11	1.31
Pilot	2	3	5	0.59
Pioneer Logistics Group	7	7	14	1.66
Qingdao Jet Marine Logistics (JMS)	4	11	15	1.78
Schneider Logistics	2	6	8	0.95
SEKO Logistics	5	12	17	2.02
TNT	11	18	29	3.45
Toll Forwarding	7	8	15	1.78
TransWorld	7	4	11	1.31
UPS SCS	24	54	78	9.27
* All Carriers *	474	367	841	100.00

**Global Freight Forwarder Study 6th Edition 2018 – Forwarder Utilization
Primarily Ocean Shipping
(Largest-to-Smallest)**

Forwarders				
Forwarder	Forwarder		Total	Percent Utilization
	Sole	Mult.		
DHL Global Forwarding	48	87	135	16.05
Expeditors	54	65	119	14.15
Kuehne & Nagel	40	77	117	13.91
FedEx Trade Networks	27	56	83	9.87
UPS SCS	24	54	78	9.27
DB Schenker Logistics	23	38	61	7.25
Maersk Logistics	16	33	49	5.83
C.H. Robinson	17	29	46	5.47
NYK Line	11	34	45	5.35
CEVA Logistics	19	23	42	4.99
DSV	16	24	40	4.76
Panalpina	11	29	40	4.76
Geodis Wilson	15	21	36	4.28
TNT	11	18	29	3.45
Hellmann	9	13	22	2.62
Agility	8	13	21	2.50
Bolloré Logistics	6	14	20	2.38
Nippon Express	6	12	18	2.14
SEKO Logistics	5	12	17	2.02
Apollo LogiSolutions (ALS)	7	9	16	1.90
COSCO (China Ocean Shipping Co.)	4	12	16	1.90
Qingdao Jet Marine Logistics (JMS)	4	11	15	1.78
Toll Forwarding	7	8	15	1.78

Forwarders				
Forwarder	Forwarder		Total	Percent Utilization
	Sole	Mult.		
Jeena & Company	4	10	14	1.66
Kim Ee Logistics	4	10	14	1.66
MSC	8	6	14	1.66
OOCL	4	10	14	1.66
Pioneer Logistics Group	7	7	14	1.66
APL Logistics	4	9	13	1.55
BDP International	4	8	12	1.43
CW Logistics	8	3	11	1.31
JAS	2	9	11	1.31
Kintetsu World Express (KWE)	3	8	11	1.31
OEC	7	4	11	1.31
Pantos Logistics	2	9	11	1.31
TransWorld	7	4	11	1.31
KGL Networks	3	7	10	1.19
Katolec	3	7	10	1.19
Logistics Plus	1	9	10	1.19
Laufer	7	2	9	1.07
Cargo Partners	4	4	8	0.95
Schneider Logistics	2	6	8	0.95
Pilot	2	3	5	0.59
* All Carriers *	474	367	841	100.00

Exhibit 3-16

**Global Freight Forwarder Study 6th Edition 2018 – Forwarder Utilization
Asia
(Alphabetical)**

Forwarders				
Forwarder	Forwarder		Total	Percent Utilization
	Sole	Mult.		
Agility	5	9	14	5.36
APL Logistics	0	7	7	2.68
Apollo LogiSolutions (ALS)	5	9	14	5.36
BDP International	0	1	1	0.38
Bollore Logistics	1	2	3	1.15
C.H. Robinson	3	6	9	3.45
Cargo Partners	1	1	2	0.77
CEVA Logistics	3	4	7	2.68
COSCO (China Ocean Shipping Co.)	2	9	11	4.21
CW Logistics	0	0	0	0.00
DB Schenker Logistics	7	14	21	8.05
DHL Global Forwarding	12	22	34	13.03
DSV	1	4	5	1.92
Expeditors	3	5	8	3.07
FedEx Trade Networks	5	15	20	7.66
Geodis Wilson	4	7	11	4.21
Hellmann	3	9	12	4.60
JAS	0	0	0	0.00
Jeena & Company	3	9	12	4.60
Katolec	3	7	10	3.83
KGL Networks	2	3	5	1.92
Kim Ee Logistics	4	10	14	5.36
Kintetsu World Express (KWE)	3	4	7	2.68

Forwarders				
Forwarder	Forwarder		Total	Percent Utilization
	Sole	Mult.		
Kuehne & Nagel	4	13	17	6.51
Laufer	0	0	0	0.00
Logistics Plus	1	3	4	1.53
Maersk Logistics	4	14	18	6.90
MSC	1	3	4	1.53
Nippon Express	4	3	7	2.68
NYK Line	6	19	25	9.58
OEC	0	0	0	0.00
OOCL	2	7	9	3.45
Panalpina	4	13	17	6.51
Pantos Logistics	2	5	7	2.68
Pilot	0	0	0	0.00
Pioneer Logistics Group	5	7	12	4.60
Qingdao Jet Marine Logistics (JMS)	4	11	15	5.75
Schneider Logistics	2	5	7	2.68
SEKO Logistics	3	6	9	3.45
TNT	6	9	15	5.75
Toll Forwarding	0	5	5	1.92
TransWorld	7	4	11	4.21
UPS SCS	3	8	11	4.21
* All Carriers *	128	133	261	100.00

Exhibit 3-17

**Global Freight Forwarder Study 6th Edition 2018 – Forwarder Utilization
Asia
(Largest-to-Smallest)**

Forwarders				
Forwarder	Forwarder		Total	Percent Utilization
	Sole	Mult.		
DHL Global Forwarding	12	22	34	13.03
NYK Line	6	19	25	9.58
DB Schenker Logistics	7	14	21	8.05
FedEx Trade Networks	5	15	20	7.66
Maersk Logistics	4	14	18	6.90
Kuehne & Nagel	4	13	17	6.51
Panalpina	4	13	17	6.51
Qingdao Jet Marine Logistics (JMS)	4	11	15	5.75
TNT	6	9	15	5.75
Agility	5	9	14	5.36
Apollo LogiSolutions (ALS)	5	9	14	5.36
Kim Ee Logistics	4	10	14	5.36
Hellmann	3	9	12	4.60
Jeena & Company	3	9	12	4.60
Pioneer Logistics Group	5	7	12	4.60
COSCO (China Ocean Shipping Co.)	2	9	11	4.21
Geodis Wilson	4	7	11	4.21
TransWorld	7	4	11	4.21
UPS SCS	3	8	11	4.21
Katolec	3	7	10	3.83
C.H. Robinson	3	6	9	3.45
OOCL	2	7	9	3.45
SEKO Logistics	3	6	9	3.45

Forwarders				
Forwarder	Forwarder		Total	Percent Utilization
	Sole	Mult.		
Expeditors	3	5	8	3.07
APL Logistics	0	7	7	2.68
CEVA Logistics	3	4	7	2.68
Kintetsu World Express (KWE)	3	4	7	2.68
Nippon Express	4	3	7	2.68
Pantos Logistics	2	5	7	2.68
Schneider Logistics	2	5	7	2.68
DSV	1	4	5	1.92
KGL Networks	2	3	5	1.92
Toll Forwarding	0	5	5	1.92
Logistics Plus	1	3	4	1.53
MSC	1	3	4	1.53
Bollere Logistics	1	2	3	1.15
Cargo Partners	1	1	2	0.77
BDP International	0	1	1	0.38
CW Logistics	0	0	0	0.00
JAS	0	0	0	0.00
Laufer	0	0	0	0.00
OEC	0	0	0	0.00
Pilot	0	0	0	0.00
* All Carriers *	128	133	261	100.00

Exhibit 3-18

**Global Freight Forwarder Study 6th Edition 2018 – Forwarder Utilization
Australia
(Alphabetical)**

Forwarders				
Forwarder	Forwarder		Total	Percent Utilization
	Sole	Mult.		
Agility	0	0	0	0.00
APL Logistics	0	0	0	0.00
Apollo LogiSolutions (ALS)	0	0	0	0.00
BDP International	0	0	0	0.00
Bollore Logistics	0	0	0	0.00
C.H. Robinson	1	0	1	9.09
Cargo Partners	0	0	0	0.00
CEVA Logistics	1	0	1	9.09
COSCO (China Ocean Shipping Co.)	1	1	2	18.18
CW Logistics	0	0	0	0.00
DB Schenker Logistics	0	0	0	0.00
DHL Global Forwarding	1	1	2	18.18
DSV	0	0	0	0.00
Expeditors	0	1	1	9.09
FedEx Trade Networks	0	0	0	0.00
Geodis Wilson	0	0	0	0.00
Hellmann	0	0	0	0.00
JAS	0	1	1	9.09
Jeena & Company	0	0	0	0.00
Katolec	0	0	0	0.00
KGL Networks	0	0	0	0.00
Kim Ee Logistics	0	0	0	0.00
Kintetsu World Express (KWE)	0	0	0	0.00

Forwarders				
Forwarder	Forwarder		Total	Percent Utilization
	Sole	Mult.		
Kuehne & Nagel	0	0	0	0.00
Laufer	0	0	0	0.00
Logistics Plus	0	0	0	0.00
Maersk Logistics	2	1	3	27.27
MSC	2	0	2	18.18
Nippon Express	0	0	0	0.00
NYK Line	0	0	0	0.00
OEC	0	0	0	0.00
OOCL	0	0	0	0.00
Panalpina	0	0	0	0.00
Pantos Logistics	0	0	0	0.00
Pilot	0	0	0	0.00
Pioneer Logistics Group	0	0	0	0.00
Qingdao Jet Marine Logistics (JMS)	0	0	0	0.00
Schneider Logistics	0	0	0	0.00
SEKO Logistics	0	0	0	0.00
TNT	0	0	0	0.00
Toll Forwarding	0	0	0	0.00
TransWorld	0	0	0	0.00
UPS SCS	0	1	1	9.09
* All Carriers *	8	3	11	100.00

**Global Freight Forwarder Study 6th Edition 2018 – Forwarder Utilization
Australia
(Largest-to-Smallest)**

Forwarders				
Forwarder	Forwarder		Total	Percent Utilization
	Sole	Mult.		
Maersk Logistics	2	1	3	27.27
COSCO (China Ocean Shipping Co.)	1	1	2	18.18
DHL Global Forwarding	1	1	2	18.18
MSC	2	0	2	18.18
C.H. Robinson	1	0	1	9.09
CEVA Logistics	1	0	1	9.09
Expeditors	0	1	1	9.09
JAS	0	1	1	9.09
UPS SCS	0	1	1	9.09
APL Logistics	0	0	0	0.00
Agility	0	0	0	0.00
Apollo LogiSolutions (ALS)	0	0	0	0.00
BDP International	0	0	0	0.00
Bollere Logistics	0	0	0	0.00
CW Logistics	0	0	0	0.00
Cargo Partners	0	0	0	0.00
DB Schenker Logistics	0	0	0	0.00
DSV	0	0	0	0.00
FedEx Trade Networks	0	0	0	0.00
Geodis Wilson	0	0	0	0.00
Hellmann	0	0	0	0.00
Jeena & Company	0	0	0	0.00
KGL Networks	0	0	0	0.00

Forwarders				
Forwarder	Forwarder		Total	Percent Utilization
	Sole	Mult.		
Katolec	0	0	0	0.00
Kim Ee Logistics	0	0	0	0.00
Kintetsu World Express (KWE)	0	0	0	0.00
Kuehne & Nagel	0	0	0	0.00
Laufer	0	0	0	0.00
Logistics Plus	0	0	0	0.00
NYK Line	0	0	0	0.00
Nippon Express	0	0	0	0.00
OEC	0	0	0	0.00
OOCL	0	0	0	0.00
Panalpina	0	0	0	0.00
Pantos Logistics	0	0	0	0.00
Pilot	0	0	0	0.00
Pioneer Logistics Group	0	0	0	0.00
Qingdao Jet Marine Logistics (JMS)	0	0	0	0.00
SEKO Logistics	0	0	0	0.00
Schneider Logistics	0	0	0	0.00
TNT	0	0	0	0.00
Toll Forwarding	0	0	0	0.00
TransWorld	0	0	0	0.00
* All Carriers *	8	3	11	100.00

**Global Freight Forwarder Study 6th Edition 2018 – Forwarder Utilization
Europe
(Alphabetical)**

Forwarders				
Forwarder	Forwarder		Total	Percent Utilization
	Sole	Mult.		
Agility	1	2	3	1.14
APL Logistics	2	1	3	1.14
Apollo LogiSolutions (ALS)	2	0	2	0.76
BDP International	2	1	3	1.14
Bollore Logistics	6	8	14	5.32
C.H. Robinson	3	3	6	2.28
Cargo Partners	2	5	7	2.66
CEVA Logistics	11	13	24	9.13
COSCO (China Ocean Shipping Co.)	0	1	1	0.38
CW Logistics	8	3	11	4.18
DB Schenker Logistics	11	15	26	9.89
DHL Global Forwarding	29	46	75	28.52
DSV	11	9	20	7.60
Expeditors	6	9	15	5.70
FedEx Trade Networks	8	15	23	8.75
Geodis Wilson	10	10	20	7.60
Hellmann	3	1	4	1.52
JAS	0	1	1	0.38
Jeena & Company	1	1	2	0.76
Katolec	0	0	0	0.00
KGL Networks	0	0	0	0.00
Kim Ee Logistics	0	0	0	0.00
Kintetsu World Express (KWE)	0	0	0	0.00

Forwarders				
Forwarder	Forwarder		Total	Percent Utilization
	Sole	Mult.		
Kuehne & Nagel	9	24	33	12.55
Laufer	0	0	0	0.00
Logistics Plus	0	4	4	1.52
Maersk Logistics	6	11	17	6.46
MSC	3	3	6	2.28
Nippon Express	1	2	3	1.14
NYK Line	1	6	7	2.66
OEC	0	0	0	0.00
OOCL	2	0	2	0.76
Panalpina	5	7	12	4.56
Pantos Logistics	0	0	0	0.00
Pilot	0	0	0	0.00
Pioneer Logistics Group	1	0	1	0.38
Qingdao Jet Marine Logistics (JMS)	0	0	0	0.00
Schneider Logistics	1	2	3	1.14
SEKO Logistics	1	1	2	0.76
TNT	6	14	20	7.60
Toll Forwarding	3	2	5	1.90
TransWorld	0	0	0	0.00
UPS SCS	5	17	22	8.37
* All Carriers *	160	103	263	100.00

**Global Freight Forwarder Study 6th Edition 2018 – Forwarder Utilization
Europe
(Largest-to-Smallest)**

Forwarders				
Forwarder	Forwarder		Total	Percent Utilization
	Sole	Mult.		
DHL Global Forwarding	29	46	75	28.52
Kuehne & Nagel	9	24	33	12.55
DB Schenker Logistics	11	15	26	9.89
CEVA Logistics	11	13	24	9.13
FedEx Trade Networks	8	15	23	8.75
UPS SCS	5	17	22	8.37
DSV	11	9	20	7.60
Geodis Wilson	10	10	20	7.60
TNT	6	14	20	7.60
Maersk Logistics	6	11	17	6.46
Expeditors	6	9	15	5.70
Bolllore Logistics	6	8	14	5.32
Panalpina	5	7	12	4.56
CW Logistics	8	3	11	4.18
Cargo Partners	2	5	7	2.66
NYK Line	1	6	7	2.66
C.H. Robinson	3	3	6	2.28
MSC	3	3	6	2.28
Toll Forwarding	3	2	5	1.90
Hellmann	3	1	4	1.52
Logistics Plus	0	4	4	1.52
APL Logistics	2	1	3	1.14
Agility	1	2	3	1.14

Forwarders				
Forwarder	Forwarder		Total	Percent Utilization
	Sole	Mult.		
BDP International	2	1	3	1.14
Nippon Express	1	2	3	1.14
Schneider Logistics	1	2	3	1.14
Apollo LogiSolutions (ALS)	2	0	2	0.76
Jeena & Company	1	1	2	0.76
OOCL	2	0	2	0.76
SEKO Logistics	1	1	2	0.76
COSCO (China Ocean Shipping Co.)	0	1	1	0.38
JAS	0	1	1	0.38
Pioneer Logistics Group	1	0	1	0.38
KGL Networks	0	0	0	0.00
Katolec	0	0	0	0.00
Kim Ee Logistics	0	0	0	0.00
Kintetsu World Express (KWE)	0	0	0	0.00
Laufer	0	0	0	0.00
OEC	0	0	0	0.00
Pantos Logistics	0	0	0	0.00
Pilot	0	0	0	0.00
Qingdao Jet Marine Logistics (JMS)	0	0	0	0.00
TransWorld	0	0	0	0.00
* All Carriers *	160	103	263	100.00

Exhibit 3-22

**Global Freight Forwarder Study 6th Edition 2018 – Forwarder Utilization
North America
(Alphabetical)**

Forwarders				
Forwarder	Forwarder		Total	Percent Utilization
	Sole	Mult.		
Agility	3	6	9	1.65
APL Logistics	2	1	3	0.55
Apollo LogiSolutions (ALS)	0	0	0	0.00
BDP International	3	5	8	1.46
Bollore Logistics	3	8	11	2.01
C.H. Robinson	14	24	38	6.95
Cargo Partners	2	1	3	0.55
CEVA Logistics	7	14	21	3.84
COSCO (China Ocean Shipping Co.)	1	1	2	0.37
CW Logistics	0	0	0	0.00
DB Schenker Logistics	13	25	38	6.95
DHL Global Forwarding	18	71	89	16.27
DSV	4	22	26	4.75
Expeditors	61	90	151	27.61
FedEx Trade Networks	44	85	129	23.58
Geodis Wilson	3	5	8	1.46
Hellmann	5	5	10	1.83
JAS	5	12	17	3.11
Jeena & Company	0	0	0	0.00
Katolec	0	0	0	0.00
KGL Networks	1	0	1	0.18
Kim Ee Logistics	0	0	0	0.00
Kintetsu World Express (KWE)	4	8	12	2.19

Forwarders				
Forwarder	Forwarder		Total	Percent Utilization
	Sole	Mult.		
Kuehne & Nagel	30	62	92	16.82
Laufer	7	3	10	1.83
Logistics Plus	0	1	1	0.18
Maersk Logistics	1	6	7	1.28
MSC	1	0	1	0.18
Nippon Express	2	12	14	2.56
NYK Line	3	8	11	2.01
OEC	7	5	12	2.19
OOCL	0	2	2	0.37
Panalpina	4	14	18	3.29
Pantos Logistics	0	0	0	0.00
Pilot	4	6	10	1.83
Pioneer Logistics Group	0	0	0	0.00
Qingdao Jet Marine Logistics (JMS)	0	0	0	0.00
Schneider Logistics	0	0	0	0.00
SEKO Logistics	1	8	9	1.65
TNT	0	2	2	0.37
Toll Forwarding	2	1	3	0.55
TransWorld	1	1	2	0.37
UPS SCS	38	100	138	25.23
* All Carriers *	294	253	547	100.00

**Global Freight Forwarder Study 6th Edition 2018 – Forwarder Utilization
North America
(Largest-to-Smallest)**

Forwarders				
Forwarder	Forwarder		Total	Percent Utilization
	Sole	Mult.		
Expeditors	61	90	151	27.61
UPS SCS	38	100	138	25.23
FedEx Trade Networks	44	85	129	23.58
Kuehne & Nagel	30	62	92	16.82
DHL Global Forwarding	18	71	89	16.27
C.H. Robinson	14	24	38	6.95
DB Schenker Logistics	13	25	38	6.95
DSV	4	22	26	4.75
CEVA Logistics	7	14	21	3.84
Panalpina	4	14	18	3.29
JAS	5	12	17	3.11
Nippon Express	2	12	14	2.56
Kintetsu World Express (KWE)	4	8	12	2.19
OEC	7	5	12	2.19
Bollore Logistics	3	8	11	2.01
NYK Line	3	8	11	2.01
Hellmann	5	5	10	1.83
Laufer	7	3	10	1.83
Pilot	4	6	10	1.83
Agility	3	6	9	1.65
SEKO Logistics	1	8	9	1.65
BDP International	3	5	8	1.46
Geodis Wilson	3	5	8	1.46

Forwarders				
Forwarder	Forwarder		Total	Percent Utilization
	Sole	Mult.		
Maersk Logistics	1	6	7	1.28
APL Logistics	2	1	3	0.55
Cargo Partners	2	1	3	0.55
Toll Forwarding	2	1	3	0.55
COSCO (China Ocean Shipping Co.)	1	1	2	0.37
OOCL	0	2	2	0.37
TNT	0	2	2	0.37
TransWorld	1	1	2	0.37
KGL Networks	1	0	1	0.18
Logistics Plus	0	1	1	0.18
MSC	1	0	1	0.18
Apollo LogiSolutions (ALS)	0	0	0	0.00
CW Logistics	0	0	0	0.00
Jeena & Company	0	0	0	0.00
Katolec	0	0	0	0.00
Kim Ee Logistics	0	0	0	0.00
Pantos Logistics	0	0	0	0.00
Pioneer Logistics Group	0	0	0	0.00
Qingdao Jet Marine Logistics (JMS)	0	0	0	0.00
Schneider Logistics	0	0	0	0.00
* All Carriers *	294	253	547	100.00

Exhibit 3-24

**Global Freight Forwarder Study 6th Edition 2018 – Forwarder Utilization
South America
(Alphabetical)**

Forwarders				
Forwarder	Forwarder		Total	Percent Utilization
	Sole	Mult.		
Agility	0	0	0	0.00
APL Logistics	0	0	0	0.00
Apollo LogiSolutions (ALS)	0	0	0	0.00
BDP International	0	0	0	0.00
Bollore Logistics	0	1	1	16.67
C.H. Robinson	0	0	0	0.00
Cargo Partners	0	0	0	0.00
CEVA Logistics	0	0	0	0.00
COSCO (China Ocean Shipping Co.)	0	0	0	0.00
CW Logistics	0	0	0	0.00
DB Schenker Logistics	0	0	0	0.00
DHL Global Forwarding	1	2	3	50.00
DSV	0	0	0	0.00
Expeditors	1	0	1	16.67
FedEx Trade Networks	0	0	0	0.00
Geodis Wilson	0	0	0	0.00
Hellmann	0	0	0	0.00
JAS	0	0	0	0.00
Jeena & Company	0	0	0	0.00
Katolec	0	0	0	0.00
KGL Networks	0	0	0	0.00
Kim Ee Logistics	0	0	0	0.00
Kintetsu World Express (KWE)	0	0	0	0.00

Forwarders				
Forwarder	Forwarder		Total	Percent Utilization
	Sole	Mult.		
Kuehne & Nagel	0	1	1	16.67
Laufer	0	0	0	0.00
Logistics Plus	0	0	0	0.00
Maersk Logistics	1	0	1	16.67
MSC	0	0	0	0.00
Nippon Express	0	0	0	0.00
NYK Line	0	0	0	0.00
OEC	0	0	0	0.00
OOCL	0	0	0	0.00
Panalpina	0	0	0	0.00
Pantos Logistics	0	0	0	0.00
Pilot	0	0	0	0.00
Pioneer Logistics Group	0	0	0	0.00
Qingdao Jet Marine Logistics (JMS)	0	0	0	0.00
Schneider Logistics	0	0	0	0.00
SEKO Logistics	0	0	0	0.00
TNT	0	0	0	0.00
Toll Forwarding	0	0	0	0.00
TransWorld	0	0	0	0.00
UPS SCS	1	0	1	16.67
* All Carriers *	4	2	6	100.00

**Global Freight Forwarder Study 6th Edition 2018 – Forwarder Utilization
South America
(Largest-to-Smallest)**

Forwarders				
Forwarder	Forwarder		Total	Percent Utilization
	Sole	Mult.		
DHL Global Forwarding	1	2	3	50.00
Bollere Logistics	0	1	1	16.67
Expeditors	1	0	1	16.67
Kuehne & Nagel	0	1	1	16.67
Maersk Logistics	1	0	1	16.67
UPS SCS	1	0	1	16.67
APL Logistics	0	0	0	0.00
Agility	0	0	0	0.00
Apollo LogiSolutions (ALS)	0	0	0	0.00
BDP International	0	0	0	0.00
C.H. Robinson	0	0	0	0.00
CEVA Logistics	0	0	0	0.00
COSCO (China Ocean Shipping Co.)	0	0	0	0.00
CW Logistics	0	0	0	0.00
Cargo Partners	0	0	0	0.00
DB Schenker Logistics	0	0	0	0.00
DSV	0	0	0	0.00
FedEx Trade Networks	0	0	0	0.00
Geodis Wilson	0	0	0	0.00
Hellmann	0	0	0	0.00
JAS	0	0	0	0.00
Jeena & Company	0	0	0	0.00
KGL Networks	0	0	0	0.00

Forwarders				
Forwarder	Forwarder		Total	Percent Utilization
	Sole	Mult.		
Katolec	0	0	0	0.00
Kim Ee Logistics	0	0	0	0.00
Kintetsu World Express (KWE)	0	0	0	0.00
Laufer	0	0	0	0.00
Logistics Plus	0	0	0	0.00
MSC	0	0	0	0.00
NYK Line	0	0	0	0.00
Nippon Express	0	0	0	0.00
OEC	0	0	0	0.00
OOCL	0	0	0	0.00
Panalpina	0	0	0	0.00
Pantos Logistics	0	0	0	0.00
Pilot	0	0	0	0.00
Pioneer Logistics Group	0	0	0	0.00
Qingdao Jet Marine Logistics (JMS)	0	0	0	0.00
SEKO Logistics	0	0	0	0.00
Schneider Logistics	0	0	0	0.00
TNT	0	0	0	0.00
Toll Forwarding	0	0	0	0.00
TransWorld	0	0	0	0.00
* All Carriers *	4	2	6	100.00

**Global Freight Forwarder Study 6th Edition 2018 – Forwarder Utilization
Manufacturing
(Alphabetical)**

Forwarders				
Forwarder	Forwarder		Total	Percent Utilization
	Sole	Mult.		
Agility	5	18	23	3.20
APL Logistics	2	6	8	1.11
Apollo LogiSolutions (ALS)	4	7	11	1.53
BDP International	3	6	9	1.25
Bollore Logistics	7	12	19	2.64
C.H. Robinson	16	25	41	5.70
Cargo Partners	2	6	8	1.11
CEVA Logistics	15	21	36	5.01
COSCO (China Ocean Shipping Co.)	1	8	9	1.25
CW Logistics	4	2	6	0.83
DB Schenker Logistics	27	34	61	8.48
DHL Global Forwarding	38	95	133	18.50
DSV	9	24	33	4.59
Expeditors	40	67	107	14.88
FedEx Trade Networks	36	69	105	14.60
Geodis Wilson	17	17	34	4.73
Hellmann	7	13	20	2.78
JAS	4	11	15	2.09
Jeena & Company	1	8	9	1.25
Katolec	3	5	8	1.11
KGL Networks	2	6	8	1.11
Kim Ee Logistics	2	8	10	1.39
Kintetsu World Express (KWE)	4	11	15	2.09

Forwarders				
Forwarder	Forwarder		Total	Percent Utilization
	Sole	Mult.		
Kuehne & Nagel	33	69	102	14.19
Laufer	4	1	5	0.70
Logistics Plus	1	9	10	1.39
Maersk Logistics	8	17	25	3.48
MSC	5	4	9	1.25
Nippon Express	3	13	16	2.23
NYK Line	5	29	34	4.73
OEC	3	1	4	0.56
OOCL	3	5	8	1.11
Panalpina	7	20	27	3.76
Pantos Logistics	1	8	9	1.25
Pilot	1	4	5	0.70
Pioneer Logistics Group	6	5	11	1.53
Qingdao Jet Marine Logistics (JMS)	2	9	11	1.53
Schneider Logistics	1	3	4	0.56
SEKO Logistics	5	9	14	1.95
TNT	7	22	29	4.03
Toll Forwarding	1	7	8	1.11
TransWorld	4	5	9	1.25
UPS SCS	28	89	117	16.27
* All Carriers *	377	342	719	100.00

Exhibit 3-27

**Global Freight Forwarder Study 6th Edition 2018 – Forwarder Utilization
Manufacturing
(Largest-to-Smallest)**

Forwarders				
Forwarder	Forwarder		Total	Percent Utilization
	Sole	Mult.		
DHL Global Forwarding	38	95	133	18.50
UPS SCS	28	89	117	16.27
Expeditors	40	67	107	14.88
FedEx Trade Networks	36	69	105	14.60
Kuehne & Nagel	33	69	102	14.19
DB Schenker Logistics	27	34	61	8.48
C.H. Robinson	16	25	41	5.70
CEVA Logistics	15	21	36	5.01
Geodis Wilson	17	17	34	4.73
NYK Line	5	29	34	4.73
DSV	9	24	33	4.59
TNT	7	22	29	4.03
Panalpina	7	20	27	3.76
Maersk Logistics	8	17	25	3.48
Agility	5	18	23	3.20
Hellmann	7	13	20	2.78
Bolloré Logistics	7	12	19	2.64
Nippon Express	3	13	16	2.23
JAS	4	11	15	2.09
Kintetsu World Express (KWE)	4	11	15	2.09
SEKO Logistics	5	9	14	1.95
Apollo LogiSolutions (ALS)	4	7	11	1.53
Pioneer Logistics Group	6	5	11	1.53

Forwarders				
Forwarder	Forwarder		Total	Percent Utilization
	Sole	Mult.		
Qingdao Jet Marine Logistics (JMS)	2	9	11	1.53
Kim Ee Logistics	2	8	10	1.39
Logistics Plus	1	9	10	1.39
BDP International	3	6	9	1.25
COSCO (China Ocean Shipping Co.)	1	8	9	1.25
Jeena & Company	1	8	9	1.25
MSC	5	4	9	1.25
Pantos Logistics	1	8	9	1.25
TransWorld	4	5	9	1.25
APL Logistics	2	6	8	1.11
Cargo Partners	2	6	8	1.11
KGL Networks	2	6	8	1.11
Katolec	3	5	8	1.11
OOCL	3	5	8	1.11
Toll Forwarding	1	7	8	1.11
CW Logistics	4	2	6	0.83
Laufer	4	1	5	0.70
Pilot	1	4	5	0.70
OEC	3	1	4	0.56
Schneider Logistics	1	3	4	0.56
* All Carriers *	377	342	719	100.00

Exhibit 3-28

Global Freight Forwarder Study 6th Edition 2018 – Forwarder Utilization
Retail
(Alphabetical)

Forwarders				
Forwarder	Forwarder		Total	Percent Utilization
	Sole	Mult.		
Agility	1	0	1	0.88
APL Logistics	1	3	4	3.51
Apollo LogiSolutions (ALS)	0	0	0	0.00
BDP International	0	0	0	0.00
Bollore Logistics	0	2	2	1.75
C.H. Robinson	0	2	2	1.75
Cargo Partners	0	0	0	0.00
CEVA Logistics	2	2	4	3.51
COSCO (China Ocean Shipping Co.)	1	1	2	1.75
CW Logistics	0	0	0	0.00
DB Schenker Logistics	3	4	7	6.14
DHL Global Forwarding	8	12	20	17.54
DSV	4	4	8	7.02
Expeditors	8	10	18	15.79
FedEx Trade Networks	4	11	15	13.16
Geodis Wilson	1	3	4	3.51
Hellmann	1	1	2	1.75
JAS	0	0	0	0.00
Jeena & Company	0	0	0	0.00
Katolec	0	1	1	0.88
KGL Networks	0	1	1	0.88
Kim Ee Logistics	0	1	1	0.88
Kintetsu World Express (KWE)	1	1	2	1.75

Forwarders				
Forwarder	Forwarder		Total	Percent Utilization
	Sole	Mult.		
Kuehne & Nagel	3	13	16	14.04
Laufer	1	0	1	0.88
Logistics Plus	0	0	0	0.00
Maersk Logistics	2	9	11	9.65
MSC	0	1	1	0.88
Nippon Express	2	0	2	1.75
NYK Line	1	3	4	3.51
OEC	2	1	3	2.63
OOCL	1	3	4	3.51
Panalpina	3	7	10	8.77
Pantos Logistics	0	1	1	0.88
Pilot	1	1	2	1.75
Pioneer Logistics Group	1	2	3	2.63
Qingdao Jet Marine Logistics (JMS)	0	0	0	0.00
Schneider Logistics	0	2	2	1.75
SEKO Logistics	1	4	5	4.39
TNT	0	2	2	1.75
Toll Forwarding	3	1	4	3.51
TransWorld	1	0	1	0.88
UPS SCS	4	9	13	11.40
* All Carriers *	61	53	114	100.00

Exhibit 3-29

Global Freight Forwarder Study 6th Edition 2018 – Forwarder Utilization
Retail
(Largest-to-Smallest)

Forwarders				
Forwarder	Forwarder		Total	Percent Utilization
	Sole	Mult.		
DHL Global Forwarding	8	12	20	17.54
Expeditors	8	10	18	15.79
Kuehne & Nagel	3	13	16	14.04
FedEx Trade Networks	4	11	15	13.16
UPS SCS	4	9	13	11.40
Maersk Logistics	2	9	11	9.65
Panalpina	3	7	10	8.77
DSV	4	4	8	7.02
DB Schenker Logistics	3	4	7	6.14
SEKO Logistics	1	4	5	4.39
APL Logistics	1	3	4	3.51
CEVA Logistics	2	2	4	3.51
Geodis Wilson	1	3	4	3.51
NYK Line	1	3	4	3.51
OOCL	1	3	4	3.51
Toll Forwarding	3	1	4	3.51
OEC	2	1	3	2.63
Pioneer Logistics Group	1	2	3	2.63
Bollere Logistics	0	2	2	1.75
C.H. Robinson	0	2	2	1.75
COSCO (China Ocean Shipping Co.)	1	1	2	1.75
Hellmann	1	1	2	1.75
Kintetsu World Express (KWE)	1	1	2	1.75

Forwarders				
Forwarder	Forwarder		Total	Percent Utilization
	Sole	Mult.		
Nippon Express	2	0	2	1.75
Pilot	1	1	2	1.75
Schneider Logistics	0	2	2	1.75
TNT	0	2	2	1.75
Agility	1	0	1	0.88
KGL Networks	0	1	1	0.88
Katolec	0	1	1	0.88
Kim Ee Logistics	0	1	1	0.88
Laufer	1	0	1	0.88
MSC	0	1	1	0.88
Pantos Logistics	0	1	1	0.88
TransWorld	1	0	1	0.88
Apollo LogiSolutions (ALS)	0	0	0	0.00
BDP International	0	0	0	0.00
CW Logistics	0	0	0	0.00
Cargo Partners	0	0	0	0.00
JAS	0	0	0	0.00
Jeena & Company	0	0	0	0.00
Logistics Plus	0	0	0	0.00
Qingdao Jet Marine Logistics (JMS)	0	0	0	0.00
* All Carriers *	61	53	114	100.00

Exhibit 3-30

Global Freight Forwarder Study 6th Edition 2018 – Forwarder Utilization
High-Technology
(Alphabetical)

Forwarders				
Forwarder	Forwarder		Total	Percent Utilization
	Sole	Mult.		
Agility	0	0	0	0.00
APL Logistics	0	0	0	0.00
Apollo LogiSolutions (ALS)	0	0	0	0.00
BDP International	0	1	1	2.13
Bolloré Logistics	0	1	1	2.13
C.H. Robinson	0	1	1	2.13
Cargo Partners	0	0	0	0.00
CEVA Logistics	3	4	7	14.89
COSCO (China Ocean Shipping Co.)	0	0	0	0.00
CW Logistics	0	0	0	0.00
DB Schenker Logistics	0	5	5	10.64
DHL Global Forwarding	2	13	15	31.91
DSV	0	4	4	8.51
Expeditors	4	10	14	29.79
FedEx Trade Networks	3	9	12	25.53
Geodis Wilson	0	0	0	0.00
Hellmann	0	0	0	0.00
JAS	0	2	2	4.26
Jeena & Company	0	0	0	0.00
Katolec	0	0	0	0.00
KGL Networks	0	0	0	0.00
Kim Ee Logistics	0	0	0	0.00
Kintetsu World Express (KWE)	1	0	1	2.13

Forwarders				
Forwarder	Forwarder		Total	Percent Utilization
	Sole	Mult.		
Kuehne & Nagel	2	2	4	8.51
Laufer	0	0	0	0.00
Logistics Plus	0	0	0	0.00
Maersk Logistics	0	1	1	2.13
MSC	0	0	0	0.00
Nippon Express	0	2	2	4.26
NYK Line	1	0	1	2.13
OEC	0	0	0	0.00
OOCL	0	0	0	0.00
Panalpina	0	3	3	6.38
Pantos Logistics	0	0	0	0.00
Pilot	0	0	0	0.00
Pioneer Logistics Group	0	0	0	0.00
Qingdao Jet Marine Logistics (JMS)	0	0	0	0.00
Schneider Logistics	0	0	0	0.00
SEKO Logistics	0	1	1	2.13
TNT	0	1	1	2.13
Toll Forwarding	0	0	0	0.00
TransWorld	0	0	0	0.00
UPS SCS	3	6	9	19.15
* All Carriers *	19	28	47	100.00

Exhibit 3-31

Global Freight Forwarder Study 6th Edition 2018 – Forwarder Utilization
High-Technology
(Largest-to-Smallest)

Forwarders				
Forwarder	Forwarder		Total	Percent Utilization
	Sole	Mult.		
DHL Global Forwarding	2	13	15	31.91
Expeditors	4	10	14	29.79
FedEx Trade Networks	3	9	12	25.53
UPS SCS	3	6	9	19.15
CEVA Logistics	3	4	7	14.89
DB Schenker Logistics	0	5	5	10.64
DSV	0	4	4	8.51
Kuehne & Nagel	2	2	4	8.51
Panalpina	0	3	3	6.38
JAS	0	2	2	4.26
Nippon Express	0	2	2	4.26
BDP International	0	1	1	2.13
Bolloré Logistics	0	1	1	2.13
C.H. Robinson	0	1	1	2.13
Kintetsu World Express (KWE)	1	0	1	2.13
Maersk Logistics	0	1	1	2.13
NYK Line	1	0	1	2.13
SEKO Logistics	0	1	1	2.13
TNT	0	1	1	2.13
APL Logistics	0	0	0	0.00
Agility	0	0	0	0.00
Apollo LogiSolutions (ALS)	0	0	0	0.00
COSCO (China Ocean Shipping Co.)	0	0	0	0.00

Forwarders				
Forwarder	Forwarder		Total	Percent Utilization
	Sole	Mult.		
CW Logistics	0	0	0	0.00
Cargo Partners	0	0	0	0.00
Geodis Wilson	0	0	0	0.00
Hellmann	0	0	0	0.00
Jeena & Company	0	0	0	0.00
KGL Networks	0	0	0	0.00
Katolec	0	0	0	0.00
Kim Ee Logistics	0	0	0	0.00
Laufer	0	0	0	0.00
Logistics Plus	0	0	0	0.00
MSC	0	0	0	0.00
OEC	0	0	0	0.00
OOCL	0	0	0	0.00
Pantos Logistics	0	0	0	0.00
Pilot	0	0	0	0.00
Pioneer Logistics Group	0	0	0	0.00
Qingdao Jet Marine Logistics (JMS)	0	0	0	0.00
Schneider Logistics	0	0	0	0.00
Toll Forwarding	0	0	0	0.00
TransWorld	0	0	0	0.00
* All Carriers *	19	28	47	100.00

Exhibit 3-32

**Global Freight Forwarder Study 6th Edition 2018 – Forwarder Utilization
Pharmaceuticals
(Alphabetical)**

Forwarders				
Forwarder	Forwarder		Total	Percent Utilization
	Sole	Mult.		
Agility	1	0	1	2.22
APL Logistics	0	0	0	0.00
Apollo LogiSolutions (ALS)	3	2	5	11.11
BDP International	0	0	0	0.00
Bollore Logistics	0	1	1	2.22
C.H. Robinson	0	0	0	0.00
Cargo Partners	0	0	0	0.00
CEVA Logistics	0	0	0	0.00
COSCO (China Ocean Shipping Co.)	1	0	1	2.22
CW Logistics	0	0	0	0.00
DB Schenker Logistics	0	2	2	4.44
DHL Global Forwarding	7	3	10	22.22
DSV	1	1	2	4.44
Expeditors	1	4	5	11.11
FedEx Trade Networks	1	2	3	6.67
Geodis Wilson	0	2	2	4.44
Hellmann	0	0	0	0.00
JAS	0	0	0	0.00
Jeena & Company	3	2	5	11.11
Katolec	0	0	0	0.00
KGL Networks	0	0	0	0.00
Kim Ee Logistics	0	0	0	0.00
Kintetsu World Express (KWE)	0	0	0	0.00

Forwarders				
Forwarder	Forwarder		Total	Percent Utilization
	Sole	Mult.		
Kuehne & Nagel	4	5	9	20.00
Laufer	0	0	0	0.00
Logistics Plus	0	0	0	0.00
Maersk Logistics	0	0	0	0.00
MSC	0	0	0	0.00
Nippon Express	0	1	1	2.22
NYK Line	0	2	2	4.44
OEC	0	0	0	0.00
OOCL	0	0	0	0.00
Panalpina	0	1	1	2.22
Pantos Logistics	0	0	0	0.00
Pilot	0	0	0	0.00
Pioneer Logistics Group	0	0	0	0.00
Qingdao Jet Marine Logistics (JMS)	2	0	2	4.44
Schneider Logistics	2	2	4	8.89
SEKO Logistics	0	1	1	2.22
TNT	0	0	0	0.00
Toll Forwarding	0	0	0	0.00
TransWorld	0	0	0	0.00
UPS SCS	4	4	8	17.78
* All Carriers *	30	15	45	100.00

**Global Freight Forwarder Study 6th Edition 2018 – Forwarder Utilization
Pharmaceuticals
(Largest-to-Smallest)**

Forwarders				
Forwarder	Forwarder		Total	Percent Utilization
	Sole	Mult.		
DHL Global Forwarding	7	3	10	22.22
Kuehne & Nagel	4	5	9	20.00
UPS SCS	4	4	8	17.78
Apollo LogiSolutions (ALS)	3	2	5	11.11
Expeditors	1	4	5	11.11
Jeena & Company	3	2	5	11.11
Schneider Logistics	2	2	4	8.89
FedEx Trade Networks	1	2	3	6.67
DB Schenker Logistics	0	2	2	4.44
DSV	1	1	2	4.44
Geodis Wilson	0	2	2	4.44
NYK Line	0	2	2	4.44
Qingdao Jet Marine Logistics (JMS)	2	0	2	4.44
Agility	1	0	1	2.22
Bolloré Logistics	0	1	1	2.22
COSCO (China Ocean Shipping Co.)	1	0	1	2.22
Nippon Express	0	1	1	2.22
Panalpina	0	1	1	2.22
SEKO Logistics	0	1	1	2.22
APL Logistics	0	0	0	0.00
BDP International	0	0	0	0.00
C.H. Robinson	0	0	0	0.00
CEVA Logistics	0	0	0	0.00

Forwarders				
Forwarder	Forwarder		Total	Percent Utilization
	Sole	Mult.		
CW Logistics	0	0	0	0.00
Cargo Partners	0	0	0	0.00
Hellmann	0	0	0	0.00
JAS	0	0	0	0.00
KGL Networks	0	0	0	0.00
Katolec	0	0	0	0.00
Kim Ee Logistics	0	0	0	0.00
Kintetsu World Express (KWE)	0	0	0	0.00
Laufer	0	0	0	0.00
Logistics Plus	0	0	0	0.00
MSC	0	0	0	0.00
Maersk Logistics	0	0	0	0.00
OEC	0	0	0	0.00
OOCL	0	0	0	0.00
Pantos Logistics	0	0	0	0.00
Pilot	0	0	0	0.00
Pioneer Logistics Group	0	0	0	0.00
TNT	0	0	0	0.00
Toll Forwarding	0	0	0	0.00
TransWorld	0	0	0	0.00
* All Carriers *	30	15	45	100.00

Exhibit 3-34

Global Freight Forwarder Study 6th Edition 2018 – Forwarder Utilization
Wholesale Trade
(Alphabetical)

Forwarders				
Forwarder	Forwarder		Total	Percent Utilization
	Sole	Mult.		
Agility	1	2	3	1.79
APL Logistics	1	0	1	0.60
Apollo LogiSolutions (ALS)	0	0	0	0.00
BDP International	1	0	1	0.60
Bollere Logistics	0	4	4	2.38
C.H. Robinson	4	5	9	5.36
Cargo Partners	3	1	4	2.38
CEVA Logistics	0	4	4	2.38
COSCO (China Ocean Shipping Co.)	0	2	2	1.19
CW Logistics	3	1	4	2.38
DB Schenker Logistics	1	10	11	6.55
DHL Global Forwarding	6	20	26	15.48
DSV	1	3	4	2.38
Expeditors	18	11	29	17.26
FedEx Trade Networks	15	21	36	21.43
Geodis Wilson	0	0	0	0.00
Hellmann	3	1	4	2.38
JAS	0	0	0	0.00
Jeena & Company	0	0	0	0.00
Katolec	0	0	0	0.00
KGL Networks	1	0	1	0.60
Kim Ee Logistics	2	1	3	1.79
Kintetsu World Express (KWE)	1	0	1	0.60

Forwarders				
Forwarder	Forwarder		Total	Percent Utilization
	Sole	Mult.		
Kuehne & Nagel	7	18	25	14.88
Laufer	1	2	3	1.79
Logistics Plus	0	0	0	0.00
Maersk Logistics	5	5	10	5.95
MSC	2	1	3	1.79
Nippon Express	2	1	3	1.79
NYK Line	1	1	2	1.19
OEC	2	3	5	2.98
OOCL	0	2	2	1.19
Panalpina	1	3	4	2.38
Pantos Logistics	0	0	0	0.00
Pilot	0	1	1	0.60
Pioneer Logistics Group	0	1	1	0.60
Qingdao Jet Marine Logistics (JMS)	0	1	1	0.60
Schneider Logistics	0	0	0	0.00
SEKO Logistics	0	0	0	0.00
TNT	5	6	11	6.55
Toll Forwarding	3	0	3	1.79
TransWorld	1	0	1	0.60
UPS SCS	11	20	31	18.45
* All Carriers *	102	66	168	100.00

Exhibit 3-35

Page 3-38

Global Freight Forwarder Study 6th Edition 2018 – Forwarder Utilization
Wholesale Trade
(Largest-to-Smallest)

Forwarders				
Forwarder	Forwarder		Total	Percent Utilization
	Sole	Mult.		
FedEx Trade Networks	15	21	36	21.43
UPS SCS	11	20	31	18.45
Expeditors	18	11	29	17.26
DHL Global Forwarding	6	20	26	15.48
Kuehne & Nagel	7	18	25	14.88
DB Schenker Logistics	1	10	11	6.55
TNT	5	6	11	6.55
Maersk Logistics	5	5	10	5.95
C.H. Robinson	4	5	9	5.36
OEC	2	3	5	2.98
Bolloré Logistics	0	4	4	2.38
CEVA Logistics	0	4	4	2.38
CW Logistics	3	1	4	2.38
Cargo Partners	3	1	4	2.38
DSV	1	3	4	2.38
Hellmann	3	1	4	2.38
Panalpina	1	3	4	2.38
Agility	1	2	3	1.79
Kim Ee Logistics	2	1	3	1.79
Laufer	1	2	3	1.79
MSC	2	1	3	1.79
Nippon Express	2	1	3	1.79
Toll Forwarding	3	0	3	1.79

Forwarders				
Forwarder	Forwarder		Total	Percent Utilization
	Sole	Mult.		
COSCO (China Ocean Shipping Co.)	0	2	2	1.19
NYK Line	1	1	2	1.19
OOCL	0	2	2	1.19
APL Logistics	1	0	1	0.60
BDP International	1	0	1	0.60
KGL Networks	1	0	1	0.60
Kintetsu World Express (KWE)	1	0	1	0.60
Pilot	0	1	1	0.60
Pioneer Logistics Group	0	1	1	0.60
Qingdao Jet Marine Logistics (JMS)	0	1	1	0.60
TransWorld	1	0	1	0.60
Apollo LogiSolutions (ALS)	0	0	0	0.00
Geodis Wilson	0	0	0	0.00
JAS	0	0	0	0.00
Jeena & Company	0	0	0	0.00
Katolec	0	0	0	0.00
Logistics Plus	0	0	0	0.00
Pantos Logistics	0	0	0	0.00
SEKO Logistics	0	0	0	0.00
Schneider Logistics	0	0	0	0.00
* All Carriers *	102	66	168	100.00

**Global Freight Forwarder Study 6th Edition 2018 – Forwarder Utilization
Other Industries
(Alphabetical)**

Forwarders				
Forwarder	Forwarder		Total	Percent Utilization
	Sole	Mult.		
Agility	1	0	1	1.67
APL Logistics	0	0	0	0.00
Apollo LogiSolutions (ALS)	0	0	0	0.00
BDP International	1	1	2	3.33
Bollore Logistics	3	0	3	5.00
C.H. Robinson	1	0	1	1.67
Cargo Partners	0	0	0	0.00
CEVA Logistics	2	1	3	5.00
COSCO (China Ocean Shipping Co.)	1	1	2	3.33
CW Logistics	1	0	1	1.67
DB Schenker Logistics	0	1	1	1.67
DHL Global Forwarding	6	8	14	23.33
DSV	3	2	5	8.33
Expeditors	1	5	6	10.00
FedEx Trade Networks	3	8	11	18.33
Geodis Wilson	0	0	0	0.00
Hellmann	0	1	1	1.67
JAS	1	1	2	3.33
Jeena & Company	0	0	0	0.00
Katolec	0	1	1	1.67
KGL Networks	0	0	0	0.00
Kim Ee Logistics	0	0	0	0.00
Kintetsu World Express (KWE)	1	0	1	1.67

Forwarders				
Forwarder	Forwarder		Total	Percent Utilization
	Sole	Mult.		
Kuehne & Nagel	1	0	1	1.67
Laufer	1	0	1	1.67
Logistics Plus	0	0	0	0.00
Maersk Logistics	1	3	4	6.67
MSC	1	0	1	1.67
Nippon Express	0	1	1	1.67
NYK Line	3	2	5	8.33
OEC	0	0	0	0.00
OOCL	0	0	0	0.00
Panalpina	2	1	3	5.00
Pantos Logistics	1	0	1	1.67
Pilot	2	0	2	3.33
Pioneer Logistics Group	0	0	0	0.00
Qingdao Jet Marine Logistics (JMS)	0	1	1	1.67
Schneider Logistics	0	0	0	0.00
SEKO Logistics	0	0	0	0.00
TNT	1	0	1	1.67
Toll Forwarding	0	0	0	0.00
TransWorld	2	0	2	3.33
UPS SCS	1	5	6	10.00
* All Carriers *	41	19	60	100.00

**Global Freight Forwarder Study 6th Edition 2018 – Forwarder Utilization
Other Industries
(Largest-to-Smallest)**

Forwarders				
Forwarder	Forwarder		Total	Percent Utilization
	Sole	Mult.		
DHL Global Forwarding	6	8	14	23.33
FedEx Trade Networks	3	8	11	18.33
Expeditors	1	5	6	10.00
UPS SCS	1	5	6	10.00
DSV	3	2	5	8.33
NYK Line	3	2	5	8.33
Maersk Logistics	1	3	4	6.67
Bolloré Logistics	3	0	3	5.00
CEVA Logistics	2	1	3	5.00
Panalpina	2	1	3	5.00
BDP International	1	1	2	3.33
COSCO (China Ocean Shipping Co.)	1	1	2	3.33
JAS	1	1	2	3.33
Pilot	2	0	2	3.33
TransWorld	2	0	2	3.33
Agility	1	0	1	1.67
C.H. Robinson	1	0	1	1.67
CW Logistics	1	0	1	1.67
DB Schenker Logistics	0	1	1	1.67
Hellmann	0	1	1	1.67
Katolec	0	1	1	1.67
Kintetsu World Express (KWE)	1	0	1	1.67
Kuehne & Nagel	1	0	1	1.67

Forwarders				
Forwarder	Forwarder		Total	Percent Utilization
	Sole	Mult.		
Laufer	1	0	1	1.67
MSC	1	0	1	1.67
Nippon Express	0	1	1	1.67
Pantos Logistics	1	0	1	1.67
Qingdao Jet Marine Logistics (JMS)	0	1	1	1.67
TNT	1	0	1	1.67
APL Logistics	0	0	0	0.00
Apollo LogiSolutions (ALS)	0	0	0	0.00
Cargo Partners	0	0	0	0.00
Geodis Wilson	0	0	0	0.00
Jeena & Company	0	0	0	0.00
KGL Networks	0	0	0	0.00
Kim Ee Logistics	0	0	0	0.00
Logistics Plus	0	0	0	0.00
OEC	0	0	0	0.00
OOCL	0	0	0	0.00
Pioneer Logistics Group	0	0	0	0.00
SEKO Logistics	0	0	0	0.00
Schneider Logistics	0	0	0	0.00
Toll Forwarding	0	0	0	0.00
* All Carriers *	41	19	60	100.00

Exhibit 3-38

Chapter 4

Company Performance



Chapter 4

Global Freight Forwarding Study 6th Edition - 2018

Company Performance

Overview

Located in this chapter of the report are the company performance exhibits for each attribute measured. These exhibits contain an examination of how customers perceive their supplier's performance.

The proprietary software for this study provides a means of developing highly customizable data sets for analyzing the study data. While this chapter analyzes the "overall" scores, the MASTIO Toolset software allows for a targeted analysis based on respondent's purchase roles, average monthly transactions, geographic location, etc.

Attribute Questions

Specific performance areas have been explored to determine the strengths and weakness areas found among companies. For example, the attribute "shipments are delivered with no shortages or damage" appears as part "14" in question 8. For each of these questions, the performance score has been included numerically and graphically. Also provided is the percentage above/below the industry mean, which is the mean value of all responses.

Overall Performance Questions

These attributes report on the respondent ratings of company's overall performance on all non-price factors. The percentage above/below the industry mean value is also provided. The industry mean is derived from all responses for all companies.

Refer to exhibits 4-1 through 4-37 for the results of the 'Overall' group.

MASTIO Tool Set Tip

We recommend that you use the powerful segmenting capabilities of Mastio's proprietary software for an in-depth analysis of the exhibits included in this chapter.

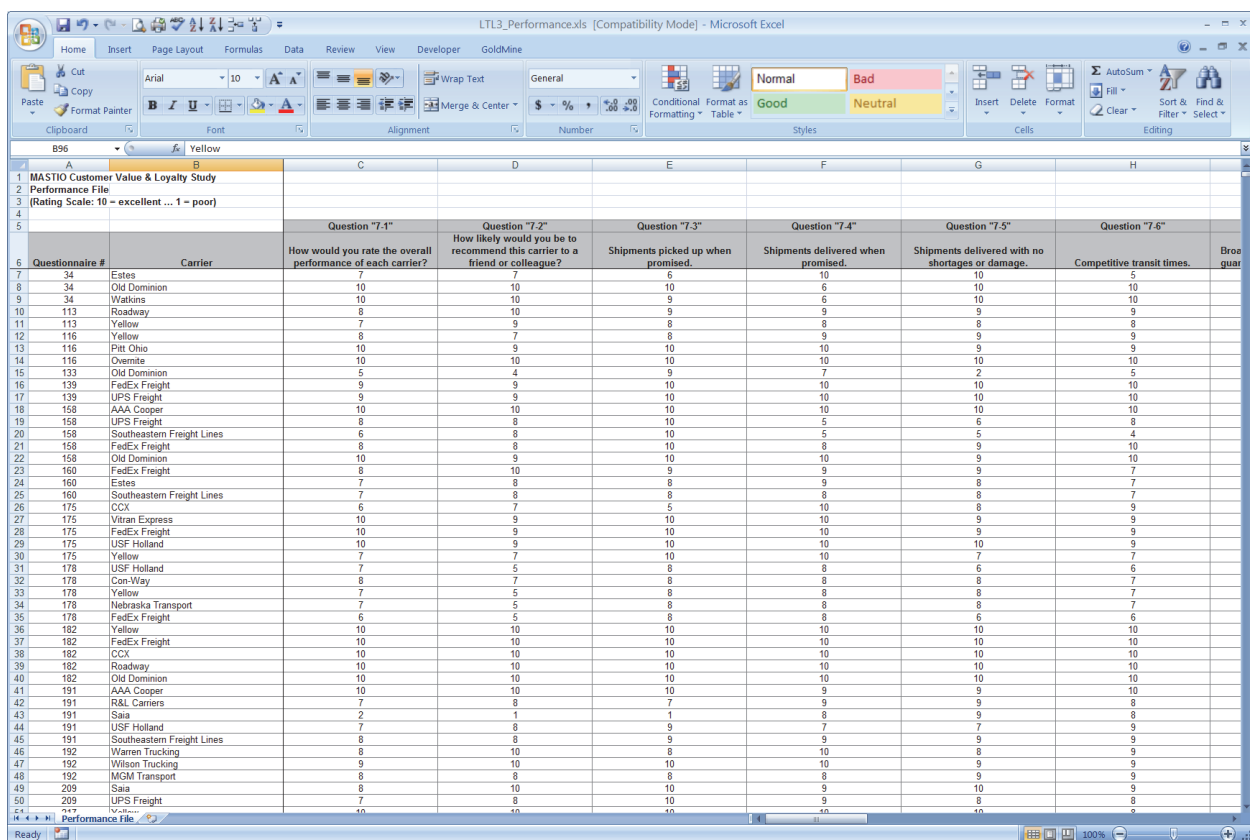
Electronic Edition(Microsoft® Excel® Spreadsheets)

In addition to the exhibits on the following pages, the carrier performance data from the study is included in spreadsheet form for additional analysis. The spreadsheet is installed during the installation of the *MASTIO Tool Set* software that is included with the purchase of this study. **The spreadsheet (GFF6_Performance.xlsx) can be found in a folder that was installed on the desktop of your computer.**

Please refer to the documentation that is provided for each of the spreadsheets included with the study. The documentation includes complete descriptions of the contents of each column in each of the spreadsheets provided. **This documentation is in the Adobe Acrobat format and can be found in a folder that was installed on the desktop of your computer.**

The instructions above assume that the software and spreadsheet files were installed on drive “C”. Substitute the drive letter appropriate for your installation if necessary.

Electronic Edition Sample Spreadsheet from a MASTIO Industry-Wide Study



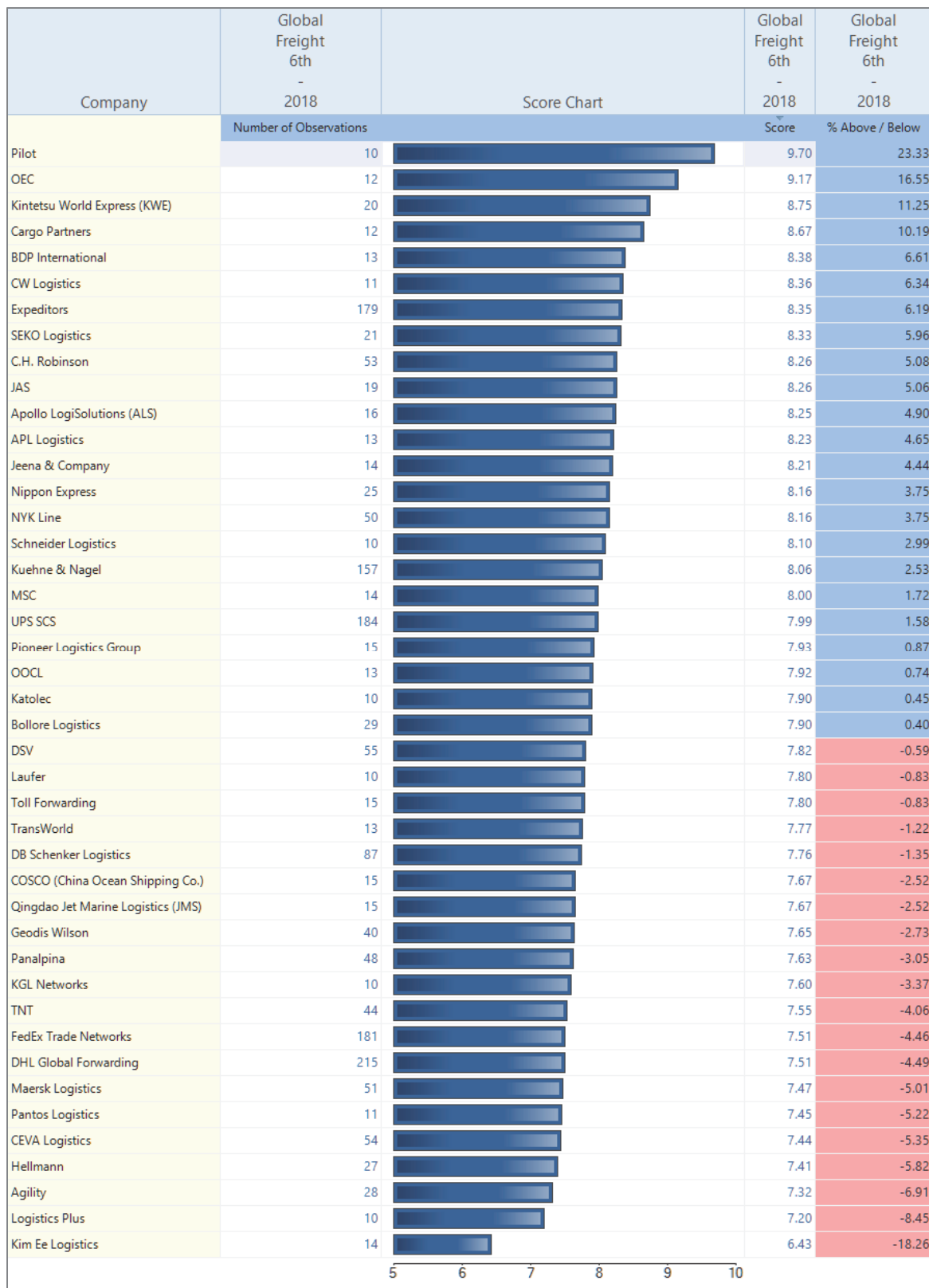
Questionnaire #	Carrier	Question "7.1" How would you rate the overall performance of each carrier?	Question "7.2" How likely would you be to recommend this carrier to a friend or colleague?	Question "7.3" Shipments picked up when promised.	Question "7.4" Shipments delivered when promised.	Question "7.5" Shipments delivered with no shortages or damage.	Question "7.6" Competitive transit times.	Broader
34	Eates	7	7	6	10	10	5	
34	Old Dominion	10	10	10	5	10	10	
34	Watkins	10	10	9	6	10	10	
113	Roadway	8	10	9	9	9	9	
113	Yellow	7	9	8	8	8	9	
116	Yellow	8	7	8	9	9	9	
116	Pitt Ohio	10	9	10	10	9	9	
116	Ovenite	10	10	10	10	10	10	
133	Old Dominion	5	4	9	7	2	5	
139	FedEx Freight	9	9	10	10	10	10	
139	UPS Freight	9	9	10	10	10	10	
158	AAA Cooper	10	10	10	10	10	10	
158	UPS Freight	8	8	10	5	6	8	
158	Southeastern Freight Lines	6	8	10	5	5	4	
158	FedEx Freight	8	8	10	8	9	10	
158	Old Dominion	10	9	10	10	9	10	
160	FedEx Freight	8	10	9	9	9	7	
160	Eates	7	8	8	9	8	7	
160	Southeastern Freight Lines	7	8	8	8	8	7	
175	CCX	6	7	5	10	8	9	
175	Vitrans Express	10	9	10	10	9	9	
175	FedEx Freight	10	9	10	10	9	9	
175	USF Holland	10	9	10	10	10	9	
175	Yellow	7	7	10	10	7	7	
178	USF Holland	7	5	8	8	6	6	
178	Con-Way	8	7	8	8	7	7	
178	Yellow	7	5	8	8	8	7	
178	Nebraska Transport	7	5	8	8	8	7	
178	FedEx Freight	6	5	8	8	6	6	
182	Yellow	10	10	10	10	10	10	
182	FedEx Freight	10	10	10	10	10	10	
182	CCX	10	10	10	10	10	10	
182	Roadway	10	10	10	10	10	10	
182	Old Dominion	10	10	10	10	10	10	
191	AAA Cooper	10	10	10	9	9	10	
191	R&L Carriers	7	8	7	9	9	8	
191	Saia	2	1	1	8	9	8	
191	USF Holland	7	8	9	7	7	9	
191	Southeastern Freight Lines	8	8	9	9	9	9	
192	Warren Trucking	8	10	8	10	8	9	
192	Wilson Trucking	9	10	10	10	9	9	
192	MGM Transport	8	8	8	8	9	9	
209	Saia	8	10	10	9	10	9	
209	UPS Freight	7	8	10	9	8	8	

Global Freight Forwarding – 6th Edition

Exhibit 4-1

Easy to contact the right person for help.

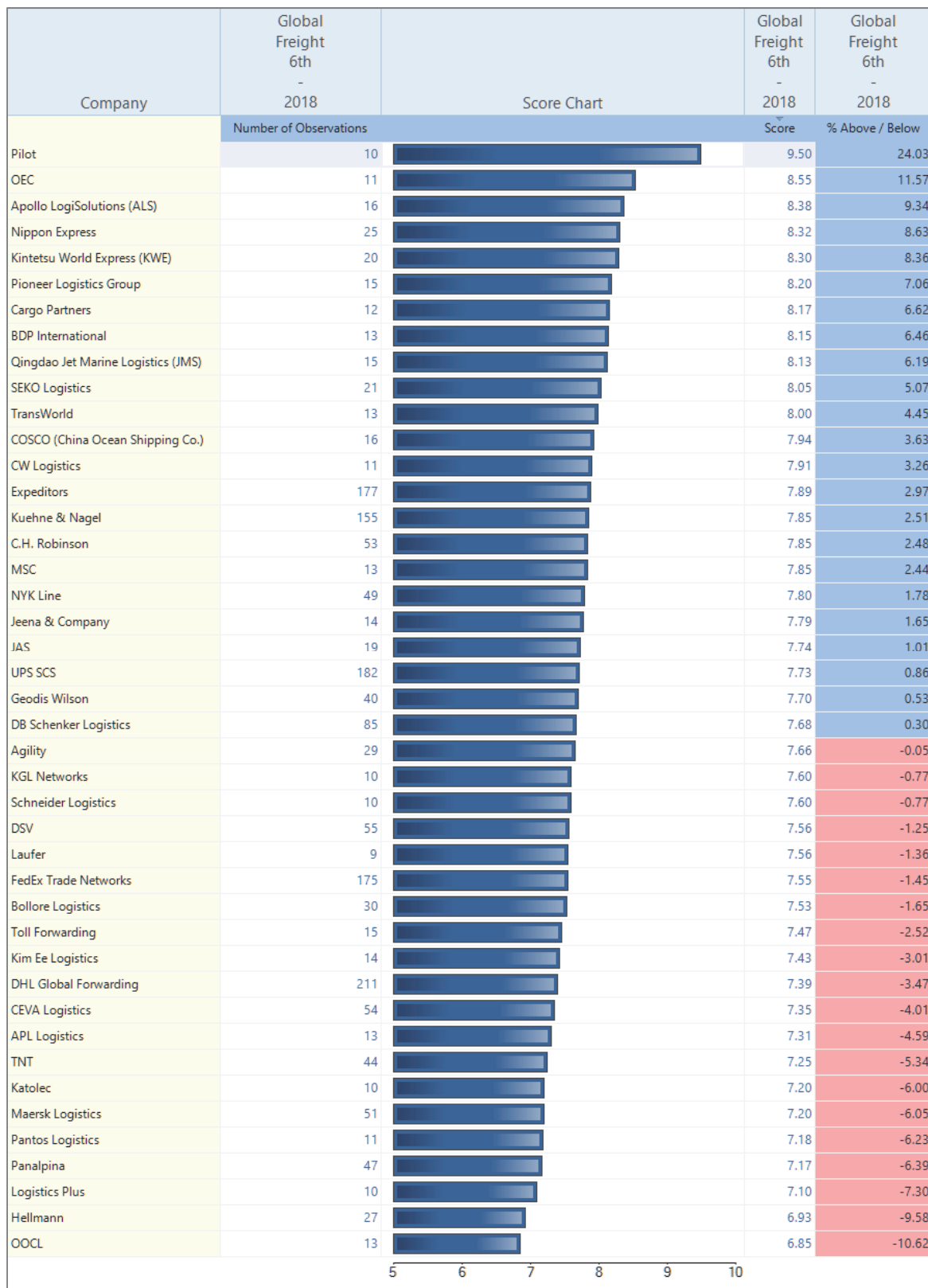
Overall



Global Freight Forwarding – 6th Edition

Exhibit 4-2

Effective problem resolution. Overall

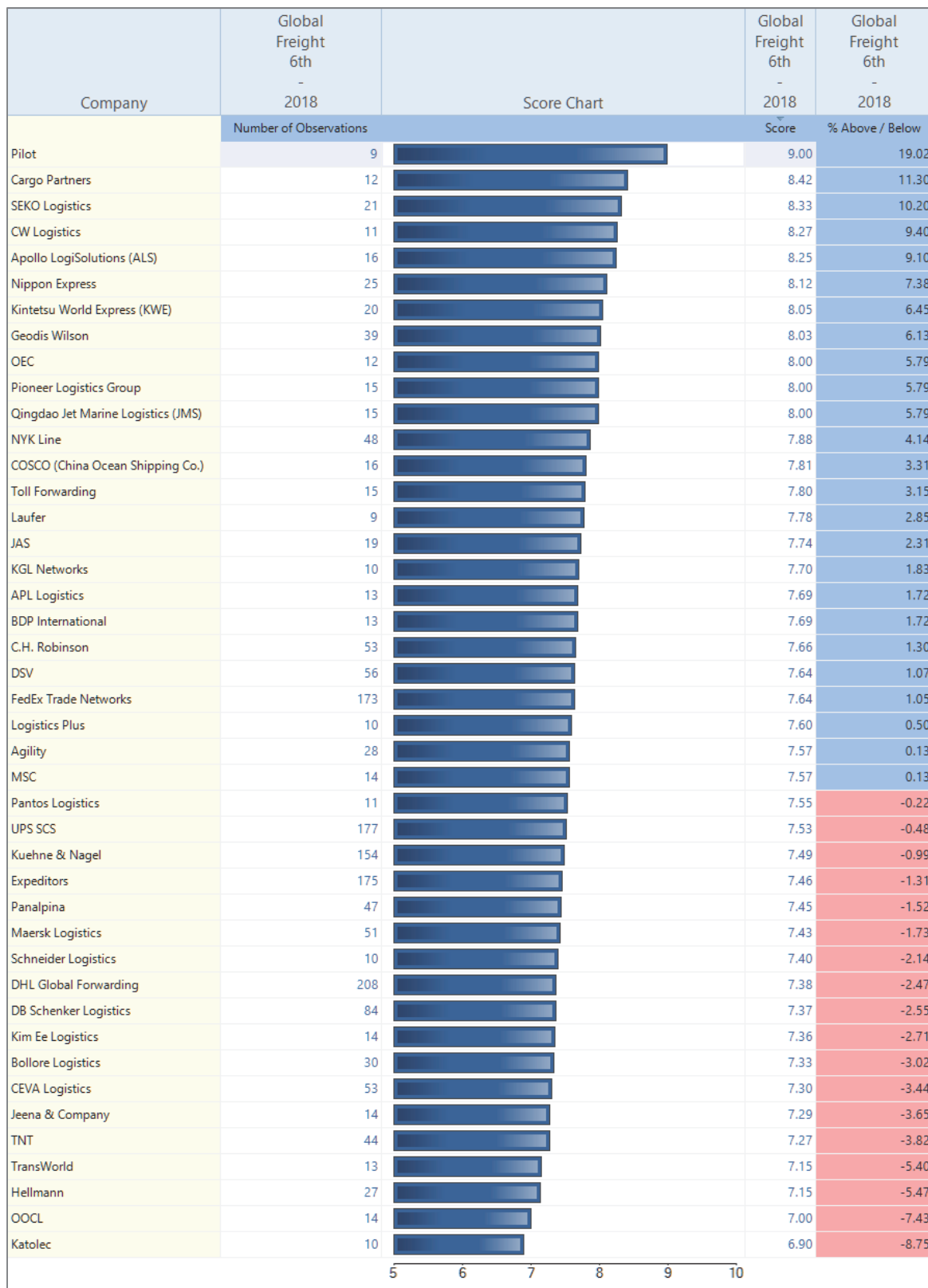


Global Freight Forwarding – 6th Edition

Exhibit 4-3

Timely notification of delays.

Overall

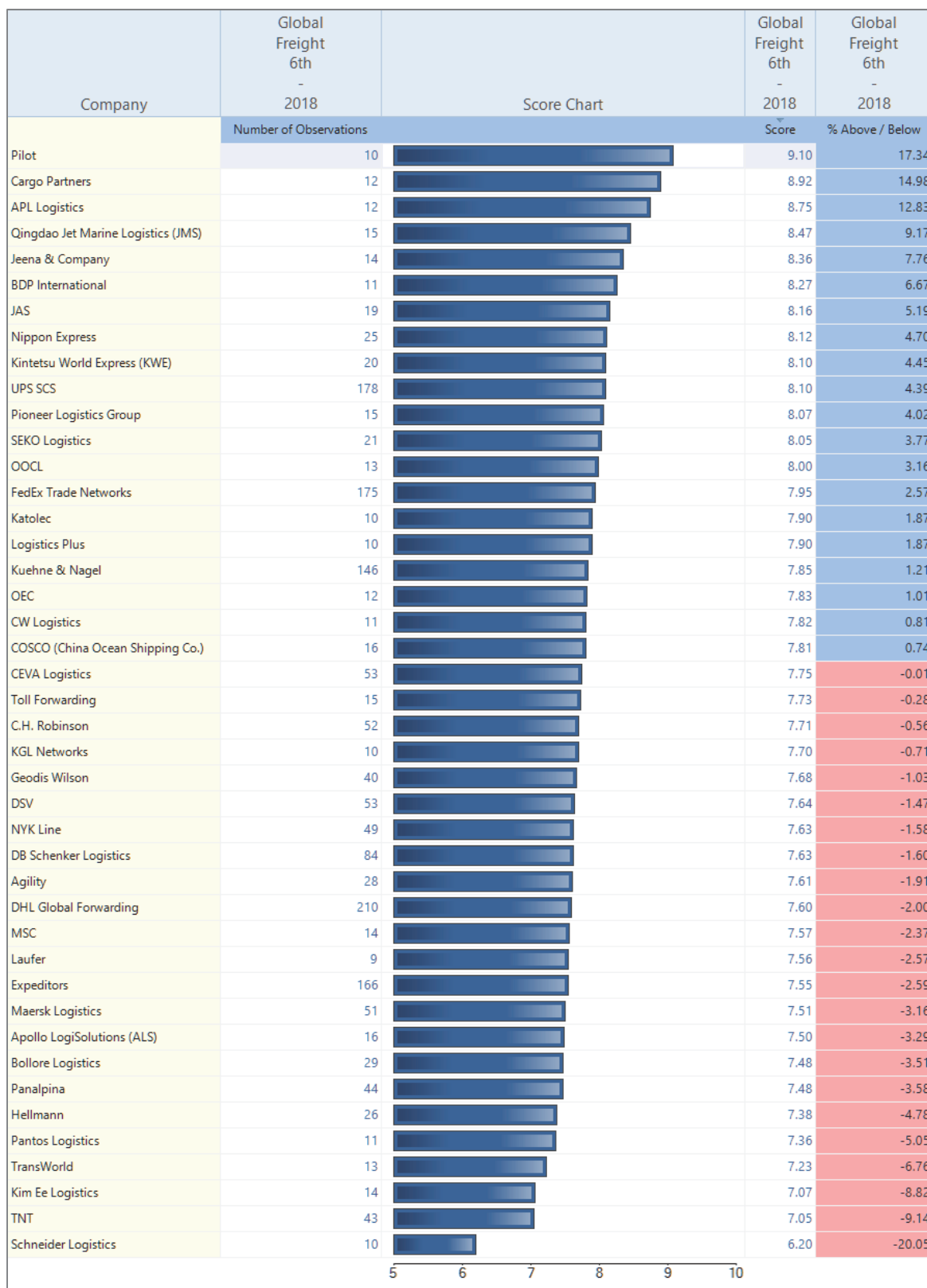


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Exhibit 4-4

Provides day specific transit time commitments.

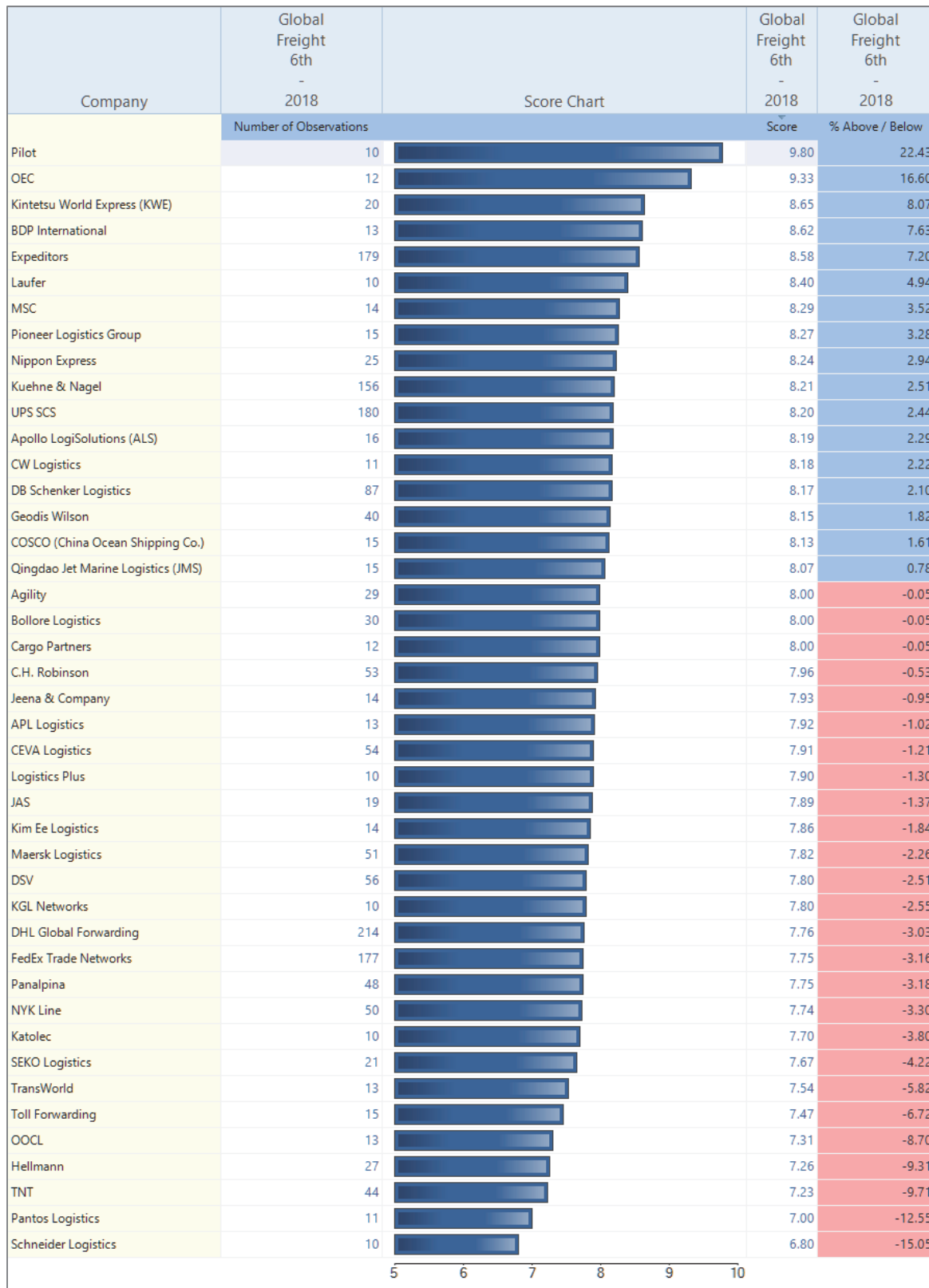
Overall



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Exhibit 4-5

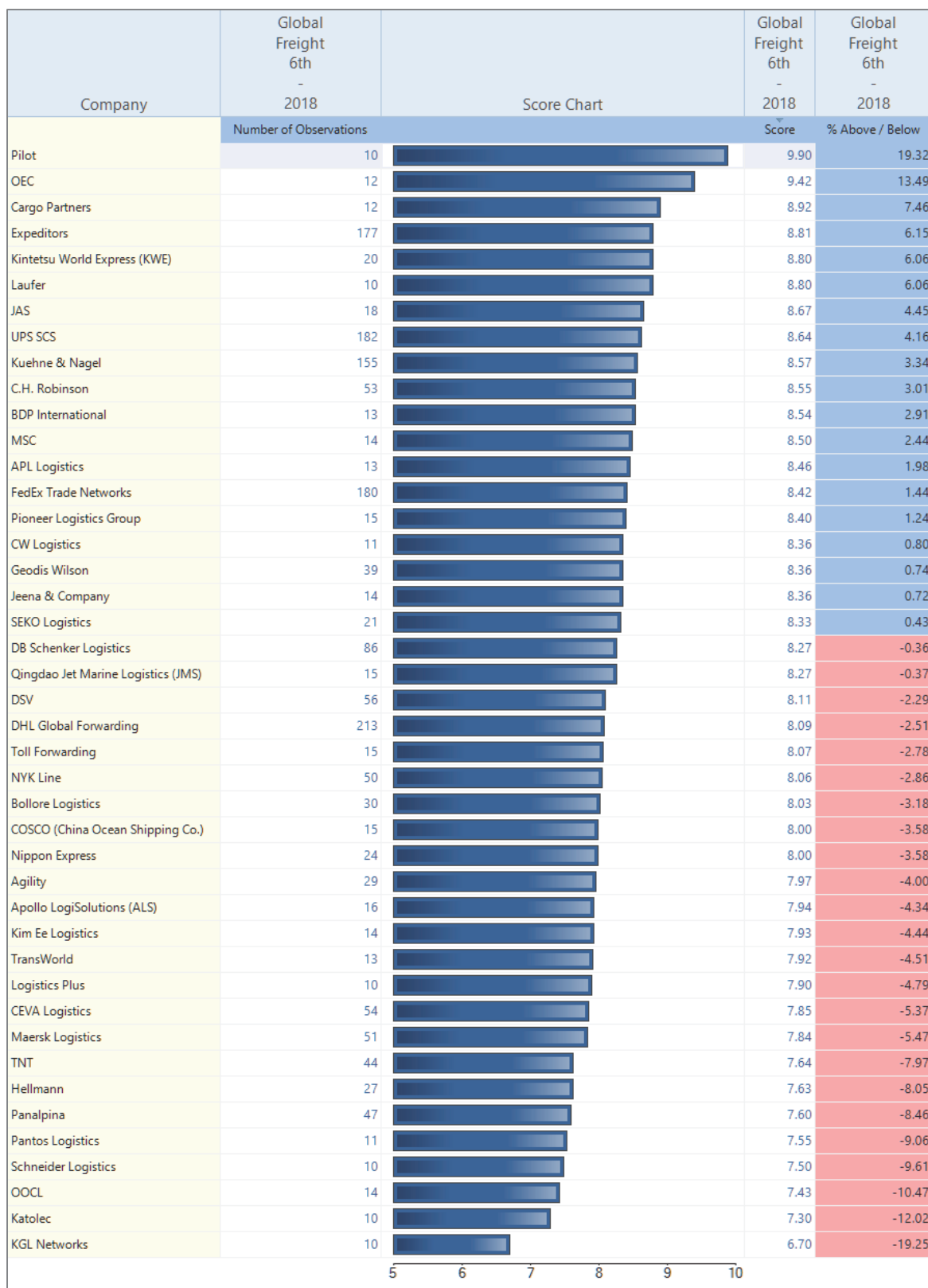
Knowledgeable and helpful representatives. Overall



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Exhibit 4-6

Customer service staff is courteous and professional. Overall

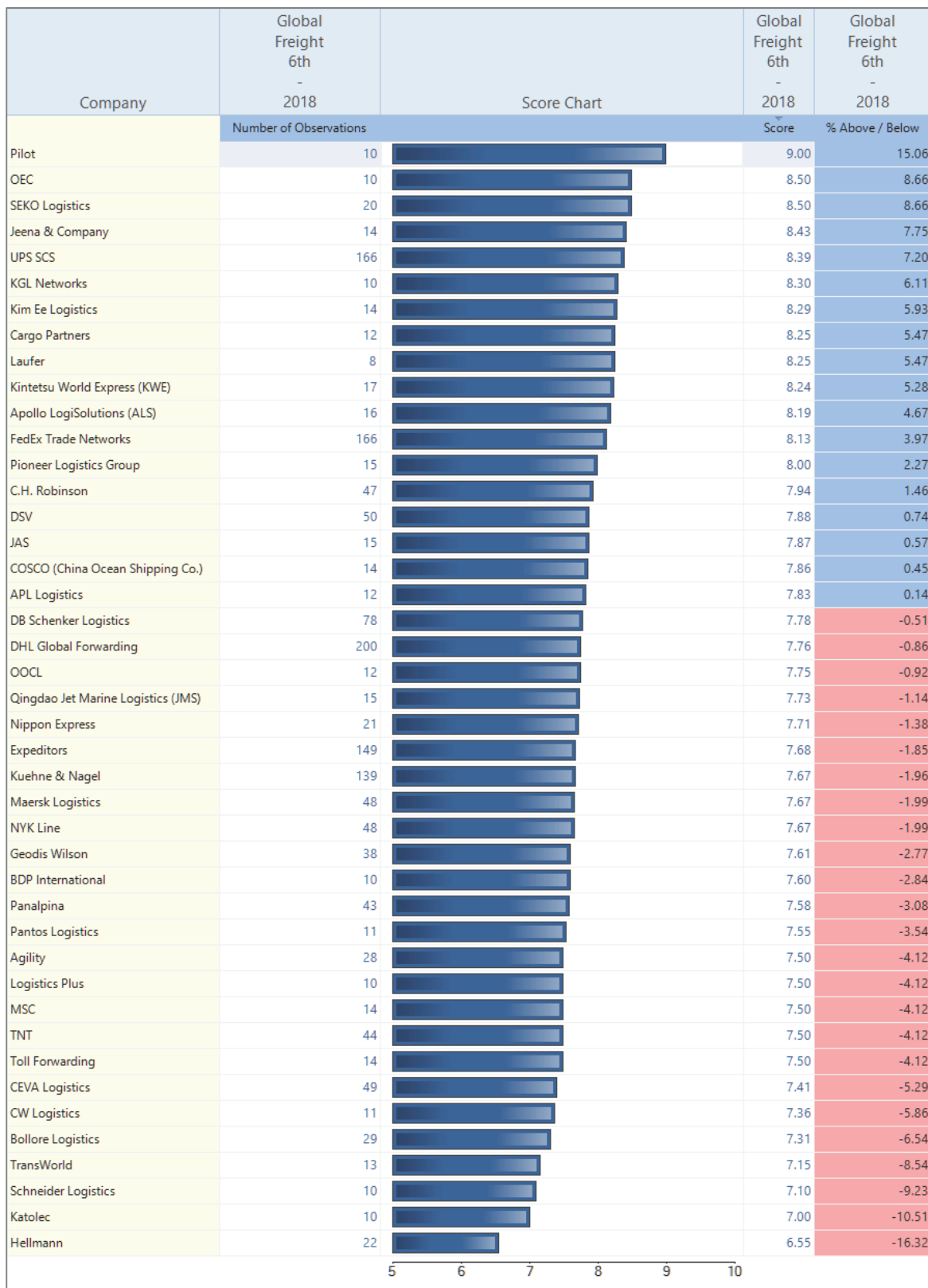


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Exhibit 4-7

Speed of obtaining a rate quote.

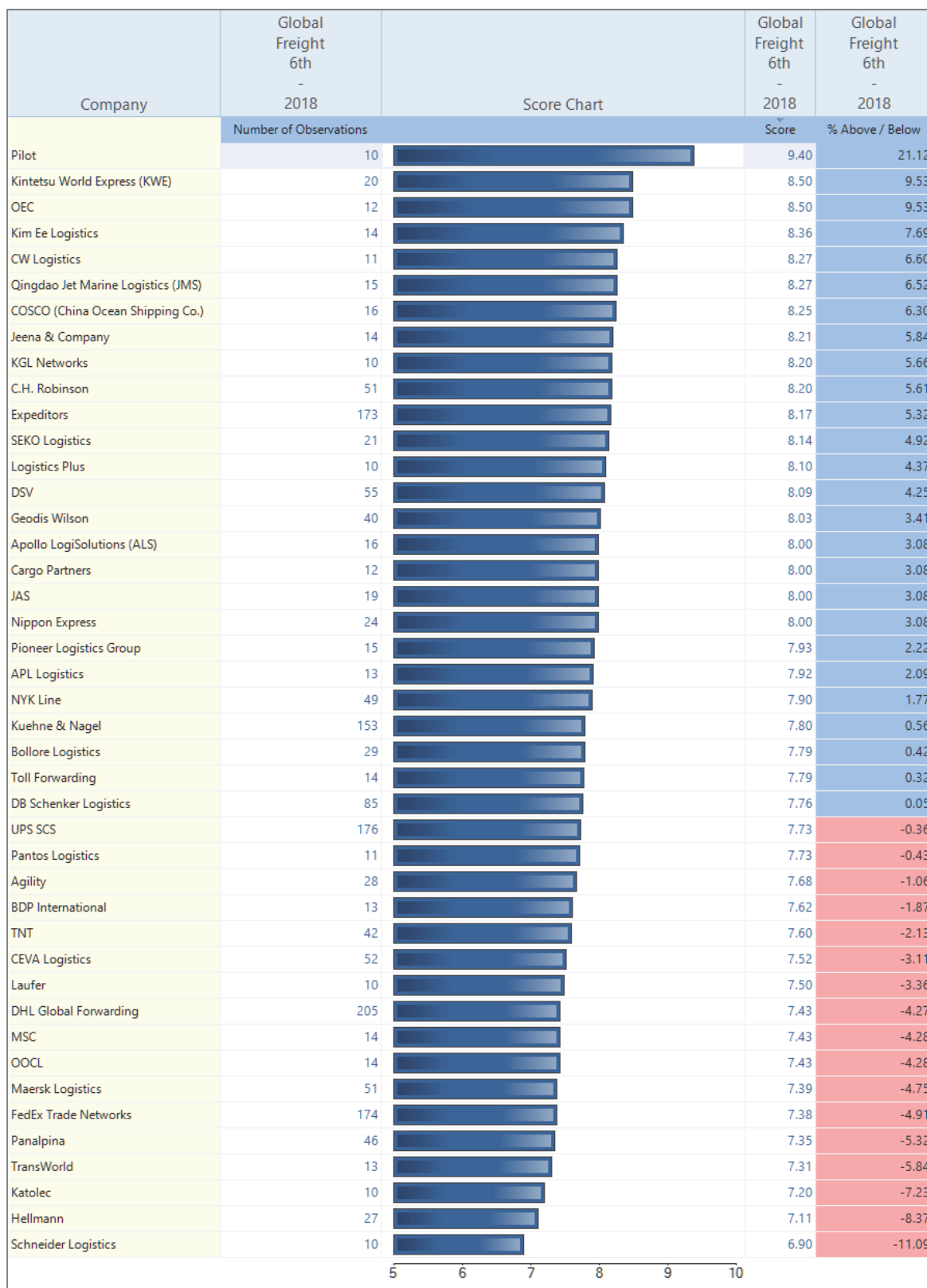
Overall



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Exhibit 4-8

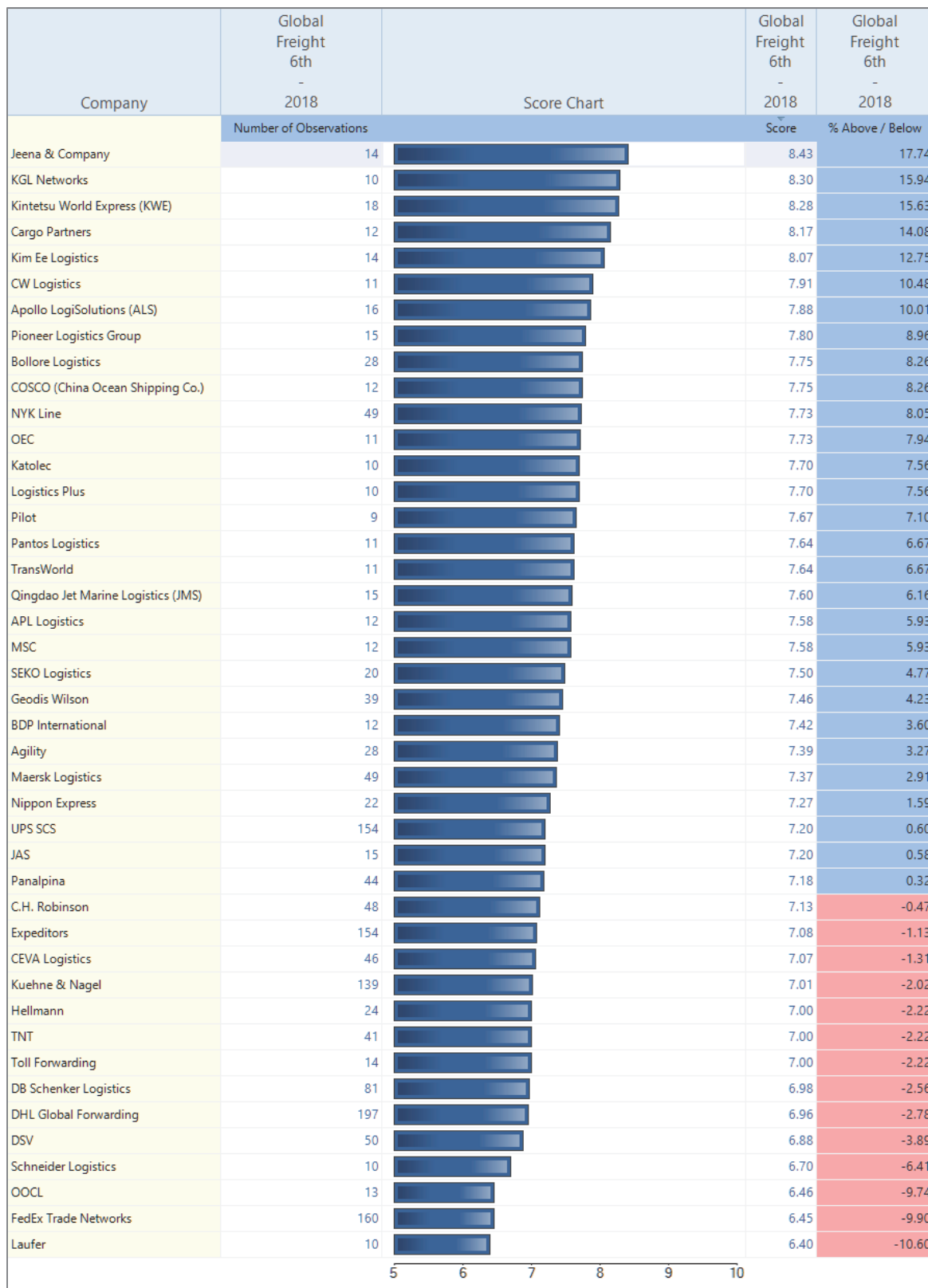
Willingness to go the extra mile. Overall



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Exhibit 4-9

Proactively brings me specific solutions to improve my business.
Overall

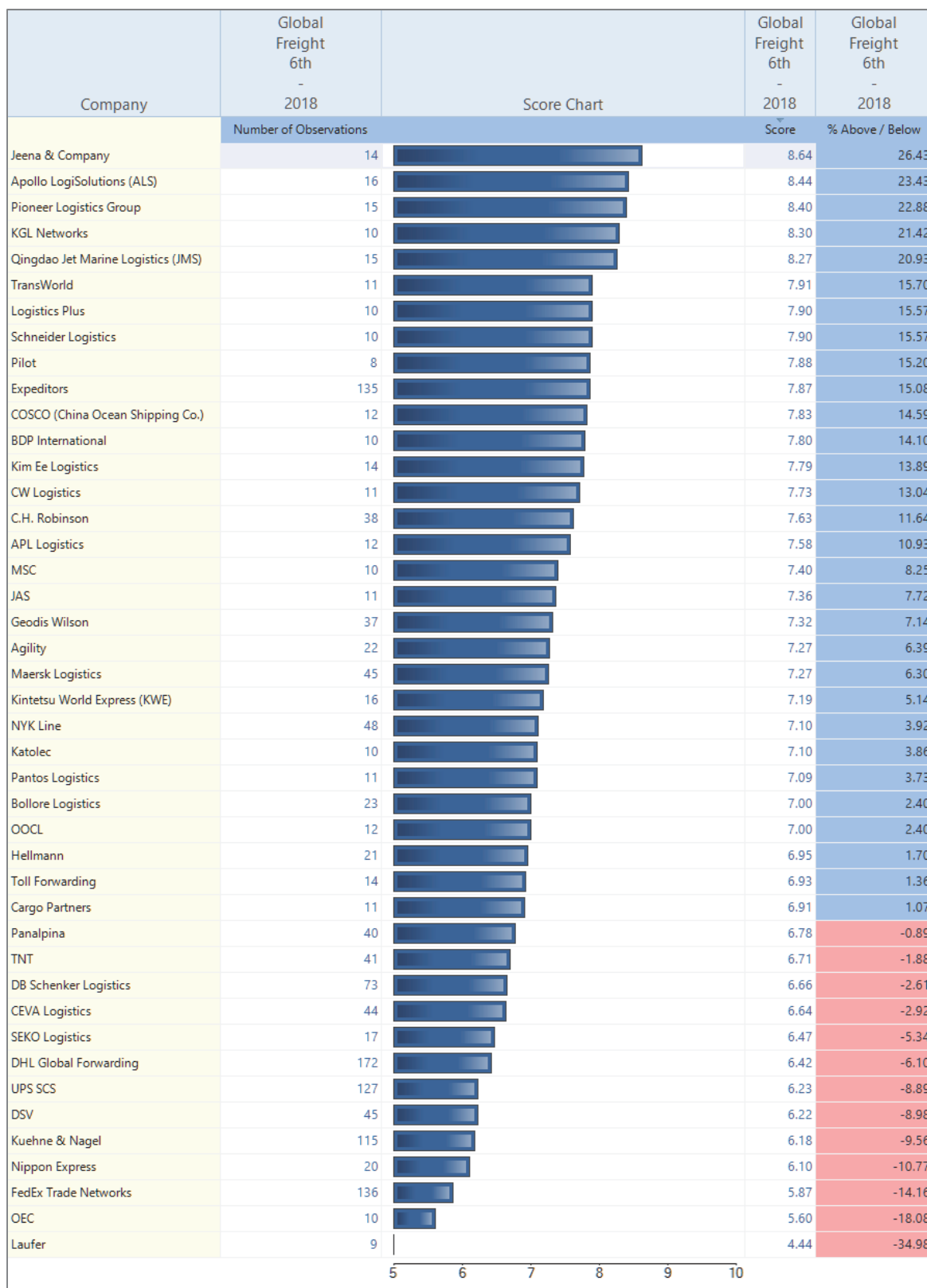


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Exhibit 4-10

Provides educational opportunities.

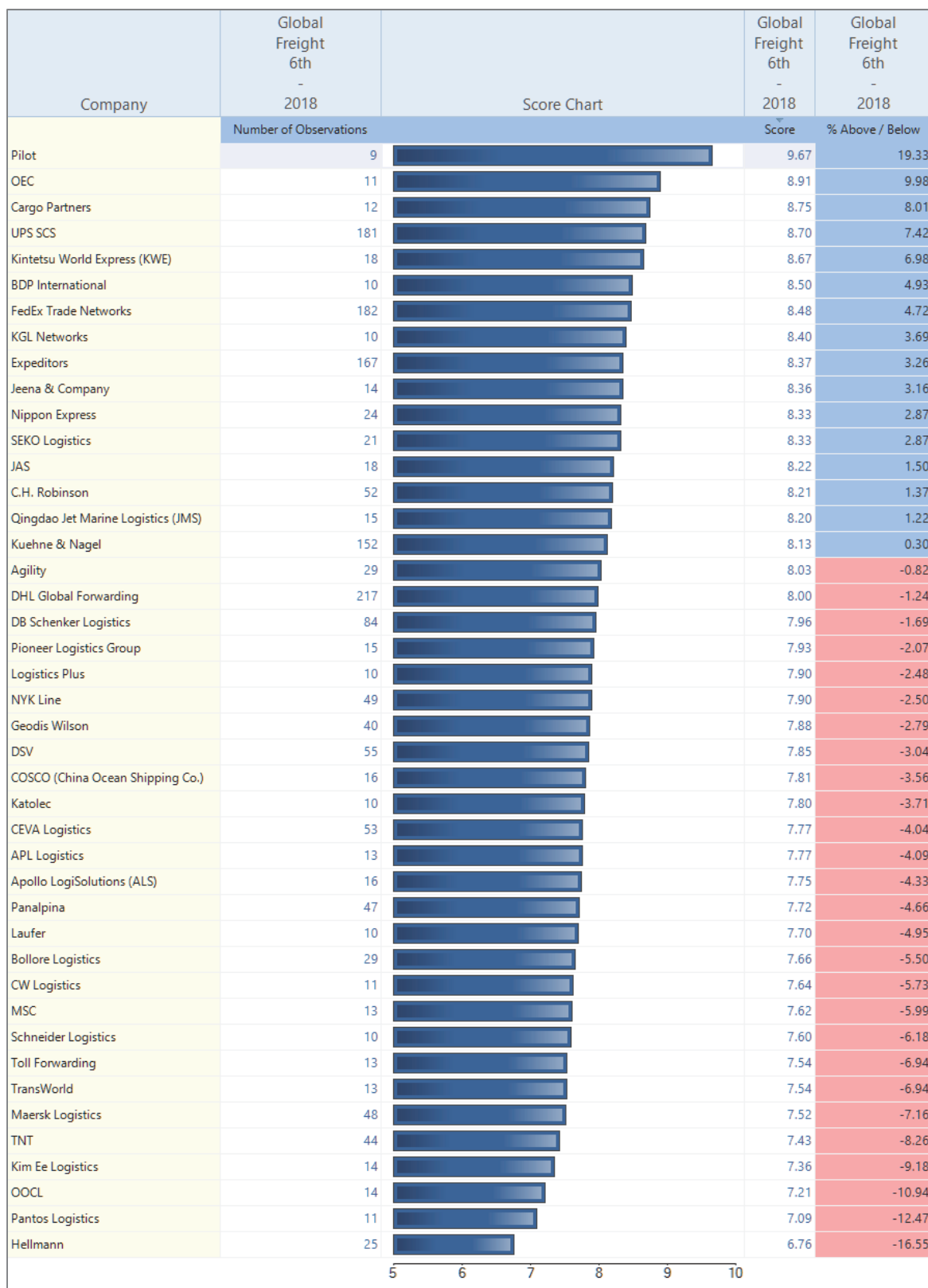
Overall



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Exhibit 4-11

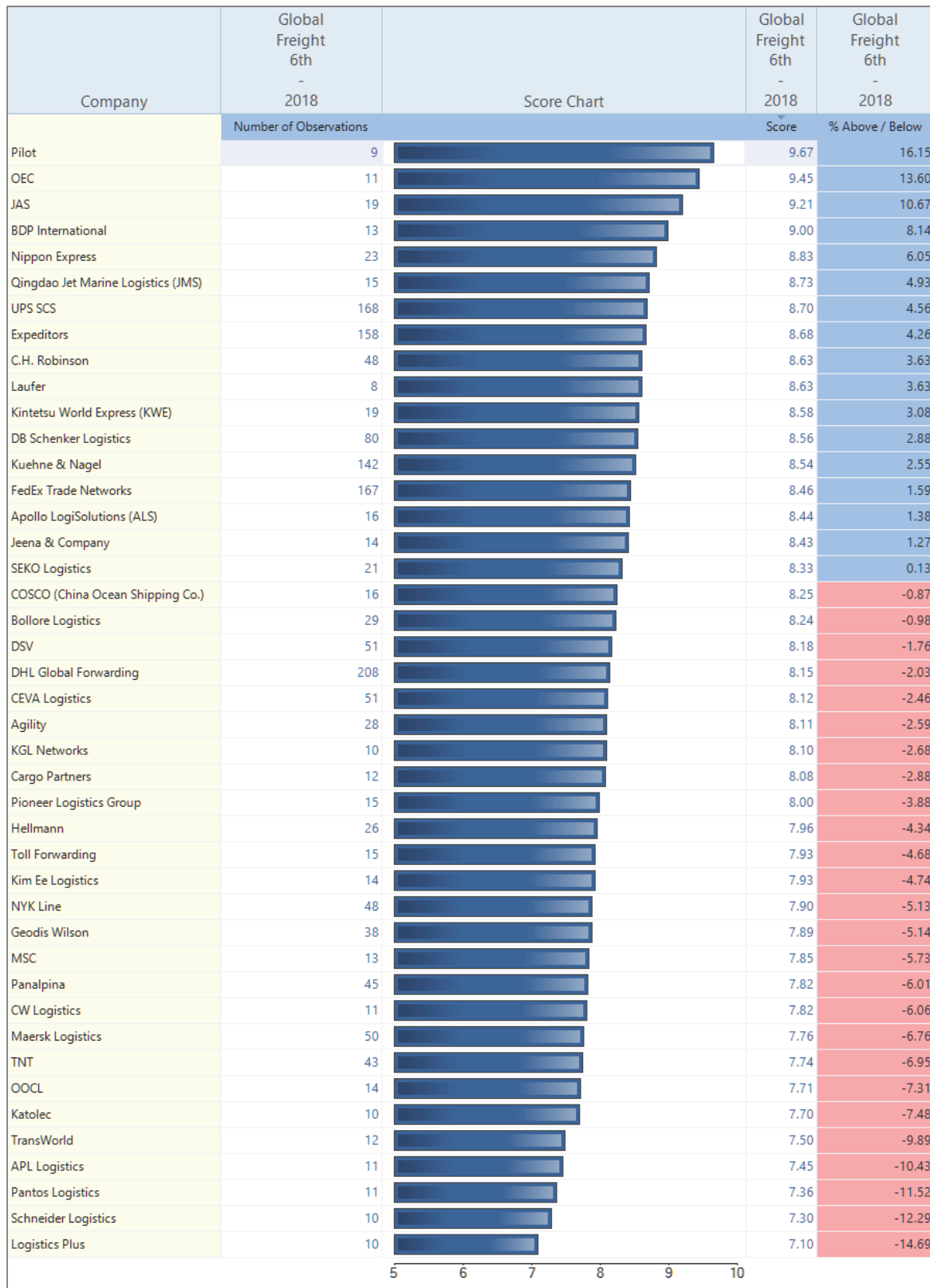
Overall execution of pick-up and delivery. Overall



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Exhibit 4-12

Secure chain of custody. Overall

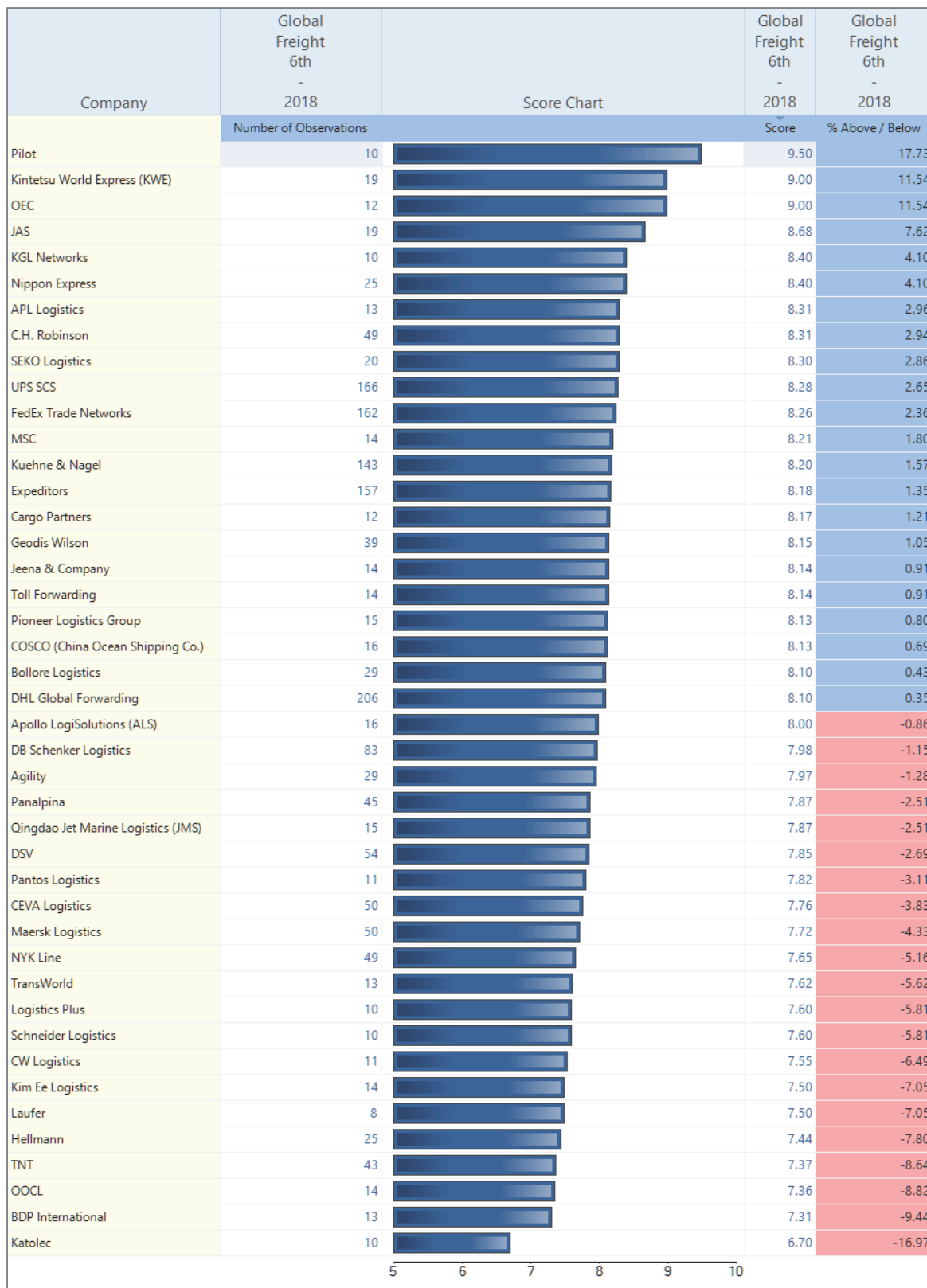


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Exhibit 4-13

Consistency of service around the world.

Overall

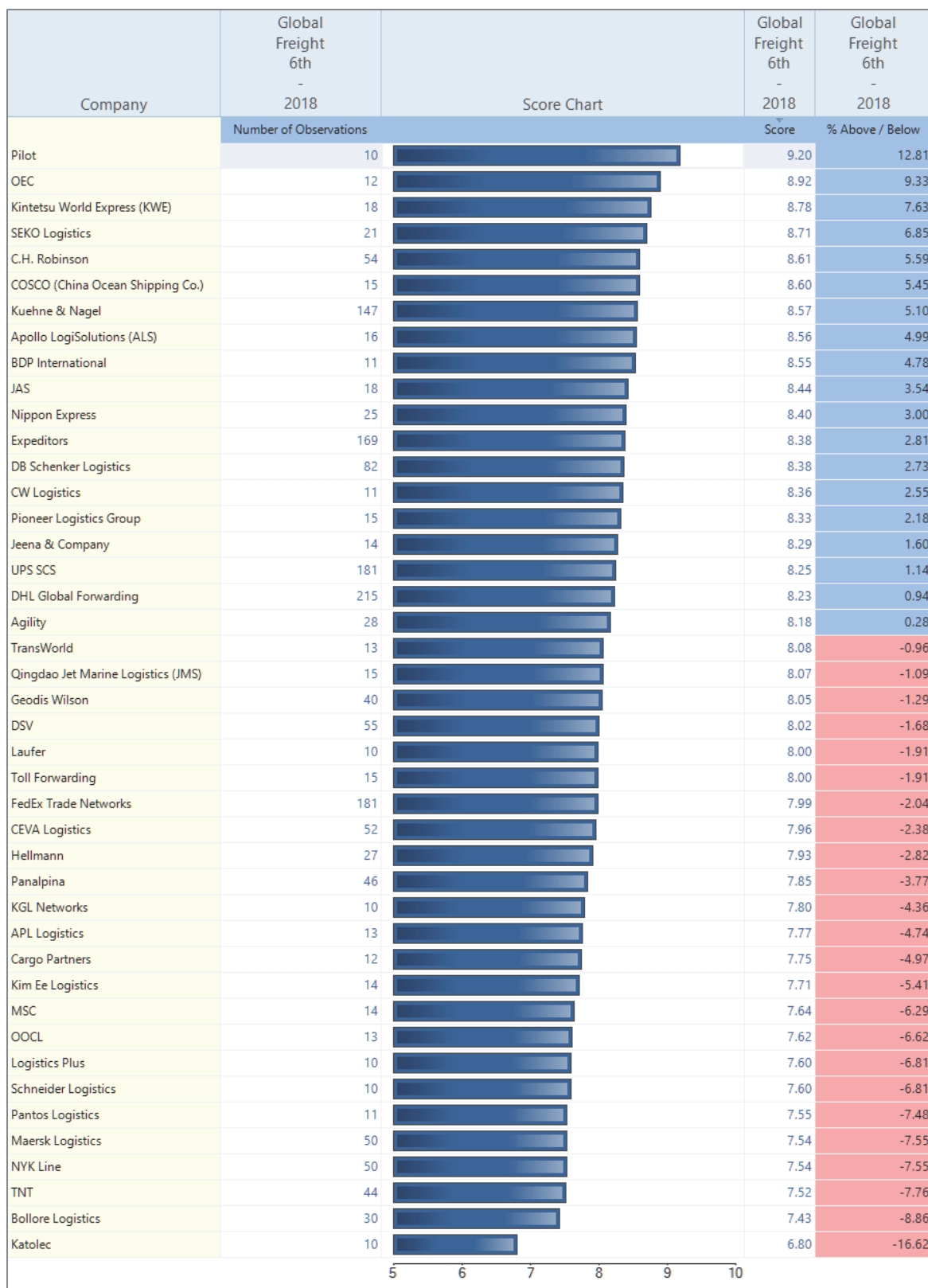


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Exhibit 4-14

Shipments are delivered with no shortages or damage.

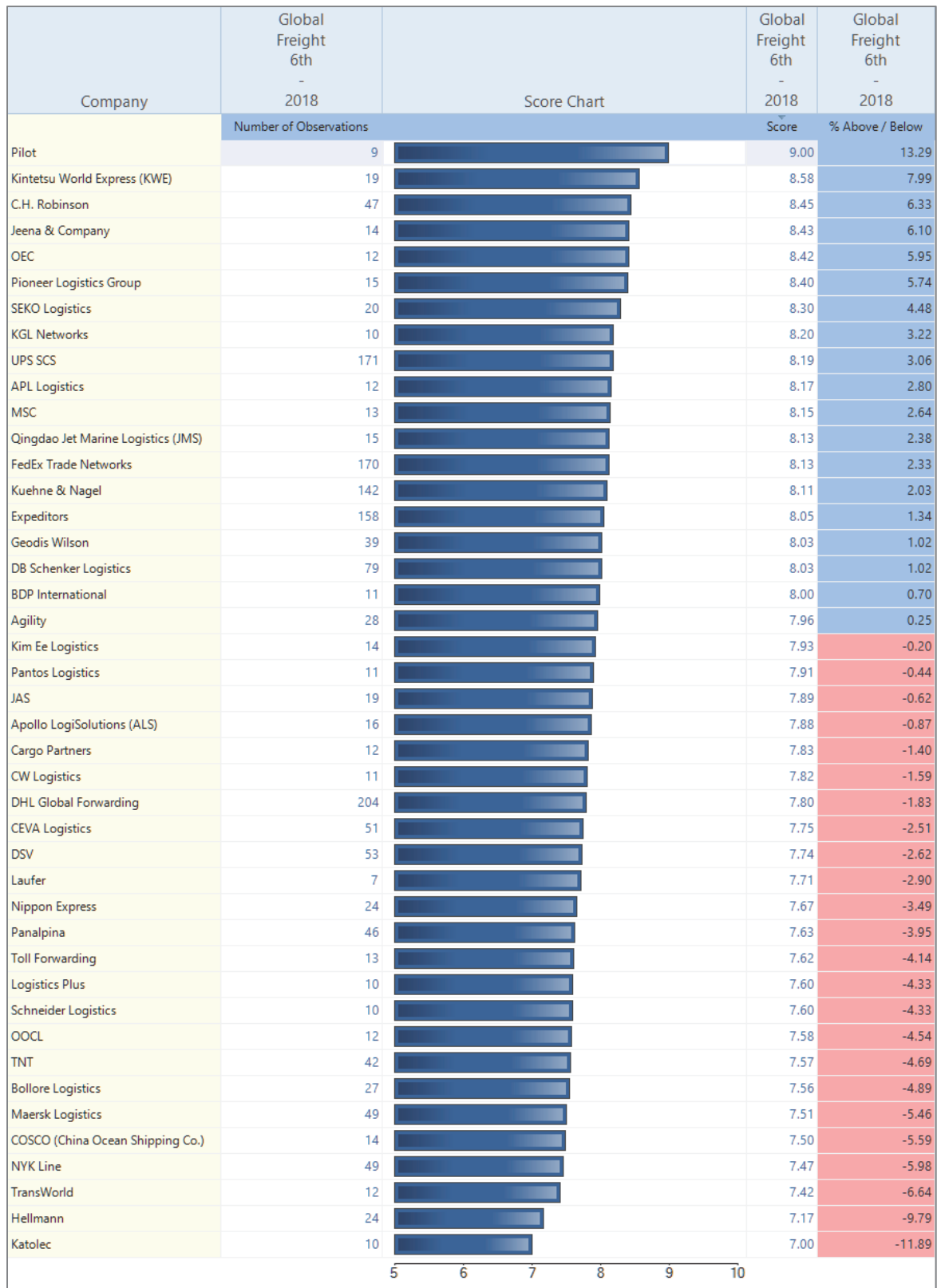
Overall



Global Freight Forwarding – 6th Edition

Exhibit 4-15

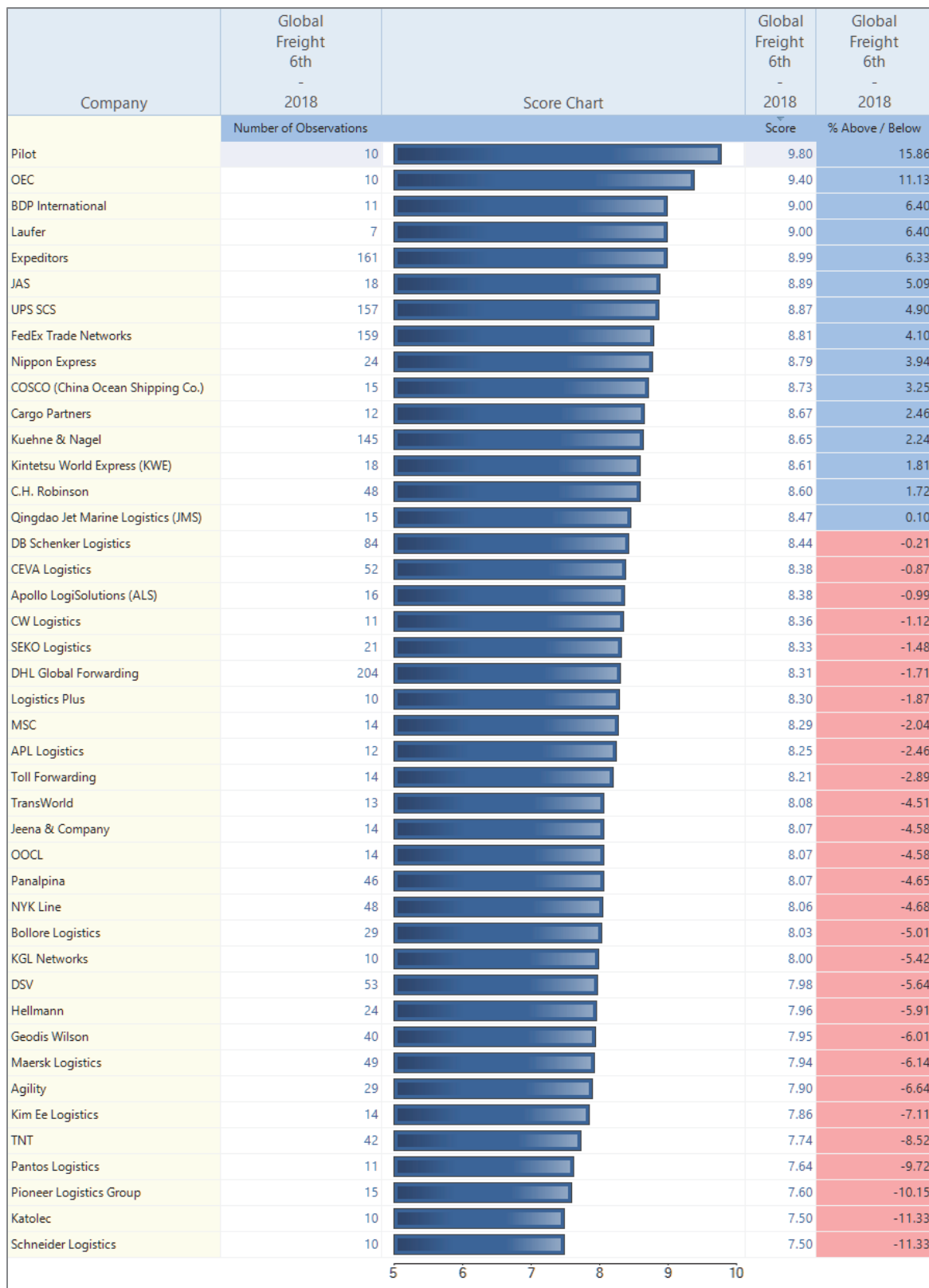
Flexibility of service options. Overall



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Exhibit 4-16

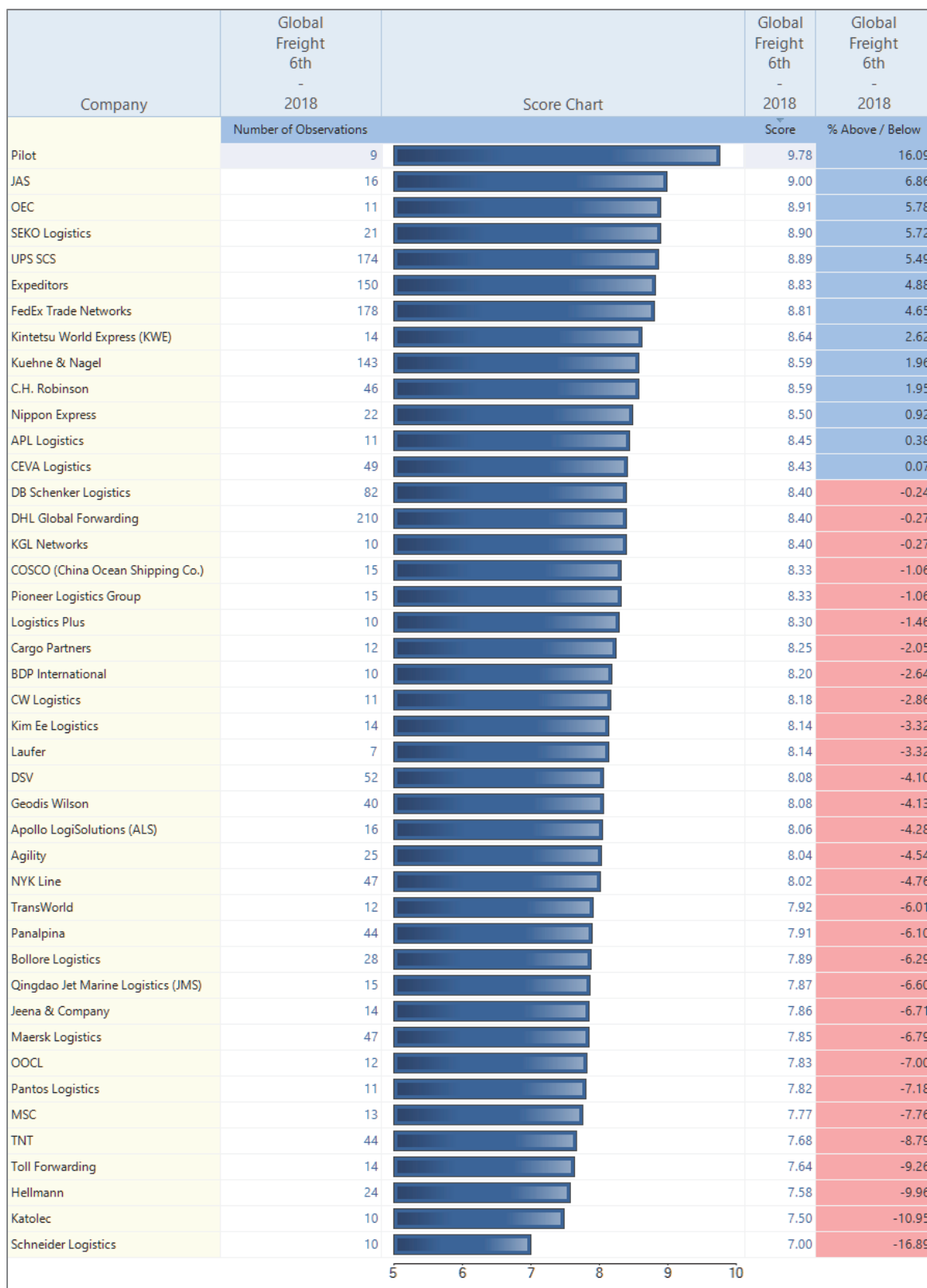
Global compliance. Overall



Global Freight Forwarding – 6th Edition

Exhibit 4-17

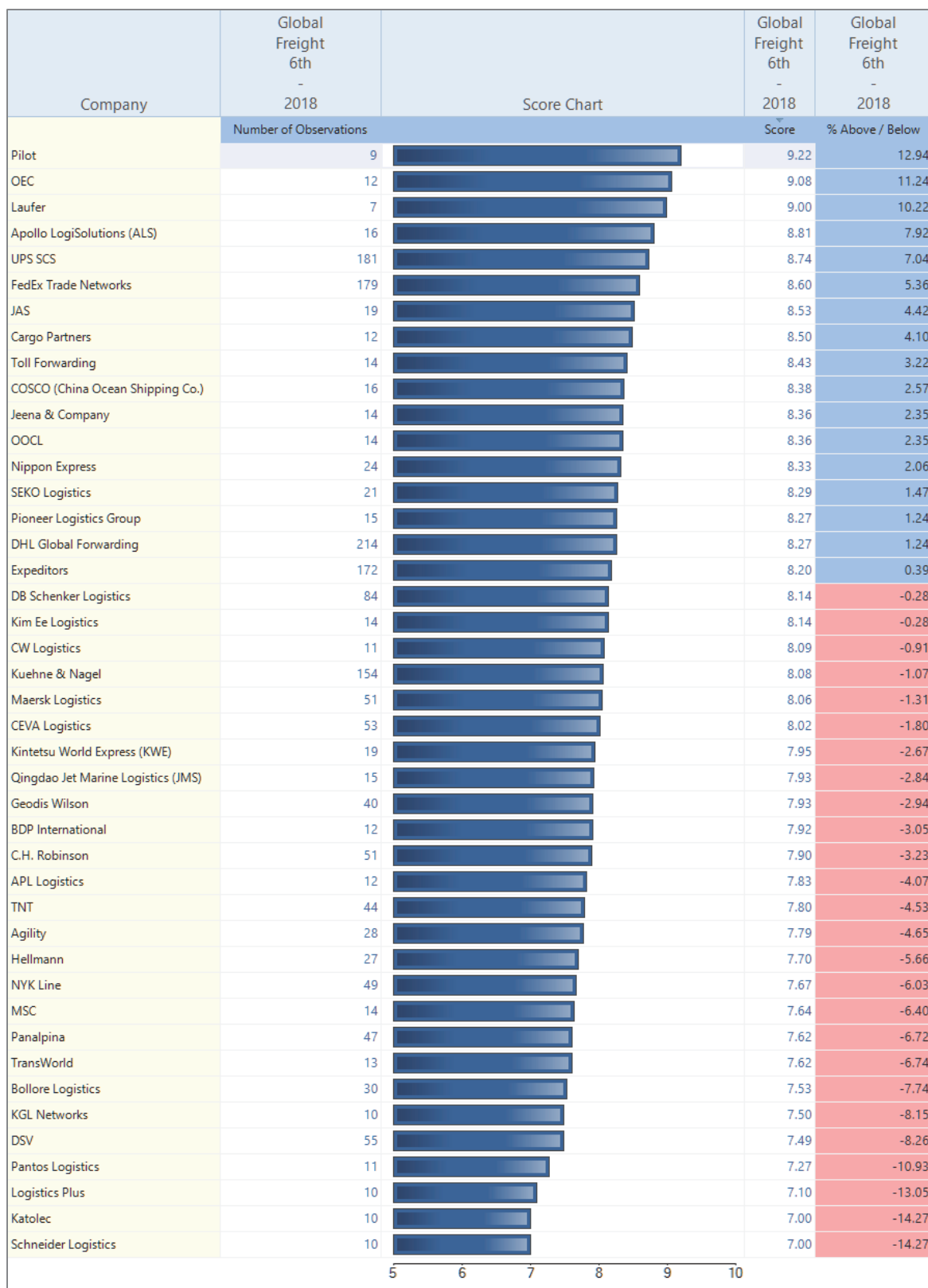
Pickup & delivery is courteous and professional. Overall



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Exhibit 4-18

Ability to accurately track shipments from origin to destination. Overall

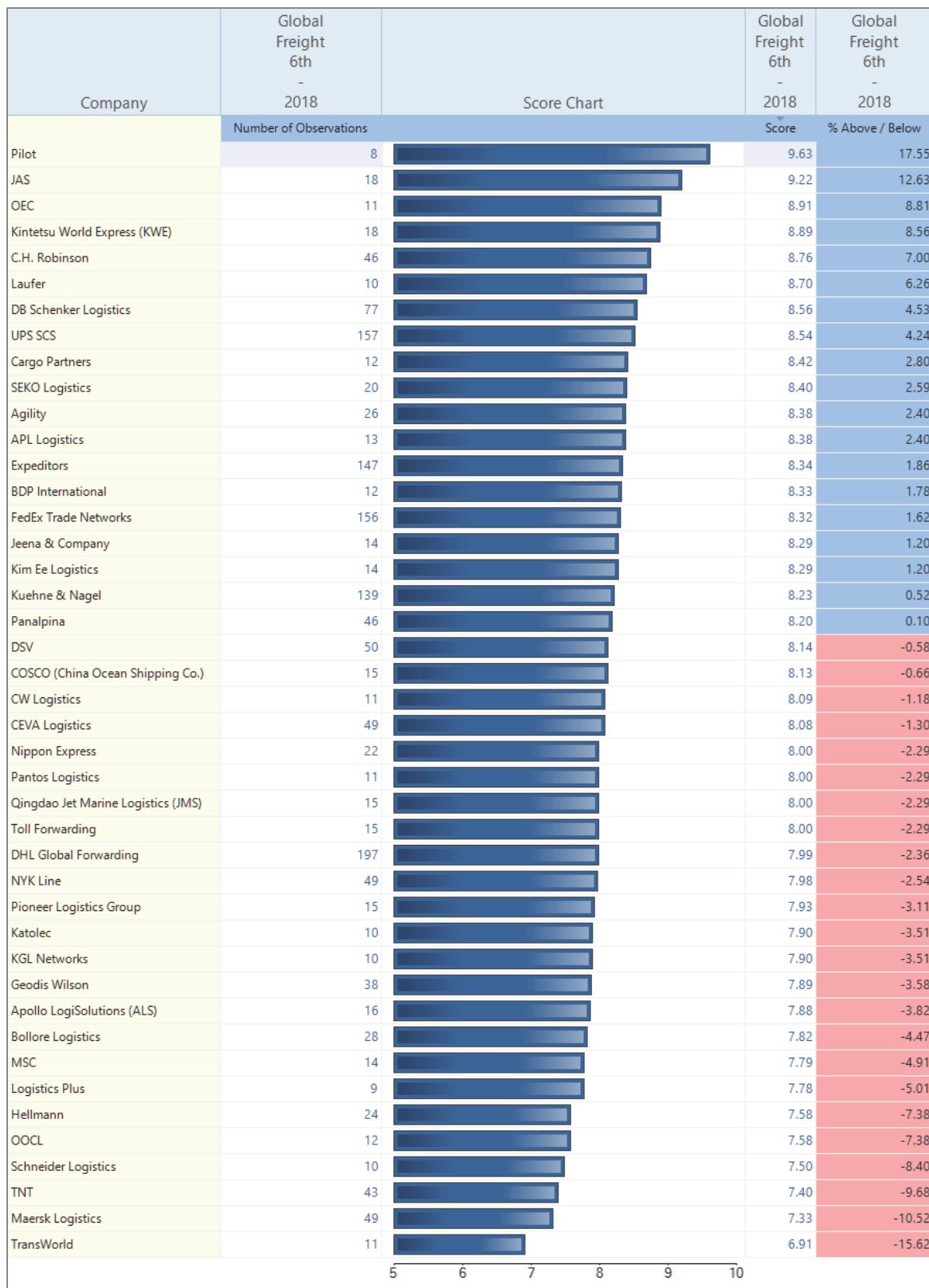


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Exhibit 4-19

Accurate invoices and statements.

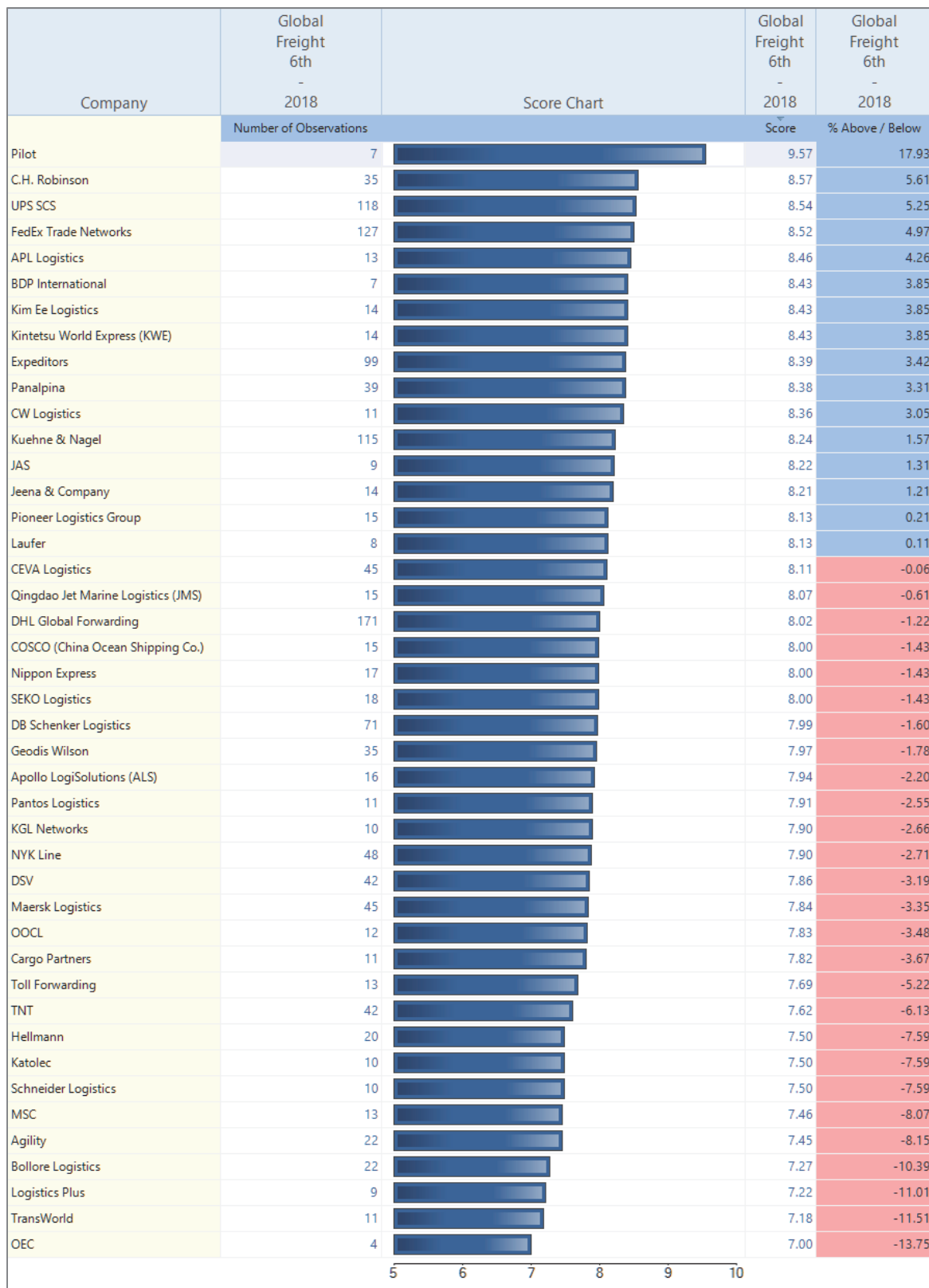
Overall



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Exhibit 4-20

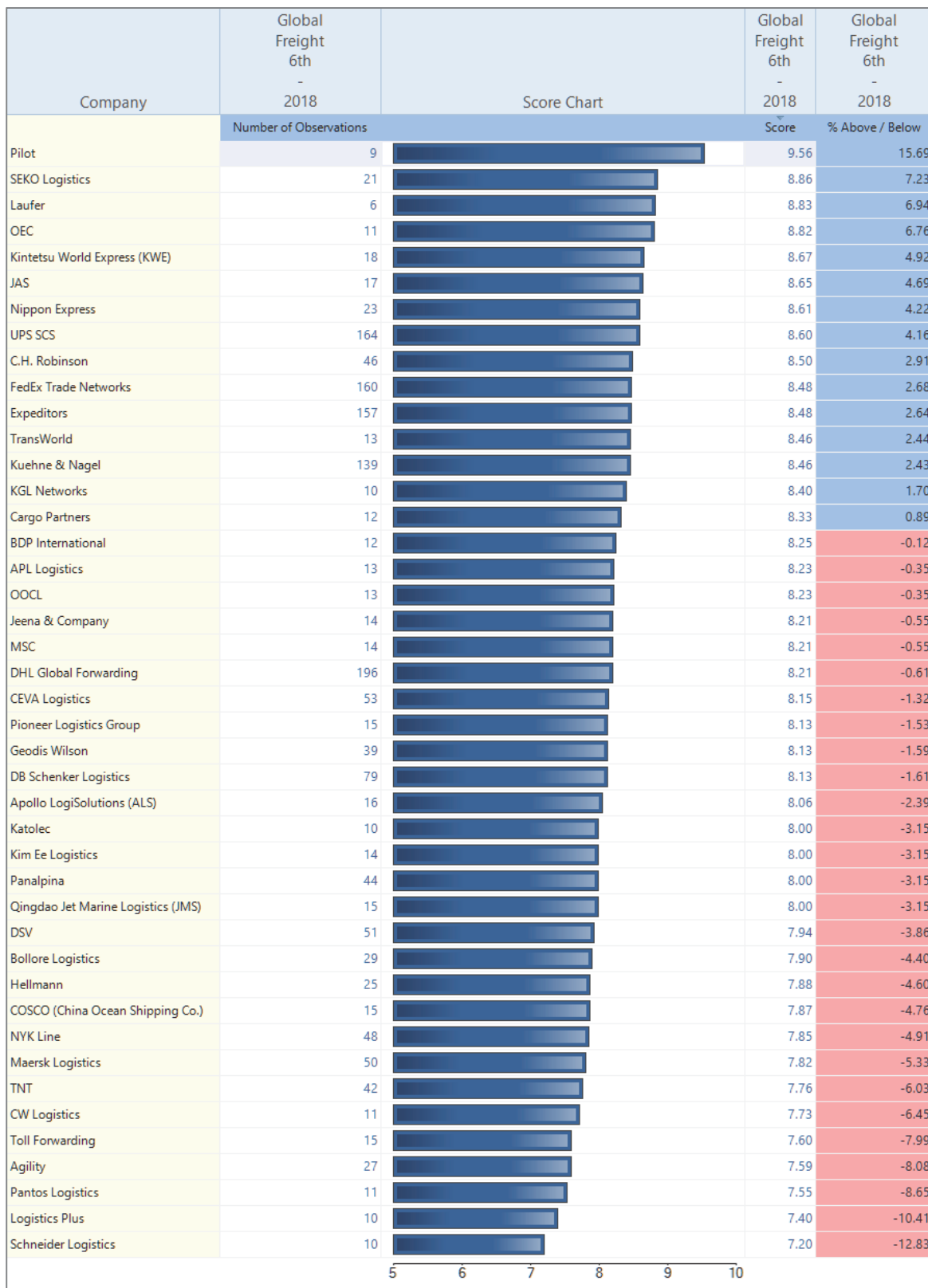
Timeliness of invoices. Overall



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Exhibit 4-21

**Tracking occurs at the appropriate level (P.O./SKU/Container).
Overall**

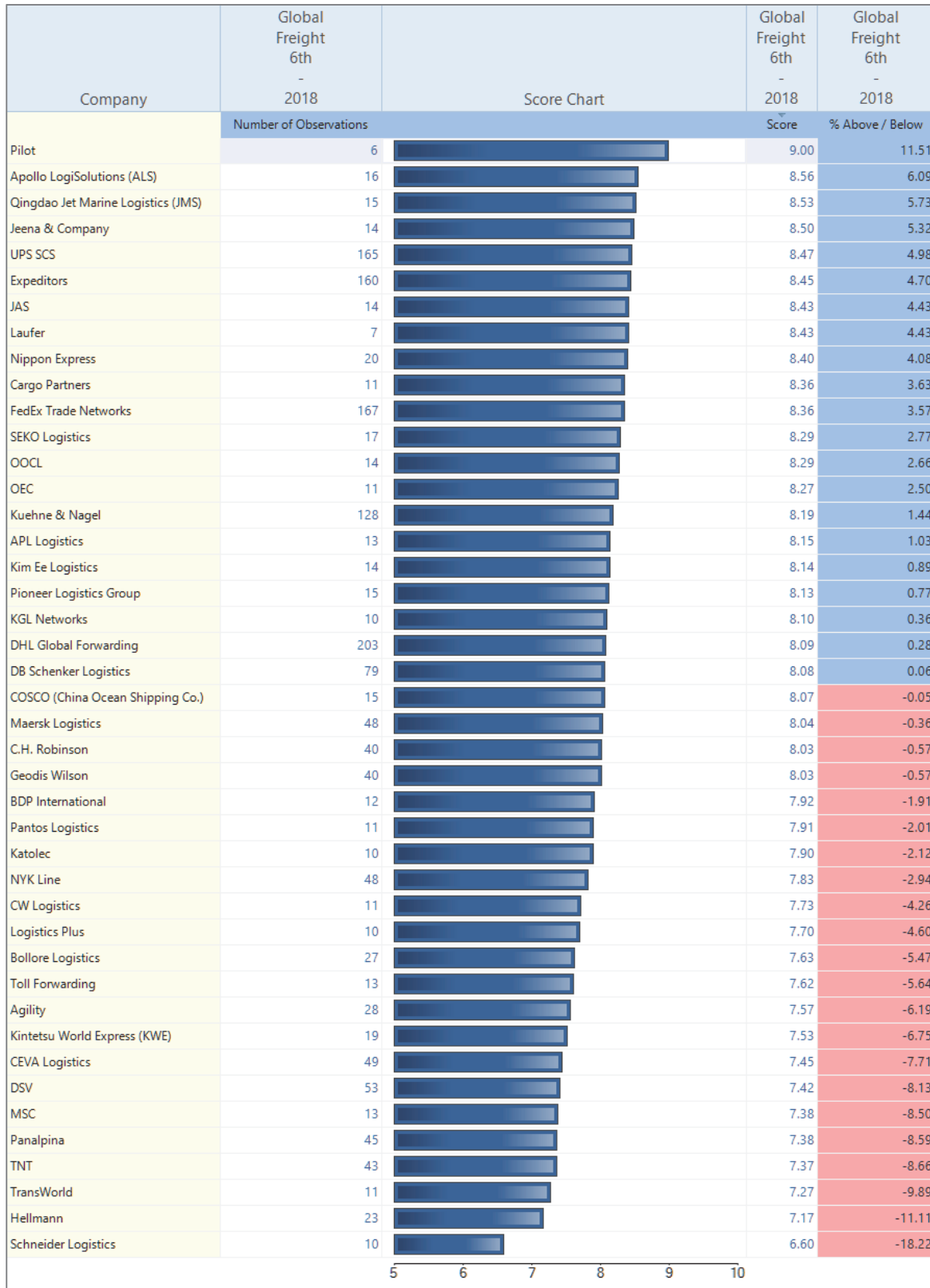


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Exhibit 4-22

Systems and tools are valuable.

Overall

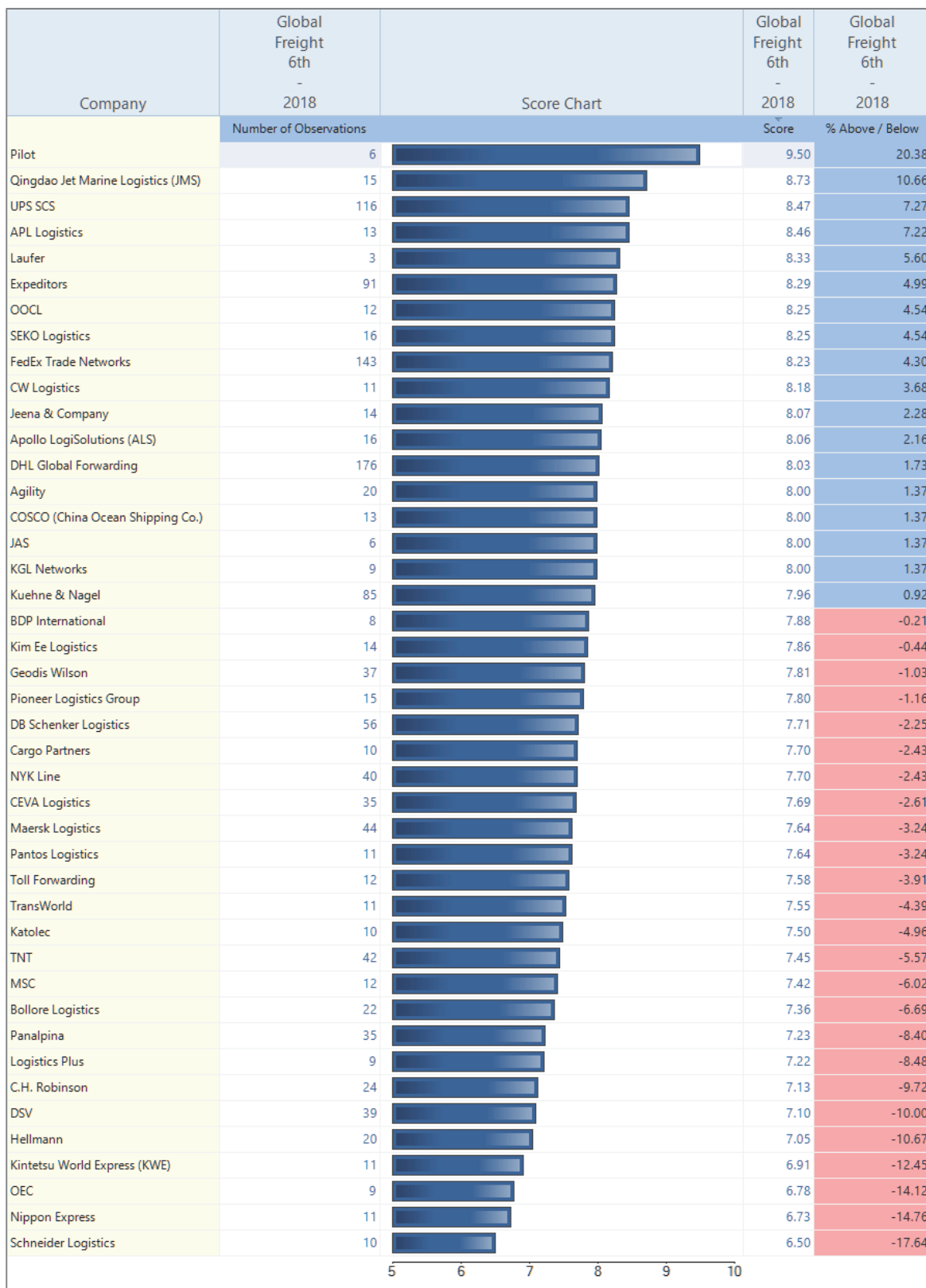


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Exhibit 4-23

Flexible online booking system.

Overall

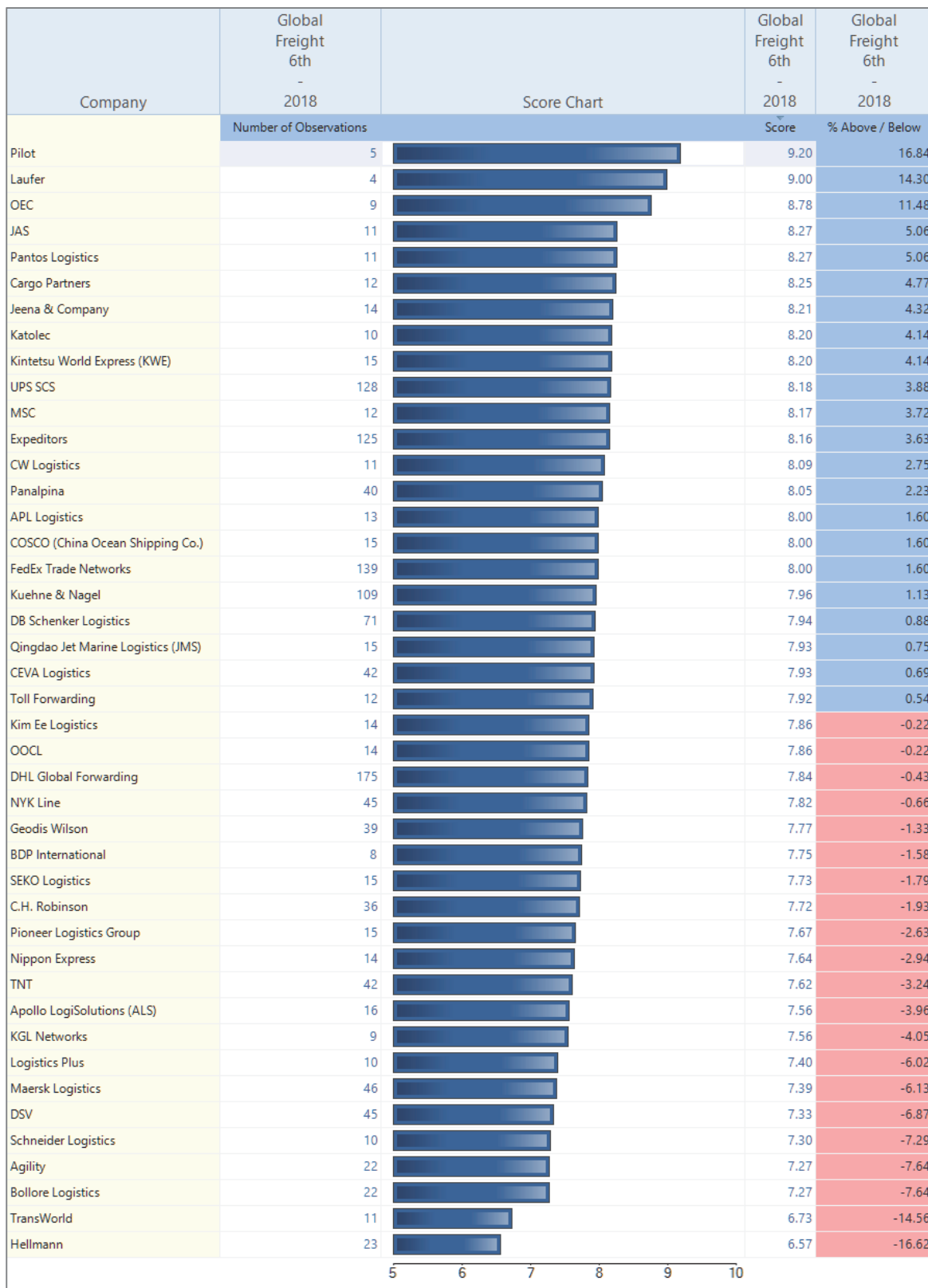


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Exhibit 4-24

System reporting capability is valuable.



































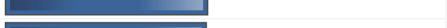


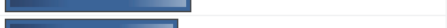
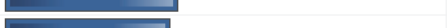
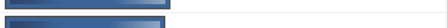
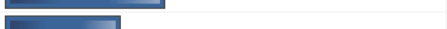


Overall



Global Freight Forwarding – 6th Edition

Exhibit 4-25

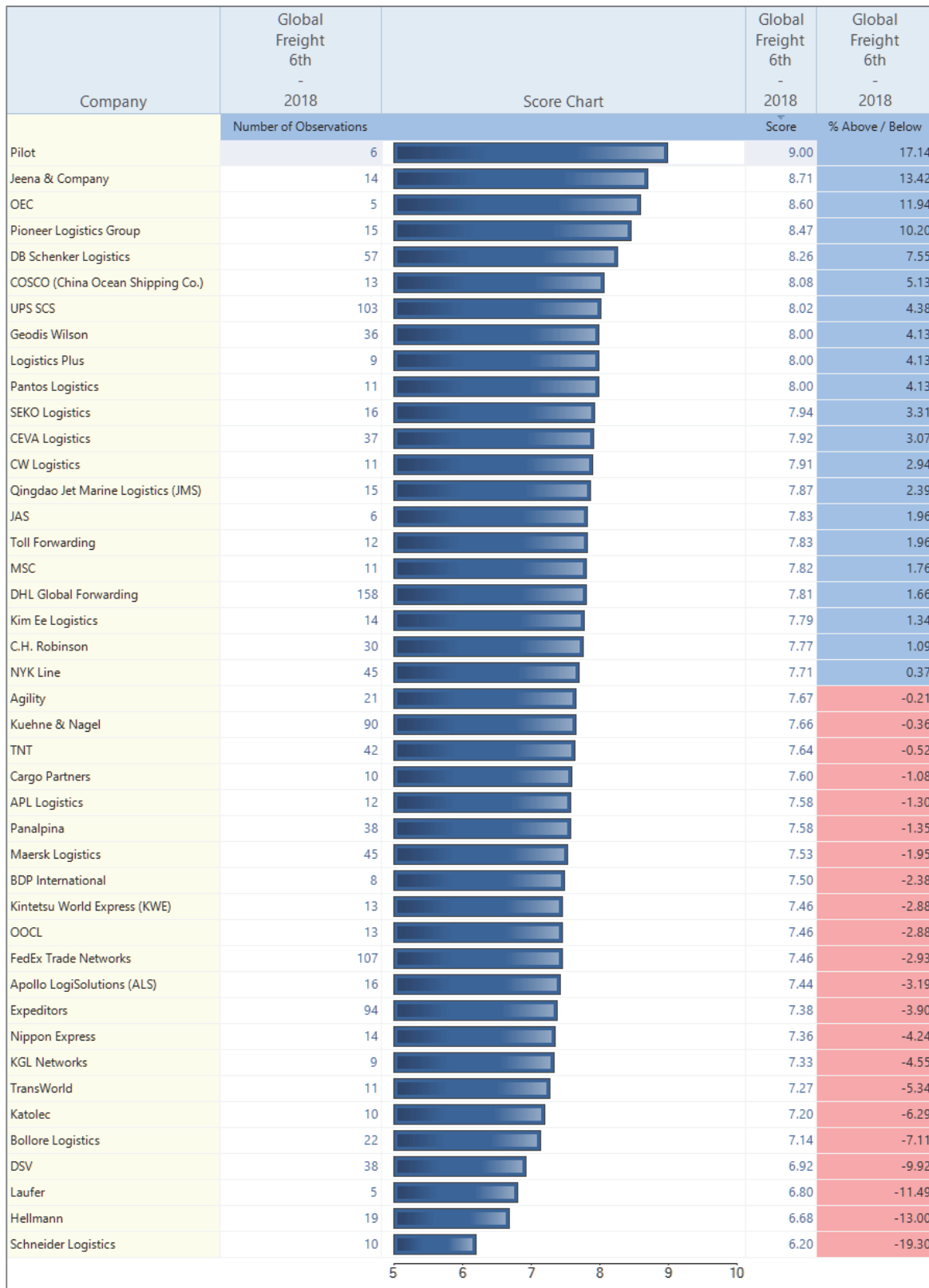
Quick response to EDI or system enhancements. Overall

Company	Global Freight 6th - 2018	Score Chart	Global Freight 6th - 2018	Global Freight 6th - 2018
	Number of Observations		Score	% Above / Below
Pilot	6		9.33	19.86
Laufer	3		9.00	15.58
CW Logistics	11		8.64	10.91
OEK	4		8.50	9.16
KGL Networks	9		8.33	7.02
DB Schenker Logistics	57		8.30	6.57
Jeena & Company	14		8.29	6.41
Cargo Partners	11		8.27	6.24
Apollo LogiSolutions (ALS)	16		8.25	5.95
BDP International	8		8.25	5.95
Geodis Wilson	37		8.22	5.52
Kim Ee Logistics	14		8.14	4.57
Kuehne & Nagel	94		8.02	3.01
C.H. Robinson	28		8.00	2.74
UPS SCS	100		7.94	1.97
Qingdao Jet Marine Logistics (JMS)	15		7.93	1.88
COSCO (China Ocean Shipping Co.)	13		7.92	1.75
NYK Line	43		7.88	1.25
SEKO Logistics	17		7.88	1.23
Kintetsu World Express (KWE)	16		7.88	1.13
Pioneer Logistics Group	15		7.87	1.03
Agility	21		7.86	0.91
Nippon Express	14		7.86	0.91
DHL Global Forwarding	159		7.84	0.72
CEVA Logistics	39		7.82	0.43
Pantos Logistics	11		7.82	0.40
MSC	12		7.75	-0.47
FedEx Trade Networks	110		7.68	-1.35
Panalpina	37		7.68	-1.43
TransWorld	11		7.64	-1.93
APL Logistics	12		7.58	-2.61
Expeditors	93		7.49	-3.75
OOCL	13		7.46	-4.18
Katolec	10		7.40	-4.97
TNT	41		7.39	-5.09
DSV	37		7.35	-5.59
Toll Forwarding	12		7.33	-5.82
Maersk Logistics	46		7.33	-5.91
Bollere Logistics	19		7.16	-8.07
Logistics Plus	9		7.00	-10.10
Hellmann	22		6.91	-11.27
JAS	7		6.86	-11.94
Schneider Logistics	9		6.33	-18.66

Global Freight Forwarding – 6th Edition

Exhibit 4-26

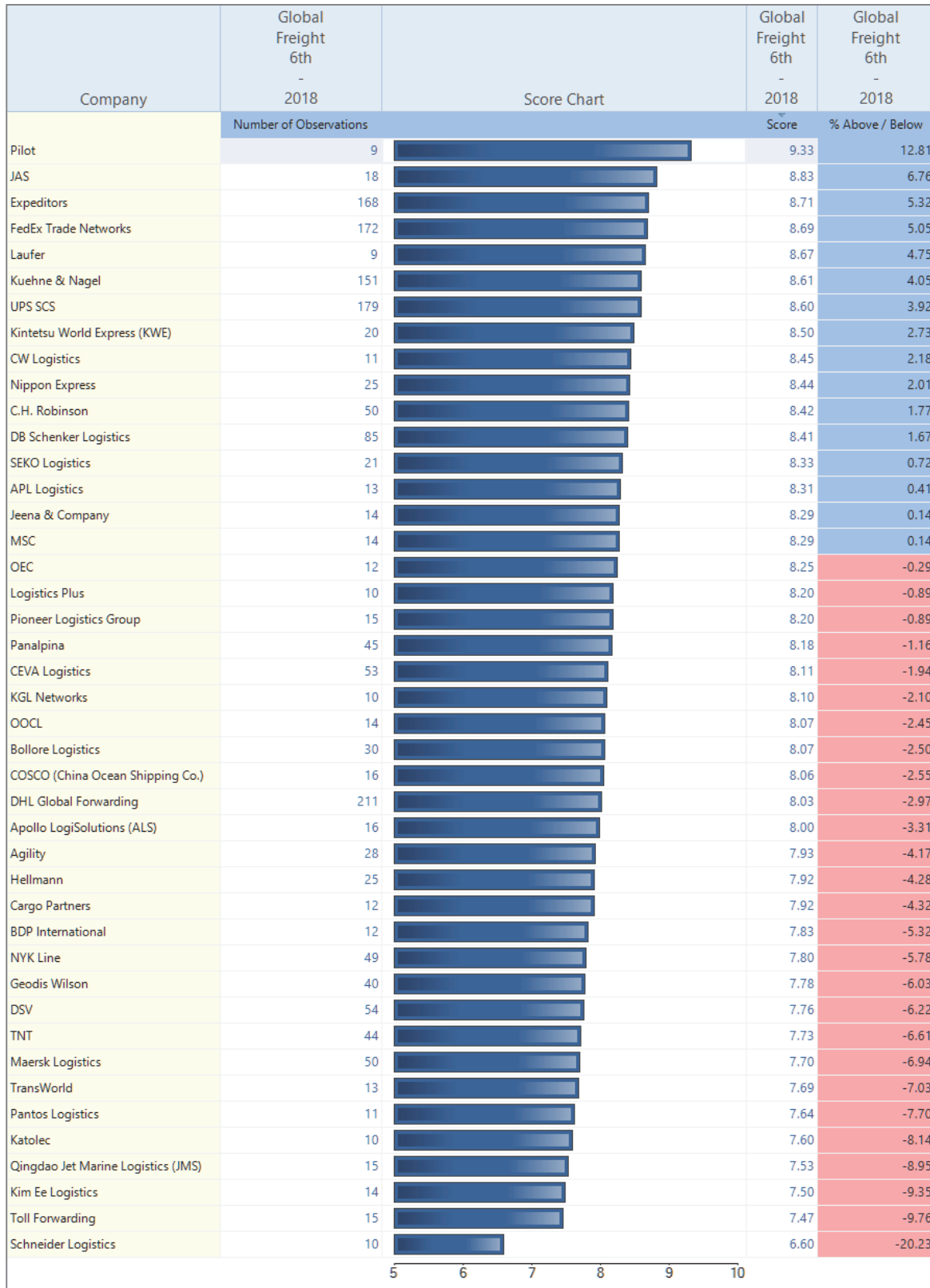
Internal system support and development. Overall



Global Freight Forwarding – 6th Edition

Exhibit 4-27

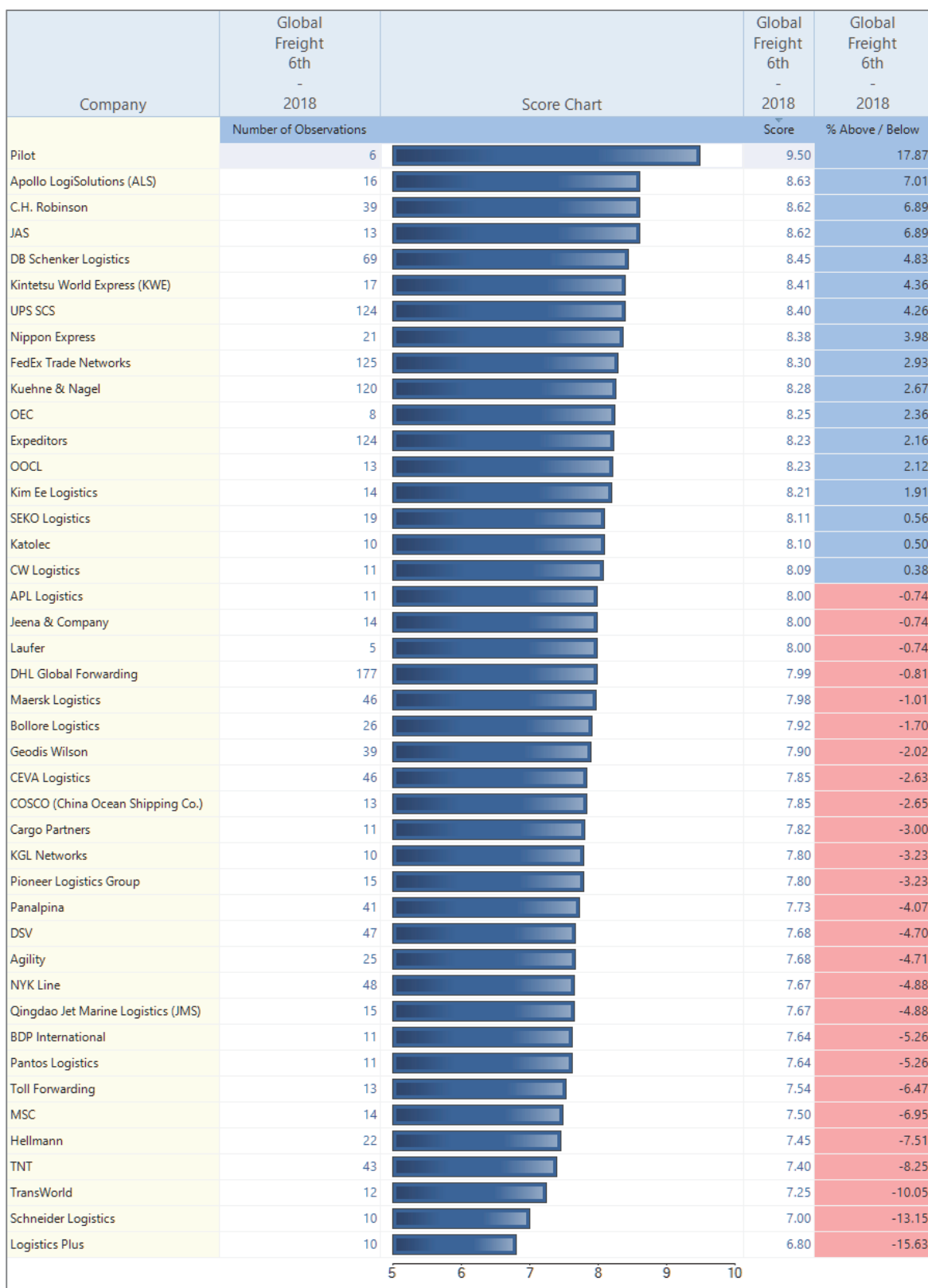
Strong positive corporate image and reputation. Overall



Global Freight Forwarding – 6th Edition

Exhibit 4-28

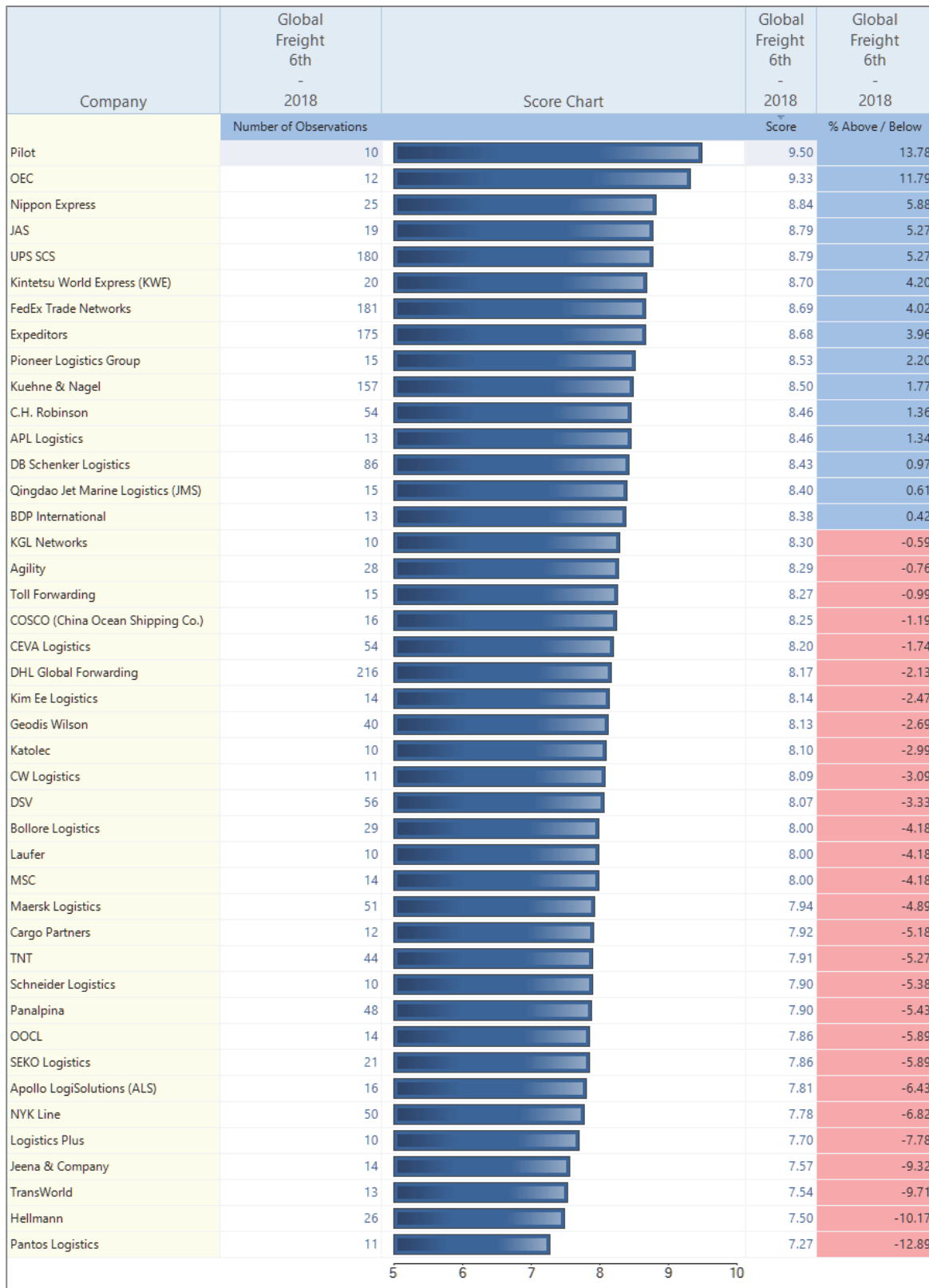
Strong commitment to CSR (corporate social responsibility). Overall



Global Freight Forwarding – 6th Edition

Exhibit 4-29

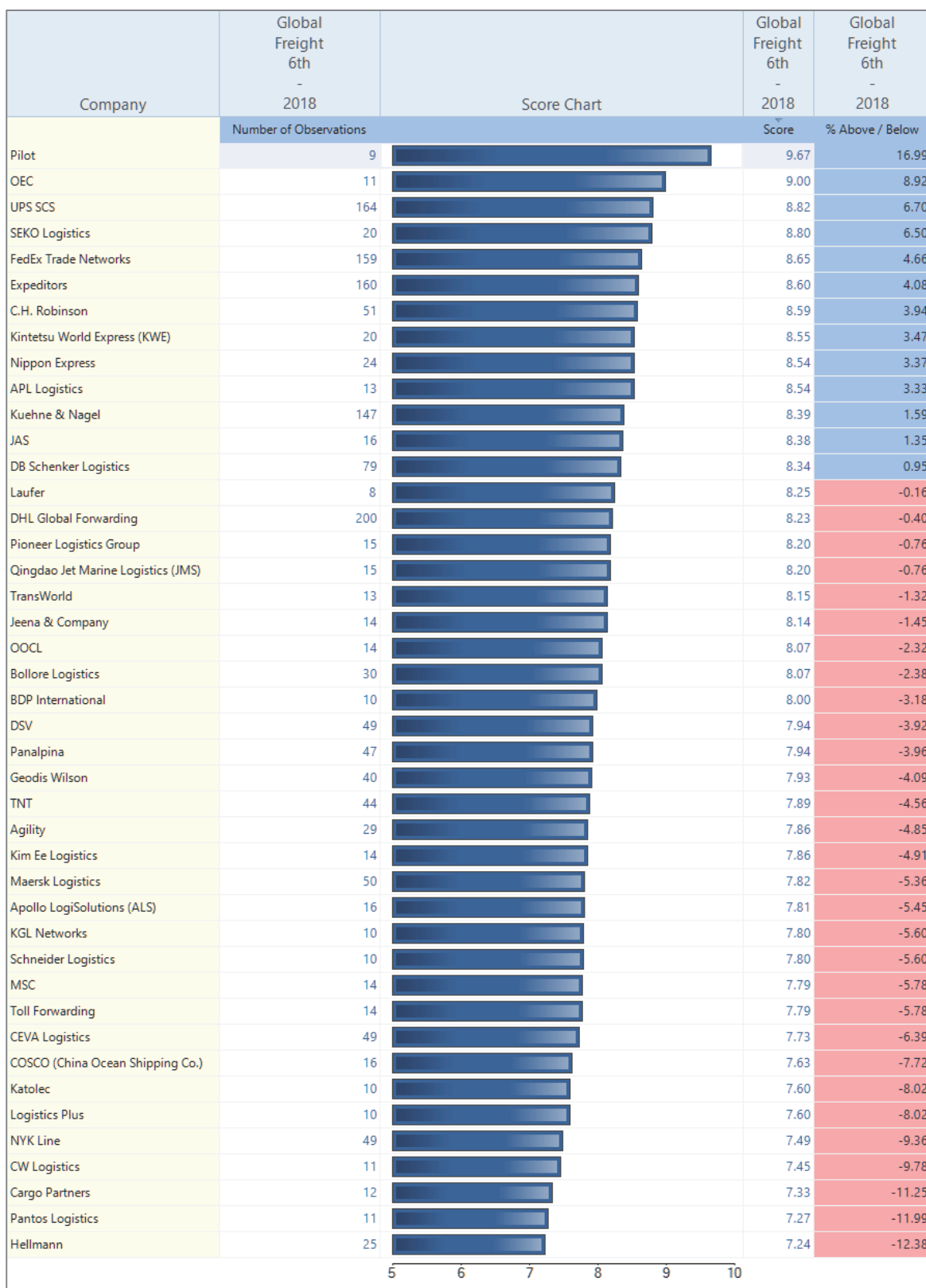
Highly trusted freight forwarder. Overall



Global Freight Forwarding – 6th Edition

Exhibit 4-30

Supply chain expertise. Overall

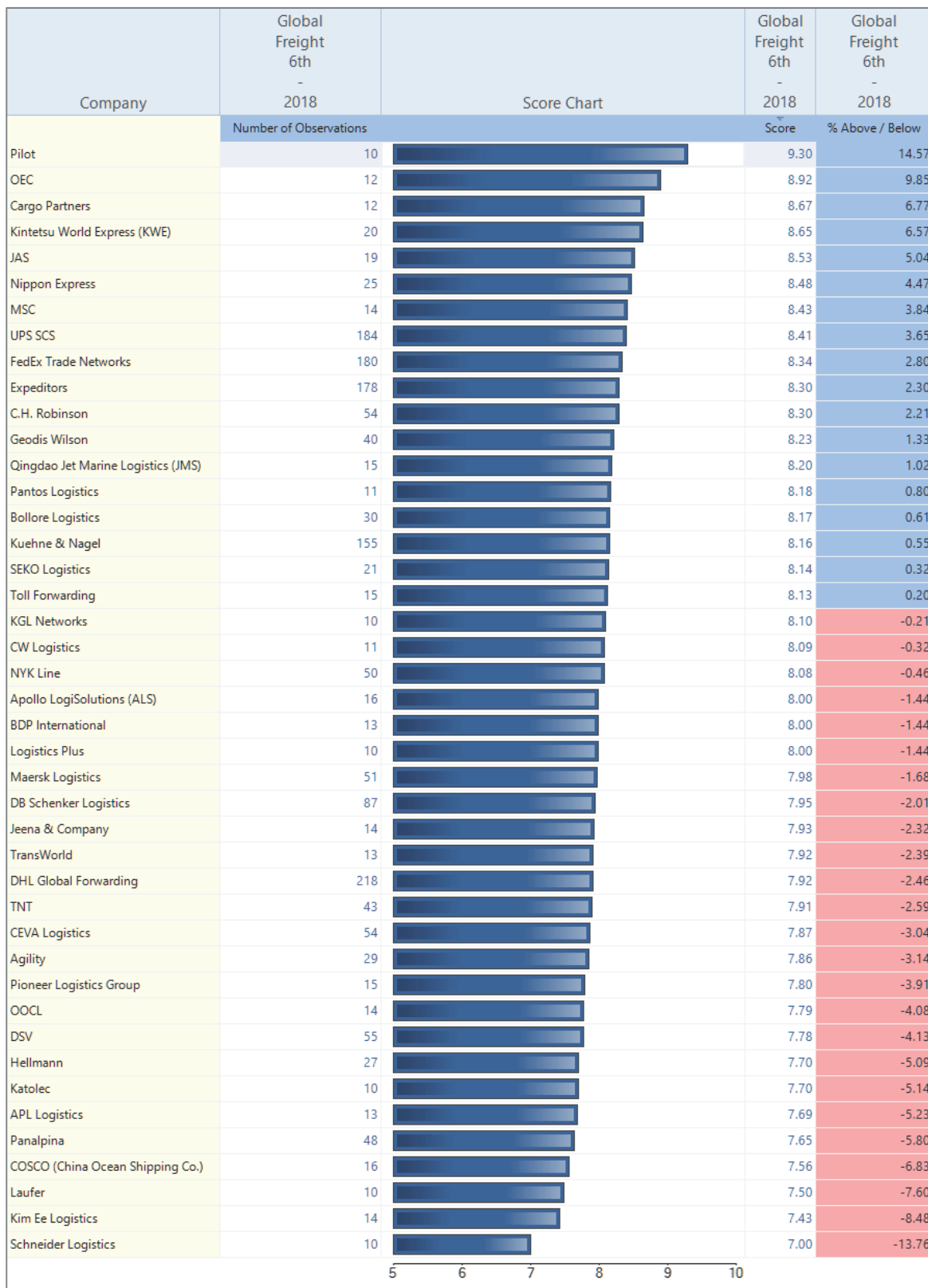


Global Freight Forwarding – 6th Edition

Exhibit 4-31

Overall satisfaction with company.

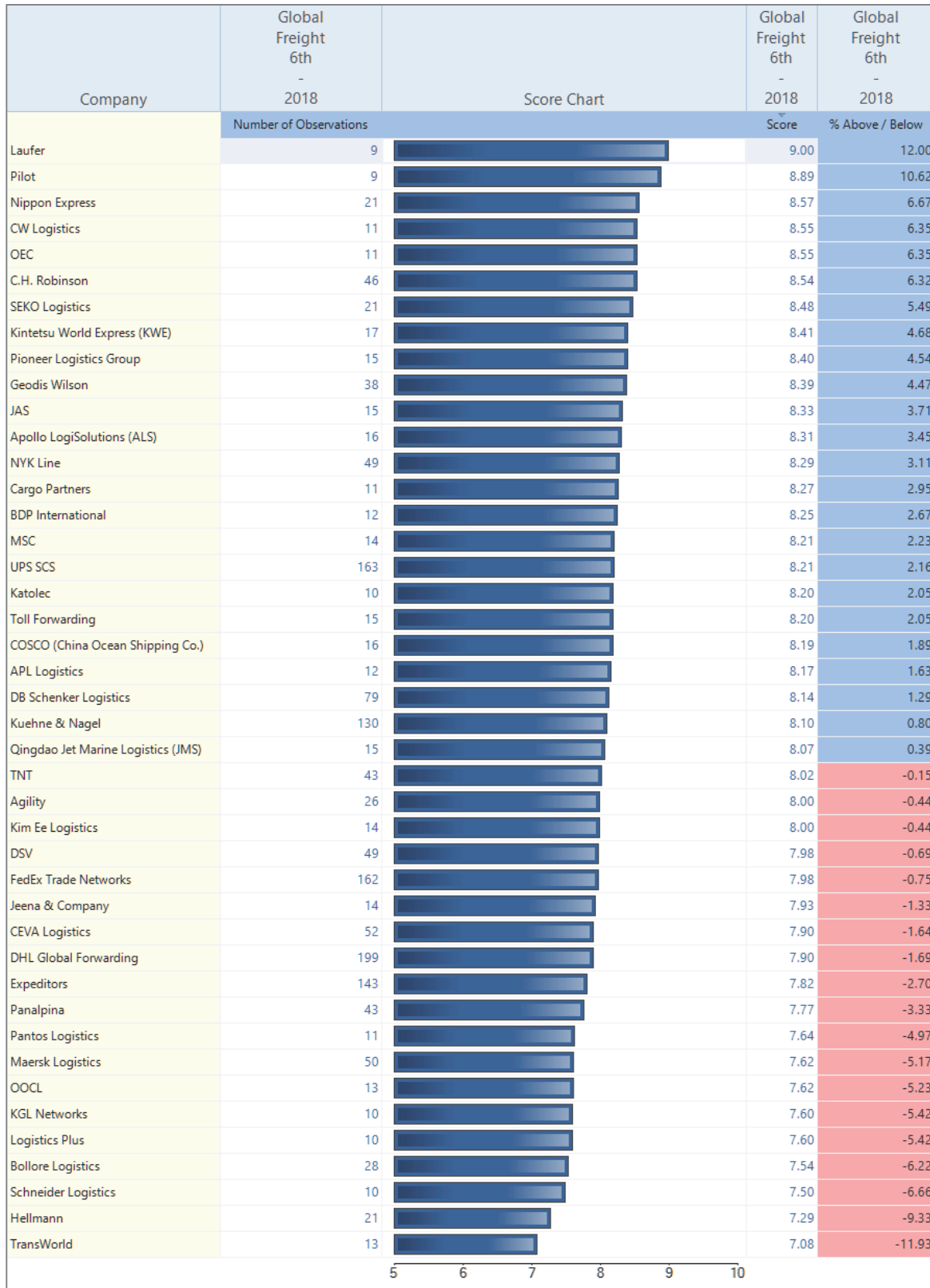
Overall



Global Freight Forwarding – 6th Edition

Exhibit 4-32

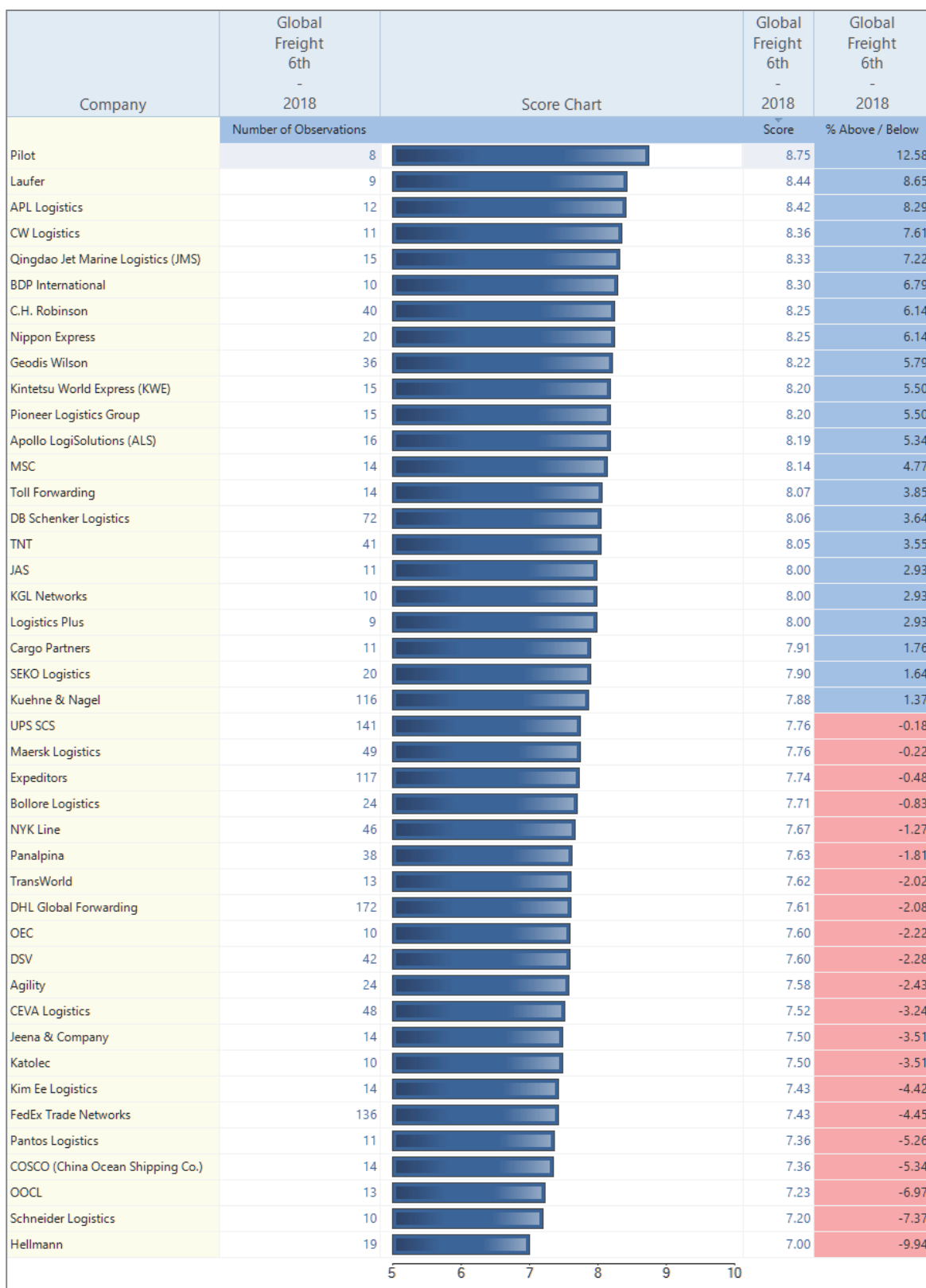
Competitive rates. Overall



Global Freight Forwarding – 6th Edition

Exhibit 4-33

Accessorial and surcharge prices. Overall

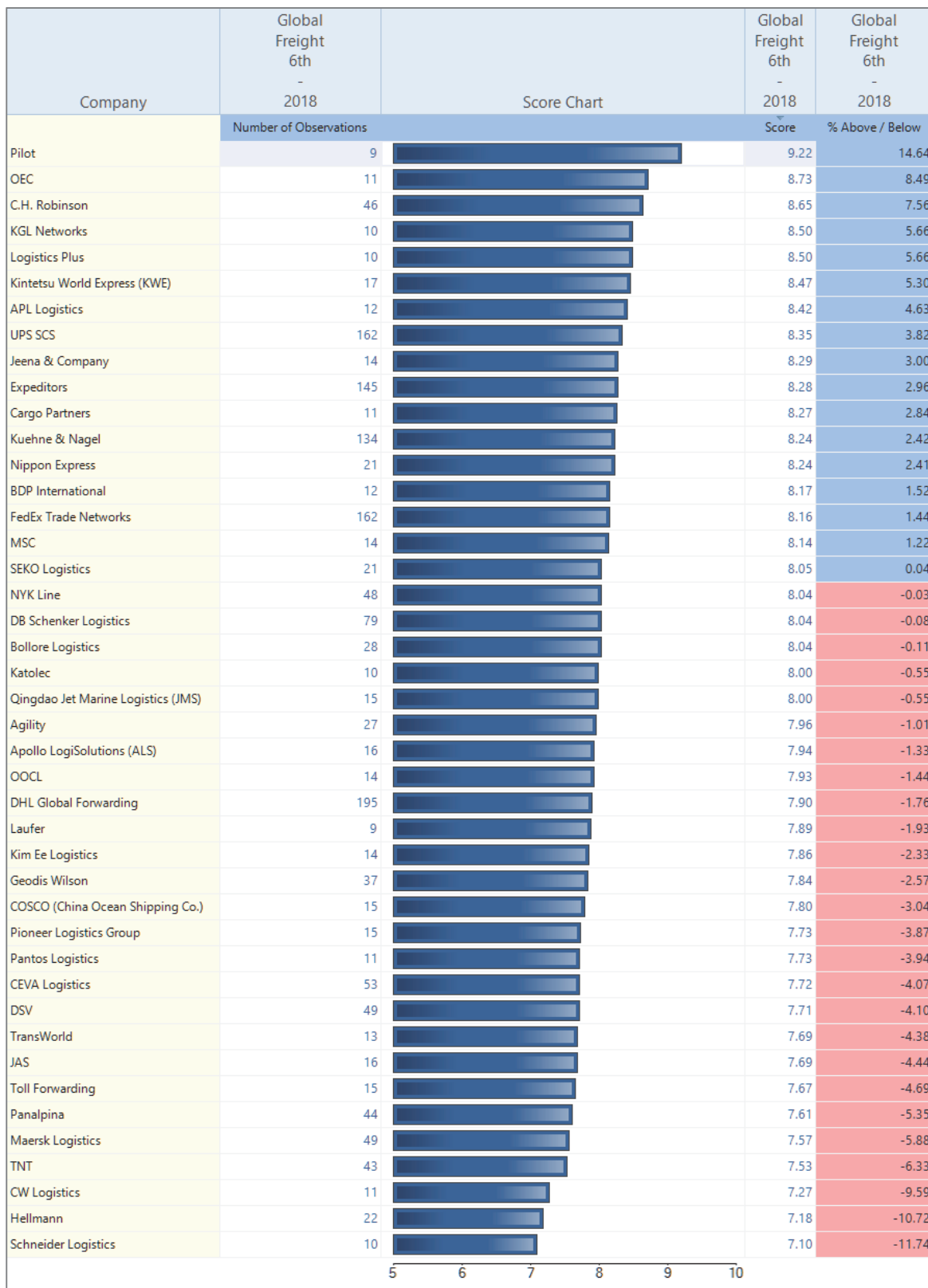


Global Freight Forwarding – 6th Edition

Exhibit 4-34

Overall value for the money you spend.

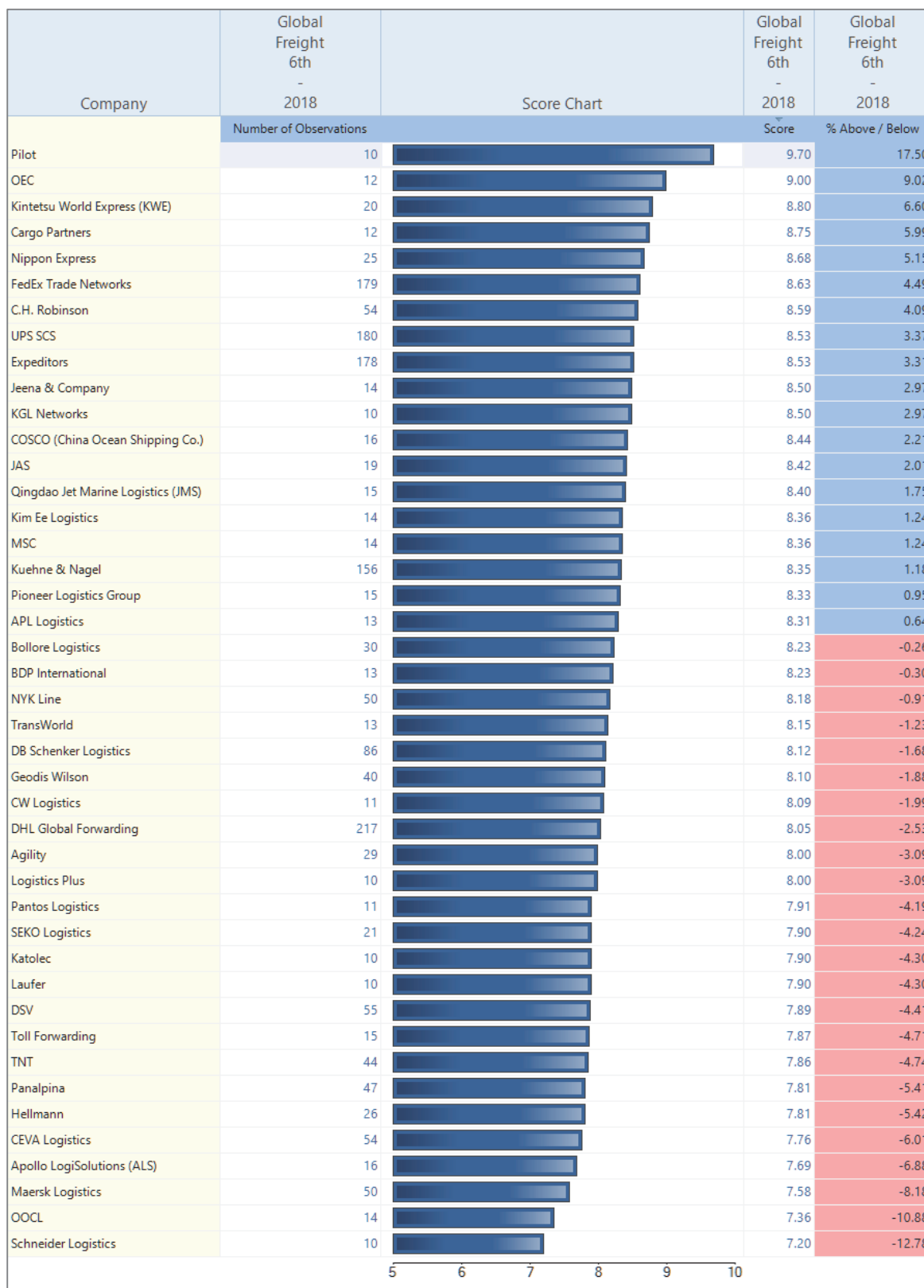
Overall



Global Freight Forwarding – 6th Edition

Exhibit 4-35

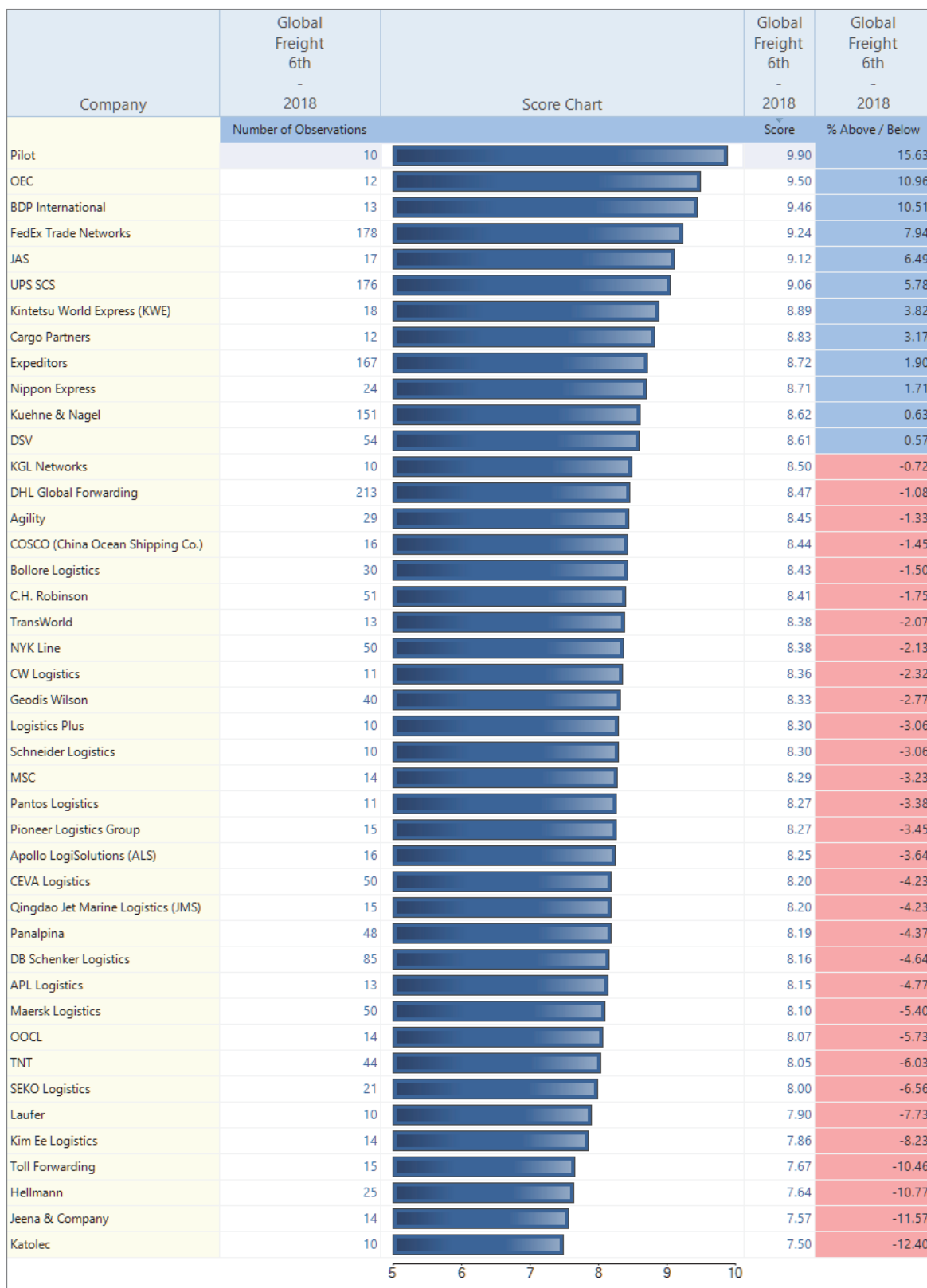
How likely would you be to recommend this company to a business associate?
Overall



Global Freight Forwarding – 6th Edition

Exhibit 4-36

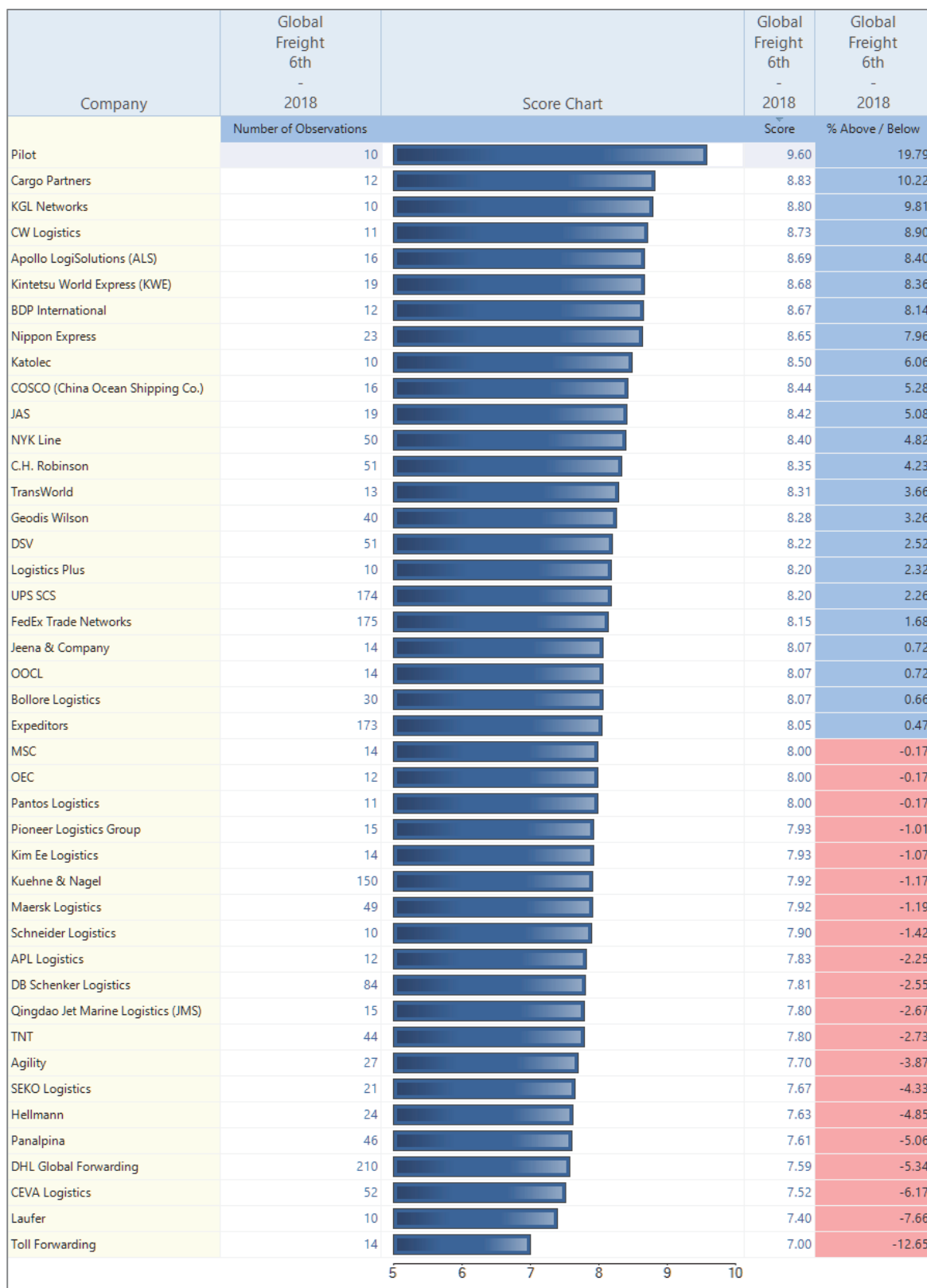
How likely are you to continue using this company next year? Overall



Global Freight Forwarding – 6th Edition

Exhibit 4-37

I believe that this freight forwarder deserves my loyalty.
Overall



Chapter 5

Voice Of The Customer

**Customer Responses
To Open Ended Questions**



Chapter 5

Global Freight Forwarding Study 6th Edition - 2018

“Voice of the Customer” Customer Responses to Open Ended Questions

Overview

This chapter provides a listing of responses to several open ended questions drawn from all 1,508 respondents of this study. Respondents were asked to comment on each of the following questions:

Question	Statement	Page
Q. 6	What do you feel is the most significant challenge when using Air & Ocean Freight Forwarders?	5-3
Q. 10	Excluding price, describe the biggest disappointment you've experienced with the forwarders in the last 12 months?	5-52
Q. 11	Are there any freight forwarders that you tend to avoid using?	5-132
Q. 14	Are there any emerging trends the freight forwarders should be looking at over the next two years to help you run your business better?	5-143
Q. 18	Consider all elements of your relationship with the freight forwarder(s) you currently use. In your opinion, what is the most aggravating/dissatisfying action that a freight forwarder can do?	5-160

In addition to the report on the following pages, the open ended comments from the study are included in spreadsheet form for additional analysis. The spreadsheet is installed during the installation of the *MASTIO Tool Set* software that is included with the purchase of this study. **The spreadsheet can be found in a folder that was installed on the desktop of your computer.**

Electronic Edition
Sample Spreadsheets from a MASTIO Industry-Wide Study

[illegible][illegible]

Mastio & Company
Global Freight Forwarding Study 6th Edition - 2018
Voice Of The Customer

What do you feel is the most significant challenge when using Air & Ocean Freight Forwarders?

- Time.
- I really don't have any major issues with my freight forwarders.
- Getting better rates.
- Making sure we have enough capacity to move freight.
- I haven't come across any challenges.
- The waiting time for information and quotes to come in.
- Ease of visibility to the data information.
- Its very difficult to get a fast quote.
- No significant challenges.
- Speed of the processing time, in general. The ease of business and how quick they are to respond.
- I don't have any challenges with the ocean, but the air side is trying to make the customer happy with the charge of the air freight that we have to negotiate.
- Notifications.
- Setting it all up.
- Clarity.
- Getting carriers to provide the correct documentation.
- The security.
- Agitation to the new laws.
- Space.
- Having their origins update systems correctly, with departure times, what loaded, etc.
- Customs documents, especially into the US.
- No challenges, really easy to work with.
- No stability on freight forwarder personnel; they change over way too often.
- Make sure all the paperwork is correct, in order to not have any delays.
- Understanding the price or quoting.
- Getting things here in a timely manner.
- International documentation is difficult.
- No significant challenges.
- No significant challenges.
- Nothing specific about freight forwarding, but from an international perspective, trucking is the biggest problem.
- No significant challenges.
- No challenges.

Mastio & Company
Global Freight Forwarding Study 6th Edition - 2018
Voice Of The Customer

What do you feel is the most significant challenge when using Air & Ocean Freight Forwarders?

- Paperwork, invoices, bill of lading and all the values.
- Visibility.
- Getting quotes in a timely manner.
- Visibility.
- Information, tracking information, confirmation that you see our POs, confirmation that our vendors have reached out to book shipment of those POs.
- Not much, its all pretty simple.
- Cost.
- Cost.
- No challenges.
- Not meeting guaranteed overnight commitments.
- Getting the cargo out of the arrival port.
- No significant challenges.
- Getting products to customers on time.
- No challenges.
- Price.
- On time deliveries. I am pleased with customs services, compared with 8 years ago; they react better in emergency cases.
- The United States Customs is inspecting one hundred percent of shipments and making it very slow.
- For air, cost. For ocean, the offered time for transport, no space and rates.
- The price and quickness of shipment.
- Guaranteed delivery.
- Not having proper documentation, not providing the information to the proper person and having lost shipments. UPS had lost a shipment. The documentation for the shipment was labeled with the end user to our Company and address with Expeditors as customs broker. When UPS was contacted they did not know where the shipment was delivered to. Expeditors allowed it to sit there until I called asking about the missing shipment. It had nothing but a bar code on it. Having the right people doing their job right, sending the proper documentation to the proper person and sending the right documents to the right people does not always happen.
- No challenges.

Mastio & Company
Global Freight Forwarding Study 6th Edition - 2018
Voice Of The Customer

What do you feel is the most significant challenge when using Air & Ocean Freight Forwarders?

- The challenge falls externally, when customers choose, there is a lot of lag time and long lead times. It is not really streamlined. The challenge internally, is not having things ready and having to backorder.
- Getting space for commercial airlines. The space has lowered compared to the past.
- None.
- Timely responses.
- Finding a carrier to deliver once the freight arrives to port.
- Not receiving proper information when speaking with someone.
- Getting freight cleared through customs.
- Non-competitive prices.
- Fluctuation in delivery times, geared around ocean due to how many vessels are in the port.
- No real challenges at this time.
- Getting the freight here on time.
- No challenges.
- Volume, the size of our equipment is large and requires cargo planes.
- Communication.
- No challenges.
- Getting through customs.
- Compliance, giving forwarders everything they need to export on BOL.
- No challenges.
- Finding transportation from port to facility.
- Dealing with the international paperwork.
- Price.
- Communicating the shipments with the customer.
- Them losing the freight.
- Sense of urgency.
- Tracking the freight.
- Transit times.
- Freight costs and fees.
- The consistency in the service.
- Getting it on time and booking the airlines.
- It has been pricing.
- The cost of the service.

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What do you feel is the most significant challenge when using Air & Ocean Freight Forwarders?

- Having to spend the time to get things to multiple people.
- The space allotment.
- Consistency.
- Sometimes, the times in transit with shipments getting stuck.
- Clearing the product with ease.
- Transparency and honesty.
- None.
- Getting truckers.
- When there are delays and lack of space.
- The on time delivery.
- Getting rates in a timely fashion.
- Booking services that are still having to be manually done.
- No challenges.
- On time shipments and deliveries.
- Capacity for the larger air freight and routing options.
- Communication with the freight forwarders.
- Changing the schedule, transit and price after confirming a shipment.
- Multiple routing options.
- The most difficult challenge I come across is head customs and duties.
- The cost of shipping.
- I really have not come across a challenge, believe it or not.
- Communication, or lack thereof. If there are issues with a shipment or something that is needed on our end, not hearing about those in a timely manner before we prepare shipments.
- We are looking for good service.
- Getting drayage from the ports.
- Dealing with the paperwork.
- Having competitive pricing.
- Pricing.
- Clearing with customs is the most difficult part, the coding with the freight.
- On time reliability.
- Lack of visibility.
- Making sure the packages are going to the correct area and the paperwork is done correctly.

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What do you feel is the most significant challenge when using Air & Ocean Freight Forwarders?

- The delays that happen from ports to our doors, or from the rail yards.
- Booking freight.
- Inconsistency of rates. Not providing an accurate and proper paper trail.
- That the carriers have paperwork ready.
- Inland moves are difficult with the trucking industry.
- Freight claims with damages.
- Getting the quotes back.
- Customer service issues.
- The forwarders insurance rates or whether they insure at all.
- Customs.
- The timing and cost of shipping.
- Lack of communication, such as notification of issues and following our instructions.
- Getting things done in a timely manner. Getting customs clearance. Time restraints.
- We have tried changing a few times and it never works out.
- Space.
- When forwarders do not know what they are doing. Its difficult scheduling the trucks.
- The transit time.
- Getting it delivered on time.
- Having them be on time.
- Not getting bookings on time.
- Capacity and cost.
- Cost.
- Transit times and scheduling the truck for the proper time.
- A lot of times it is getting the quotes.
- Having delivery in a timely manner.
- The lack of knowledge and updates. For example, we had a container that was going to come in this last Monday, and it took until Thursday for them to notify us that our containers had been unloaded. It was a two week delay. The vessel line is not notifying anyone when delays occur.
- Consistency in delivery.
- Finding good rates.
- With air freight it is punctuality. They are all over the board right now.
- Air, being too expensive. Ocean, having good relationships.
- Knowing exactly where the product is.

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What do you feel is the most significant challenge when using Air & Ocean Freight Forwarders?

- Lack of response from them.
- Getting the driver to bring containers.
- None.
- Getting drivers and boxes.
- The ability to get solid dates when tracking, getting an accurate estimate. Also, when something is held in customs we do not get notified soon enough.
- Ocean is much easier, we seem to have a lot of issues with air. We put the documentation papers with the packages, then we get a phone call saying they were missing the commercial invoice and that was through FedEx.
- Dealing with all the paperwork and making sure its done correctly.
- Lack of communication.
- Making sure all of the documentation is correct.
- Cost.
- The customers expectations do not meet up with the transit times for the shipments. They want it there the next day, and at times that is not possible.
- We only use one freight forwarder, so there are no real challenges.
- Communication with the forwarders.
- Visibility of the shipments.
- Increasing rates.
- Clearing freight with customs in a timely manner.
- Correct invoicing.
- Making sure the forwarders understand what we have as freight.
- They roll over our shipments, meaning they bounce us to the next movement after scheduling a specific day and time.
- Receiving flight details on freight in a timely manner.
- Assuring the forwarder will have the proper equipment for the ocean forwarding. The availability for air shipments.
- SLI, shipping letters of instruction.
- The Chinese New Year and the amount of time they take off in the beginning of February is always a challenge for us.
- We deal with hazmat and sometimes that causes problems with the freight forwarders because they are not comfortable with hazmat.
- Rate structures.
- Favorable vessel schedule and availability of equipment.

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What do you feel is the most significant challenge when using Air & Ocean Freight Forwarders?

- Delivery time.
- Timing, such as transit times.
- Paperwork.
- Delivery time.
- To have good service, good prices and good conditions to transport the freight/products.
- Using inbound air, your storage fees begin quickly. Two days after it is cleared.
- None.
- On time delivery.
- Available space on the aircrafts.
- Getting the proper documentation that they require for the shipment.
- Getting a response to a quote.
- Congestion in the Port of Vancouver.
- Making sure they provide timely pick up and deliveries.
- No challenges.
- Missed deliveries.
- No challenges.
- Receiving a response to an email in a timely manner.
- No challenges.
- Information. Trying to find information on requirements.
- Keeping the same people or service reps you had for years. We understand reps retire, but there is a level of service we lose as well.
- Maintaining database with up to date delays in a timely manner.
- Billing issues.
- The time and distance for the shipments and coordinating the shipments between the different time zones.
- The time frame it takes to receive shipments.
- Cost.
- Nothing.
- No challenges.
- Not meeting commitments.
- Dealing with the paper process and making sure everything is handled correctly.
- No challenges.
- No challenges.
- Dwell times at ports. Sometimes they are two days and sometimes they can be ten days.

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What do you feel is the most significant challenge when using Air & Ocean Freight Forwarders?

- Meeting committed time frames.
- Proactive communication on being updated with delays and where shipments are.
- The cost of using them.
- The differences between the countries and the documents they require.
- Coordinating urgent shipments.
- The cost benefit ratio.
- Scheduling of pick ups.
- None for air shipments, but lack of communication with ocean shipments.
- None.
- Volumes or stability in the market.
- Getting up to date information.
- No challenges.
- Reliable domestic transportation once the freight lands in the US.
- Transit times.
- To meet the times of the delivery.
- The transparency and availability of getting information.
- To reduce costs.
- No challenges.
- The scheduling, weekends and in foreign countries.
- No challenges.
- We ship fresh produce, so getting it to its destination at the right temperature is critical.
This is usually not the freight forwarders problem.
- Getting the right information from my people.
- It really is just the clearance side. We have our set brokers we can use.
- Availability and price.
- Contact, not easy to get timely responses.
- Delays in regards to clearance at the destination.
- Handling customs.
- Space of the shipping company and the maritime one. Availability with the airlines, so as to not wait extra time.
- Customs clearance.
- Getting real time information.
- The turnaround time, the time it takes to get from the vessel to us and processing once it hits the United States Customs.

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What do you feel is the most significant challenge when using Air & Ocean Freight Forwarders?

- Delivery times.
- Getting trucks and containers when you need them.
- Getting updated statistics on shipments.
- Carrier issues not being on time.
- The transit times.
- During peak season or Chinese New Year, it is difficult moving product in a timely fashion.
- Not being familiar with the forwarder.
- Consistency overall, such as consistency of service, delivery, billing and brokerage.
- That our freight forwarder is not the carrier. They are only the agent that handles the freight.
- Waiting for instructions.
- Getting on time shipments.
- No challenges.
- Availability of drayage on getting our items to the port.
- Scheduling on time pick ups.
- Getting answers or a response the same day.
- Cost.
- The reliability of pick up and delivery.
- None.
- Their documentation for customs.
- Price, and having the carriers go where I need them to go.
- Since we are so small, we do not have many challenges aside from weather, strikes or slow downs, or perhaps a shortage of cars or trains.
- Having the right information on paperwork.
- The price.
- The time it takes to get everything and everyone in place for shipments.
- There is no solidified communication on who we are going to talk to, and we have no idea who to reach out to or who will be reaching out to us after our export team arranges the shipments to be set up.
- Getting the value for what we pay, as in guarantee of on time delivery or pick up.
- Transferring documents to customs brokers.
- The cost to serve and the visibility.
- The roll over, not having enough space and delays.

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What do you feel is the most significant challenge when using Air & Ocean Freight Forwarders?

- Dealing with the ETAs,(Estimated time of Arrival) and not knowing when the shipment will arrive.
- Proper documentation.
- Not getting a quote within a week.
- Getting space in the vessels that you need.
- Making sure the paperwork is in order.
- Some do not do bill of lading.
- Having all of the paperwork the way it needs to be.
- Less space with airlines in the summer months.
- Tracking the shipments.
- Service, communication, availability of transit time and space.
- Getting to know the market information in due time, instead of being confronted with problems, being proactive and have cargo stay at port too long.
- Getting all data into one place. Completeness and availability of data.
- Getting quotes in a timely manner.
- The availability during peak season.
- Trying to get it booked in a timely fashion.
- Ocean is the delay.
- Mostly the local carrier pick up and deliveries.
- Getting booking set.
- The amount of slots available for flights.
- The uncertainty in the transit times.
- Keeping rates competitive.
- Communication with the forwarders.
- No challenges.
- Normally it would be pricing, but lately they have been pretty busy and have had trouble finding chassis and getting the goods here.
- Time spent in getting shipments.
- Traceability.
- Having the customers ready to import the dangerous goods.
- Communication with the forwarders.
- The differences in what each one requires.
- None.
- Getting good service.

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What do you feel is the most significant challenge when using Air & Ocean Freight Forwarders?

- Ground transport and the new laws put in place at the beginning of the year has affected our international shipments.
- The visibility of the shipment.
- The transit time and getting through the ports with ease.
- Having all the paperwork ready.
- When there is a delay with bids.
- Dealing with the lead time.
- Delivering what they promise.
- Getting the responses from the customer when we email them. Sometimes there are time zone differences, and we are not getting communications until the next day.
- Getting things done on time.
- Nothing.
- Not being speedy or responsive.
- Dealing with rail and USA trucking, shortages of trucks and drivers, port congestion and moving from port to rail.
- Getting the product ready and getting all of the information.
- The possibility of freight being delayed at the border, and out of our control issues.
- Transit time and competitive pricing.
- Keeping the communication going and interpreting the emails.
- Getting the air freight company we work with to give us correct information.
- Getting the paperwork.
- Nothing I can think of.
- Making clear comparisons around service and pricing.
- On time delivery.
- Getting tracking updates.
- Insurance involved.
- Material produced is hazardous and restrictions apply.
- Cost and rates.
- Size of boxes.
- Pricing.
- When there is not enough information provided, and we are trying to email back and forth trying to figure out details.
- Handling communication on the inbound side.
- Dealing with the terminals.

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What do you feel is the most significant challenge when using Air & Ocean Freight Forwarders?

- Dealing with on time deliveries.
- Working with their reps, since they have new ones all of the time.
- Lack of knowledge around transporting chemicals.
- Data accuracy.
- Freight that is not damaged.
- To get information in a timely manner.
- Lack of communication.
- Maintaining transit times.
- Not notifying us immediately when a shipment will be late.
- Never really face challenges.
- Having availability of container information and the location of the shipment.
- No challenge.
- None.
- No challenges at this time. Everything is smooth.
- Getting the trucks to come in here to pick up freight to take to the dock for shipment, for both air and ocean.
- Timeliness of delivery.
- As far as the measurements of the freight, it seems like they are always off.
- The timeliness of the shipments.
- Making sure the battery is marked hazardous with the correct labeling on the shipment.
- Damaging product.
- Communication.
- Them bringing a dolly or cart to load packages.
- The time delays, due to the time difference.
- Price of course.
- Documentation.
- The transit times. I will pay more if the transit times are better.
- Not deliver freight when they say.
- To get the unit or freight to its destination.
- Getting a good price.
- Timely manner.
- None.
- Time frames, transit times.

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What do you feel is the most significant challenge when using Air & Ocean Freight Forwarders?

- Dealing with legislation.
- Congestion, space constraints.
- The paper work.
- None.
- No challenges, it has always been smooth for me.
- No challenges.
- Pick up time.
- Laws, as far as getting approval.
- Trying to find out what is going on with the shipments.
- The most difficult part of it is not knowing who is exactly the person in charge for me to get a hold of when we have issues.
- Sometimes, it is the paper work that trips me up.
- None.
- The cost and the transit time.
- The language barrier.
- Price.
- They really have to work outside of the box with us. We do not load containers at our location, which means they have to find a different route.
- Delivery time and costs.
- Equipment shortages.
- There is a culture difference between how freight forwarders operate versus how we operate. We have a retail focus on the core customers and what they want and are looking for, where as the forwarders think about things from a product standpoint.
- Usually it is the time, physical time it takes.
- None. We have a great relationship with them.
- Honoring contracted rates and capacity.
- No response to emails.
- Dealing with reps that are both helpful and knowledgeable.
- Price.
- Getting product delivered in a timely manner.
- Dealing with the prices and quotes.
- The forwarder being on time.
- The language barrier when dealing with overseas. We have to rely on the origin office to communicate with the shippers.

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What do you feel is the most significant challenge when using Air & Ocean Freight Forwarders?

- None.
- Communication and services.
- Their response times.
- Freight forwarders do not have control.
- Cost and timing. It takes three weeks to get a shipment.
- Having the right information without having to ask for it.
- Just the reliability of knowing when the shipment is going to arrive, it is mostly with our ocean shipments.
- No significant challenges.
- The cost.
- Having a response for questions in a timelier manner.
- Equipment availability (boats), transit time, timely customer service and competitive rates.
- Securing capacity around the holiday season is a challenge.
- On time delivery.
- No challenges.
- Getting the correct rates and getting product delivered.
- No challenges.
- Understanding of customs regulations.
- Tracking the shipments, the lack of tracking numbers.
- Consolidating shipment in the forging countries.
- Tracking, tracing and getting information from the forwarders. Get the forwarders and the carriers on the same page to ship out the containers in a timely manner.
- It is with the ocean freight forwarders and involves timing and delays in the carriers.
- No issues.
- Finding space.
- Customs clearance.
- Getting the best pricing.
- Being able to accommodate our demand with changes.
- Qualified personnel.
- Dealing with the paperwork and getting it correct.
- Getting the paperwork and everything you need to ship internationally.
- Slow to communicate.
- The rates.

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What do you feel is the most significant challenge when using Air & Ocean Freight Forwarders?

- Dealing with peak season and the amount of capacity.
- Forwarders being up to date about where shipments are.
- None.
- The timeliness of the cycle times. We would like to have more alternatives with flights.
- No challenges.
- No challenges.
- Filling out the paperwork.
- It would have to be communication and handling everything in a timely fashion.
- Delays with customs.
- Trying to coordinate the need for the carrier when booking. A lot of times we do not have that together.
- Communication.
- As far as the ocean shipments, recently the challenge has been delivery times and cost in general.
- Space availability with carriers that the forwarder is going through.
- Dealing with the availability of space and hitting the deadline or the cut off time.
- Strikes related to the unions and not being able to get containers for weeks. When this happens, it will slow down shipments and make many customers angry.
- Communication between myself, the forwarder and the factory is a challenge.
- No challenge.
- Making sure the equipment is not damaged.
- Making sure freight is on time can be a challenge.
- No challenges.
- The lack of data on the invoicing.
- I do not have any.
- Sometimes the challenge is when I do not have all of the information, paperwork, and the requirements are not spelled out accordingly.
- Communicating with the freight forwarder.
- Getting clear directions from the customer themselves.
- None.
- Time, keeping and allowing for unplanned delays.
- Delays.
- During the peak season, getting our freight moved.
- Getting it booked.

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What do you feel is the most significant challenge when using Air & Ocean Freight Forwarders?

- No challenge.
- None.
- We work just direct.
- No challenges.
- All of the required paper work.
- The pricing, as well as on time delivery.
- None.
- They do not want to do anything.
- Getting freight out of Vancouver with ocean freight.
- On time performance.
- Being on time.
- Their lack of professionalism and knowledge.
- Delays with the ocean vessel and no one can do anything.
- Making sure the transit time is correct and the inspection going through customs is with ease.
- None.
- The drayage service from the port.
- Time to import. Values of the freight. Able to accommodate any situation that occurs.
- Just getting accurate information, execution.
- None.
- Dealing with the amount of capacity.
- Pricing just right, now. It has went up and when containers arrive at port, finding drivers, so delays in shipments.
- It is a challenge for a forwarder to show up on time when they say they are going to.
- None.
- On time deliveries.
- Mainly getting the shipment picked up is a challenge.
- Getting our customer to schedule it.
- Dealing with the customs paperwork.
- Making sure they have the proper documents for complete delivery to our office.
- The speed.
- Response times.
- Having to deal with our shipments sitting in customs for days without a valid reason.
- Customs office, the time it takes.

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What do you feel is the most significant challenge when using Air & Ocean Freight Forwarders?

- Real time tracking and data quality of what is in each shipment, like parts level detailed.
- Quality of service and the charges for the services.
- Dealing with competitive rates and good service.
- Telling the government what you are shipping. It requires a lot of paperwork.
- Dealing with customs paperwork filled out incorrectly.
- Understanding of our business.
- Timeliness. We have had big issues going on over the past year with getting freight on time. Our biggest issue is the timing really.
- To establish a good price.
- Finding competitive pricing.
- Understanding the shipping terms can be a challenge.
- Extending in-transit times due to domestic freight.
- The level of service from door to door.
- Transit times are a challenge.
- Getting familiar with the setup in the beginning, as there is a learning curve.
- Getting a good cost from the forwarder.
- Getting accurate rates.
- Having paperwork in order.
- It is a challenge to find an available chassis.
- Dealing with transit times and keeping the communication going.
- Scheduling because not all carriers get to our area.
- As far as the ocean shipments, it would be unpredictability in general, such as unpredictability of origin, transit, or clearance in port of entry. It is not a clear cut with ocean as it is with the air shipments. Air shipments would take 7 days in transit versus the ocean having a lot of unpredictability. Also, availability of materials such as vessel availability or chassis and things.
- To get an accurate total cost can be a challenge, the forwarders never want to give us a total amount.
- Since we are in a foreign trade zone, dealing with the paperwork is more difficult on the export side of business.
- Damaged freight.
- Day to day activities and the weather.
- Lack of communication.

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What do you feel is the most significant challenge when using Air & Ocean Freight Forwarders?

- Reliability of shipments.
- No challenges.
- Customs.
- Being cleared through customs and not understanding when they would arrive.
- On time arrival.
- The shipping lines because they can dictate what they like and it doesn't matter.
- Customs clearance documents.
- As far as ocean, it would be the lack of the tracking and timing, and as far as the air shipments, it would be keeping cost down.
- Dealing with the transit time and making sure there isn't any hold ups.
- Trying to find a truck driver to pick up an available container and getting dates on an ocean liner.
- It is a challenge to get an immediate response.
- No significant challenges.
- Meeting delivery times.
- Getting it done in a timely fashion.
- Dealing with timely deliveries.
- The transit times.
- With air, we have challenges with tracing and the availability of space.
- Trying to find carriers that will carry out goods.
- Price.
- Getting accurate information.
- We really do not use a forwarder that often, so we really do not have an opinion.
- Documentation and clearance, transfer of the documents.
- Finding the quickest and cheapest route.
- Not knowing exactly when freight is going to arrive, precise transit times and information. Also, damaged freight and claims process can be a challenge.
- Getting the paperwork right is a challenge.
- As far as ocean freight, there are not enough lanes. Regarding the transit times, if we were to ask for something faster, we are at the mercy of the ocean lines and are stuck with whatever the ocean lines have available and whatever stops they may have.
- No significant challenges.
- Cost.
- Getting multiple quotes, so we can pick the best one.

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What do you feel is the most significant challenge when using Air & Ocean Freight Forwarders?

- Paperwork.
- No significant challenges.
- It is a challenge to choose a forwarder depending on the carriers expertise in the country and their coverage.
- Customs can be a challenge on the ocean side and packaging technicalities can create some kind of a delay.
- Making sure the forwarder follows through with what they say, like on time pick up and deliveries.
- From an ocean export perspective, it is getting bookings and getting space on an aircraft.
- Delays and communication regarding the ocean shipments, such as if there are any changes and notifications.
- Customer service. People make mistakes and I strongly believe in how people and companies respond and react to those mistakes. It makes a big difference. I understand mistakes will happen, it is how they handle the mistakes.
- Getting deliveries on time.
- Selection of vessel carrier booking.
- Reliability. Usually the cheapest forwarders are not as reliable with roll bookings.
- Delivery.
- Organizing the logistics.
- Customer brokerage can be a challenge.
- No significant challenges.
- Cutting off ocean vessels in loading.
- Communication on where the freight is in the process.
- Dealing with the pricing.
- Visibility.
- Visibility and communication.
- Nothing.
- Response time can be a challenge.
- Communication is tricky, especially with the forwarders who need to cover the brokerage.
- The quality and effectiveness of handling the shipments.
- With air freight, it is the cost. With sea freight, it is consistency of the transits.
- No challenges.

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What do you feel is the most significant challenge when using Air & Ocean Freight Forwarders?

- Usually transit times can be challenging.
- The rates, all the hidden fees and hidden charges. It is not cut and dry.
- It is more challenging with the mergers and the price changing.
- Trucking companies can be a challenge to have them here when we need them.
- Customs is a challenge.
- Cost and reliability with regard to documentation.
- None.
- Communication.
- Technology, such as being able to get full look of the entire network from origin to destination, and being able to see answers if we have a specific question, like what is this, what is the current status. Some pieces of this we really struggle with.
- With air, it is their turnaround time to get back to us when we call.
- Mostly timing.
- The rising cost.
- Delays.
- Currently we have no challenges, however in the past it used to be a paperwork nightmare with the sea shippers.
- The transit times.
- No challenges.
- Getting our customers to get the proper documents for the shipments.
- No challenges.
- It would be the air capacity.
- The time restraints are challenging.
- No challenges.
- Receiving an accurate initial delivery date to our dock, not the port.
- Price and rates can be a challenge when they are high.
- When the forwarders don't provide me with actionable solutions to any particular need that I may have. I need them to anticipate issues before they become an issue.
- Getting them to understand our needs.
- None.
- Getting updated delivery times.
- Identifying the cost and time frames.
- Cost.
- Keeping the on time arrangements and speed of those arrangements.

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What do you feel is the most significant challenge when using Air & Ocean Freight Forwarders?

- Having issues at the docks.
- Waiting on the international party to set things up.
- Time and cost.
- Correct documentation and delays.
- With outbound overseas, we have to go through the customers system. It is difficult to use their system and they continually make changes.
- Working with dangerous goods can be a challenge, because every country is different.
- Hazardous materials.
- When we need to make changes to shipments from ocean to air, it usually gets mixed up.
- Price.
- Getting a pick up the same day.
- Communication is a challenge.
- None.
- Understanding what the information is, that they are asking for.
- The rates.
- Budget can be a challenge.
- Good service for the right price.
- Logistics.
- Tracking the shipments, finding where things are.
- Customs is a challenge.
- We are getting to the point where we are utilizing the system better. It is difficult to understand their information and learn how to handle the AA system ourselves.
- Unstable currency exchange values.
- Basically communication between our production site and forwarders.
- Oil prices have increased.
- Time taken is more even after confirming the date.
- Our biggest obstacle is the size of our product. It is bigger than a normal shipment, but is smaller than a vehicle, so there is difficulty in not only finding air forwarders that will take the dimensions, but also the fact that our cars are battery operated, so we have to deal with HazMat as well.
- The capacity and availability of the steam ship line.
- Timing is very challenging.
- The cost of customs duties and taxes and new laws regarding these issues.

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What do you feel is the most significant challenge when using Air & Ocean Freight Forwarders?

- Scheduling and custom documents is a challenge.
- Speed of getting a rate quote. Sometimes if we ask them to provide us a quote, it can take a while.
- Less reliability on the freight forwarders when dealing with cross borders.
- We have a lot of issues due to currency exchange values.
- Changing cost with ocean forwarder.
- Increasing competition in market.
- Security threat is one of the biggest issues.
- Cost of moving our freight is a challenge, as it is continuously changing.
- International regulations.
- Increasing oil prices.
- In air and ocean freight forwarders, there is always a fear of natural disaster.
- None.
- One of our shipments got lost recently.
- Customs is a challenge.
- None.
- Dealing with customs itself.
- Communication and accuracy of the details.
- The timeliness of pick ups.
- All the paper work involved can be a challenge, as far as preparing and making sure everything is accurate.
- Timely deliveries.
- The congestion at the ports, weather conditions, container availability and rail delays.
- Broken shipments.
- Getting the cheapest rates.
- Most of our forwarders are pretty easy to use, no challenges.
- Getting the correct documentation.
- The transit times.
- It is more of an internal issue, time restrains, customer demands and short notice.
- The dwell time at the container yard or the port, Vancouver is congested, they are talking about some strikes here recently.
- Timely updates.
- Timeliness of incoming and outgoing shipments.

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Voice Of The Customer

What do you feel is the most significant challenge when using Air & Ocean Freight Forwarders?

- I would say speed of delivery.
- Not that it is their fault, but most vessels are usually delayed or it can be hard to get containers, and there are usually shortages on chassis or equipment.
- The amount of time spent coordinating pick ups and paperwork.
- Customs.
- Right now driver availability is a big challenge.
- High employee turnover with freight forwarders.
- Lots of back and forth time with irrelevant information and in the end we actually provide all the documents. The issues we run into is not having the correct documents at the time. We run into situations where we are not provided the information timely.
- Sometimes the documents and invoices are difficult.
- Timely delivery and pick ups.
- Knowing when they will show up.
- Getting the right pricing.
- No challenges.
- Communication. It is hard to get past the automations and get to a live person.
- Getting a response back for ocean shipments is very timely.
- Rates.
- Space constraint.
- Different laws and duties of different countries.
- Poor infrastructure.
- Different rules/policies as per different countries.
- Keeping track of shipments.
- Changing rules and regulations.
- Dealing with problems of transport infrastructure.
- Time scale.
- Timely quotations can be a challenge, getting the right service as well.
- Securing vessel space for ocean shipments.
- Trying to figure out the duty for other countries. We price products before they are manufactured and shipped and we have to hold the price we procure ahead of time, so trying to figure out what the duty is to put into the overall costs to then give quotes to our customers.
- I do not have any.
- Export license shipments. Restrictions on where we can send goods.

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What do you feel is the most significant challenge when using Air & Ocean Freight Forwarders?

- None.
- Sometimes have to get quotes from various suppliers.
- Trying to get the best rate.
- None.
- The final delivery.
- A lot of the paper work that goes along with the customs. Customs and documentation and the ever changing rules.
- Our flights getting bumped.
- Communication with the airlines can be improved.
- Consolidation, we do consolidation and we have to coordinate with different suppliers.
- Communication is challenging.
- The amount of time to get a freight quote.
- We would like the process to be seamless. I would like the freight forwarders to deal with their own people. We do not like to be told, "We do not handle that."
- Finding space.
- Correct documentation.
- Compliance destination laws and customs laws for the destination can be a challenge, also getting all the paperwork for EDI.
- No issues really.
- No challenges.
- Getting the right price.
- Holdings at the dock, particularly in Long Beach.
- Cost is a challenge when it comes to air and ocean forwarders.
- Receiving accurate rate quotes.
- Their response time can be challenging.
- Not receiving prompted communication.
- Political issues.
- There is always a risk of damage of the materials.
- Natural disasters.
- Increasing oil prices.
- International regulations.
- Network connectivity.
- The inability to know when exactly the shipment is going to arrive.

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What do you feel is the most significant challenge when using Air & Ocean Freight Forwarders?

- The biggest challenge we have experienced is actually getting the importer record on file in a timely manner into Mexico.
- Inefficiency in distribution of goods.
- Sometimes there are quarantine laws which prevent the export of vegetables, animals, etc.
- None.
- Rates keep on changing and it is difficult to understand.
- Services are sometimes so poor that it damages the product.
- With UPS, we can put all of our shipments in the same pick up, whether it is ground or air, and they can get picked up by the same driver, but with FedEx we have to make separate arrangements for air versus ground. It is a bit of an inconvenience to make a separate phone call and have to separate the shipments.
- Timing is challenging.
- Ever changing rates.
- Communication.
- Flexibility of timing with ocean forwarders.
- Assuring the forwarder has the refrigeration available and temperature control.
- Vessel space.
- Confirmation of shipment.
- There is always a fear of damage to goods.
- Space is an issue, especially in case of narrow body planes.
- International regulations.
- They do not have connectivity for all the locations.
- Issues with the deliveries of cargo.
- It is difficult to understand their laws and regulations.
- Cost, and the response times, such as getting back with us in a timely manner with quotes or letting us know where the shipment is.
- Unstable currency exchange values.
- Less reliability on the freight forwarders when dealing across borders.
- No challenges.
- The transit time.
- When shipments are on hold because of payment issues.
- There are lots of codes you need to know.
- Finding the cheapest, best prices.

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What do you feel is the most significant challenge when using Air & Ocean Freight Forwarders?

- I can say, I have a problem with ocean freight with ship owners, and they do not grant PF in time because in the sea, anything can happen and they do not have grants for us. For example, in China we wait for a long time for the loading and sometimes it becomes complicated for us. It takes a longer time for deliveries.
- Sometimes there are quarantine laws which prevent the export of vegetables, animals, etc.
- Increasing oil prices.
- None.
- To reach delivery requests from the customer.
- Delays from weather, making sure the shipment arrives on time.
- The scheduling and being held up.
- We have to face a lot of issues due to currency exchange values.
- Supplier decides which freight forwarder should be used.
- None.
- The turnaround time for quotes and communication is challenging.
- None.
- Increasing competition in market.
- People work.
- Regulations.
- Time frame.
- Connection problem, late delivery.
- None.
- Goods get damaged and air transportation prices are high.
- None.
- Keeping track of shipments.
- Pricing on the freight.
- With regard to the ad hoc shipments, sometimes we have issues with the collection times and communication. Since it is set up online, sometimes they do not turn up.
- How to route the freight. Do we palletize or go cargo?
- Communicating about paperwork.
- Price, lead time.
- Different laws in different countries, which may prevent the import or export of certain items.
- None.

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What do you feel is the most significant challenge when using Air & Ocean Freight Forwarders?

- Reliability, flexibility and price.
- We review the forwarders usually.
- Finding competitive rates, bringing Hazmat materials to the states can be costly.
Assuring all proper documents are in order for customs.
- Both are very expensive, but no other challenges.
- No challenges.
- The countries we ship to, like foreign customs, can be challenging.
- Changes in rate are always a significant challenge for me.
- None.
- With ocean freight, we have issues with the ships not being able to come into the port due to congestion. On occasion, we wait for 14 extra days for the delivery.
- Air is always faster, but cost is higher and depending on the cargo balanced. Sea freight is cheaper, but the transit time is longer and arrival may get delay and takes longer time.
- Documents on time, price.
- There are no such types of hurdles, but quality of the containers is the main issue.
- To get exact information, in terms of sailing dates and shipment containers sailing date.
- In air and ocean freight forwarders, there is always a fear of natural disaster.
- Timely shipment management.
- The rates and market adjustments.
- Getting available space on the ocean liners. Because of the space issue, we have to be well organized and book a week or two in advance, especially if we need specialized equipment, like open tops and flat racks. Those are in very short supply in the world and we have to plan for those a long time in advance.
- The transit times are unreliable. We have to keep multiple forwarders on hand because you never know what you are going to get at the borders. It is a real mess sometimes. Prices are also unstable.
- The communication we have with them.
- Operating goes safely.
- Changing costs with ocean forwarder.
- Cost of moving our freight is a challenge, as it is continuously changing.
- Security threat is one of the biggest issues.
- Transit time and price.
- The delivery date must be adhered to, to hold down costs.

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What do you feel is the most significant challenge when using Air & Ocean Freight Forwarders?

- Safe transport.
- None.
- Safety and security issues in air ways.
- Price.
- Security problems while using freight forwarders.
- Easy handling.
- None.
- Communication.
- Getting into the price.
- Arrangements.
- Price level.
- No connectivity across all the geographies.
- Service center takes time to update the information regarding the delivery.
- Being on time.
- There is a fear of losing or damaging the items.
- Taking a long time to send the load.
- Less availability of the staff members to load the items.
- Without tracking services, it will be difficult to trust them.
- Less connectivity across all the geographies.
- No improved customer service until. It is difficult to approach them in any situation.
- Fear of losing the fragile goods.
- They don't accept fragile items.
- Changing weather conditions.
- Lots of challenges with the perishable items. We cant compromise with the quality.
- Staff is not professional about their work.
- No tracking system is available for overseas transactions.
- Unreliable services.
- There is a fear of damaging the goods.
- They don't accept perishable foods.
- Sometimes we have difficulty in understanding the rules and regulations of the other country.
- Less compensation is given to us when it comes to damage to the items.
- Deciding who is going to do the AES.
- Getting a rate quickly, so it does not vary.

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What do you feel is the most significant challenge when using Air & Ocean Freight Forwarders?

- None.
- Service center taking time to update the information regarding the delivery.
- None.
- Being unaware of lost products.
- Difficulty in accepting economic and market changes.
- Tracking status is not updated in time.
- Always change their rates, and therefore it is a bit difficult to calculate the actual rate.
- Pricing challenges.
- Pricing challenges.
- There is no scheme for the compensation of the damaged or lost goods.
- Increasing market demands.
- Security threat is one of the biggest issues.
- Services are a major concern.
- Change in rate without prior notice.
- Cost of moving freight is a challenge, as it is continuously changing.
- No challenges.
- Changing dynamics.
- Increasing competition in the market.
- Keeping track of shipments.
- Changing costs with ocean forwarders.
- The long wait time. The time it takes to get from port to port and potential delays.
- Unstable currency exchange values.
- We have to face a lot of issues due to currency exchange values.
- Getting the initial quotes back in a timely manner.
- Delivery always gets delayed.
- Delivery was delayed.
- Cyber risk is a major challenge.
- They don't have compensation schemes.
- It is difficult to understand their laws and regulations.
- Changing rules and regulations.
- Random growth in e-commerce.
- I face difficulty in understanding the rules and regulations of the other countries where we ship the goods.
- There is a fear that the shipment will not get delivered on time.

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What do you feel is the most significant challenge when using Air & Ocean Freight Forwarders?

- Fluctuation of rates.
- Assuring more on time, early hour, deliveries.
- Collection times, such as if a customer pays for air collection, they want quick transit and some forwarders do not collect when they are supposed to within the 24 hour window. Also, the loss of packages.
- Available space.
- Tracking.
- No awareness.
- Communication is challenging.
- Economy is always a challenge.
- I do not agree with the exchange rates they apply to the transactions.
- Dangerous goods shipments.
- Tracking of containers.
- The shippers instructions. They want us to follow up on the SOI. Supplying documents gets very devious.
- Segments.
- Natural disasters.
- There is no scheme for the compensation of the damaged or lost goods.
- Lack of proper tracking mechanism makes it difficult to track the items on time.
- No challenges.
- Price.
- Connectivity challenges with the CBT.
- Obtaining support for details.
- Not providing tracking details.
- Rules and regulations make it difficult to deal.
- None.
- Delivery is not in time.
- Mis-delivered cargo.
- Restriction in certain areas, due to country rules.
- Risk of wastage of natural products due to climate and humidity when it is transported through ocean freight forwarders.
- Space constraint.
- No proper handling of the product, there is always a fear.
- Poor services.

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What do you feel is the most significant challenge when using Air & Ocean Freight Forwarders?

- No compensation rules are applicable for the damaged goods.
- Sometimes it is difficult to understand the rules and regulations of other countries.
- The inbound damages that occur.
- When there is a lack of communication.
- Cost.
- Capacity, the forwarders need to be able to meet the capacity commitments that are outlined in our contract.
- In air and ocean freight forwarders, there is always a fear of natural disaster.
- High charges for all the services.
- Less reliability on the freight forwarders when dealing with cross borders.
- Delays.
- Bad weather.
- Reliability of the forwarders.
- We have to bear the consequences of the hikes. Such as fuel cost, raw materials for packaging, etc.
- Competition is always there.
- They don't ship perishable goods.
- Less availability of the staff members.
- Quick and good transport.
- Cost is very high.
- Lots of challenges with the cross border transit.
- No connectivity at major locations.
- There is a fear of damages.
- There is no compensation for the damaged goods.
- Customer support does not respond.
- Political issues.
- Climate change can affect the perishable items.
- No online platform to handle all the things.
- Poor quality of roads and network connectivity.
- Sometimes not aware of the lost products. They do not let us know regarding the same.
- Most difficult challenge is to get loading space.
- Getting freight picked up and delivered on time.
- Price and services both are very difficult, but also very important for tendering process.
- Lack of communication.

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What do you feel is the most significant challenge when using Air & Ocean Freight Forwarders?

- Being on time for the delivery to the customers, and the good performance and prices are also important. So, it is a mixture of both.
- Getting quotes on time.
- Shipping hazardous materials like lithium and batteries.
- Understanding the needs of the industry, the requirements.
- It is difficult to track the service sometimes.
- Rate is always changing and it is difficult to understand.
- Rules and regulations of government.
- Always change their rates, and therefore it is a bit difficult to calculate the actual rate.
- The delays. They tell us they have no control.
- Lack of skilled people.
- Poor infrastructure.
- Space in narrow body planes.
- No proper management for the tracking notifications.
- Cost is high when there is a small parcel.
- They don't have good storage facility to load all the goods at a time.
- They do not have connectivity with all the locations.
- Lots of challenges with its high cost.
- Always, I have to pay extra charges without any proper explanation from them, otherwise there is a fear of getting the order canceled.
- It is difficult to monitor the shipment status once it is across the border.
- Competitors are highly skilled.
- Lots of change in environments may degrade the quality of edible items.
- Service support is not good.
- Always a risk of damage to the materials.
- Bad weather.
- Random growth in E-commerce.
- Customer clearance is hard and freight forwarders are very slow, so it takes time to pass customer clearance.
- No proper handling of the product, there is always a fear.
- Must be a reliable and trustworthy partner.
- Rules and regulations of certain countries make it difficult to send/receive.
- Connectivity issues are always there.
- No challenges.

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What do you feel is the most significant challenge when using Air & Ocean Freight Forwarders?

- Service and their response times.
- Difficulty in accepting economic and market changes.
- No proper notifications given to me for handling the load.
- Oil prices have been increased.
- Increasing market demands.
- GRIs (general rate increases) and delays.
- No challenges.
- Cost and services.
- Delivery time.
- I do not feel there are any.
- Coordination and reduction of time and costs.
- Information during transfer.
- It is to utilize multiple containers on the same destination, same boat and to find enough space for the containers to satisfy our customer.
- Delays and cost.
- Product traceability, to know where the product has passed, where it is going and most importantly, if the temperature is respected.
- Site doesn't work properly.
- Staff is not reliable.
- Damaged goods. We will not accept them.
- Incorrect information, delayed transit time, poor service and hidden information.
- Reliability, traceability (information) and rates.
- Confusion over documentation.
- Rate problems for air shipments and transaction shipments, like late delivery, direct shipments and time consuming. Also, to add weight is another issue. Late departure and delay in shipments for ocean freight.
- Logistical and legal challenges.
- To go to the locations we need our shipments delivered to.
- It is always difficult to include exchange rates.
- When it comes to ocean freight, it is finding a right ocean carrier with less delays due to roll overs or poor congestion at the port. As far as air freight goes, it is probably finding a forwarder that is trustworthy.
- Attractive and convenient rates.
- Timeliness of deliveries and refunds.

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What do you feel is the most significant challenge when using Air & Ocean Freight Forwarders?

- Timely deliveries.
- Delivery time.
- They have high charges for the ocean freight.
- Respecting the delivery time.
- Items can be lost from the shipment.
- Negotiating an annual volume and an annual rate.
- They don't take high volume shipments.
- To achieve and respect the delivery time.
- To keep track of the freight, as well as respecting the time and deadlines that the client requests.
- The support, security and the delay.
- Respect the delivery time and the client.
- The most problematic is order tracking. No awareness of delivery date.
- I have not had any challenges with our forwarders.
- Availability of service when required.
- Delays with ocean freight.
- Damage of goods.
- It is difficult to reach customer support whenever any issue is being raised.
- Services are sometimes so poor that it damages the product.
- There is always a fear of damaging the goods.
- Rules and regulations of certain countries make it difficult to send/receive.
- Sometimes they don't share the update when the product gets lost in transit.
- Economic crisis in delivery.
- High cost of air freight forwarders.
- None.
- We have to protect goods from the sea environment and from the atmosphere because for the rolling stock, there are specific requirements and we have to comply with it.
- They charge extra for the packaging.
- Time can be challenging.
- They do not have customer service.
- I am worried about shipping perishables because late delivery can affect the quality of the items.
- Every country has different laws.
- They have a longer handling time.

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What do you feel is the most significant challenge when using Air & Ocean Freight Forwarders?

- Air transport is risky as they are prone to accidents.
- We do not really have any issues.
- Shipment can be refused at the border.
- There is fear of losing the items.
- Price.
- Always have to track the items and have to call customer service.
- They have to spend more money on manpower.
- None.
- None.
- It is difficult to approach customer support.
- Time line is the basic problem, freight costs unpredictable in different markets, coordination between the forwarders and communication gap between shipper and origin forwarder.
- Documentation and invoicing.
- We cant compromise on the quality of perishable items if the shipment gets delayed.
- Does not have good customer service.
- Items are not secured.
- They have less connectivity across regions.
- My parcel was refused at the border.
- Sometimes the tracking number doesn't show any updates.
- The different commodity codes.
- There are a lot of incidents where the parcel gets misplaced.
- None.
- None.
- None.
- Rules and regulations of other countries makes it difficult.
- High charges for smaller volumes rather than larger.
- Dealing with problems of transport infrastructure.
- No certainty of getting compensation from them.
- Inefficiency in distribution of goods.
- Cost is high through air freight forwarders.
- None.
- Not taking proper precautions for my shipment.
- We are now stuck with labeling the goods and we are struggling with the price.

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What do you feel is the most significant challenge when using Air & Ocean Freight Forwarders?

- It is difficult to pay exchange rates every time.
- Price and services.
- I have received damaged items. No stickers were on the shipment to specify fragile items.
- On time delivery.
- Different rules as per different countries.
- It is difficult to approach customer service, they never give updates on time.
- None.
- Trade compliance.
- Fear of losing the items.
- It takes time and no specific time line is given to me.
- They do not accept fragile items.
- Shipments being refused at the border due to rules and regulations in other countries.
- I am not satisfied with their services.
- It is not very difficult. I choose air freight if it is fresh products and I choose ocean if it is a product of mass consumption and frozen food. The basic reliability is a must.
- Tracking visibility, merchandise security, international regulatory compliance, etc.
- High charges.
- Lots of challenges with the documentation process.
- To find a vessel who leaves on time.
- To arrive on time.
- Damages.
- Sourcing grade 20 containers.
- Fragile items are not allowed in the shipment.
- There are issues with the rate exchange.
- Saving cost.
- It is difficult to calculate the exchange rates.
- Communication problem, transaction cost and time.
- As the time passes, cost of the service keeps increasing.
- They don't accept shipments more than a specific weight.
- It is difficult to deal in cross border.
- Loss of the shipment.
- Not having compensation schemes.
- Fear of damaging the goods.

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What do you feel is the most significant challenge when using Air & Ocean Freight Forwarders?

- Ocean shipping is an unstable business.
- Fragile items are not recommended for air freight.
- Connectivity issues are always there, where I want to receive the products.
- Not receiving compensation for damaged goods.
- They need to pay more attention to the documentation with the shipments. They will call and ask questions that are within the documents, if they would just look.
- Ocean freight is not reliable to ship perishables.
- They don't give a tracking number.
- Air freight is the time saver, however, most of the business units do not agree to incur too much cost.
- Charges are high for the air freight.
- No proper maintenance of the products.
- Taking care of perishables.
- None.
- Inability to check the tracking number on their site.
- They don't have much connectivity across regions.
- None.
- None.
- Hike in fuel prices.
- Environment can affect the quality of perishable items.
- We face challenges when they are not professional.
- Sometimes it is not reliable to ship the item without tracking number.
- Reliability, lead time and price expectations.
- Price, service and responsiveness.
- Delay.
- The most important thing is the reliability of transport because on the date of arrival, you might not find the containers that you forwarded. Also, the hidden cost is one of the significant challenges.
- Price and transit time.
- Exchange rates are high.
- Price.
- Time taken is longer, even after confirming the date.
- Price, it can be cheaper.
- Services(documentation), timely delivery and cost.

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What do you feel is the most significant challenge when using Air & Ocean Freight Forwarders?

- None.
- Damaged parcels.
- The rules of other countries.
- Customer support is rude to me and has poor communication skills.
- They don't give any estimated delivery dates.
- It is very costly and it is difficult to calculate the exchange rate.
- Charges are really high.
- It is difficult to accept economic and market changes.
- The loading space is a big time challenge for air freight.
- It is faster by air than ocean and much more expensive.
- No compensation schemes for damaged goods.
- Price and quick response.
- Air freight is more costly than ocean freight.
- Managing the documentation, which is a big concern with the export or import.
- No confirmation is given to me when the item is delivered.
- Nailing down the details quickly.
- Making sure the freight forwarder has a clear understanding of what our needs are and being charged the rates that were quoted.
- Getting quotes in a timely manner.
- There is no compensation for damaged goods.
- Transit times and delays are both challenging.
- Increase in taxes.
- Competition is always there.
- Reliability and price is very expensive. In addition, we need to give importance to price because its cost also impacts the final product price. The freight forwarder must take the hazardous materials and pay attention to the products.
- It is difficult to understand the rules and regulations of other countries.
- Parcels being misplaced by unprofessional staff.
- Tracking number does not show updates.
- Documentation.
- Changing environment climates.
- Getting it to port.
- Sites never working and it is difficult to track shipment status.
- They have less connectivity with all the locations.

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What do you feel is the most significant challenge when using Air & Ocean Freight Forwarders?

- The government has different rules and regulations.
- None.
- We do not have any problem with ocean, but with air we want to specify about space on the air carriers and then we have to off load for the goods and it becomes very hard.
- They have a longer handling time.
- None.
- None.
- I feel sometimes that ocean freight is very reliable. For instance, if an organization has already booked space in the ship before us, then the priority is given to that organization. We might have booked the space, but if the organization that had already booked the space decides that it needs more space, then our shipment hangs in balance and is delayed.
- Many freight forwarders don't use traceable services because of the expensive charges.
- If the tracking number doesn't show any update, this will lead to mismanagement of things and issues start occurring related to shipments.
- There are a lot of connectivity issues with the major regions.
- You have to use them in case you are dealing in bulk and want fast delivery, no matter what the challenges are.
- They take extra charges for loading and packaging.
- Weather might play a spoiler in such cases.
- Handling and document verification takes time.
- Without tracking services, it is difficult to check the shipment.
- It is not easy to trust the staff of freight forwarders.
- Delayed delivery of goods might be an issue with this.
- Always a fear of getting damaged goods.
- No challenges.
- We have to completely depend on the weather forecast to estimate the time of our delivery, which is not always very accurate.
- None.
- Everything must be delivered on time without any delays. My biggest challenge is finding a good price and fast delivery.
- We have some problems with timing and tracking, and this is only the biggest challenge.
- Accidents during transport can cause issues.
- Sometimes they don't share any updates regarding the shipment.

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What do you feel is the most significant challenge when using Air & Ocean Freight Forwarders?

- I face difficulty with the calculation of the exchange rates.
- They have rates according to weight and width, so it is difficult to calculate the final amount.
- Less availability of the staff to load the items.
- Change in environment may affect the quality of perishable items.
- They do not have a money back guarantee if the product gets lost while in transit.
- The service is not reliable when you ship any important items.
- Customer service is difficult, hard to approach them in any situation.
- High cost of air freight forwarders.
- The site doesn't work and it becomes difficult to check the records.
- Unavailability of tracking number creates more issues.
- Unstable climate may affect the quality of our items.
- Issues with scheduling.
- They cost too much.
- Exchange rates are high and unstable.
- Price is high.
- Weather keeps changing according to the geographies and it may hamper the quality of the items.
- Air freight has a high cost.
- Our goods might get damaged or spoiled.
- The transit times with ocean forwarders, and when there are issues within customs.
- Natural disasters are always one of the factors.
- They don't accept high valued or luxurious goods.
- They use third party shipping services and it is not reliable.
- Quality of some products might take a hit if it takes too long to be delivered.
- No challenges.
- Shipping services take extra time and it may affect the quality of perishable items.
- The time it takes to get there.
- Their charges are higher as compared to other modes of freight.
- Some of the freight forwarders have less connectivity across regions.
- Tracking shipment through the process of the delivery. Not being provided with the most up to date information with the shipment and being proactive with the statuses and delays.

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What do you feel is the most significant challenge when using Air & Ocean Freight Forwarders?

- Many times the recipient has received damaged goods, even after using a special packaging.
- We cant afford delay with the shipment of perishable items.
- Opened parcels.
- Natural calamity is one of the biggest challenges, it affects the delivery as well as our reputation.
- It is not reliable if they do not share all the details on time.
- Air freight has less capacity to ship large volumes.
- The high exchange rate is one of the biggest factors.
- There are chances of losing and damaging the goods from the shipment.
- I have received damaged parcels.
- Support staff never behaves properly.
- They don't keep fixed rates for their services.
- Late delivery can affect our business revenue.
- Inclement weather is the biggest challenge.
- Many freight forwarders are not reliable.
- Every country has different rules for import/export.
- Bad weather might lead to delayed delivery or no delivery at all in case of total damages due to unforeseen circumstances.
- Many freights do not have good customer service and they take a lot of time to respond.
- We need more online services to handle all the shipment processes, including billing, payment, etc.
- High exchange rates always create issues.
- Deliveries might get delayed due to bad weather conditions.
- Licensing issues might come up these type of freight forwarders.
- Logistic team misplacing the parcels.
- Communication and service are both challenging.
- Environment changes can affect the quality of items.
- There is a chance of damaging goods.
- The shipment gets delayed due to incomplete documentation.
- The tax has been increased.
- They do not accept fragile items.
- Incorrect delivery location.
- We are not aware of the restriction of other countries.

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What do you feel is the most significant challenge when using Air & Ocean Freight Forwarders?

- Bad quality of routes can affect the items.
- Damaging goods can affect the business and our reputation.
- There is not full compensation for damaged goods.
- They don't have a proper website to check the tracking number.
- There is always a change in exchange rates.
- Cargo was not delivered at the exact location.
- Less availability of the staff means a longer time to load the items.
- I have a fear of shipping high valued goods.
- Having less availability of the staff.
- They take too much time to deliver the shipment.
- It is not easy to trust those who do not have compensation schemes.
- Air freight has high cost and less capacity to handle all the items at a time.
- They give coupons instead of refunds.
- The services are not reliable if they don't use traceable services.
- They don't have compensation schemes.
- Less connectivity across the major regions.
- Sometimes the tracking number shows invalid updates.
- Packages can be lost from in transit.
- Delivery time may vary too much.
- Damaged goods.
- Air freight is expensive and they don't accept high volumes.
- Tracking does not show updates once the shipment crosses the border.
- I don't want to take a risk with the perishable items.
- Compensation is not given for damaged goods.
- They don't have good customer service.
- There is a fear of getting the items damaged or lost.
- There is an increase in the taxes.
- Delivery to the wrong address.
- Air freight is very expensive.
- They have low capacity to handle large volumes.
- The staff does not take care of the items once it is loaded.
- It is difficult to ship luxurious goods.
- Lots of rules and regulations of other countries to export/ import.
- Fear of losing the parcel in transit.

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What do you feel is the most significant challenge when using Air & Ocean Freight Forwarders?

- Staff is not responsible and sometimes the product gets damaged because of their irresponsibility.
- Tracking never shows current updates.
- Dealing with the freight forwarders.
- Fluctuation of market and a major steamship line went bankrupt.
- The variety of transit times available.
- Information provided around transit times.
- Customer support takes high time to respond to queries.
- There is a fear of losing the parcel from transit.
- It is difficult to ship the items without knowing all the rules and regulations.
- The paperwork involved.
- Sometimes, logistic teams have less availability of transportation.
- Constantly changing the rates of shipping services.
- Damaged packages.
- Unavailability of the staff creates delays in the shipment.
- It is difficult to understand the rules and regulations of each and every country.
- Delayed shipments.
- It is difficult to trust their services if they do not have compensation rules.
- Delay in the shipment may affect the quality of the products.
- Making sure we have space on the aircraft and ships.
- I am not satisfied with their services, sites never work.
- They do not have fixed rates and it is difficult to calculate it every time.
- Environment changes is the biggest challenge for us.
- It is difficult to check the tracking status once it crosses the border.
- The tracking status is not updated on time.
- Damage of goods can happen.
- Climate change may affect the quality of perishable items.
- Timing.
- I have never received status notifications on time.
- Sometimes freight services do not have good expertise to handle the shipment.
- Many customers have received damaged goods.
- Some of the freight forwarders are not reliable.
- High rates for shipping service.
- Climate change is one of the issues.

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What do you feel is the most significant challenge when using Air & Ocean Freight Forwarders?

- Items from the shipment were stolen.
- Improper handling of products might be an issue, as things are not always under the handlers control.
- There are none that I can think of.
- Missing connections.
- Documents on time.
- Sometimes vessel changes.
- Staff never takes care of the goods.
- It is mandatory to select the services where compensation rules are applicable.
- The products received were already unpacked. I am disappointed.
- Rules and regulations of other countries may create problems.
- Compensation schemes are not available with most of the freight forwarders.
- They took too long to send the load, it was disappointing.
- No proper notifications for handling the load.
- Restriction in certain areas due to country specific rules.
- There is no compensation for the damaged goods.
- Poor services I would say. I was worried until the time it was going to the original destination.
- Increase in taxes.
- Currently, there are no issues but availability of equipment is less, that is why we have some problems and also they are slow. Money is also the big issue and as we are reliable partners and have a large volume, we will have to rely on them and that is another challenge.
- Risk of wastage of products due to climate and humidity when it is transported through ocean freight forwarders.
- Delay times.
- Documentation.
- Price and transit time.
- Letter of credit.
- Delays in transit time is the most significant challenge.
- Fear of losing goods from the shipment.
- All major regions don't have the connectivity of shipping services.
- Sometimes tracking doesn't show valid updates.
- Freight shipment takes time to get delivered.

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What do you feel is the most significant challenge when using Air & Ocean Freight Forwarders?

- Different weather and climate can affect the quality of perishables.
- Invalid updates on map.
- There is no stability in the exchange rates.
- There is no stability in the currency exchange rates.
- Sometimes delivery gets delayed.
- Reliability.
- Customer departments have their own rules and regulations.
- Unstable shipping prices.
- Many goods get stolen from the shipment.
- Change in the environment may affect the quality of the eatables.
- Taxes are now increased to import and export.
- Tracking shows invalid updates.
- Rates.
- Air freight is expensive.
- They don't use traceable services for all the shipments.
- Services without online platform will take a lot of time.
- The most significant challenge is finding good prices.
- Low capacity storage in the air freight forwarder.
- More shipments will delay the delivery.
- Custom rules are different for every country.
- Shipping charges are high.
- Shipping prices are increasing day by day.
- Tracking doesn't show valid updates after a few days.
- Less availability of the staff to load the shipment.
- Goods get damaged during the transit.
- Availability lacks sometimes, custom clearance.
- Some freight forwarders don't issue the refund for damaged goods.
- There is always a fear of losing your luxurious goods.
- They keep on changing their charges. It is difficult to calculate every time.
- They don't update the tracking status.
- Many recipients have received damaged goods.
- Rules and regulations make it difficult to ship the items.
- Connectively challenges with the cross-border transaction.
- Environmental changes.

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What do you feel is the most significant challenge when using Air & Ocean Freight Forwarders?

- Tracking should work smoothly.
- Goods get damaged or lost during the transit.
- All countries have different rules of import/export.
- Transportation accidents.
- None.
- The prices are not constant and it is difficult to calculate every time.
- There is a fear about shipping the high valued goods.
- Tracking ID shows invalid updates.
- Document verification process takes time.
- Some of the freight forwarders use third-party shipping services, which are not reliable.
- Sometimes, not enough containers in Europe and sometimes there is a problem with vessel bookings.
- They are expensive.
- Document verification should be done properly.
- It was not delivered at the correct location.
- All types of items cant be packed in one.
- Delay in the shipment may hamper the quality of perishables.
- Ocean volatility can affect the quality of perishables.
- It is difficult to manage the shipment carefully, once it is loaded.
- You might lose your complete package.
- Difficult to calculate exchange rates.
- Delay in the delivery can affect my reputation in the market.
- I don't find ocean freight reliable.
- Hike in fuel prices may affect our budget.
- Custom rules can be changed anytime.
- I am worried about the perishable items.
- Less availability of the transportation.
- Delivery team taking time to update the tracking status.
- For large shipments, they include packaging charges.
- Some of the freight forwarders don't accept fragile items.
- Loading takes extra time.
- I have a fear of losing some important shipments.
- They don't take responsibility of damaged goods.
- Mean time.

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What do you feel is the most significant challenge when using Air & Ocean Freight Forwarders?

- Environment changes may affect the quality of goods.
- Sometimes shipment may take extra time due to natural disasters.
- Different custom rules of other countries.
- Every country has different custom rules.
- They cover less regions across the world.
- Without compensation schemes, we can not use the services.
- Sometimes freight services refuse to issue the refund for damaged goods.
- Tracking should be updated on time.
- I have lost my clients due to the sudden hike in fuel cost.
- Tracking does not show valid updates.
- Transit time.
- Exchange rates are highly expensive.
- The dangers of forwarding the shipment because of natural disasters.
- Unstable exchange rates hamper our revenue.
- Always a fear of getting damaged goods.
- Shipment takes time to get delivered.
- Freight forwarders compensate only a partial amount of the goods.
- Different customs rules may restrict the shipment.
- Complaints of receiving damaged goods.
- The tracking number may show invalid updates.
- They do not provide tracking services for the small volume of shipments.
- Many times people have not received their shipments.
- You might be risking your reputation with the customers if your services get affected due to weather issues, which are completely out of your own control.
- Bad services, lack of communication and lack of containers.
- Customs and price.
- Delay in the shipment can affect my business revenue.
- No challenges.
- Time.
- Due to incomplete documentation, the shipment gets refused from the customs department.
- Rates get changed every time.
- Price.
- No compensation schemes for damaged goods.

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What do you feel is the most significant challenge when using Air & Ocean Freight Forwarders?

- Goods can be lost from the shipment.
- Logistics team does not handle the shipment carefully.
- Shipment got refused at customs due to import restrictions.
- I am worried about losing important shipments.
- It is difficult to understand the customs rules of every country.
- Goods can be misplaced.
- I don't understand the exchange rate calculation, it is difficult for me to calculate it every time.
- Shipping services should be faster and more efficient.
- Sometimes it is difficult to track the goods.
- Connectivity to your preferred locations may not always be there.
- They use third party shipping services.
- The goods should be delivered at the exact location.
- Many times I have received stolen goods.
- Shipment takes extra time to get delivered.
- Lost shipment will affect our business.
- Change in the environment can affect the quality of perishables.
- Customer support is rude to their customers.
- Tracking number doesn't show valid updates once it crosses the border.
- Always have a fear of losing goods.
- Miscommunication with the delivery staff can affect the delivery time.
- Without the tracking number it is difficult to locate the shipment.
- The communication gap between staff and the recipient can cause challenges.
- High chance of theft or loss of product.
- On certain conditions, customer support does not receive my calls.
- Sometimes freight forwarders do not offer refunds or compensation for damaged goods.
- Delays, or late shipments are a challenged they can affect my business.
- Customer service should be more responsible, in order to resolve emergency inquiries.
- When the forwarders do not ship perishable items.
- Misplaced items can cause issues.
- In the case that we are selecting air forwarders, we are looking for the time in general that it takes to ship. When it comes to ocean forwarders, it would be the same and speed of delivery.

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What do you feel is the most significant challenge when using Air & Ocean Freight Forwarders?

- They are more costly than others.
- Environment changes.
- They don't accept all kinds of items in one package.
- Air freight is more expensive than other freight forwarders.
- None.

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Describe the biggest disappointment you've experienced in the last 12 months?

- CSI International Inc/DB Schenker Logistics: No disappointments.
- Pasha Group: Equipment is not readily available.
- Matson: Invoicing.
- OIA: They are slow to provide rate quotes.
- R&L Global Logistics/UPS SCS: No disappointments.
- Expeditors: Billing process.
- Yusen: I haven't had any issues.
- OHL: The timing for quotes to come in.
- S&S Ocean Air Logistics: No issues.
- C.H. Robinson: Their lack of communication.
- Century/RCS/Toll Forwarding: Lack of notification if there is an issue.
- FTN Warehouse: Delivery times are poor.
- Expeditors: Nothing.
- C.H. Robinson: Lack of communication, especially on imports.
- AVEO Logistics: No disappointments.
- Clear Freight/Dynasty Shipping/JT Shipping: No disappointments.
- FedEx Trade Networks: Airway bills from supply chain.
- Expeditors: Custom release, when they hold the shipment up for paperwork.
- C.H. Robinson: Delay in delivering.
- DHL Global Forwarding/Yamato: Transaction delays.
- Expeditors: Paperwork issues.
- DHL Global Forwarding: Not adapting to our changes.
- BDP International: Service. My opinion is they talk a good game and systems look great in presentation and flexible and usable, but they are only as good as the information being inputted, origin office is terrible.
- Damco: No disappointments.
- Unishipper: No disappointments.
- DB Schenker Logistics: No disappointments.
- Compass International: Change of their personnel.
- Gulf/TMX: No disappointments.
- Kuehne & Nagel/Nippon Express/SEKO Logistics: No disappointments.
- EgeTrans/Expeditors: No disappointments.
- UPS SCS: A few damaged shipments, but other than that nothing major.
- EMO TRANS: No disappointments.

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Describe the biggest disappointment you've experienced in the last 12 months?

- Global Transportation Services: A shipment delayed due to weather.
- SE Shipping: No disappointments.
- BDP International: Slow responsiveness.
- Page International/Panalpina: No disappointments.
- Del Corona: No disappointments.
- Saturn Freight Systems: No disappointments.
- DHL Global Forwarding: No disappointments.
- CEVA Logistics: Only one or two minor hiccups that were taken care of.
- Crane Worldwide/DHL Global Forwarding: No disappointments.
- ALPI World: Lack of communication, because they are going through a little bit of a growing change. The representative lost his main guy that was helping him on the inside and had to retrain someone, so there was a bit of a learning curve there.
- Savino Del Bene: Lack of communication here and there. They also lost a big person on the inside, but they handled it a little differently and it wasn't a major glitch.
- Pilot/Spirit International Transport/West Forwarding Services: No disappointments.
- Kuehne & Nagel: Transit times.
- DSV/KMTC/Lyman Container Line (LCL): Visibility, lack of proactive communication.
- Laufer: We often think these companies are in it for themselves and not always the greatest of partners, and Laufer tends to like to play with bigger players.
- Lynden Freight/Triple B Forwarders/Young Brothers/YRC Logistics: No disappointments.
- Interglobo: Getting the containers from the port to the ramp where we pick up is a disappointment.
- Hecny Group: They don't track well, they don't follow through; they are disappointing.
- Hermes Logistik/UPS SCS: No disappointments.
- OEC: They don't respond in a timely manner.
- CV International (CVI): No disappointments.
- UPS SCS: None.
- Milgram/Traffic Tech: Overall service.
- UPS SCS: No disappointments.
- Nippon Express: No disappointments.

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Describe the biggest disappointment you've experienced in the last 12 months?

- Dalko Resources: Shipment was held in customs for 6 weeks, not really their fault, but felt like they were not being proactive in trying to resolve the problem.
- Seabay International Freight Forwarding: Getting accurate information in a timely manner.
- DHL Global Forwarding: No disappointments.
- FedEx Trade Networks/Protrans Line/QCS-Quick Cargo Service GmbH: Did not manage well the confidentiality terms. Some of them were not honest managing the business. A lot of errors.
- Marine Air Logistics: We had a mix up with delivering two containers. The proper container was not delivered first as instructed, and that caused some late shipments to customers.
- Heavy Porters Shipping: Did not receive immediate answer from them about the loads.
- American Global Logistics: We had freight get caught up at the airport which caused a delay in shipment. It did not deliver on the day it was supposed to.
- FedEx Trade Networks: Delays, service; a service account representative has not been assigned to us.
- DHL Global Forwarding/RL Swearer/SEKO Logistics/West Star: No disappointments.
- Expeditors: For ocean, the availability and not being able to get good feedback.
- Agility/Cole International: None.
- Expeditors/FedEx Trade Networks/UPS SCS: None.
- FedEx Trade Networks: Follow through in a timely manner.
- Kuehne & Nagel: No disappointments.
- Expeditors: None.
- FedEx Trade Networks/UPS SCS: None.
- DHL Global Forwarding: When it comes to custom clearance, communication is slow and it is hard to get a hold of people.
- FedEx Trade Networks/UPS SCS: No disappointments.
- FedEx Trade Networks/UPS SCS: None.
- DB Schenker Logistics/Hellmann/Kuehne & Nagel: The range in delivery times or duration seem to fluctuate.

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Describe the biggest disappointment you've experienced in the last 12 months?

- KPL Logistics: They had no idea what was going on with our shipments. Our shipment was delayed multiple times for weeks and they never gave us a reasoning on why.
- UPS SCS: They failed to pick up a shipment before a holiday in Europe, the shipment was delayed for a week.
- Kuehne & Nagel: When they do not issue arrival notices in a timely manner.
- Shipco/UNI Global Logistics: No disappointments.
- Expeditors: We have some difficulty running certain reports.
- FedEx Trade Networks: The rates are sometimes extreme, and no direct service with them.
- Apollo International/DHL Global Forwarding: None.
- UPS SCS: None.
- Kintetsu World Express (KWE)/Kuehne & Nagel/Nippon Express: No disappointments.
- Expeditors: Being able to get the two systems together to track shipments.
- DSV: The accessibility of documentation.
- Expeditors: None.
- Western Overseas Corp.: None.
- Geodis Wilson/MIQ Logistics: None.
- FedEx Trade Networks/UPS SCS: None.
- D.T. Gruelle Company: I have had no disappointments.
- UPS SCS: Packages coming in damaged.
- FedEx Trade Networks: None.
- UPS SCS: They lost an air shipment.
- Expeditors: Freight not being picked up.
- CEVA Logistics/Crane Worldwide/JAS: None.
- GMW Freight Services: None.
- DHL Global Forwarding/FedEx Trade Networks/UPS SCS: None.
- SEKO Logistics: Had a problem with an import and JAS had to step in.
- JAS: None.
- Expeditors: They are slow at responding and handling request on EDI improvements. Management is slow at responding to requests of improvement for the operation itself. They are very bureaucratic.
- DSV: None.

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Describe the biggest disappointment you've experienced in the last 12 months?

- C.H. Robinson: Delivery issues.
- Del-Mar International: None.
- Geo. S. Bush and Co.: Their technology is a little behind. We have to call or email them when we want to arrange a booking. They do not have an online portal.
- OTS Logistics: Shipment delays.
- FedEx Trade Networks: None.
- UPS SCS: None.
- Expeditors: Just some slight delays on ocean equipment.
- Panalpina: Tracking had some issues.
- DHL Global Forwarding/Kuehne & Nagel: None.
- RIM Logistics/Toll Forwarding: Invoices and timeliness.
- Mohawk Global Logistics: Space or origin.
- FedEx Trade Networks: We had an issue with invoicing not getting through customs and ended up being a big problem for us for about two weeks.
- UPS SCS: Sometimes we get a surprise charge, every once in awhile.
- UPS SCS: We are not happy with their customer service. They pick up late and we have no contact with the sales representative.
- Expeditors/UTi Worldwide: None.
- Air Sea Forwarders: Missing one failing date during Chinese New Year.
- Dartrans/DHL Global Forwarding: The trucking transportation, the lack of truckers.
- W.J. Byrnes & Co.: Their local office shut down. Prior to the shutdown, they had made some promises to their employees that they failed to keep. That had turned me off to the company, I lost all faith in them. We no longer use them because of that.
- American Lamprecht Transport: None.
- CMA CGM Logistics: They do not have a direct call from Thailand to the east coast.
- Evergreen Line/MOL Logistics: They have space, but have a long lead time.
- ZIM: They have a lack of containers.
- Agility: None.
- Hecny Group: They cannot get all the space that we are asking for, but they always provide us with a solution.
- Traffic Tech: When they lack space and they were unable to inform me in time.
- Global Integrated Logistics: None.
- MOL Logistics: EDI and technology in general.
- OTS Logistics: Late pick ups.

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Describe the biggest disappointment you've experienced in the last 12 months?

- AN Deringer/Jade international: None.
- DB Schenker Logistics: Their lack of visibility, or inconsistent information reporting.
- Kuehne & Nagel: Their online booking tool.
- Kuehne & Nagel: Steamship line per diem has changed.
- OEC: Floating rates have changed.
- UPS SCS: Quoting takes a while.
- OEC: None.
- Encore Logistics: They are not good at offering solutions to flights that have been canceled. Work on coming up with solutions for the customers, instead of us trying to figure it out.
- JAS/Omni Transportation: None.
- Graf Air Freight: None.
- DHL Global Forwarding: The lack of them not helping us get our freight through customs.
- UPS SCS: Their lack of information on customs and duties.
- FedEx Trade Networks: No disappointments.
- Concordia International: Wish they imported, as well as doing exports.
- NNR: None.
- Marisol: They are new to us and they are just boarding on and getting into a routine. They learn quick though.
- DJS International: No disappointments.
- Expeditors: None.
- Scarbrough International: Inability to get drayage.
- FedEx Trade Networks: None.
- C.H. Robinson/Kuehne & Nagel: None.
- CDC Italia: None.
- FedEx Trade Networks/JAS/LLS Team: Damages and some of the traceability of the shipments.
- Damco/FedEx Trade Networks/Kerry Logistics/Kuehne & Nagel/UPS SCS: Wrong transit time, not reliable, poor visibility, not communicating delays and the inability to hold price.
- Expeditors: The tracking never has updated information.
- DHL Global Forwarding: None.
- FedEx Trade Networks: None.

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Describe the biggest disappointment you've experienced in the last 12 months?

- Mode Transportation: None.
- Purolator: Not resolving claims in a timely manner.
- DHL Global Forwarding/ProCargo: None.
- Cargo Partners: There was a time that shipment was missing.
- C.H. Robinson/Expeditors: None.
- JAS/UPS SCS: None.
- DB Schenker Logistics: Not getting back to us on time with quotes.
- Expeditors: Communication between overseas offices, especially in India.
- Priority Worldwide Services: I now have to speak to someone three time zones away, when I used to speak to someone locally.
- UPS SCS: Lost packages.
- OEC: None.
- Bollore Logistics/ISS Trade Logistics/Pro Ag Logistics/Weiss Rohlig: None.
- AFS Forwarding & Logistics: We had a shipment at a border for four days. They could not seem to get customs clearance, even when we had the documentation.
- Hellmann: Slow responses.
- Bollore Logistics/DSV: None.
- E.R. Hawthorne: None.
- Agility: None.
- IJS: They had problems with losing paperwork and we would have to resend it.
- John S Conner: None.
- FTN Warehouse/Kuehne & Nagel/Maple Freight/Panalpina: None.
- DHL Global Forwarding: Once in awhile, they ship or deliver to the wrong place.
- DB Schenker Logistics/Kuehne & Nagel/Morrison: Not being able to cover some loads.
- FedEx Trade Networks: It can take them a bit longer to communicate back to us, and if we reach out, we have to go through so many different numbers and departments to reach someone.
- Kuehne & Nagel: Once in a blue moon we do not get bookings on time.
- UPS SCS: None.
- Expeditors: Poor communication of problems and lack of proactive resolutions or solution creativity.
- Savino Del Bene: Poor communication on problems.
- Dyna Transport/EMO TRANS: None.
- DSV: Finding the right person for scheduling.

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Describe the biggest disappointment you've experienced in the last 12 months?

- Clear Freight/OEC: None.
- DHL Global Forwarding: Getting billing issues straightened out.
- Woodland Media: None.
- Everglory Logistics: They are the ones with the vessel in Busan, where our container got rolled and it was due to the dock.
- Laufer: The simple lack of communication, I have to chase them around.
- ALPI World: The difficulties with European bookings.
- APL/Everglory Logistics/Morrison: None.
- UPS SCS: When there are customs issues, I have to do all the work.
- FedEx Trade Networks/Purolator: None.
- FedEx Trade Networks: Their inland rates are too high.
- Panalpina: They could not tell us where our product was.
- Bollore Logistics/LEI: None.
- CDS Global Logistics: None.
- BDP International: We have had two different customer reps.
- Aries Global Logistics (AGL): Drivers being there when they are supposed to.
- Hecny Group: None.
- Expeditors/Sea Shipping Lines (SSL): None.
- Global Transportation Services: I have never met a representative. They have never sent a representative my way, so I could be formally introduced, or show me any tools they may have available.
- Expeditors: We have had a couple of shipments go into their warehouse and they got our freight messed up and sent out on an Egypt order to Singapore.
- Concordia International/UPS SCS: I have not experienced a disappointment yet with them.
- FedEx Trade Networks: None.
- CEVA Logistics: Have had problems with their customs brokerage department.
- UPS SCS: Never know who the sales representative will be.
- Expeditors: None.
- FedEx Trade Networks/UPS SCS: They are so big it is hard to get in contact with just one person.
- Expeditors: Timeliness of response.
- JAS/Nippon Express: None.

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Describe the biggest disappointment you've experienced in the last 12 months?

- Aries Global Logistics (AGL): They used the wrong tariff code, so we were charged a wrong amount at customs, but they are in the process trying to fix the problem. It was a huge error that was obvious.
- OEC: None.
- Expeditors: We were disappointed how the shipping was handled during Hurricane Irma. They were not prepared. There was not a backup plan in place.
- Expeditors: None.
- RIM Logistics: Their reporting abilities are not up to par.
- Mallory Alexander/Page International: None.
- Expeditors: The delays with customs are longer than they should be.
- CEVA Logistics: They need to improve customer service. It can be difficult to reach the appropriate person when there is an issue.
- Master Piece International: We have had issues with their IT.
- JAS: None.
- DHL Global Forwarding: Having to track down my paperwork. The new driver forgot to leave my paperwork. It took them hours to recover it but once they did, they sent me a copy.
- Expeditors: The amount of roll overs we have during the year.
- DSV: There was an incident that a shipment went to the wrong country.
- C.H. Robinson/DB Schenker Logistics: None.
- Expeditors: We had a lot of issues with lack of equipment. We were charged extra after a final quote was given. They have poor communication and lack of knowledge of our products after working with us for so long.
- DHL Global Forwarding: They have longer transit times.
- DHL Global Forwarding/UPS SCS: No disappointments.
- Expeditors: None.
- Expeditors/Panalpina: No disappointments.
- CEVA Logistics/Expeditors/UPS SCS: None.
- All-American Forwarding/Kuehne & Nagel/OEC/Top Ocean Freight: No disappointments.
- DHL Global Forwarding: Losing shipments.
- FedEx Trade Networks/Kuehne & Nagel/Panalpina: None.
- BDP International: Sending over a damaged container.
- DHL Global Forwarding: They do not respect instructions.

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Describe the biggest disappointment you've experienced in the last 12 months?

- Geodis Wilson: Had damages to products.
- UPS SCS: None.
- Expeditors: They have recently been contacting our customer before they ship it out, to ask if we are actually shipping to them.
- Kuehne & Nagel: Their full container ocean is head and shoulders above the LTL and it's difficult, they function separately.
- Agility: Their lack of knowledge and understanding of required documentation.
- Bollore Logistics: Slow response times on quote requests.
- CEVA Logistics: None.
- JAS: None.
- Expeditors: Their lack of scoring on time deliveries.
- FedEx Trade Networks: None.
- Dependable hawaiian Express (DHX)/DHL Global Forwarding/FedEx Trade Networks: None.
- Ad Com Worldwide/Airgroup/DHL Global Forwarding/Mach One/R&L Global Logistics: Damaged goods.
- Agility: Lack of communication, lack of understanding our business.
- JSI Logistic/Radius International: None.
- UPS SCS: They slack on missing freight. They are slower in feedback.
- DHL Global Forwarding: None.
- Expeditors/UPS SCS: Damaged freight and missing deadline deliveries.
- DHL Global Forwarding: None.
- DHL Global Forwarding: Not responding to me in a timely manner and late pick ups.
- Westport: None.
- C.H. Robinson/Expeditors: None.
- FedEx Trade Networks: They must have changed account reps. They charged us a higher duty twice this year. They changed our code and didn't call us to tell us. This is costing us in the \$1,000 range now. It is going on 9 months now unresolved and still no refund.
- DB Schenker Logistics: Missing shipments. We had a shipment that was lost for two weeks. It was located eighty miles away from our location, so we requested for same day delivery that we were charged for. I thought we should have not been charged the extra fee.
- DHL Global Forwarding/UPS SCS: Billing issues.

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Describe the biggest disappointment you've experienced in the last 12 months?

- UTA: When something is not picked up when they say it is supposed to be picked up.
- Hellmann: None, we have not had any problems.
- Caro Trans International/Econcaribe/Troy Container Line: None.
- Kuehne & Nagel/SDV: Slow response time to emails.
- FedEx Trade Networks: None.
- UPS SCS: On weekly shipments, we expect delivery at noon on Tuesdays. They have only hit that mark about 60% of the time.
- Livingston International: They don't always follow the instruction letters. We don't know who will pick up and they don't always get things correct. The information is inaccurately translated.
- Kuehne & Nagel: They are short of help sometimes, and this issue holds our transactions up.
- DB Schenker Logistics/Kuehne & Nagel: None.
- Translink: The occasional inaccurate invoice and sending updated rates could be more timely.
- Manitoulin Global Forwarding: None.
- Trailer Bridge: Getting empty containers moved around and we could not get a container to our facility. This was due to the hurricane in Puerto Rico.
- DB Schenker Logistics: Their dwell times at the port and how inconsistent it is.
- Hecny Group: They do not follow through with commitments and there is a lack of communicating when the shipments are off track.
- Matson: None.
- Geodis Wilson/Kuehne & Nagel/Nippon Express: None.
- Euro Line/MNR: None.
- Expeditors: They need to be more flexible with their bookings.
- Apex: They do not return calls in a timely way.
- C.H. Robinson: We would like to use them for air freight, but they are not always competitive.
- Kintetsu World Express (KWE): Their selection of trucking companies because of freight damage.
- Crane Worldwide: Loss of track and trace capability.
- Expeditors: Failure to adequately control cost.
- Concordia International/Expeditors/Kuehne & Nagel/Mid America Overseas: Miscommunication.

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Describe the biggest disappointment you've experienced in the last 12 months?

- UPS SCS: A pallet was broken down to two pieces. Only half got to the customer. When I tried to resolve the issues with UPS, they were unable to take responsibility. UPS claimed I marked the bill of lading incorrectly after I visibly saw the shipment and it was marked correctly.
- DHL Global Forwarding/Expeditors: None.
- Expeditors: None.
- Kuehne & Nagel: None.
- C.H. Robinson: None.
- BDG International: The frustration in getting the product moving once in lands in the US. They don't choose great vendors.
- DHL Global Forwarding/Excel Logistics/FedEx Trade Networks/UPS SCS: None.
- Expeditors: The shipment did not arrive on time. They sent it days after the delivery date; two days to fourteen days delay.
- Panalpina: Slow service with transit times.
- DHL Global Forwarding/UPS SCS: None.
- AirMar: Increase tracking rate.
- Expeditors: No disappointments.
- Expeditors/FedEx Trade Networks: Time and response, hard to get answers.
- British American Shipping: None.
- Wilk Forwarding: None.
- Kuehne & Nagel: Some of the packages and how they have arrived.
- EP America: None.
- Savino Del Bene: None.
- Wellton International: Delays due to hurricane.
- Perfect Air & Sea Service: None.
- APR Cargo Group: Lack of follow up with some origin offices.
- BDP International: Bad procedures in some origin offices.
- DHL Global Forwarding: On time performance.
- DSV: Damage in transit.
- Kuehne & Nagel: A more proactive approach to problem solving.
- Trust Air Cargo USA: When time sensitive shipments are delayed. At the first of the year, we had a time sensitive shipment take an extraordinary amount of time to get from Chicago to Tennessee.
- UPS SCS: Lost the shipment, the merchandise.

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Describe the biggest disappointment you've experienced in the last 12 months?

- International Logistics Inc./Kuehne & Nagel/Tropical Shipping: Lack of ability to obtain containers when we need them.
- Cargo/DB Schenker Logistics/Hancock: Steamship issues.
- ALOW Global Logistics: They didn't have any availability for freight in January and December when the demand was high.
- COSCO (China Ocean Shipping Co.)/KLINE: None.
- FedEx Trade Networks: Blame shifting, claims issues do not get resolved. Fortunately, damages are rare.
- C.H. Robinson: Their rates were not as competitive, and there was a service downfall, as far as their transit times skyrocketing.
- Kuehne & Nagel: None.
- Yusen: None.
- Expeditors: They sent out a rate quote, but when billed they had charged us extra, not the original rate quote.
- Agility/Bolloré Logistics: No disappointments.
- Kuehne & Nagel: None.
- Air Tiger Express: None.
- JE Hogan/Kuehne & Nagel: They lack drayage availability, there is not enough.
- Hellmann: No disappointments.
- Expeditors/Nippon Express/Yusen: None.
- CEVA Logistics/Expeditors: None.
- Mallory Alexander: Tough to get in touch with service representatives.
- Dasher: The way they carried out getting their truck out here. Between my office time and their availability, it was hard to schedule a pick up carrier.
- Kintetsu World Express (KWE)/Owens: No disappointments.
- Pilot: None.
- Traffic Tech: None.
- AGS Global Freight/SEKO Logistics: None.
- Pilot: Late shipments.
- DHL Global Forwarding/FedEx Trade Networks: None.
- DSV/Expeditors: None.
- DHL Global Forwarding: None.
- Charles Schayer: None.
- DHL Global Forwarding: None.

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Describe the biggest disappointment you've experienced in the last 12 months?

- DB Schenker Logistics/DHL Global Forwarding/Kuehne & Nagel: No disappointments.
- UPS SCS: None.
- Global Logistics: None.
- Damco: They had a cyber attack that left them informational handicapped for two months.
- Albatrann Freight/Inter Cargo/Kuehne & Nagel/Sovereign Cargo: None.
- JAS: Their customer service rep is a bit annoying.
- Panalpina: Not always having accurate tracking.
- BlueGrace/Fulmer/Global Transporters: None.
- CBC International/Elite/Outland Logistics/TSC: None.
- Pilot: None.
- Lynden Freight: None.
- Expeditors: Thorough air booking. Air rate quotes are supposed to include transit time for direct or non-direct flights, so we can make an educated decision. It is not part of their standard operating procedures, although we have had conversations about it. Some countries are a struggle and it does not appear that anything is changing.
- Kuehne & Nagel: Issues with tracking and reliable information. They are very P&L oriented by branch, not nimble or flexible.
- Expeditors: Timeliness and accuracy of reports.
- Yusen: None.
- TransWorld/UPS SCS: Forwarders giving incorrect quotes.
- ICS: A shipment cost double what was estimated.
- DB Schenker Logistics: A pallet took 4 months to be delivered.
- Expeditors: The lack of accountability.
- UPS SCS/Vanguard: Sometimes it takes a little longer to get information from them.
- ETS: None.
- FedEx Trade Networks/LEI: None.
- Manitoulin Global Forwarding: Tracking was their downfall. They were missing some answers.
- Kuehne & Nagel: Execution of their service. Internal delays.
- Perfect Logistics: We do not always have the greatest tracking.
- Rivalta Spedizioni: Complicated routing and delivery days.
- Colbeck-Clarke: None.

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Describe the biggest disappointment you've experienced in the last 12 months?

- Kuehne & Nagel: None.
- Apex: The carriers they assign. They are constantly rescheduling.
- Kuehne & Nagel: Issues with shipments and communication.
- Savino Del Bene: None.
- TDL MDL Distribution: No disappointments.
- US Group Consolidator: None.
- OEC: None.
- C.H. Robinson: Lack of follow through.
- FedEx Trade Networks: None.
- Kuehne & Nagel: None.
- DB Schenker Logistics/DHL Global Forwarding/DSV: Billing issues, lack of communication and delays.
- DB Schenker Logistics/Expeditors/Morrison: Missed shipments.
- Expeditors: None.
- Expeditors: Nothing.
- DSV: Lack of communication. Tracking ability is not user friendly. Lack of flexibility.
- UTC: Turnaround invoicing time.
- APL Logistics/DHL Global Forwarding/UPS SCS: None.
- CEVA Logistics: Their customer service has declined and visibility is not as good as the other forwarder.
- Expeditors: None.
- Kuehne & Nagel: None.
- Transport International: They were working with a third party in South America and there was a lack of communication between the two, but the problem got fixed.
- SDV: None.
- Scarbrough International: They call to inform us of a shipment pick up for a Wednesday and they did not show up, nor did they contact us. I had to contact them to find out why. I think they should have contacted me to let me know they would not be here as they had stated.
- Expeditors: None.
- DBS Group/FSI Logistics/Remant: None.
- Charles Schayer/Henco: Changes in delivery schedules didn't make our customers happy.

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Describe the biggest disappointment you've experienced in the last 12 months?

- FedEx Trade Networks: They had a customer service rep that didn't do a good job on service. He didn't help solve a problem. We found a way around using him.
- Bollore Logistics/Expeditors: None.
- Priority Worldwide Services: They did not get a shipment to China in time.
- Agility: Sometimes the paperwork gets mixed up.
- FedEx Trade Networks: Sometimes things get stuck in customs.
- Allstates WorldCargo: None.
- Albatrann Freight: Nothing.
- DHL Global Forwarding/Expeditors/FedEx Trade Networks: Nothing comes to mind.
- Expeditors: The lack of on time total transit time. Sometimes they don't notify us.
- UPS SCS: None.
- DHL Global Forwarding: None.
- Yatari Express: Sometimes they don't pick up on the day they have stated. They don't notify us in a timely manner.
- UPS SCS: None.
- FedEx Trade Networks: The level of service has fallen below our expectations in all areas.
- Argo Logistics Group/China Freight: None.
- Geodis Wilson: They don't get back with us to inform when trucks will show up. They sublease the trucks, so sometimes it isn't their fault.
- Expeditors: None.
- Able Freight: The lack of accurate information, not following through accurately, and does not read or follow instructions that are noted down.
- Air Ocean Logistics: None.
- FedEx Trade Networks/UPS SCS: Their additional charges. If you have a zip code labeled wrong on seven pieces, you get seven charges for your one error.
- Crowley: No disappointments.
- Expeditors: Expeditors are not proactive with reporting delays in shipments to us. We are contacting them, letting them know the shipment is delayed. I feel they should be contacting us with details on the delay, in a timely manner.
- C.H. Robinson: Issues with delivery and some of the damage in transit.
- Maersk Logistics: Timely delivery of shipments.
- UPS SCS: We sent a parcel to the states and they did not get a signature for it and the customer said they did not get it.

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Describe the biggest disappointment you've experienced in the last 12 months?

- Rhenus Logistics: Raw transport damages.
- Expeditors/OIA: None.
- EXPD International: No disappointments.
- Inter-Continental Forwarding: Not their fault, some delays in the shipments.
- Expeditors: None.
- FedEx Trade Networks: None.
- Expeditors/FedEx Trade Networks: There are occasional service failures and damages, as well as delayed shipments.
- Expeditors: Representative turnaround is very high.
- Del-Mar International/Panalpina: None.
- Panalpina/Kuehne & Nagel: The customer service representative at the local level, as far as day to day contact and lack of communication. Also, lack of reporting capability, and the timeliness of detention or demurrage invoices; the regular invoicing is okay though.
- Damco: Lack of reporting capability.
- UPS SCS: Damaged freight.
- General Noli: They have late response times.
- China Freight: No disappointments.
- Expeditors/Wen-Parker Logistics (WPL): None.
- Arrival Air & Sea/Del-Mar International/Hellmann/Traffic Tech: None.
- DHL Global Forwarding/ICT Transport/Kuehne & Nagel/Streck: None.
- FedEx Trade Networks: Sometimes, they were not on time with the pick ups.
- Global Logistics: None.
- UPS SCS: None.
- UPS SCS: If we choose the option of additional handling, which does cost us extra, they do not seem to follow their additional handling policy. They put something on the label indicating special handling, but it is so small that people do not see that and will handle it normally. They need to follow the additional handling policy, as far as the driver goes.
- FedEx Trade Networks: None.
- BNSF Logistics/Expeditors: None.
- Kuehne & Nagel: No disappointments with export, the problem is that there is not a lot of visible tracking with them. Not responding in a timely manner, in order for us to be able to file our AES, constantly changing the carrier.

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Describe the biggest disappointment you've experienced in the last 12 months?

- DHL Global Forwarding/FedEx Trade Networks: A shipment from Europe was delayed around Christmas time. It was due to fog and not the shipper's fault.
- Triple B Forwarders: None.
- TNG Logistics: None.
- CEVA Logistics/Integrated Freight Solutions/Panalpina: No disappointments.
- Dangulf: Timely transit times. Not keeping schedule.
- Seaboard Freight: Delay in receiving documents.
- Kuehne & Nagel: When they do not bring a dolly or cart to load packages.
- UPS SCS: None.
- FedEx Trade Networks: There was significant damage to one of my pallets.
- Mach One: There was a shipment that took them a day to find.
- DB Schenker Logistics/Kuehne & Nagel/Universal Forwarding Overseas: None.
- India Maritime Agency: The invoices not coming fast enough.
- Marine Services International/Mega Shipping & Forwarding/OIA/OL USA: None.
- Expeditors: No disappointments.
- Savino Del Bene: A couple of shipments have been late.
- DB Schenker Logistics: Turnover of personnel.
- Mainfreight Limited: None.
- Demarco/DHL Global Forwarding: Loss of shipments or missed delivery.
- Global Transportation Services/Trailer Bridge: None.
- Kuehne & Nagel: No disappointments.
- CEVA Logistics/V Alexander: None.
- DB Schenker Logistics/DSV/UPS SCS: No disappointments.
- FedEx Trade Networks: Goods not arriving or damaged.
- Expeditors: None.
- ICL/John A. Steer: None.
- ALG Worldwide: They lost the bid due to not giving us the best price.
- DHL Global Forwarding: Scheduling of the pick ups is very difficult. I do not know if it is the zone or the area we are in, but we have had lots of trouble with scheduling pick ups.
- Expeditors/FedEx Trade Networks: No disappointments.
- NAIS International: Them failing to get back to me about a shipment, that I thought they were going to schedule. I did not hear back from them for a couple of days.
- Unique Logistics: When I do not receive the paperwork from them in a timely manner.

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Describe the biggest disappointment you've experienced in the last 12 months?

- MIG Express: No disappointments.
- Expeditors/Pinnacle International: None.
- Expeditors: None.
- Box International/Clare Freight/Magnum Group/Scanwell: None.
- Fontana: None.
- UPS SCS: Lack of flights.
- Kintetsu World Express (KWE)/Speedmark: None.
- FedEx Trade Networks/Tresguerras: Shipping delays.
- DSV: None.
- Expo Freight/Hellmann/Morrison/RCF Capacity Planners/Trinity Logistics: None.
- CMI: Missing their deadline.
- Expeditors/Matson: Nothing.
- Kuehne & Nagel/V Alexander: The lack of space and rate changing during peak hours.
- UPS SCS: Extremely late delivery, but it was resolved.
- Expeditors/UPS SCS: None.
- Expeditors/Kuehne & Nagel/UPS SCS: None.
- Crane Worldwide: Booking difficulties.
- CEVA Logistics/Expeditors: None.
- Inter-Continental Forwarding: None.
- BDP International: They made a change in their local office personnel, change is a challenge.
- Kuehne & Nagel: There was a delay on getting a response to an air shipment.
- Expeditors: They lack on keeping the HTS codes on file.
- FedEx Trade Networks/Kuehne & Nagel/Traffic Tech/UPS SCS: None.
- Kuehne & Nagel: None.
- FedEx Trade Networks: Flight merchandise delays.
- DHL Global Forwarding: Lost merchandise.
- Expeditors: We have had some delays and shipments delivered to wrong locations.
- DHL Global Forwarding/Yusen: Their lack of control.
- Alaska Marine Lines (AML)/Matson: Force majeure. Mother nature causing late deliveries, but not their fault.
- Expeditors: They are non-responsive.
- Demarco: Reliability of making scheduled initial transit times.

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Describe the biggest disappointment you've experienced in the last 12 months?

- Kintetsu World Express (KWE): They lack on communication.
- Lamprecht Transport: None.
- C.H. Robinson: None.
- Hamburg Sud/MSK: None.
- Expeditors: System reporting is too difficult of a set up and it is not quite accurate.
- TNT TRACO (Air): Invoice issue with an over sized parcel that required special handling charges.
- UPS SCS: Late delivery.
- Future Forwarding: No disappointments.
- Dewell: Not being able to correct an overcharge.
- Star Asia: Not doing what they say.
- AGL Shipping: Price increase.
- Kintetsu World Express (KWE)/Rhenus Logistics: Not deliver on time.
- Aerostar Global Logistics: None.
- JF Hillebrand: None.
- Albatrann Freight/JF Hillebrand: When they have delays without notifying us ahead of time.
- Expeditors: The report I use isn't always updated every day.
- FedEx Trade Networks: None.
- Dachser Transport/UPS SCS: On time deliveries.
- Yusen: Timely invoicing.
- FedEx Trade Networks/United World Line (UWL): High prices.
- DSV: None.
- FedEx Trade Networks: Lost parcels.
- AIT Transportation: Damaged or missing items.
- FedEx Trade Networks: None.
- Trump Card: Lack of communication around damaged shipments.
- CEVA Logistics/Crane Worldwide/GAC Logistics: Overall competency level of staff.
- Express Air/FedEx Trade Networks: None.
- Muller and Partner: When they do not come into contact with me on time.
- Concordia International: Their lack of ability to problem solve.
- DB Schenker Logistics: The capacity with the market place is going to create havoc for everyone.

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Describe the biggest disappointment you've experienced in the last 12 months?

- Expeditors/Kuehne & Nagel/Panalpina: They didn't give us a heads up when Hanjin went out of business.
- Alliance/Laufer: Tracking LCL shipments.
- eShipping/UPS SCS: Shipment delays. Most of our air shipments are over sized, so they seem to be delayed getting them on the plane.
- JSI Logistic: None.
- Hellmann: On the collection side.
- Torque: No disappointments.
- Kuehne & Nagel: None.
- International Shipping Specialists: Sometimes communication lacks, it takes them too long to get back with us.
- CH Powell: No disappointments.
- Tasmanian: Sometimes tracking is not always on their website.
- AIT Transportation: They have not responded to the damages on a shipment recently.
- CEVA Logistics: Not having a sales representative.
- Crane Worldwide: None.
- Kuehne & Nagel: Lack of communication.
- UPS SCS: Delays on their sea freight lane.
- FedEx Trade Networks: None.
- C.H. Robinson: They picked up an extra pallet that was not supposed to go with them.
- Expeditors: We have experienced some delays with them.
- Kintetsu World Express (KWE)/Kuehne & Nagel: They lack on worldwide coverage.
- Pilot: No disappointments.
- Expeditors: They were late with a shipment that didn't get to the ocean, or ship.
- FedEx Trade Networks: We have had some billing issues and damages.
- Panalpina: Sometimes they will group our things together, which leads to them not getting delivered soon enough. They will lump things together so they end up making 3 trips per week, as opposed to 5 a week.
- Apex: We have had damages with them this last year.
- Nippon Express: We have experienced delays with them.
- FedEx Trade Networks: No disappointments.
- Pilot: None.
- Expeditors: They occasionally do not follow through with the time promised.
- UPS SCS: None.

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Describe the biggest disappointment you've experienced in the last 12 months?

- UPS SCS: No disappointments.
- UPS SCS: We paid for next day air and our customers did not receive it for two weeks, and we did not get reimbursed.
- Expeditors/UPS SCS: None.
- Expeditors: They picked up something from me from Australia and it sat in customs in New York for almost a week and half before I found out, and there was a problem with paperwork and I was overbilled.
- CEVA Logistics: They arranged a pick up for me on a flat bed to go to a port in New Jersey. It was after 5 o'clock and only 1 of the 2 crates was dropped off.
- FedEx Trade Networks: They did not honor a claim.
- Nippon Express: None.
- DHL Global Forwarding: No disappointments.
- Linea Peninsular: None.
- PFS: Administrative frustration, mainly on the UK side, their people were asking me for commodity codes.
- Toll Forwarding: No disappointments.
- Maritime: Delays and probably booking issues.
- DHL Global Forwarding: Management during peak season. Not managing to move our freight.
- Expeditors: They are overly cautious about moving into new markets.
- RL Swearer: None.
- Kuehne & Nagel: There are missing and incorrect charges, invoices being generated but not received.
- FedEx Trade Networks: They have a lack of being our business partner.
- UPS SCS: None.
- FedEx Trade Networks/UPS SCS: None.
- Kuehne & Nagel: None.
- ABF/FedEx Trade Networks/R&L Global Logistics: Late deliveries.
- CTS: Damage to a shipment.
- Expeditors: Delivery delays.
- UPS SCS: With census recordings, inbound and outbound, EEIs lack in due diligence in recording those shipments.
- AB Group Shipping/DB Schenker Logistics: Communication.
- Kuehne & Nagel: The service standard. Shipments not arriving on time.

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Describe the biggest disappointment you've experienced in the last 12 months?

- Bollore Logistics: Corrective actions, such as they suggest something but never put solutions into actions.
- DHL Global Forwarding/FedEx Trade Networks/UPS SCS: Timeliness of pick ups, sometimes.
- C.H. Robinson: We have no timely responses to our emails and the lack of knowledge with their shipping services is very poor.
- Kuehne & Nagel: They never reply to our emails, we feel they are overwhelmed.
- SK Logistics: None.
- Huafeng: None.
- Averitt: None.
- Nippon Express: The freight was delayed and we were not notified until the freight was past due.
- Kintetsu World Express (KWE)/KLINE: No disappointments.
- JAS: Lose of freight.
- Maersk Logistics: They do not respect the conditions. They do not have good communications. They have delays and they do not review any terms.
- C.H. Robinson/DSV: On occasion, they will have delayed shipments.
- Kuehne & Nagel/Protrans Line/TransGroup Global Logistics: The amount of time between when we have freight ready and when they pick up.
- Expeditors: Due to the amount of capacity in the industry, causes cross labeling on shipments going through the incorrect customs. This isn't easy getting the shipments back to us. It can take months.
- UPS SCS: They at times seem careless with more damages and takes more time to find out what is going on with the shipments.
- Averitt/DSV: None.
- V Alexander: When they do not show up like they are supposed to.
- Expeditors: No disappointments.
- FedEx Trade Networks: None.
- DHL Global Forwarding: They do not always pick up on time and it has happened a lot lately.
- FedEx Trade Networks: None.
- NNR/Panalpina/Union Logistic: No disappointments.
- Geodis Wilson: They had some damage issues along the way.
- DHL Global Forwarding/FedEx Trade Networks: None.

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Describe the biggest disappointment you've experienced in the last 12 months?

- FedEx Trade Networks/UPS SCS: None.
- FedEx Trade Networks: None.
- Ocean International: A container was delayed.
- Radiant Logistics: Damage occurred overseas.
- AirMar: Lack of tracking because of the internet system.
- Nippon Express: Willingness to go the extra mile from an account stand point.
- DHL Global Forwarding/Expeditors: Holding the contract rates.
- DHL Global Forwarding: Some of the consignments turn up and are not complete, and many boxes turn up damaged.
- Transglobal: None.
- FedEx Trade Networks: None.
- Land Star: Their pick of carriers.
- Polaris Worldwide Logistics: None.
- American Lamprecht Transport: They have made mistakes when shipping things, sent to different and wrong countries, delays, damages, and their communication was not great.
- CEVA Logistics: None.
- Euro Partners Aero: Tracking of the freight.
- Expeditors: Security of the freight.
- DB Schenker Logistics/Kuehne & Nagel: We've had a couple of service failures on shipments.
- DB Schenker Logistics/Kuehne & Nagel: No disappointments.
- OIA: Getting incomplete information on freight estimation software.
- Demarco/Kintetsu World Express (KWE): Their transit times are poor.
- FedEx Trade Networks/MOL Logistics: None.
- CEVA Logistics: Inability to clear freight on time in specific lanes.
- TransGroup Global Logistics: They have minor freight damage.
- UPS SCS: Unresponsiveness, especially on the surface freight side, as well as damages and losses.
- TransGroup Global Logistics: Our regular representative retired.
- DSV/Expeditors: None.
- UPS SCS: Inability to move shipment.
- DSV: Shipment crossing.
- Mallory Alexander: When they consolidate all invoices.

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Describe the biggest disappointment you've experienced in the last 12 months?

- ISS Trade Logistics: None.
- FedEx Trade Networks: Dealing with communication delays.
- Kuehne & Nagel: None.
- FedEx Trade Networks/UPS SCS: None.
- DHL Global Forwarding: They have had a lot of struggle with on time delivery and tracking and routing, and they struggle with communication.
- Kuehne & Nagel: We could not get straight answers or people involved, and there was no chain of command.
- Expeditors: None.
- C.H. Robinson: Their inability to provide data for on time deliveries.
- Expeditors: Their inability to have on time deliveries.
- James J Boyle: None.
- M & L Logistics/Mohawk Global Logistics: None.
- Container Port Group/FedEx Trade Networks/UPS SCS/Veeco Services: No response or notification of late shipment.
- Expeditors: The lack of sales reps. No communication like we used to get. They used to check in on us.
- Kuehne & Nagel/Norman Global/TMX: Timely information about delays.
- Donnex/Staples International Shipping: No communication.
- Embassy freight/Van der Vlist: No disappointments.
- Livingston International: Poor communication on the whereabouts of shipments.
- OOCL: They seem to have lost interest in our business. They used to be very keen to do business and would offer competitive pricing and they kind of lost their way. Overall, they have a loss of commercial focus and they used to be customer focused and are not now.
- Maersk Logistics: They are trying to standardize everyone to fit what they want, rather than to understand that all customers have different requirements.
- NYK Line (Nippon Yusen Kaisha): When they do make mistakes, they are pretty significant mistakes and it ends up being a disaster and not something small.
- Hamburg Sud: They have lost their identity and have been bought by Maersk, so eventually they will be swallowed up.
- Hapag Lloyd: None.
- Bertlings/Kuehne & Nagel: No disappointments.
- FedEx Trade Networks: Issues with product being held at depot without notification.

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Voice Of The Customer

Describe the biggest disappointment you've experienced in the last 12 months?

- UPS SCS: We had an ocean shipment that was 2 months late. Also, the consistency of accurate tracking. Their air tracking is good, but the ocean tracking is completely unavailable.
- Cargo Partners: None.
- DB Schenker Logistics/Pax Freight: Pick up times and booking.
- DHL Global Forwarding: I do not think it is DHL, really it is more port congestion.
- UPS SCS: They have a couple of lost shipments.
- Crossflight/TNT TRACO (Air): Poor delivery.
- Davies Turner/DHL Global Forwarding/Jan Krediet: Not informing me when a delivery is late.
- Dooley Rumble/East Anglia Forwarding: No disappointments.
- DB Schenker Logistics/Expeditors/Panalpina: We've had damaged shipments arriving to the customers site. Claims is a very slow process.
- Hybrid International Forwarding: None.
- FedEx Trade Networks: They were low on space on aircrafts in China, and this caused major delays.
- Embassy freight/PBS International: No disappointments.
- Hapag Lloyd: Delays.
- Maersk Logistics/Mediterranean Shipping Co. (MCS): None.
- Albatrann Freight/DHL Global Forwarding/JF Hillebrand: Accuracy of information.
- FedEx Trade Networks: None.
- Progressive 3PL: Loss of transit.
- C.H. Robinson: None.
- CEVA Logistics: No disappointments.
- C.H. Robinson: No disappointments.
- Milgram: Their follow up and follow through, as far as the way they are set up, it is not convenient or not always reliable. It takes too long and their customer service is not up to par with what we need.
- Cargo Partners/OEC: None.
- Damco: Container failure.
- Agility/DHL Global Forwarding: Lack of communication.
- China Shipping Container Lines (CSCL)/Savino Del Bene/UPS SCS: No disappointments.
- Expeditors/Yusen: None.

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Describe the biggest disappointment you've experienced in the last 12 months?

- DSV: Not follow up.
- FedEx Trade Networks: We have had damaged shipments.
- DHL Global Forwarding: No disappointments.
- C.H. Robinson: Receiving damaged product that we believe happened in transit.
- Superior Freight Services: Not letting us know when there was a problem with a shipment.
- Expeditors: Very poor customer service.
- OEC/UPS SCS: None.
- Kuehne & Nagel: Lack of communications in a timely manner.
- Kuehne & Nagel: Failure to collect.
- EMO TRANS: Getting quotes and follow up on statuses.
- Air City Inc/Hartrodt/Kuehne & Nagel/United World Line (UWL): Service follow up and quote times.
- M.A. Logistics: Service follow up and tracking.
- Trans Ocean Freight & Transportation: None.
- Transglobal: Logistics issue.
- Vanguard: None.
- FedEx Trade Networks: My volumes are so low that I no longer have a local sales representative assigned to me in Memphis.
- DHL Global Forwarding: They are more localized though a broker, so I really have not had any disappointments.
- RIM Logistics: Missing a boat once because they did not get it on the rail on time.
- Spirit International Transport: None.
- Transcon Price: Our original sales representative left the company and our next representative did not even know we were their customer.
- Expeditors/R&L Global Logistics/West Forwarding Services: None.
- FedEx Trade Networks: Having delays.
- C.H. Robinson: None.
- Expeditors: Lack of notification when shipments are delayed or damaged in transit.
- Kuehne & Nagel: None.
- Global Forwarding: It is hard trying to find someone for assistance when you cannot find it on their website. We need more one on one.
- Expeditors/Kuehne & Nagel: None.

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Describe the biggest disappointment you've experienced in the last 12 months?

- DHL Global Forwarding: In global areas, not necessarily out of UK, KPIs were not being met and our service was declining in regards to and aligned with the rates we had.
- C.H. Robinson: None.
- Expeditors/Kintetsu World Express (KWE): No disappointments.
- Expeditors: Claims, damages and misrouting.
- Crane Worldwide: None.
- DHL Global Forwarding: They are incapable of sending invoices, I only receive late notices. If there is a problem with the shipments, it is impossible to resolve and they are hard to work with.
- International Logistics Inc./Laufer/UPS SCS: None.
- UPS SCS: No disappointments.
- C.H. Robinson/FedEx Trade Networks: In China, how reliable their partner is to our office and also their people requesting documentation that has already been sent.
- PGL Integrated Logistics/Western Shipping America: None.
- Expeditors: Getting information on shipments.
- DSV: Missed a pick up.
- Mainfreight Limited: Had a damage.
- APL Logistics: Technology level. It is outdated and there are some inaccuracies. They need to improve the user interface as it is one of the biggest challenges we have, and then the way they have multiple systems. We would like a single platform.
- Around the World/G&B Packing: None.
- CEVA Logistics: Very limited, not great on timing.
- ATSL: None.
- UPS SCS: They get off track during peak seasons and we get pushed out. It's atrocious and our freight is lost or delayed.
- C.H. Robinson/Crane Worldwide/Global Transporters: None.
- UPS SCS: Slow reaction to a couple of problems we had.
- FedEx Trade Networks: They have a very high success rate of delivering things, however if something gets lost, the odds of finding the goods is very minimal.
- Concordia International/Geodis Wilson/Lamaigneri: None.
- Land Star: None.
- True North Logistics (TNL): None.
- Ex Worx: Not supplying the appropriate information after the shipment sailed.

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Describe the biggest disappointment you've experienced in the last 12 months?

- UPS SCS: Misdirected shipment.
- Kuehne & Nagel: None.
- FedEx Trade Networks/Hecny Group: We had a missed delivery with them.
- UPS SCS: None.
- Geodis Wilson/Logistics Plus: They need to provide clear viability of my dock.
- Concordia International: Communication errors with not getting emails or types of notifications.
- Blu Logistics: Late response on pricing quotes.
- DSV/Expeditors/Yusen: There is a lack of caring and communication.
- UPS SCS: They had issues on some deliveries, such as not being on time or not getting there at all.
- Kuehne & Nagel/TNT/Transglobal: None.
- Dimerco Express/World Asia Logistics/Yusen: None.
- C.H. Robinson: They are so easy to work with, there are no disappointments.
- Polaris Worldwide Logistics: We had a recent delay in receiving a price quote.
- Kuehne & Nagel: Damage in transit.
- FedEx Trade Networks: We have had leaking containers.
- JAS: None.
- Pinnacle International: No disappointments.
- UPS SCS: Damaged packages on inbound and outbound shipments, and them not taking responsibility for the damages.
- DHL Global Forwarding: None.
- DHL Global Forwarding/JAS/National Air Cargo: Their tracking system could use some improvement.
- UPS SCS: Their entire system. It is such a huge system, it is difficult to get through to anyone.
- FedEx Trade Networks: The ability to get to the right person and get quotes.
- BTX Air Express/SEKO Logistics: They are limited because they are smaller.
- DHL Global Forwarding: The lack of organization.
- Expeditors/Trans-Trade/UPS SCS: None.
- UPS SCS: We do not receive visits from our representative as much as we like too.
- Protrans Line: Missed booked shipments. Double scheduled pick ups. Not same day pick ups.
- Kuehne & Nagel: Cannot get a same day pick up from them.

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Describe the biggest disappointment you've experienced in the last 12 months?

- Expeditors/LLS Team: None.
- Challenger/Crowley/Paul Sutek: No disappointments.
- C.H. Robinson: None.
- Carter Express/Dayton/USF Holland: None.
- Binex Logistics: They have more problems with customs, compared to other forwarders.
- Daystar Logistics Llc/KGL Networks: None.
- Mainfreight Limited: We have had import delays with them.
- Expeditors: They have trouble following SOPs.
- DHL Global Forwarding/JAS: They lack on reachability.
- Australian National Line (ANL)/Maersk Logistics: None.
- FedEx Trade Networks: Lost a shipment for a month.
- FedEx Trade Networks: Invoicing has been more of a hassle, but I just moved from one location to another and it took a ton of time before they got everything swapped over correctly.
- UPS SCS: We have had either lost or damaged shipments, then we make a claim for and our claim gets denied for the same bogus reason every time. Claim was denied because the packaging was not correct. It is the same response we get every time we make a claim.
- ACM Logistics: No disappointments. It is more the people they contract to us that we have an issue with, like the delivering companies.
- DB Schenker Logistics: Damaged product.
- CEVA Logistics: None.
- FM Logistics: No compensation for the damaged items.
- DHL Global Forwarding: Unqualified staff.
- Kuehne & Nagel: None.
- BestOcean Worldwide Logistics: Their accounting department and inaccurate invoices.
- AWOT/C.H. Robinson/Expeditors: None.
- FedEx Trade Networks: I had a bad experience with service time.
- UPS SCS: We have had damaged shipments.
- DHL Global Forwarding: Ease of booking is difficult.
- DB Schenker Logistics/FedEx Trade Networks: We have issues with timely pick ups.
- Kuehne & Nagel: We have experienced a delayed shipment with them.

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Describe the biggest disappointment you've experienced in the last 12 months?

- DB Schenker Logistics: They have slow response times.
- Expeditors/Laufer: None.
- Expeditors: Service issues with it.
- Panalpina: Exchange rates keep fluctuating and they do not provide any information.
- NYK Line (Nippon Yusen Kaisha): No update from company on emergency.
- DHL Global Forwarding: Less services, will charge you more.
- Geodis Wilson: Poor performance.
- DSV: Takes a longer time.
- Expeditors: Unsecured transportation.
- Geodis Wilson: Cost issues.
- Kuehne & Nagel: Delay in delivery.
- DHL Global Forwarding: Loss of product.
- DHL Global Forwarding: Unable to ship large volumes.
- Geodis Wilson: Higher cost on small value.
- Kuehne & Nagel: Less network of agents.
- DHL Global Forwarding: Delay due to laws of the cross border.
- Kuehne & Nagel: Quality is not satisfactory.
- Kuehne & Nagel: None.
- FedEx Trade Networks: Transit time in website is not accurate.
- Seaseir: They lost a shipment.
- Cargo Brokers/Future Forwarding/Lyman Container Line (LCL): They have poor delivery times.
- C.H. Robinson: Our customers told us when a shipment is needed. We sent the required information to them two days prior to the shipment date. I had sent a follow up email confirming the shipment, as I had not heard back from them. The email I received back stated they did not find a carrier for our shipment. I was highly disappointed. I felt they did not value us as a customer, they could have treated us better. Jarrod Hoffmeier was excellent, he would get things done. Once he moved to another position, their service has gone downhill.
- UPS SCS: Lost shipments and additional fees.
- FedEx Trade Networks: Lost shipments.
- Page & Jones: None.
- Kuehne & Nagel: Not following up on an air shipment.
- Laufer: None.

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Describe the biggest disappointment you've experienced in the last 12 months?

- DHL Global Forwarding: Scheduled pick ups and would not show up.
- DSV: They misplaced a package.
- Kintetsu World Express (KWE): There have not been any.
- FedEx Trade Networks: No complaints.
- Kuehne & Nagel: The lack of information and reporting that is available to us on their website.
- Hellmann: Never know when our freight is arriving.
- Expeditors/MIQ Logistics/UPS SCS: None.
- AXIMA: Customer service.
- TCS: Rates go up.
- Mainfreight Limited: They lack on equipment availability.
- DSV/FedEx Trade Networks/Radiant Logistics: No disappointments.
- FedEx Trade Networks: Lost parcels.
- DB Schenker Logistics/Expeditors/UPS SCS: None.
- DHL Global Forwarding: Lack of follow through with shipments coming into U.S.
- Hellmann: Issues with their export and sustainability.
- Kuehne & Nagel: No issues with them.
- FedEx Trade Networks/Rhenus Logistics: Damaged goods.
- Expeditors: They get most of our Mexico shipments. We have a few delays due to weather, so lack of on time deliveries.
- DB Schenker Logistics: Port delays, when containers hit port it takes them forever to get here.
- Trailer Bridge: They handle Puerto Rico for us and we have not had any issues with them.
- Orient International Logistics/ORIENT STAR: Failure to follow instructions.
- Expeditors: None.
- FedEx Trade Networks: They lost one shipment and it took more than a year to deliver the other shipment.
- DHL Global Forwarding: Some locations take longer to deliver than FedEx.
- Expeditors: They lack on ability to track shipment.
- UPS SCS: They have a high damages rate.
- Brennan/FedEx Trade Networks/Rohlig Logistics: None.
- Tiger Logistics: They lack on not picking up when planned.
- Spirit International Transport: No disappointments.

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Describe the biggest disappointment you've experienced in the last 12 months?

- DB Schenker Logistics: They are not committed to service.
- Expeditors/Kuehne & Nagel/Vandergrift Inc.: None.
- NNR: Just visibility of the freight and not follow up on communication, like emails.
- JAS: I have not worked with them the full 12 months.
- Nippon Express: Invoicing because some take too much time.
- Expeditors/Yusen: No problems with them.
- DHL Global Forwarding: The lack of support, such as with anything that deals with the shipments, billing questions, tracking of shipments and claims.
- YRC Logistics: Lack of claims and billing support and hidden charges. Getting to the right person in general is difficult.
- FedEx Trade Networks: The lack of resolving claims and lack of details on the billing.
- UPS SCS: Lack of claims support.
- Expeditors: Delayed documents.
- DB Schenker Logistics: Not getting responses from emails.
- Kuehne & Nagel/Nippon Express: Third party pick up issues.
- Expeditors: They once mixed pallets.
- Century: Communication on pick up times.
- Concordia International/Hellmann: No problems.
- DHL Global Forwarding/UPS SCS: No disappointments.
- FedEx Trade Networks/UPS SCS: None.
- DB Schenker Logistics: Their air side of freight is pretty quick, but ocean shipments take forever to get here.
- Expeditors: No disappointments.
- World Express Logistics: None.
- DHL Global Forwarding: None.
- Panalpina: There are no specific time lines.
- DSV: Highest freight tariff.
- Blue Water Freight: Capacity is less to export/import.
- Hellmann: Increasing shipment cost.
- Hermes Logistik: Delays in loading and unloading.
- Geodis Wilson: Lack of support.
- DSV: Poor quality of service.
- DSV: Waste time.
- Sovereign Cargo: No disappointments.

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Describe the biggest disappointment you've experienced in the last 12 months?

- Woodland International Transport: Miscommunication regarding shipping to correct port, we were lead to believe that the shipment was changed though it was all handled well, however they forgot to organize it at their end and they never informed us of the massive delay.
- CMA CGM/Evergreen Line/Top Ocean Freight: There have not been any.
- FedEx Trade Networks: Trying to get issues resolved, such as lost or damaged cargo and working with them on that. The issue does eventually get resolved, but the communication and the process of resolving issues is lacking.
- Apex: The transit times can be long, but we know sometimes it is due to the ports being busy.
- FedEx Trade Networks: None.
- Blue Water Freight: No disappointments.
- DHL Global Forwarding: None.
- CEVA Logistics: None.
- Meacher's Global Logistics: None.
- FMS: Missing pallet that we could not find.
- Laufer: Setting up appointments.
- DHL Global Forwarding: None.
- UPS SCS: We have experienced late pick ups. They were normally getting here at 3 o'clock, but since they switched up the driver, they now arrive thirty minutes late.
- DHL Global Forwarding/FedEx Trade Networks: No disappointments.
- Expeditors: Service. Flights constantly getting bumped and then not prioritized after getting bumped.
- Green Worldwide Shipping: None.
- UPS SCS: Hazardous restrictions is a disappointment, we wish there was more availability for us.
- DHL Global Forwarding: No disappointments.
- C.H. Robinson: There is a lot of turnover.
- Expeditors: They nit picked on my stamps, but when I contacted the actual customer in China, they said the stamps were fine; then the shipment was delayed for no reason.
- FedEx Trade Networks: We had a couple of issues where they did not pick up in a timely manner.
- DB Schenker Logistics/DHL Global Forwarding: No disappointments.
- DHL Global Forwarding: Time frame for receiving quotes.

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Describe the biggest disappointment you've experienced in the last 12 months?

- UPS SCS: There are none.
- DSV: They have had trouble honoring their quotes.
- Crane Worldwide/Dasher/Expeditors/Helman/Nippon Express: None.
- DHL Global Forwarding: We had a major shipment lost with no resolution. We had a price reduction that was not applied when it was supposed to. It wasn't until several months later, we noticed it and took actions to correct it and receive the refund.
- FedEx Trade Networks: None.
- DHL Global Forwarding: Service failure.
- Edmonson Shipping: Service issue with documentation.
- Agility/DSV/Expeditors/Panalpina/Traffic Tech/Wen-Parker Logistics (WPL): They lack on getting us the EDI that we need to complete the paperwork.
- Expeditors/Yusen: The time frame to get quotes.
- Future Forwarding: A few delays, but it was the shipping line's fault.
- Kuehne & Nagel: Missed shipments. Sending them to the wrong countries.
- UPS SCS: None.
- Brecks: None.
- UPS SCS: Changing representatives after ours received a promotion.
- OEC: Their credibility can be disappointing. They are very good in certain areas and other areas that are poorly done, like their reporting is not accurate and late vessel arrivals.
- UPS SCS: Unexpected secondary rate quotes.
- Expeditors: We had some cargo that stayed at the port for a couple of weeks and we received a high demurrage fee.
- DJ Powers: Their lack of response time and ability to get a shipment booked for us in a hot situation.
- UPS SCS: Trouble getting in touch with the right contact.
- Agility/DHL Global Forwarding: We have experienced billing errors with them.
- InterGlobal Forwarding: They are too aggressive with approaching issues or when receiving a quote.
- Aprile Sea freight: None.
- Bohnen Logistics: Lots of time taken in delivering product.
- XPO Logistics: Costly.
- CEVA Logistics: Damage of the material.

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Describe the biggest disappointment you've experienced in the last 12 months?

- DB Schenker Logistics: Risk of losing items.
- DSV: Nothing.
- OOCL: Very slow.
- Geodis Wilson: Higher cost on small volume.
- Kuehne & Nagel: Less network of agents.
- DHL Global Forwarding: Unable to ship large volumes.
- Imperial Logistics: Need to make continuous follow up.
- Penske Logistics: Handling is not good.
- BLG Logistics: Hike in prices.
- DB Schenker Logistics: No disappointments.
- West Star: No disappointments.
- UTi Worldwide: We have faced problems, lost or damaged shipments.
- Kenco: At times they do not understand the requirements.
- DSV: Longer delivery times.
- Panalpina: They are not professional with their work.
- Arvato: They take a very long time.
- C.H. Robinson: Doubtful when there is CBT.
- DHL Global Forwarding: They take a lot of time to deliver.
- Bolloré Logistics: Most of the rules are difficult to understand.
- Sinotrans: There were instances when we were not informed about the delays.
- DHL Global Forwarding: They do not handle the products properly.
- Panalpina: Improper paperwork.
- UPS SCS: They have a lot of damages and we have seen a huge increase of package damages.
- FedEx Trade Networks: None.
- FedEx Trade Networks: They are inattentive to any needs, late response times.
- Expeditors: They have poor customer service.
- ISG Transportation: Reaching out to the representative. The representative should be reaching out to us.
- TransWorld: Having to wait for them to contact their partners in order to give us a quote.
- AWOT/DHL Global Forwarding/DSV: Service failures and lack of communication.
- Metro Shipping: None.

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Describe the biggest disappointment you've experienced in the last 12 months?

- UPS SCS: My business is split into two companies. They flag my shipment because of a disagreement they had with the other company, which had nothing to do with me. They tried to return a several hundred thousand dollar shipment which I would have had to destroy. I had to get two level executives approval to ship it and arguing with UPS to ship it. They would not move forward until I had the Director of Quality and the President of my division approve the shipment.
- Bollore Logistics: We had a single missed shipment because the driver did not ring our doorbell.
- Australian National Line (ANL)/MSC: Delay in shipment.
- DHL Global Forwarding: Problem solving, easy to book but not so good with later problems.
- Dimerco Express/CEVA Logistics: None.
- DSV: Difficulty in getting in touch with the correct person.
- DHL Global Forwarding: Need to make many follow ups.
- Changan Minsheng Logistics (CML)/DB Schenker Logistics: No disappointments.
- DHL Global Forwarding: Miscommunication, which leads to incorrect delivery of product.
- CEVA Logistics: Not delivered within the stipulated time frame.
- Logwin: Painful to take services from them.
- DHL Global Forwarding: No connectivity issues for major regions.
- Maersk Logistics: Limited routes.
- MTI World Logistics: They did not live up to a commitment they promised, so we had to look for a different forwarder for some of the air freight.
- Laufer/Universal Shipping: None.
- DB Schenker Logistics: Outdated technology used by them.
- Daesung Logistics: Takes a longer time.
- Jeena & Company: Delivery time is long.
- TNT: Storage issues.
- FedEx Trade Networks: None.
- DHL Global Forwarding/TNT: None.
- Hecny Group: We have had issues with reporting.
- Expeditors: Accuracy in invoicing.
- TNT: We had a missing shipment for a week.
- DHL Global Forwarding: None.

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Describe the biggest disappointment you've experienced in the last 12 months?

- UPS SCS: They lost a package.
- BDP International: Very difficult communication.
- CLX Logistics: Quality is not satisfactory.
- Changan Minsheng Logistics (CML): We do not have disappointments.
- DHL Global Forwarding: None.
- TNT/Transport Maritime et Transit (TMT): None.
- FedEx Trade Networks: We have experienced late deliveries and we had a damaged item. We also had multiple deliveries because of shortages.
- UPS SCS: On occasion, we would experience lost packages.
- BTX Air Express/DHL Global Forwarding: No disappointments.
- Roadway: They seem to be not very organized. They do not notify me of delays, most of the time I am the one reaching out to them, and I do not always get answers. When they were TNT, they were fantastic.
- FedEx Trade Networks/UPS SCS: None.
- Vinafco Shipping: No updates from company.
- Schneider Logistics: None.
- DACSO: No.
- CMA CGM/DHL Global Forwarding/TNT: None.
- Laufer: The lack of knowledge from the guy that runs the broker. Also, Laufer not taking responsibility for the damages and hiding the damage.
- Southern State Forwarding: None.
- Schneider Logistics: Issues with pricing.
- Geodis Wilson/Kuehne & Nagel: None.
- Kuehne & Nagel: Unsecured transportation.
- Age Trans/Seacon Logistics: Extra cost for additional transport and time.
- Expeditors/Silvertrans Logistics: They do not understand the treatment of our goods and the documents. They do not understand the regulations around dangerous goods. Our goods have some general exception rules, so if we send certain goods, they say that they are dangerous, but from our end there are no problems.
- Leschaco: There is no problem.
- DHL Global Forwarding: Delivery.
- Galata Transport: Losing packages, confusing the delivery.
- DHL Global Forwarding/FedEx Trade Networks/TNT: None.
- DHL Global Forwarding/Kuehne & Nagel: None.

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Describe the biggest disappointment you've experienced in the last 12 months?

- FedEx Trade Networks: None.
- DHL Global Forwarding: Delivery time and damaged products.
- TNT: None.
- UPS SCS: None, they are good.
- Schneider Logistics: Poor handling of packages.
- Daesung Logistics: Loss of product.
- FedEx Trade Networks: We receive, on inbound, separately. For example, two will arrive today and then maybe one tomorrow and then the rest another day, instead of all together.
- DHL Global Forwarding/DSV: None.
- UPS SCS: Their cargo tracking is not real time. There is a lag.
- Pilot: Invoicing discrepancies.
- DHL Global Forwarding: They had lost a package.
- FedEx Trade Networks/UPS SCS: There are none.
- DSL: Never had any disappointment.
- BDP International: Exchange rates keep fluctuating and they do not provide any information.
- UPS SCS: Delay due to laws of the cross borders.
- Giorgio Gori/JF Hillebrand: Nothing.
- DHL Global Forwarding/Kuehne & Nagel/Schneider Logistics: None.
- Cargo Partners/Kuehne & Nagel: None.
- Pilot: None.
- Billitz: No disappointments, 100% satisfied with this company.
- Echo Logistics: We do not have disappointments.
- UPS SCS: Cost issues.
- Nippon Express: Their quoting is disappointing. They did not honor one of our quotes, and one of them came back incorrect.
- Kuehne & Nagel: They have a higher price than we would like.
- ALPS Global Logistics/UPS SCS: No disappointments.
- TNT: Less services, will charge you more.
- Vinafco Shipping: Lack of support.
- Anker Shipping: No disappointment.
- Westar International Forwarders: Agent on the port is not doing a good job.
- Clear Freight: Agent on the port doesn't do a good job.

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Describe the biggest disappointment you've experienced in the last 12 months?

- Fiege: When they lose documents.
- DHL Global Forwarding/FedEx Trade Networks: None.
- Deugro/DSV: There are no disappointments.
- Seashell Logistics: None.
- Kuehne & Nagel: Security of the item.
- Schneider Logistics: Damaged product.
- Captains Freight/Cargo Partners: No disappointments.
- Agility/Expeditors/DHL Global Forwarding: Not following the rules.
- Expeditors/Transplace: None.
- Hartrodt: They had missed something on a BOL which was some trouble, but they sorted it out quickly so there was a minimal effect.
- DHL Global Forwarding: Missed shipments and delays, as well as issues with invoicing sometimes being inaccurate.
- Genco Shipping & Trading/Kuehne & Nagel: None.
- V Alexander: They do not treat their customers right. They are not loyal or flexible. What they give us is what we take, they are not helpful. They need to care more about their customers.
- Kuehne & Nagel: They lack on communication.
- FedEx Trade Networks: We had a sales representative who was useless and it took a long time for them to take him off our account and they made us look bad.
- KLINE: None.
- Daesung Logistics: Limitations on regions.
- Den Hartogh: They are unable to ship large volumes.
- BDP International: Higher cost on small volume.
- UPS SCS: Less network of agents.
- FedEx Trade Networks: Customs brokerage not informed.
- UPS SCS: Delay in delivery.
- DHL Global Forwarding: None.
- Interfracht/TNT: None.
- Kuehne & Nagel: None.
- GLF: None.
- CNA Logistics/Mac Logistics/Maersk Logistics: Delay.
- DHL Global Forwarding: None.
- UPS SCS: Never been disappointed by UPS.

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Describe the biggest disappointment you've experienced in the last 12 months?

- DHL Global Forwarding/Dutch Forwarder/TNT: None.
- Maersk Logistics/Yes Logistics: Communication and delays.
- Dachser Transport: None.
- Hellmann: No issues, they are keeping their promise.
- Ossa Logistics/Yang Ming: Experienced delays in the past.
- DHL Global Forwarding: None.
- FedEx Trade Networks/UPS SCS: No disappointments.
- Werner Logistics: They don't provide delivery on time.
- Geodis Wilson: High exchange rates.
- Neovia Logistics: They take a lot of time to deliver.
- DLS Worldwide: Slow service.
- Leschaco: None.
- UPS SCS: The customer services are not provided on time.
- Apollo LogiSolutions (ALS): No connectivity issues for major regions.
- Schneider Logistics: Lack of care in handling goods.
- Apollo LogiSolutions (ALS): Their packaging quality is not good.
- Schneider Logistics: Poor maintenance.
- Apollo LogiSolutions (ALS): They never give me a response on time.
- Apollo LogiSolutions (ALS): They don't give a response on time.
- Geodis Wilson: Quality is not good.
- Kuehne & Nagel: Lazy in giving responses.
- Jeena & Company: Packaging changes are extra and have to be bared by the customers, which is unfair.
- Kuehne & Nagel: No proper maintenance.
- C.H. Robinson: They charged me extra for the packaging.
- Geodis Wilson: Staff was casual in their behavior.
- OHL: Poor services.
- Hungary InterSped: They take extra charges.
- Falcon Freight: It is difficult for me to track the parcel when it is in transit.
- Kuehne & Nagel: I was unable to track the parcel once it crossed the border. I didn't even get any notifications.
- Apollo LogiSolutions (ALS): I paid an extra amount for the delivery, but the shipment was still delayed.
- Schneider Logistics: It was not on time and that disappointed me.

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Describe the biggest disappointment you've experienced in the last 12 months?

- Falcon Freight: There is always delay in the services.
- Apollo LogiSolutions (ALS): They take a long time to respond.
- Apollo LogiSolutions (ALS): Compensation was not given to me for the damaged goods.
- Panalpina: Change in exchange rates is always an issue.
- Jeena & Company: I am not satisfied with their services, it was really bad.
- Schneider Logistics: Hidden charges are always applicable.
- Apollo LogiSolutions (ALS): Every country has their different rules and regulations which are difficult to deal with in real time.
- Geodis Wilson: Difficulty in communication.
- Expeditors: They were not on time.
- Fast Forward Freight/FedEx Trade Networks: There were none.
- SEKO Logistics: None.
- BDP International: Does not provide all the services which we already decided.
- MIQ Logistics: Hidden charges.
- FedEx Trade Networks: Need more modes of communication.
- Hub Group, Inc: I was facing difficulty approaching customer service.
- DB Schenker Logistics: None.
- Kuehne & Nagel: Don't actually provide the offer, which is shown in brochure.
- Geodis Wilson: Need to take many follow ups.
- Kuehne & Nagel: None.
- DHL Global Forwarding: Lack of information from their end.
- Kuehne & Nagel: None.
- Giorgio Gori: None.
- Expeditors: Unsecured transportation.
- Geodis Wilson: Cost issues.
- Land Star: Delivery to incorrect location.
- Geodis Wilson: Exchange rates are really high for me.
- Penske Logistics: No delivery time frame.
- Kuehne & Nagel: Delay in delivery.
- DHL Global Forwarding: Loss of product.
- Goodman: Limitations on regions.
- Damco: No insurance for our assurance.
- NFI Industries: No guarantee.

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Describe the biggest disappointment you've experienced in the last 12 months?

- DSV: Takes a longer time.
- Geodis Wilson: Lack of support.
- NYK Line (Nippon Yusen Kaisha): No update from company on emergencies.
- DHL Global Forwarding: Less services charging you more.
- Geodis Wilson: Poor performance.
- Expeditors: None.
- DB Schenker Logistics: Damaged product.
- Panalpina: Exchange rates keep fluctuating and they do not provide any information.
- C.H. Robinson: We are having an issue with them because no one knows what to do with some importing from one country into another.
- Priority Worldwide Services: None.
- Kuehne & Nagel: There is no stability in the exchange rates and it is really frustrating to calculate every time.
- Panalpina: They were constantly changing the delivery timings.
- Yusen: They are not facilitated with many technologies.
- Kuehne & Nagel: They stopped giving notifications.
- FedEx Trade Networks: Can't specify.
- UPS SCS: They make unnecessary changes.
- FedEx Trade Networks: Never satisfies requirements.
- Yusen: I have never received the parcel in time.
- Kenco: You will never get solution on an immediate basis.
- Geodis Wilson: There are no specific time lines.
- Neovia Logistics: Took a lot of time.
- Damco: Customers have to contact third party in case of any issue.
- CEVA Logistics: No escalation matrix.
- Jeena & Company: No proper notifications about the shipment when it is delayed.
- Menlo: They don't maintain the shipment once it is loaded.
- Allport: We create e-customs entry and can get penalties for not doing it properly. They do not like to tell us or show us the EAD, which then customs is always on our backs, and Allport will not even return calls.
- DHL Global Forwarding: None.
- APL Logistics: We have some tracking issues. The transit times change all the time.
- Expeditors/FedEx Trade Networks/UPS SCS: None.
- Kenco: There is always a reliability issue.

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Describe the biggest disappointment you've experienced in the last 12 months?

- Genco Shipping & Trading: Painful to take services from them.
- Penske Logistics: Losses become excessive.
- Kuehne & Nagel: Their lack of timely delivery.
- DHL Global Forwarding: They lack responsiveness.
- FedEx Trade Networks/UPS SCS: No disappointments.
- Transplace: They make extra changes for the packaging.
- Werner Logistics: They are not on time.
- DB Schenker Logistics: Dangerous goods issues. Slow responses. Lack of communication.
- FedEx Trade Networks: Their economy freight service restrictions.
- C.H. Robinson/Expeditors/Kuehne & Nagel/UPS SCS: None.
- Kuehne & Nagel: They have not provided proper invoicing.
- DB Schenker Logistics: None that I can think of.
- Savino Del Bene: The transit time.
- Panalpina: They have outright ignored me. I will have to send 3-4 emails. Also, people have left the company and email addresses have not been updated, so anytime when we send out an email, we are sending out an email to someone who is no longer there with the company.
- UPS SCS: They tend to quote much lower than what they charge us in the end.
- DB Schenker Logistics: I did not get a same day reply from something.
- Kuehne & Nagel/Lyman Container Line (LCL): No disappointments.
- DHL Global Forwarding: Some of the parts of the shipment go missing.
- Hot-Line International Transport: Less reliability.
- Geodis Wilson: Have to make a lot of follow ups for our own money.
- Apollo LogiSolutions (ALS): No compensation.
- Jeena & Company: There is always an issue with the unavailability of the staff, which makes delay in the delivery.
- DHL Global Forwarding/DSV: No disappointments.
- Mega Alfa Logistik: Services.
- MIQ Logistics: Difficult to trust them after I lost my goods.
- Livingston International: Lots of delivery issues.
- Geodis Wilson: Nothing.
- Penske Logistics: They don't provide tracking details.

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Describe the biggest disappointment you've experienced in the last 12 months?

- FedEx Trade Networks: No compensation is given to those customers who have lost their products in transit.
- DB Schenker Logistics: They were late in giving services.
- Werner Logistics: Unnecessary charges are always included.
- Nippon Express: We have a problem regarding the visibility of shipment, like track and trace system.
- Agility: Customs service is very poor and specifically in Czech Republic and in US.
- NYK Logistics: Lots of challenges with exchange rates.
- Kuehne & Nagel: They outsource product to bad vendors.
- JB Hunt: Damages the quality of fruits.
- Yusen: No guarantee on provided times for the arrival of shipment.
- C.H. Robinson: Delays in sending alerts.
- Land Star: They do not respond.
- ALPS Global Logistics: More costly than other vendors.
- Damco: Worst customer support.
- TVS Supply Chain Solutions: Doubtful when there is CBT.
- CEVA Logistics: Unqualified staff.
- Damco: Hike in prices.
- ATC Logistics: They don't handle the products properly.
- NYK Logistics: Connectivity issues are always there.
- Yusen: No insurance of courier.
- Menlo: High charge for the shipping.
- Geodis Wilson: Nothing as such.
- Kenco: My delivery was not on specified time.
- CEVA Logistics: They didn't respond when I wanted to know the delivery timings.
- Falcon Freight: Always takes too much time to deliver.
- Geodis Wilson: Damages to the freight.
- Laufer/TMX: There was a lack of communication and proper training with their staff.
- SEKO Logistics: One time recently we had an exclusive expedited shipment that needed to be blanket wrap. The driver used the blanket he slept with to protect our product, instead of being prepared with a blanket wrap. The pick up was not professional.

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Describe the biggest disappointment you've experienced in the last 12 months?

- Kuehne & Nagel: They have a constant high turnover on people here in Nashville, communication is horrible. It is hard to use their website and they are a behemoth of freight forwarding.
- Team Worldwide: They brought some damaged product here.
- DHL Global Forwarding: No disappointments.
- Expeditors: The lack of communication is disappointing. We do experience service delays, and parts being misshipped.
- DHL Global Forwarding: Delay due to laws of the cross borders.
- Kuehne & Nagel: Quality is not satisfactory.
- Apollo LogiSolutions (ALS): They took extra two days from the estimated delivery date to deliver the goods.
- Expeditors: Service issues with them.
- Magellan Shipment: None.
- Logwin: Loss of control over goods.
- Dachser Transport: Availability of equipment.
- Jeena & Company: They don't take care of the perishable items which I have loaded for the cross border.
- CEVA Logistics: No trade related services.
- E-b-trans: Nothing major.
- Radiant Logistics: I am always trying to cope with the exchange rates.
- DB Schenker Logistics: I always find a shortage of laborers to handle my product.
- Damco: Tracking details are not provided by them.
- DHL Global Forwarding: Sometimes they delay the shipment.
- Geodis Wilson: Not taking responsibility for the packaging resulting in damages.
- MIQ Logistics: No proper maintenance.
- NFI Industries: They don't place a sticker on fragile items.
- Falcon Freight: Compensation is not provided to me for the damaged goods.
- Panalpina: I am not happy with the quality of services they provide.
- Genco Shipping & Trading: There was a delay in the shipment.
- Kuehne & Nagel: Not reliable.
- AN Deringer: They are not approachable from my side.
- Werner Logistics: I am not impressed with their handling quality.
- JB Hunt: Handling and maintaining services.
- DB Schenker Logistics: Miscommunication leads to incorrect delivery of product.

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Describe the biggest disappointment you've experienced in the last 12 months?

- C.H. Robinson: Increasing shipment cost.
- Heppner: They don't provide satisfactory results.
- Apollo LogiSolutions (ALS): The delivery was not on time.
- Global Caribbean: Unexpected performance.
- Kuehne & Nagel: Air freight forwarders always increase their rates, although they give faster services.
- DB Schenker Logistics: Delivery was not in time.
- XPO Logistics: Highest freight tariff.
- CEVA Logistics: It is the same, quality of shipment, damage of shipment and late shipments.
- DB Schenker Logistics: Quality of shipment, damage of shipment and late shipments.
- Pilot: They are more expensive, but are more reliable than Fed Ex or UPS.
- FedEx Trade Networks: They do not get here on time and do not have enough staff.
- UPS SCS: Do not have enough staff and are not on time.
- DHL Global Forwarding: Not discussing the agreements and shipments.
- Hellmann: None for now.
- FedEx Trade Networks: Lost shipments.
- FedEx Trade Networks: We tried to hold back a shipment when it left our dock for overseas. The shipment went through multiple terminals and did not get stopped. This resulted in my company paying for a return shipment.
- CEVA Logistics: Service failures. High dollar value shipments have been damaged and or late. This resulted in serious penalties for us.
- UPS SCS: None.
- XPO Logistics: They never update you on total pay.
- ATC Logistics: Fear of losing my goods.
- Damco: Unnecessary services.
- ATC Logistics: Always an issue with the delivery.
- UPS SCS: Always, there is delay in the services.
- Kuehne & Nagel: Takes extra charge for packaging.
- FedEx Trade Networks: They used to remove your bad reviews given on their website.
- Ryder Logistics: You will never see that they followed their turnaround time.
- FedEx Trade Networks: The rep has not contacted us. We never see him. He never checks on us to see how things are going.
- Charles Schayer: None.

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Describe the biggest disappointment you've experienced in the last 12 months?

- Phoenix International: Handling services are worst.
- Radiant Logistics: Difficult to rely on them.
- FedEx Trade Networks: Delays in loading and unloading.
- Penske Logistics: Costly.
- DB Schenker Logistics: Loss of control of your goods.
- DHL Global Forwarding: Improper paperwork.
- MIQ Logistics: Irresponsible.
- Apollo LogiSolutions (ALS): No compensation was given to me when my items were broken.
- UTi Worldwide: Connectivity issues for most of the regions.
- DB Schenker Logistics: They do not take care of the delicate items.
- UTi Worldwide: Services given to me were poor.
- DB Schenker Logistics: Treat customers pathetically.
- Chevron Shipping Company: No connectivity where I wanted to ship the goods.
- Panalpina: No immediate solution is given to the customers.
- Werner Logistics: Consolidated services at many places.
- TVS Supply Chain Solutions: It was not been delivered on time and I had to pay extra charge to deliver it.
- BNSF Logistics: My product mistakenly delivered at a different location.
- Northline: They refuse to take my goods once loaded.
- Geodis Wilson: Less connectivity with other regions.
- Hub Group, Inc: They do not package the products in a good condition.
- FedEx Trade Networks: I am disappointed with the service they give.
- FedEx Trade Networks: Air freight forwarders take a smaller number of goods.
- C.H. Robinson: I am not satisfied with the services.
- TVS Supply Chain Solutions: Capacity is less to export/import.
- Kuehne & Nagel: Damage of the material.
- Transplace: Handling is not good.
- APL Logistics: They involve risk.
- NFI Industries: Expensive.
- Geodis Wilson: You will never get a solution immediately.
- XPO Logistics: None.
- TNT: Sometimes it happens that parcels are missing and we have to wait for a long time to send it to the customer, but that happens rarely.

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Describe the biggest disappointment you've experienced in the last 12 months?

- DHL Global Forwarding: They are very good, no disappointment with DHL.
- Damco: No response or notification while in transit.
- Penske Logistics: We are not very satisfied due to lack of communication.
- Kuehne & Nagel: Delivery at an incorrect location.
- DB Schenker Logistics: They do not package products in a good condition.
- Pasha Group: None.
- Marisol: None.
- UPS SCS: We have experienced lack of communication.
- Agility: Difficulty in getting in touch with the correct person.
- Apollo LogiSolutions (ALS): There was a hidden charge which I came to know later.
- FedEx Trade Networks: None.
- Apollo LogiSolutions (ALS): Pricing rates can change without your knowledge.
- Yusen: Takes a very long time.
- TVS Supply Chain Solutions: Less maintaining.
- FedEx Trade Networks: Storage issues.
- Ryder Logistics: Delay in the services.
- Menlo: Worst quality of service.
- XPO Logistics: Incorrect invoicing.
- DHL Global Forwarding: No escalation matrix.
- OOCL: Delay in transactions.
- DHL Global Forwarding: Deliveries past the delivery date.
- UPS SCS: No disappointment.
- C.H. Robinson: There is some missing freight.
- UPS SCS: Do not have any.
- UPS SCS: Did not respect the transit time.
- DHL Global Forwarding: Shipping losses.
- UPS SCS: Timely response to quotes.
- FedEx Trade Networks: Quotes on certain lanes.
- Expeditors: Clear communication.
- Westar International Forwarders: Uncompetitive lanes.
- DB Schenker Logistics/DHL Global Forwarding/Rohlig Logistics: None.
- DHL Global Forwarding/TNT/UPS SCS: No disappointments.
- SEAFRIGO: None.

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Describe the biggest disappointment you've experienced in the last 12 months?

- Logistics Plus: Staff was rude towards me when I asked for the tracking number, and the site was also not working.
- Bollore Logistics: Tracking ID was incorrect.
- Supernova Logistics: They don't have customer support, it was difficult for me to get important information.
- CEVA Logistics: Customer service never responds on time.
- DHL Global Forwarding: I was continuously checking the timing, but they were late in delivering the parcel.
- Globelink Unimar Logistics: None.
- Kuehne & Nagel: None.
- Expeditors/RIM Logistics: None.
- ATA/Daf & Co. Logistics/DHL Global Forwarding: None.
- MIQ Logistics: Wasting time.
- Hamburg Sud/DHL Global Forwarding/MCC Transport: None.
- Pioneer Logistics Group: The shipment was delayed due to some important document verifications.
- TNT: No security is given to my parcel.
- Savino Del Bene: Being able to provide us a door to door freight option. A lot of the time, they will provide door to port option only.
- JAS: Consistent service. They change so much that their level of service does not stay the same.
- MCC Transport: Loss of shipments because of lack of teamwork.
- Pioneer Logistics Group: They have less connectivity across regions.
- Hanjin: No compensation for the damaged items.
- Vinafco Shipping: They charge extra for the packaging materials.
- Agility: Hidden charges are applicable.
- Kuehne & Nagel/DHL Global Forwarding/JF Hillebrand: None.
- Jeena & Company: Hidden charges were included.
- NYK Logistics: No compensation schemes.
- DHL Global Forwarding: Not reliable.
- Jeena & Company: Less availability of the staff to maintain the shipment.
- Dachser Transport: They canceled my order at the last moment.
- DB Schenker Logistics: Service support is not good.

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Describe the biggest disappointment you've experienced in the last 12 months?

- Accura Logistics: There was a misunderstanding in the pick up process. They sent a small quantity for the pallets we prepared.
- CEVA Logistics: They take extra charges for packaging the fragile goods.
- Gebrueder Weiss: My products were damaged.
- Navegacion: Delays of a load because of coordination problems.
- Gebrueder Weiss: They don't call to confirm the delivery location.
- DSV: I was unable to reach customer service by phone.
- Maersk Logistics: Problems with cyber attack.
- Hamburg Sud: None.
- Global Motion: None.
- DHL Global Forwarding: Nothing special because we use just for mailing services.
- Bollore Logistics: Delays, cancellations and stopover.
- Transit Eurofret: Not a big problem, but just once a damaged product was delivered to the client.
- DSV: None.
- Damco: It's not a problem, but we had a boat that was delayed for a month and because of transportation it has penalized us a lot.
- Bollore Logistics: Nothing in particular.
- Eastern Worldwide: Their customer service is poor, no one ever covers vacation.
- Charles Schayer: We have experienced lack of communication with them.
- MSC: Delays.
- DHL Global Forwarding: Long delays.
- DHL Global Forwarding/FedEx Trade Networks/TNT/UPS SCS: Lost shipments.
- Panalpina: I have not received compensation for late delivery.
- Apollo LogiSolutions (ALS): No response while the goods were in transit.
- UPS SCS: They are more costly for the additional services they offer.
- NYK Logistics: They charged many charges for shipping.
- Yusen: Extreme high rates.
- DHL Global Forwarding: No disappointments.
- Land Star: No proper care of the goods while in transit.
- CEVA Logistics: No compensation for damaged goods.
- Menlo: Deals on contractual basis.
- TNT: I did not like the behavior of the staff when I was approaching them for the delivery status.

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Describe the biggest disappointment you've experienced in the last 12 months?

- DHL Global Forwarding: Due to delay in the shipment, my items were decomposed.
- Panalpina: They never give any response when needed.
- UPS SCS: No proper notification system.
- Panalpina: Lots of rules and regulations, it is difficult to understand.
- Neovia Logistics: Most of the rules are difficult to understand.
- DHL Global Forwarding/Linex Solution/Amipol Zlin: No disappointments.
- DHL Global Forwarding: No disappointment.
- DHL Global Forwarding/FedEx Trade Networks: None.
- Daesung Logistics: Customer support is difficult to approach. They have a minimum response time of 24 hours.
- Taisei Kaiun Kaisha: It is difficult for me to relate to the laws of other countries.
- Old Dominion: Probably the time it takes to get an international quote.
- Hitachi Transport System: The staff was not behaving properly when I raised queries to the customer support.
- Flyjac Logistics: It is not reliable for CBT transactions.
- Pioneer Logistics Group: They have denied the claim insurance.
- Pantos Logistics: They are constantly changing rules for overseas export/import which makes it difficult to deal with them.
- TNT: Customer service is not good.
- DHL Global Forwarding: Shipment was not delivered at specified time.
- KGL Networks: My shipment was delayed.
- KGL Networks: I was not updated about an emergency.
- Hellmann: Air freight forwarder does not have much capacity to load high volume.
- Suttons Transport Group: Tracking was not showing any updates.
- Expeditors: Delivery service was poor.
- Gebrueder Weiss: We haven't had any disappointments.
- Expeditors: Always have to wait for their response if any issue is raised.
- Katoen Natie: Tracking site does not work properly.
- Maersk Logistics: It is difficult to deal with them.
- TNT: They do not take vegetables and fruits.
- DHL Global Forwarding: I have received opened parcels.
- Jeena & Company: My shipments were delayed.
- Geodis Wilson: I am not able to relate to the laws of other countries.
- APL Logistics: Their customer support is pathetic.

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Describe the biggest disappointment you've experienced in the last 12 months?

- Max Freight: Timing occurrence.
- Panalpina: I have paid extra for express delivery, but the shipment was delayed.
- MSC: The shipment gets delayed.
- DB Schenker Logistics: None.
- Penske Logistics: Due to their carelessness, my products got damaged.
- DHL Global Forwarding/Maersk Logistics: None.
- DB Schenker Logistics/Maurice Ward Group: No disappointments.
- Jeena & Company: My parcel was not delivered. I am looking for the claim insurance.
- APL Logistics: I received damaged goods.
- DHL Global Forwarding/Agility/DB Schenker Logistics: Service level, cost, timely delivery, documentation and invoicing.
- Allcargo Logistics/DSV/Teamleader Logistics: Over-billing, documentation and timely delivery.
- Jeena & Company: I have not received compensation.
- Kuehne & Nagel: The shipment was not secure.
- Jeena & Company: It was not loaded on time and due to this my shipment was delayed.
- NYK Logistics: Exchange rates are high.
- DB Schenker Logistics: Every time they change their rules and format, it makes things difficult to handle.
- APL Logistics: Fragile was written on the package, but still my items got damaged.
- Hartrodt: Unhelpful customer service.
- Pioneer Logistics Group: My feedback was removed from their site.
- OOCL: Maintenance was not proper.
- APL Logistics: My items were damaged.
- Pioneer Logistics Group: The shipment was unnecessarily delayed.
- Damco: They are rude with the customers.
- FedEx Trade Networks: Their system is hard to figure out.
- UPS SCS: Their system hard is to figure out.
- Tasmanian: Their prices.
- TNT: It was difficult for me when I came to know that they don't have customer service.
- Supernova Logistics: They have charged me extra for the loading.
- DHL Global Forwarding: None.

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Describe the biggest disappointment you've experienced in the last 12 months?

- PELMI: No disappointments.
- Changan Minsheng Logistics (CML): They do not have express delivery, even when I paid an extra amount.
- NYK Logistics: Risk to ship fragile goods as they have damaged my items.
- Hellmann: Will charge you airport taxes.
- Cargo Partners: Less approachable for cross border transaction.
- Dachser Transport: It is difficult to track the shipment.
- DB Schenker Logistics: No compensation for the damaged items.
- APL Logistics: Risk of losing items.
- CEVA Logistics: No proper responses were given to me for the change in route.
- Gebrueder Weiss: There is always a delay in the shipments.
- DSV: Lack of timeliness.
- AN Deringer: Need to continuously follow up.
- Land Star: No trade related services.
- FedEx Trade Networks: Packaging charges are always included.
- Nippon Express: No dissatisfactions.
- Logistics Plus: I had internally damaged items, it seems that they got damaged during transit.
- CEVA Logistics: They simply deliver the parcel in front of the gate without any confirmation.
- DHL Global Forwarding: Shipping service lost my important products.
- CEVA Logistics/DB Schenker Logistics/DHL Global Forwarding/Expeditors/TNT/UPS SCS: They cannot manage the delivery time they provided.
- Changan Minsheng Logistics (CML): Tracking ID was not working, it seems that it was invalid.
- CMA CGM/Maersk Logistics/MSK: Time it takes in booking confirmation.
- Logistics Plus: Their site was not working, I wanted to check the tracking status.
- FedEx Trade Networks: I was not able to reach customer service.
- Expeditors: Site never works.
- Panalpina: Customer service is not approachable for any query or when we face any difficulty.
- Damco: They do not offer compensation for damaged goods.
- NFI Industries: Poor quality of service.
- VersaCold Logistics Services: Very slow.

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Describe the biggest disappointment you've experienced in the last 12 months?

- Time Shipping: Tracking was showing invalid updates.
- DB Schenker Logistics: None.
- Geodis Wilson: Customer support takes too much time to respond.
- Time Shipping: I was not satisfied with their services.
- UPS SCS: None.
- C.H. Robinson: Less reliable in terms of service.
- TVS Supply Chain Solutions: I do not like the services.
- NYK Logistics: The package was in the rain for the whole night and no one was there to take care of it.
- Logistics Plus: They do not have compensation schemes for the damaged items.
- Changan Minsheng Logistics (CML): Sometimes they were unable to connect with other countries and they returned my goods.
- NYK Logistics: Rude staff.
- C.H. Robinson: None.
- Agility: My shipment was delayed even after assuring to ship it the soonest.
- Panalpina: They were taking extra charges from me, but I refused to give.
- Pioneer Logistics Group: I am not happy with the quality of service they provide.
- Bollore Logistics/DHL Global Forwarding/Kuehne & Nagel/Maritime/MSK: None.
- Expeditors: Urgent containers that have not been delivered were lost. We tried to find them, but the tracking information was missing.
- Damco/Panalpina: None.
- BNSF Logistics: I am still facing difficulty in getting my refund with this freight forwarder.
- Damco: They delivered some different items to me.
- MIQ Logistics: We do not like their terms and conditions.
- DHL Global Forwarding: They were not taking care of my delicate products. They were mixed with other products.
- TNT: The staff is really not good, they do not take care of their customer's packages.
- Logistics Plus: The shipment was not on time.
- DHL Global Forwarding: Documents getting lost.
- Herfurth: Not arriving on time.
- DHL Global Forwarding: None.
- Genco Shipping & Trading: They are always late in updating the tracking status.
- Kuehne & Nagel: I did not like their services.

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Describe the biggest disappointment you've experienced in the last 12 months?

- Swire Shipping: Lack of ability proactive issues does not tell us about delays - customers complain
- Taisei Kaiun Kaisha: There was no connectivity where I wanted to ship the goods.
- Daesung Logistics: Shipment was delivered at a different location.
- UTi Worldwide: I didn't like the services.
- Land Star: Always change the delivery time.
- Leschaco: None.
- NYK Logistics: Services are really bad, as they take a lot of time to respond.
- Benchmark Export Services Inc: They have extra charges for the packaging and loading.
- Nippon Express: Lack of communication skills in customer support.
- C. Steinweg Group: Transaction time.
- Del-Mar International: None.
- UTi Worldwide: They refused to carry vegetables and fruits.
- Pantos Logistics: I still have not received the parcel and they are also not ready to issue the refund.
- Nippon Express: Customer service is not satisfactory.
- Panalpina: It is difficult to locate the items when it is in transit.
- Gebrueder Weiss: Tracking information was not available.
- Echo Logistics: It was difficult for me to track the items.
- UPS SCS: I am not satisfied with their services.
- NYK Logistics: My product was damaged after transit.
- CEVA Logistics: They were unable to locate the delivery address.
- Time Shipping: I have lost my shipment.
- NYK Logistics: No proper operation to maintain all this.
- Den Hartogh: They lost my few items from the parcel.
- OHL: They are not good with their service which they provide.
- Geodis Wilson: I don't like the service.
- Jeena & Company: It is always difficult to calculate exchange rates.
- Suttons Transport Group: My shipment was delivered at a different location.
- Neovia Logistics: No response or notifications when it is in transit.
- DB Schenker Logistics: Always change the cost of shipping.
- Agility: No specific time lines were given to me for the shipment.
- Jeena & Company: They charge for packaging as well.

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Describe the biggest disappointment you've experienced in the last 12 months?

- FedEx Trade Networks/UPS SCS: We had problems with our shipments going to the wrong facilities. Dealing with the base hubs was difficult. With late shipments, we would get the run around with no real answers and then we would have to escalate up to a supervisor to get a resolution. They need universal policies with customer service.
- Odyssey: I never got notifications for the shipment status.
- Supernova Logistics: My parcel was exchanged with some other parcel.
- Maersk Logistics: They were asking to collect the parcel from a different location.
- Logistics Plus: They were not sincere, my shipment was not properly packed.
- Maersk Logistics: They are always late in providing any response or notifications.
- BDP International: My items were damaged.
- Den Hartogh: Could not locate the exact location for delivery.
- APC Logistics: Lots of challenges with the shipment, such as packaging, handling time, etc.
- C.H. Robinson: Once the goods are loaded, they do not care about anything past that.
- NYK Logistics: They calculate an extra charge for clearing the formalities.
- Panalpina: No proper process to handle delivery.
- MIQ Logistics: Takes time to deliver the product.
- DB Schenker Logistics: They refused to take fragile items once they were loaded.
- Odyssey: Shipment was returned due to unknown reasons.
- Maersk Logistics: Compensation was not given to me.
- Neovia Logistics: They have outsourced customer service.
- Freight Plus: Shipment was returned back to me.
- DHL Global Forwarding: Many rules, which are annoying.
- Kambara Kisen Co., Ltd: They don't provide good quality services.
- Pantos Logistics: Their services are not reliable for cross border transactions.
- KGL Networks: They refused to accept perishable items.
- Landmark: None.
- Pioneer Logistics Group: All the perishable items were damaged and now they are of no use.
- Korea International Logistics: They don't properly manage the shipment.
- Penske Logistics: It is difficult to track the products.
- DB Schenker Logistics: Always changing the rules and cost.
- Cargo Partners: They don't provide exact notification and are late in notifications.
- Maersk Logistics: They take extra charges for clearance.

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Describe the biggest disappointment you've experienced in the last 12 months?

- Vinafco Shipping: Customer service is not good.
- AGX/DHL Global Forwarding/UPS SCS: None.
- JF Hillebrand: No disappointments.
- Geodis Wilson: Tracking number was invalid, even after contacting customer support they were not helping out.
- France Express: Staff was not available to load the parcel, it took extra time to ship the items.
- DHL Global Forwarding: Damaged packages.
- DHL Global Forwarding/Dachser Transport/Fauveder Group/Geodis Wilson/Tramar BLD International Logistics: None.
- Bollore Logistics: The traders disappear.
- Bollore Logistics: There is no problem.
- Agility/Kuehne & Nagel/Raleigh: No disappointment.
- FedEx Trade Networks: The delivery was not on time and that disappointed me.
- DHL Global Forwarding: It was not shipped to my location.
- Cargo Vista: Never experienced any disappointment.
- Damco: They are not professional with their work.
- TVS Supply Chain Solutions: Service issues with it.
- DB Schenker Logistics/DSV/Raberlog: No disappointments.
- SJ Logistic: Regarding the freight cost, they offer higher side rates.
- DHL Global Forwarding/Liberty Shipping Agencies: None.
- Prinks Global: None.
- TNT: Exchange rates are difficult to calculate.
- Pantos Logistics: Their site never works.
- Den Hartogh: Customer support executive was not approachable by phone.
- Maersk Logistics: They calculate extra charges for packaging.
- KGL Networks: Shipment was delivered at a different location.
- Pantos Logistics: The parcel was not properly packed.
- TNT: They don't have an online application.
- KGL Networks: I have received damaged parcels.
- Pantos Logistics: Only 20 percent compensation is given to me for lost parcels.
- KGL Networks: They don't have compensation schemes.
- Espace Global Freight: I have received damaged parcels and no compensation is given to me.

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Describe the biggest disappointment you've experienced in the last 12 months?

- Yusen: I was unable to locate the goods.
- Proud Sky: They don't take precautions to handle the shipment.
- Rhenus Logistics: I never found their service to be on time.
- Interbulk Group: I am unable to trust them after they lost my goods.
- Den Hartogh: Claim procedure takes times.
- DHL Global Forwarding: None.
- Gebrueder Weiss: After taking payment from me, they refused to carry the parcel.
- Panalpina: Delivering unsatisfactory services to customers.
- DHL Global Forwarding: They don't have online services.
- MSC: None.
- 2MV Logistics: They refused my parcel.
- DHL Global Forwarding/FedEx Trade Networks: None.
- Geodis Wilson: They have more handling time than other freight forwarders.
- Alexander and Co./Radiant Logistics: None.
- FedEx Trade Networks/UPS SCS: None.
- Kuehne & Nagel: They delayed picking up a shipment for a month. Their excuse was negotiating rates with the oversea trucking company.
- NFI Industries: Compensation was not given.
- COSCO (China Ocean Shipping Co.)/Hapag Lloyd/OOCL: We have experienced delays with them.
- Logistics Plus: They took a different route for the shipment, ultimately the shipment was delayed.
- TNT: I am not satisfied with their services.
- CEVA Logistics: No delivery status was given to me.
- Land Star: Lots of time taken in delivering the product.
- DB Schenker Logistics: They have problems with lost or damaged shipments.
- Geodis Wilson: Limited routes.
- SAFRAM: There are labeling issues.
- UPS SCS: None.
- CTI Logistics: I was unable to file a claim for the compensation.
- Kim Ee Logistics: Staff is rude towards their customers.
- C.H. Robinson: Service support takes a lot of time to answer my questions.
- Wah Kee Sea Land Transportation: They charge extra for the packaging and loading.
- UPS SCS: Customer support was not responding.

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Describe the biggest disappointment you've experienced in the last 12 months?

- Jaguar Logistics: They have given me coupons instead of money for damaged goods and now the coupons are not valid.
- C.H. Robinson: They do not have a good understanding of their customers.
- APL Logistics: Shipment was delayed.
- Cargo World Freight Services: They are not reliable and trustworthy. They have lost my products before.
- Hellmann: The staff does not behave properly with their customers.
- Proud Sky: They are not reliable for overseas transactions.
- Australian National Line (ANL): None.
- Time Shipping: I was unable to contact customer support.
- Bollore Logistics: The shipment was delayed due to unavailability of the staff.
- BBA: There is always a delay in the loading.
- Victory Maritime Service: They take long routes and it affects the time lines.
- Panalpina: After paying the amount, they refused to accept the parcel due to some weight issues.
- Proud Sky: Delivery was not on time.
- Kuehne & Nagel: None.
- Qingdao Jet Marine Logistics (JMS): They also include packaging charges.
- DHL Global Forwarding/UPS SCS: No disappointments.
- CEVA Logistics/Kuehne & Nagel: No disappointment.
- DHL Global Forwarding: No disappointments.
- Kita Logistics: Payment and billing details are never shared on time.
- Mars Logistics: They don't keep information of the users secure.
- TransWorld: They have no security to handle the parcel.
- CGO Logistics: All my items were damaged.
- Tong Carriage: Delayed shipments
- Dawn Shipping & Transport Co.: I was not aware that they did not use tracking services.
- Agility: The tracking number was invalid.
- Tiger Logistics: Their staff had stolen a lot of our precious items.
- Kim Ee Logistics: Staff was not professional in their work.
- Coldstar Logistics: They were very late on their delivery time.
- DHL Global Forwarding: They don't call for delivery confirmation.
- Agility: My items were replaced.

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Describe the biggest disappointment you've experienced in the last 12 months?

- Golden Fortune Shipping Co.: I have received a different package.
- Pioneer Logistics Group: There was a shortage of drivers in the logistics team.
- Bollore Logistics: They have extra charges, including the actual cost.
- Kintetsu World Express (KWE): None.
- TDS Logistics: They don't have a warehouse to store the products until in transit.
- Ebon: They have not given me satisfactory services.
- Efeproject: Their quality of maintaining the shipment is not good.
- Yusen: Shipment was not delivered on time.
- Mars Logistics: The parcel was partially opened.
- DB Schenker Logistics: No disappointments.
- Coldstar Logistics: Commitment was not kept by them regarding their quality of service.
- TNT: No disappointments.
- DHL Global Forwarding: None.
- DSV/Expeditors: No disappointments.
- DHL Global Forwarding: There are a lot of challenges with customer support.
- Damco: Tracking number doesn't show any update.
- Qingdao Jet Marine Logistics (JMS): No notification is given for delayed shipments.
- COSCO (China Ocean Shipping Co.): Unreliable services.
- Pioneer Logistics Group: They have a lack of expertise to handle the shipments.
- Kintetsu World Express (KWE): Nothing.
- MSC: Customer support is not cooperative.
- Project Cargo & Yacht Transport: The shipment was delayed.
- Barloworld Logistics: Capacity is less.
- Kerry Logistics: They are really irresponsible when it comes to the delivery notifications.
- BBA: It is always necessary to contact customer support.
- Expeditors: They do not have customer support.
- K Line: Tracking information was not valid.
- CST Container Services: Transportation is not good, due to this a few items were broken.
- CTI Logistics: They have given me invalid tracking numbers.
- Hellmann: They do not give estimated delivery dates.
- Wah Kee Sea Land Transportation: I have lost my product.

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Describe the biggest disappointment you've experienced in the last 12 months?

- UPS SCS: I was really disappointed when I got to know that they lost my products from the parcel.
- Wah Kee Sea Land Transportation: There are lots of regulations to ship the items.
- C.H. Robinson: The items were damaged.
- DHL Global Forwarding: No guarantee of the provided time slot for the arrival of shipments.
- XPO Logistics: Always change the delivery time.
- Hytech Logistics: None.
- Agility: I am frustrated with their tracking site, it never works.
- Hellmann: Storage capacity is less.
- Mathez Group: The staff has poor communication skills.
- Bansard International: Their site was not working.
- Guris Logistics: They do not provide their customers with full compensation.
- Hanjin: They are not trustworthy, they have charged me extra for the loading.
- KGL Networks: Staff was not cooperative.
- Tiger Logistics: Just not happy with the way they respond to our queries pertaining to the status.
- Toll Forwarding: It is difficult to calculate exchange rates.
- Kim Ee Logistics: Tracking number was not shared in time.
- Toll Forwarding: Staff is not cooperative.
- Bansard International: The package was damaged.
- GEFCO: My parcel was damaged.
- UPS SCS: They charge too high for the insurance.
- Cargo Partners: I didn't like their services.
- Time Shipping: They charge extra for the clearance money.
- Crown Logistics: They charged extra money without any prior information given to us.
- Nippon Express: Their rules keep on changing.
- Continental Agency/Unique Forwarding: None.
- NYK Logistics: All the items were damaged, even after using the fragile stickers on the parcels.
- Proud Sky: I have issues with them.
- Kim Ee Logistics: My parcels were refused due to their irresponsibility. Document verification was not done properly.

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Describe the biggest disappointment you've experienced in the last 12 months?

- TransWorld: They were not giving me compensation.
- Dawn Shipping & Transport Co.: The logistics team was taking too much time to deliver my parcel.
- Hellmann: They take too much time.
- Tiger Logistics: There was a quantity mismatch between loading and unloading.
- TransWorld: They refuse the items from the border.
- Tong Carriage: It was difficult for me to check the tracking status, as their site was not properly working.
- eShipping: None so far.
- Chetak Logistics: Their tracking application did not work at all and showed the same status even after the delivery was done.
- Agility: They charged extra from the recipient as well.
- CGO Logistics: They don't take proper care of the goods.
- Pioneer Logistics Group: Training was not given to their staff, ultimately my shipment was delayed.
- Yusen: They take less precautions to handle the shipment.
- Expeed World Transport/Golden Jet: None.
- Kuehne & Nagel: I have received the package without any items inside it.
- Toll Forwarding: My package was delivered to a different location.
- Sabay Logistics: The delivery was not on time.
- TNT: Insurance fee is high.
- Sabay Shipping: My shipment was delayed even after paying extra for fast delivery.
- Nippon Express: Poor excuses they give for delay in delivery of shipments.
- Kita Logistics: I was unable to communicate with the customer support because they only speak the English language.
- Pioneer Logistics Group: Due to their unsystematic warehouse, I have received a different parcel.
- Kim Ee Logistics: The tracking was showing invalid tracking status.
- Hellmann: Customer support is not reliable.
- BATI Group: The staff was not behaving properly with me.
- Dawn Shipping & Transport Co.: I was unable to contact the staff member, their phone number was not reachable.
- TransWorld: They don't use tracking services.
- Efeoproject: The response time is more from customer support.

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Describe the biggest disappointment you've experienced in the last 12 months?

- BATI Group: Shipment gets delayed.
- Sabay Logistics: I have cost issues.
- Trans Concorde Services: An entire one day delay in delivery.
- Toll Forwarding: They have a longer handling time.
- Dawn Shipping & Transport Co.: I am still waiting for compensation.
- MSC: They have less capacity to handle the shipment.
- Cargo Partners: Tracking was showing invalid updates.
- Ebon: They have not calculated the final amount correctly.
- Kintetsu World Express (KWE): They have less availability to handle the shipment.
- Bollore Logistics: I shipped the item through emergency service, but it also gets delayed.
- Kim Ee Logistics: My parcel was opened, I even filed a complaint of it.
- Hellmann: Don't accept perishable items.
- Qingdao Jet Marine Logistics (JMS): The packaging was not done properly.
- American Shipping Company: Our goods were loosely packed and a lot of them got damaged too.
- UPS SCS: They didn't put stickers on my fragile items.
- Dawn Shipping & Transport Co.: The delivery takes time in their air freight services.
- COSCO (China Ocean Shipping Co.): They take extra charges for loading and handling.
- Qingdao Jet Marine Logistics (JMS): For any emergency, they never share an update.
- Kintetsu World Express (KWE): My parcel was lost in the shipment.
- Crown Logistics: Lots of our packages were damaged.
- CMA CGM: Their services are always late.
- Broekman Logistics: Despite paying a hefty amount for timely delivery in advance, it was still delivered very late.
- Kim Ee Logistics: Expensive items are not allowed in the shipment.
- JSI Logistic: They don't take proper care of the parcel.
- Hellmann: Service they give is really bad.
- Cargo Services/Expeditors: No disappointments.
- Pantos Logistics: My parcel was denied at the border due to some export formalities.
- KGL Networks: Staff was rude.
- Proud Sky: I have not received good quality of the shipment.

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Describe the biggest disappointment you've experienced in the last 12 months?

- Cargo World Freight Services: It is difficult for me to relate to the laws of other countries.
- OOCL: They take extra charges for the packaging.
- Proud Sky: They have less connectivity.
- APL Logistics: I lost my parcel.
- CEVA Logistics: Fragile items are not allowed in the parcel.
- DB Schenker Logistics: The delivery was not on time.
- Pantos Logistics: My parcel was delivered to someone else.
- Bansard International: My parcel was delivered at a different location.
- Damco: It was delivered to someone else.
- Proud Sky: They do not have fixed rates.
- DB Schenker Logistics: They don't maintain the parcels properly once it is loaded.
- Qingdao Jet Marine Logistics (JMS): The customer service is not reliable.
- Time Shipping: I have not received compensation.
- UPS SCS: Less availability of the staff.
- Akyel Transport: My shipment was refused.
- Wah Kee Sea Land Transportation: Delivery takes a longer time.
- DSV: Later I realized that they have taken extra charges from me and until now I have not received my refund for that.
- Yusen: They have outsourced their customer service and it is difficult to communicate with them.
- Proud Sky: There is a fear of losing items.
- TNT: They do not use traceable services.
- BBA: The tax rates are high.
- Time Shipping: There is always a delay in sending alerts.
- Air China Cargo: It is difficult to track the shipment status once it crosses the border.
- COSCO (China Ocean Shipping Co.): I had to pay extra for changing the delivery address.
- Qingdao Jet Marine Logistics (JMS): I have received damaged parcels.
- Pioneer Logistics Group: Loading of the shipment took time and delayed the shipment.
- DSV: There was unavailability of the staff.
- DHL Global Forwarding: Tracking number was not working.
- BATI Group: I paid extra, but still my shipment was delayed.

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Describe the biggest disappointment you've experienced in the last 12 months?

- Geodis Wilson: They take too much time to ship the items.
- BATI Group: They have charged me for packaging as well.
- Qingdao Jet Marine Logistics (JMS): Unsatisfied with the way they provide services.
- DHL Global Forwarding: Service support is not good.
- Qingdao Jet Marine Logistics (JMS): They don't give specific time lines for the shipment.
- TNT: I was unable to track shipment details.
- DSV: My package was damaged.
- Imperial Logistics: The parcel was not properly packed.
- CEVA Logistics: Site doesn't work properly.
- Flexport: Delays are never informed.
- Golden Fortune Shipping Co.: The tracking updates were not given to me.
- American Shipping Company: We had to face the anger of our customers due to their late deliveries.
- DB Schenker Logistics: It was difficult to track the services once it crosses the border.
- Dawn Shipping & Transport Co.: The service support team takes time to respond to the queries.
- Sabay Logistics: Exchange rates are difficult to calculate.
- Cargo Partners: My parcel was delivered at a different location.
- BATI Group: The shipment was delivered at a different place.
- Kuehne & Nagel: My review was removed from their site, and I am very disappointed with their service.
- Imperial Logistics: No compensation is given to me for lost goods.
- CEVA Logistics: I always have to contact customer support.
- Sabay Shipping: The services were not satisfactory.
- CMA CGM: They refused to carry perishable items.
- Sabay Logistics: They didn't take care of the parcel.
- Agility: They don't give tracking details.
- Bolloré Logistics: The tracking number was not working on any site.
- BBA: Shipment delivered to someone else.
- OOCL: No tracking information was available for my shipment.
- Pantos Logistics: I was not able to approach customer support.
- KGL Networks: They charge high exchange rates.
- Kim Ee Logistics: They have outsourced their customer service.

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Describe the biggest disappointment you've experienced in the last 12 months?

- Expeditors: New technologies made it difficult to understand the procedure.
- Espace Global Freight: My item was lost and they have not issued the refund.
- Bollore Logistics: They have lots of formalities.
- BBA: They are not reliable.
- Loxson International Logistics Co., Ltd: The services were not good.
- OOCL: There is always a delay in the services from them.
- Wah Kee Sea Land Transportation: It is difficult for them to ship large volumes.
- Geodis Wilson: They refused to give my compensation.
- Hellmann: My shipment was refused at the cross border.
- Kim Ee Logistics: They refused to carry my other parcel.
- Time Shipping: It was delivered after the estimated date of delivery.
- Wah Kee Sea Land Transportation: Transportation is not secured.
- Kintetsu World Express (KWE): There have been no disappointments with them, so far.
- DHL Global Forwarding: The amount of damages involved.
- C.H. Robinson: A turnover in our account manager representative and it caused confusion.
- Hellmann: No issues.
- DHL Global Forwarding: Inaccurate services.
- BATI Group: Their shipment procedure is a little difficult to understand.
- TDS Logistics: My shipment was not delivered to the exact location. They asked me to collect it from their warehouse.
- Kintetsu World Express (KWE): They have lots of issues with the shipment.
- Mars Logistics: They have less connectivity.
- FedEx Trade Networks: Their ordering system because there is no online option.
- UPS SCS: There has been some shipping damage.
- Dawn Shipping & Transport Co.: It is difficult to keep an eye on the tracking status.
- TransWorld: They have more handling time.
- Guris Logistics: It was not delivered at my location.
- Wangfoong Global Logistics: It was difficult for me to approach customer support over the phone.
- BATI Group: Staff was rude when I asked them to give the tracking number.
- DHL Global Forwarding: Customer support was not responding when I raised a query.

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Describe the biggest disappointment you've experienced in the last 12 months?

- Pioneer Logistics Group: The experience with customer support was very unsatisfactory.
- Hanjin: They have high exchange rates.
- Akyel Transport: The tracking number was not showing any updates.
- Qingdao Jet Marine Logistics (JMS): It is difficult to know the import/export rules of different countries.
- Kim Ee Logistics: All the perishables were decomposed after they delayed the shipment.
- DHL Global Forwarding: No insurance is given to me.
- CEVA Logistics/Toll Forwarding: No disappointments with them.
- Qingdao Jet Marine Logistics (JMS): I face difficulty understanding the exchange rates.
- COSCO (China Ocean Shipping Co.): Lots of challenges with the cross border transaction.
- Qingdao Jet Marine Logistics (JMS): The shipment was not delivered on time.
- Expeditors: The documentation was not done properly.
- Kim Ee Logistics: I have received a different parcel.
- Kim Ee Logistics: My shipment was delayed. First, it was delayed at a different address.
- BATI Group: Their services were not delivered on time.
- CEVA Logistics: The parcel was damaged.
- COSCO (China Ocean Shipping Co.): I have not received compensation for damaged goods.
- Ebon: I have lost my parcel.
- Pioneer Logistics Group: They have charged me double for packaging.
- Wangfoong Global Logistics: I am still waiting for my compensation.
- SEKO Logistics: Their lack of technology, like visibility and reporting capabilities.
- C.H. Robinson: External tracking abilities.
- Expeditors/General Noli: They have poor response time.
- Qingdao Jet Marine Logistics (JMS): They have less availability of staff.
- COSCO (China Ocean Shipping Co.): They refuse to pay insurance claims.
- Air China Cargo: Lack of expertise.
- SF Express: I am not satisfied with their services.
- COSCO (China Ocean Shipping Co.): They have less connectivity across the globe.

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Describe the biggest disappointment you've experienced in the last 12 months?

- DSV: Customer support was rude towards me.
- Qingdao Jet Marine Logistics (JMS): It was not delivered on time.
- Kim Ee Logistics: The service which I received was not good.
- TransWorld: They have limited routes.
- Agility: After promising to offer claim insurance, they denied it later.
- Yusen: It was delayed at the border due to incomplete documentation.
- Guris Logistics: Every time I have to face unnecessary charges.
- Dynamic International: The shipment took time to reach the destination.
- Nippon Express: Bad packaging was done with my parcel.
- Guris Logistics: My parcel was delivered outside of the office premises.
- G.T. Freight Forwarders (S) Pte Ltd: Not committed to a given time.
- TransWorld: Pathetic facilities.
- Asia Africa Sky Express (ASE): The delivery was not done in the exact location.
- BATI Group: They charge more for the services given by them.
- Senko-Lancaster Silk Road Logistics: Tracking number was not showing any updates.
- Broekman Logistics: The packaging was really poor and we were absolutely unhappy with it.
- APL Logistics: This freight forwarder always keeps increasing their rates.
- MSC: None.
- Australian National Line (ANL): Not advising of changes.
- COSCO (China Ocean Shipping Co.): None.
- DSV: My package was open, shipment was not properly secured.
- TDS Logistics: Less availability of the staff to load the parcels.
- DB Schenker Logistics: My parcel was lost from the shipment.
- TransWorld: I was not getting the tracking information once the shipment crossed the border.
- Expeditors: They don't take confirmation before delivery.
- Kim Ee Logistics: It was not easy to track the shipment.
- COSCO (China Ocean Shipping Co.): Exchange rates are really high.
- Qingdao Jet Marine Logistics (JMS): They always delay the shipment.
- DHL Global Forwarding: It was delivered after the estimated delivery date.
- Sabay Logistics: They use outdated technology.
- FedEx Trade Networks: I have an issue with the driver who was loading the shipment.
- Wangfoong Global Logistics: Incorrect tracking number.

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Describe the biggest disappointment you've experienced in the last 12 months?

- TNT: They are not reliable.
- Fiege: None.
- Lufthansa Cargo: None.
- DSV: Need to take good care of the goods.
- HTL Group: Quality of service.
- Agility: Always had an issue with the delivery.
- DHL Global Forwarding: No response while the goods were in transit.
- KLM Cargo: There is always a reliability issue.
- DHL Global Forwarding: Delays in sending alerts.
- Hoyer: None.
- HHLA: None.
- Action international: Service and delays.
- DB Schenker Logistics: Never been disappointed.
- Otam: Error for the date.
- DB Schenker Logistics: Delay.
- JAS: Response time.
- UPS SCS: None.
- Kuehne & Nagel: Price increase is a very big disappointment.
- JAS/Logwin: No disappointments.
- TNT: They have more handling time as compared to others.
- CW Logistics: The packaging material is not good.
- KMTC: Too late to be considered for future.
- Korean Air Cargo: I paid for the clearance charge.
- Korean Air Cargo: Our items were missing and we just couldn't accept this fact.
- Isglobal Korea: I have not received the compensation.
- Hyundai: They don't offer a refund.
- Korea Air Cargo: Improper packaging was the main issue.
- Korealines: Their customer support team takes too much time to respond to any query.
- Jinyang Shipping: They have issues with their site.
- C.H. Robinson: It is difficult to check the tracking updates every time.
- Groupe Global: I have received only a partial refund.
- CCI Logistics: My shipment was stolen from the transit.
- Yusen: The staff was not properly trained in the process.

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Describe the biggest disappointment you've experienced in the last 12 months?

- Logwin: Their quality of service is not good.
- SEKO Logistics: I lost my goods.
- BVC Logistics: Very poor packaging and upkeep of our goods.
- DHL Global Forwarding: They have less availability of staff.
- OOCL: No updated rate list.
- OOCL: Shipment was delayed.
- COSCO (China Ocean Shipping Co.): Their procedure for claim refunds is difficult to understand.
- DHL Global Forwarding: The shipment was not delivered at the correct location.
- CCI Logistics: Items were damaged during the shipment.
- FedEx Trade Networks: Insufficient support and reduction.
- Ken Logistics: They have less availability of the staff to load the items.
- CW Logistics: It was delivered to a different location.
- DHL Global Forwarding: Customer support was not approachable by phone.
- NYK Logistics: Website never works.
- Hellmann: They take too much time to share the alert messages.
- DB Schenker Logistics: The verification process was not completely done.
- NYK Logistics: They charged me for the loading and unloading.
- Damco: They just didn't handle our shipment properly.
- TNT: The delivery time was extended and no notification was given to me.
- Herport: They don't offer full compensation for the damaged goods.
- Global Express: They don't treat their customers well.
- Meadows: I was unable to locate the goods when it was in transit.
- FedEx Trade Networks: It is difficult to claim a refund.
- FedEx Trade Networks: It was difficult for me to use their site.
- DHL Global Forwarding: They often change their final rates.
- Maersk Logistics: Not loyal if better paying cargo, not a care unless really big.
- Australian National Line (ANL)/COSCO (China Ocean Shipping Co.): None really.
- DHL Global Forwarding: They don't use tracking services for overseas shipments.
- Kuehne & Nagel: Paperwork takes too much time in the company.
- Sky Logistica: My items were refused at the border and I have not received the shipping cost.
- Hamburg Sud: I have faced a lot of challenges with the exchange rates.
- Gescor: They don't use traceable services.

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Describe the biggest disappointment you've experienced in the last 12 months?

- TNT: They don't have fixed rates for their services.
- Arkas Shipping and Transport: The delivery was not on time.
- Shipco: The shipment and/or loading of the shipment is canceled at the last moment and delays are also one of the big disappointments.
- Vanguard: The cargo is damaged while discharging or loading the shipment, and loading of the shipment is canceled at the last moment.
- ECU Worldwide: The shipment and/or loading of the shipment is canceled at the last moment, delays are also a big problem.
- UPS SCS: The support team has poor communication skills.
- DHL Global Forwarding: No good service.
- DHL Global Forwarding: Long waiting time to connect with customer care.
- UPS SCS: Exchange rates were difficult to calculate.
- FedEx Trade Networks: They provide the worst services.
- Panalpina: Delays in delivery.
- TNT: They have much handling time and we have to wait until that time.
- CEVA Logistics: I didn't receive the refund for the damaged goods.
- DHL Global Forwarding: Unresponsive team.
- American Global Logistics: My shipment was refused due to less connectivity across the regions.
- Bollore Logistics: Customer support takes a lot of time to respond.
- Eagle Logistic Service: Never delivers goods on time.
- OOCL: They refuse to accept the goods because of less capacity.
- Katolec: All the perishable items were not in a good condition.
- Idemitsu Tanker Co., Ltd: They don't offer an immediate solution to the customers.
- Hanjin: There are a lot of hidden costs involved.
- Kuehne & Nagel: They don't have a website.
- Hanjin: Their service quality is just not good.
- Nippon Express: I have always received late shipments.
- Synchronized Supply Systems Ltd: Due to a high number of customers, my shipment was delayed.
- Mitsubishi Logistics: It seems that they have mistakenly misplaced the goods.
- Hanjin: My few items were misplaced.
- Nerazoreo: Not being on time on phones.

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Describe the biggest disappointment you've experienced in the last 12 months?

- Hancolecsn: I was worried about my shipment, the team never sends me any notification.
- CJ Shipping: We found their staff really rude and unprofessional.
- Joo Sung Sea and Air: They have a long procedure to claim the refund.
- KMTC: Documentation issues.
- DHL Global Forwarding: Our goods were kept in a very untidy way.
- Doosan: I was unable to contact customer support.
- Woojin Packing Freight: Quality of our goods was not mentioned during the transition.
- Danalla Logistics: No connectivity issues for major regions.
- Expeditors: They had insufficient staff to handle the deliveries which resulted in late delivery.
- CJ Shipping: I have never received the notification on time.
- DHL Global Forwarding: There was a significant delay in delivery which consequently delayed the delivery to our customers.
- CJ Shipping: They take time to deliver the goods.
- SK Logistics: My goods were damaged.
- Segi: Poor packaging and poor handling were the main concerns that we have had with them.
- Expeditors: Their loading and unloading charges are more.
- COMEGA: I don't like the way they handle our query.
- Yusen: They didn't allow perishable items.
- Formosa Logistics: Customer support does not respond.
- Yusen: I have never received any updates.
- Agility: There are delivery issues.
- ITG Global Logistics: The claim procedure is difficult to understand, I have already wasted a month to claim the refund.
- CMA CGM: Their customer service is worthless.
- Maersk Logistics: Their shipping cost is high.
- Maersk Logistics: It was the worst experience after taking services from them.
- DHL Global Forwarding: No perishables are accepted.
- APL: The documentation process was not done properly.
- UPS SCS: Their services are not good.
- TNT: They don't specify offers, even after promising the deal.

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Describe the biggest disappointment you've experienced in the last 12 months?

- FedEx Trade Networks: They have a lengthy procedure for issuing the refund.
- Mainfreight Limited: The driver was not responding to my calls.
- Cathay Pacific: They provide bad services.
- RSG: It is difficult to get in touch with customer support.
- TNT: My shipment was delayed.
- Damco/DB Schenker Logistics/Kuehne & Nagel: No disappointments.
- Rhenus Logistics: The shipment always gets delayed.
- Kuehne & Nagel: My shipment was delayed.
- Park Logistics: The site was not working to check the tracking information.
- CW Logistics: They have a lengthy procedure to claim the refund.
- Kuehne & Nagel: I always had a complaint regarding the tracking details. Tracking was not showing valid updates.
- Toll Forwarding: They have delivered damaged goods to me.
- CW Logistics: They have a less number of supply chains of transport, which makes the shipment delay.
- DB Schenker Logistics: Customer support was not responding to my queries.
- MST: None.
- CMA CGM: It is difficult to contact customer support to get the updates.
- SEKO Logistics: They don't give specific time lines.
- IFB: Tracking number was invalid.
- IFB: They mistakenly delivered my shipment to a different location.
- CMA CGM: I received damaged goods.
- FedEx Trade Networks: Customer support never responds on time.
- SEKO Logistics: Tariff rates are high.
- Matson: They were not sincere with the shipment.
- SEKO Logistics: Delivery took more time.
- Worldwide Logistics Co.: It was delayed.
- Worldwide Logistics Co.: The shipment was unnecessarily delayed.
- VLS-Group: Invalid tracking number.
- UPS SCS: There was a strike in their company which delayed my shipment.
- Lorio Transporte GmbH: No refund schemes for damaged goods.
- Trade Express Corporation: Our products were not handled with the care they were supposed to be.
- Katolec: This was the second time that my shipment was delayed.

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Describe the biggest disappointment you've experienced in the last 12 months?

- Sash Global Logistics Pvt. Ltd: They don't provide good export/import services.
- Expeditors: My goods were not secured.
- DHL Global Forwarding: No proper time management for the shipment.
- FedEx Trade Networks: They have lost my few items from the goods.
- Ateam Logistics Group: The goods were opened.
- Dema Service: They don't have the required manpower to handle all their deliveries in a timely manner.
- Jigsaw Transport/Park Logistics: Bad management with the team.
- Trade Express Corporation: We didn't find them professional enough to do business with them.
- NYK Line (Nippon Yusen Kaisha): They have extra charges for the packaging.
- Katolec: Customer support was taking too much time to respond to my queries.
- OOCL: My shipment always gets delayed.
- Marine Services International: They forgot to carry my documents with the goods and it was refused from the custom team.
- Katolec: I always have issues with the delivery.
- Katolec: They don't have good reviews in the market.
- FedEx Trade Networks: I have never received my compensation.
- CEVA Logistics: They have less connectivity across regions and have more rules and regulations.
- Niyac Corporation: Customer support never shared with me the delivery times and details.
- Baylink Logistics: I lost my few items from the shipment.
- Max Freight: They have lots of challenges with delivery on time.
- Ace Logistics: They don't notify me of any situation.
- FedEx Trade Networks: Their services are not good.
- Niyac Corporation: They have a poor quality of packaging materials.
- World Cargo Solutions: No proper management.
- Niyac Corporation: It is difficult for me to check the regular tracking updates.
- TransWorld: They use third-party shipping services.
- Logistics Plus: I have paid extra because they have less connectivity across regions.
- Plus Cargo: They track the required skills.
- DHL Global Forwarding: They took extra charges for the express delivery, but my shipment was delayed.

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Describe the biggest disappointment you've experienced in the last 12 months?

- FedEx Trade Networks: Exchange rates are high.
- APL: They never delivered the shipment in a committed time.
- Niyac Corporation: They never deliver the goods on time.
- OOCL: Delivery was late.
- Niyac Corporation: My shipment was delivered at a different location.
- FedEx Trade Networks: I was not able to contact customer support.
- Wesley Logistics: No compensation schemes.
- Katolec: They take a lot of time to deliver the goods.
- RoadOne IntermodaLogistics: Their processes are very confusing.
- DSL: No disappointment.
- Katolec: I have never received any tracking updates while the goods were in transit.
- Hellmann: I have paid extra hidden charges.
- Agility: I don't like their services.
- SEKO Logistics: There is a lack of staff to deal with all the shipments at a time.
- Nippon Express: Services are not good.
- Panalpina: Customer support was not responding to my queries.
- Odyssey: They keep on changing the shipping rates.
- SEKO Logistics: They are not trustworthy.
- CW Logistics: I was unable to approach the customer support team.
- Kerry Logistics: My clients did not receive the shipment on time.
- Damco: They do not update the customer if any issue occurs.
- Eagle Logistic Service: I have not received the refund until recently.
- Kintetsu World Express (KWE): I have paid for loading charges.
- Agility: Customer support was not responding to provide tracking information.
- Katolec: Unnecessary charge from the recipient.
- Katolec: My product was not delivered in the committed time.
- FedEx Trade Networks: I was unable to check the tracking updates.
- Toll Forwarding: They have less knowledge of all the rules and regulations.
- IFB: Customer support takes extra time to respond.
- Yusen: They give less compensation for damaged goods.
- Damco: All the perishables got damaged.
- China Postal Express & Logistics Company: Inappropriate packaging.
- UPS SCS: No immediate solution has been offered to me.
- Panalpina: The driver was not behaving properly.

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Describe the biggest disappointment you've experienced in the last 12 months?

- Niyac Corporation: They unnecessarily change the shift timings of delivery.
- Kuehne & Nagel/CEVA Logistics: Slow reaction to problems, lack of proactivity.
- APL Logistics: It is difficult to claim a refund.
- Niyac Corporation: I have not received compensation.
- Nippon Express: The shipment was delayed.
- BVC Logistics: They have very complicated processes and it takes too much time to get things done.
- C.H. Robinson: I am still waiting for my compensation.
- Future Air Freight B.V.: I am not satisfied with their services.
- CW Logistics: Shipment was delayed.
- Kerry Logistics: My clients have received damaged goods.
- Bofill & Aman: The site was not working.
- Imperial Logistics: The loading transport met with an accident and all my items were damaged.
- Bollore Logistics: My shipment was not delivered at the specified time.
- ODC Logistics: I would say they do not take care of the goods.
- Sinotrans: They take a clearance charge from the recipient.
- Iorio: I have not received a refund for damaged goods.
- Expeditors: The verification procedure took too much time.
- DSV: Charges are high for shipping and services are not good.
- Iorio: They have different policies to ship the items.
- DHL Global Forwarding: They did not give me updates regarding the shipment.
- MP Forwarding & Logistics Services: They take time to update the tracking status.
- CEVA Logistics: The tracking was not showing valid updates.
- CW Logistics: They take packaging charges.
- DB Schenker Logistics: Someone else has received my goods.
- CEVA Logistics: Lack of services.
- SEKO Logistics: It is risky.
- COSMO TRANS LINE: They don't maintain the quality of the shipment.
- CEVA Logistics: The paperwork was not complete due to which we faced a lot of issues.
- Dema Service: Environmental change damages the quality of fruits.
- DHL Global Forwarding: Communication problem, proactive information is provided by them, but the problem is using different modes or changing to air transportation.

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Describe the biggest disappointment you've experienced in the last 12 months?

- Tectraxx: We are not happy with their customer support service.
- FedEx Trade Networks: They have high charges for handling and loading.
- C.H. Robinson: The staff was not behaving well.
- Gilgen Logistics: I didn't like their services.
- DB Schenker Logistics/DHL Global Forwarding: No disappointments.
- Kerry Logistics: Customer support never gives the response in a committed time.
- Panalpina: Tracking number was showing invalid updates.
- Fiege: My shipment was not delivered to the exact location.
- Kuehne & Nagel: None.
- Agility: Customer support was not responding to my calls.
- Imperial Logistics: They have the worst site.
- CW Logistics: I am disappointed after receiving the shipment, it was damaged on all the sides.
- Kerry Logistics: I was facing difficulty collecting the items from their warehouse.
- DB Schenker Logistics: I am still waiting for my compensation, even after two months.
- DB Schenker Logistics: They don't care about the shipment once we pay for their services.
- All Freight Logistics: The goods were returned back to me after refusal at the border.
- DSV: Loading charges were also included.
- Nedcargo Forwarding: My refund process is still pending.
- Daio Logistics Co., Ltd: They don't have good expertise to handle the shipment.
- Toll Forwarding: It was a risk to use ocean freight, but I still ship the items. I regret the decision because of their service quality.
- Kerry Logistics: They were not taking care of the items.
- CW Logistics: Delays in receiving compensation.
- SKF Logistics: Delay in delivery.
- Imperial Logistics: Price gets changed without any updates.
- Clipper Logistics: They have high exchange rates.
- Kuehne & Nagel: Staff was not cooperative.
- Maersk Logistics: They take too much time to respond to their customers.
- Fiege: I have paid extra for loading charges.
- UPS SCS: Customer support was rude towards me.
- Essers: Their services are not reliable.
- Dema Service: Their staff was very rude when we inquired about the delivery status.

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Describe the biggest disappointment you've experienced in the last 12 months?

- FedEx Trade Networks: They don't offer refunds for damaged or lost goods.
- UPS SCS: The package was already opened.
- Mitsubishi Logistics: I have paid extra for loading and packaging charges.
- DHL Global Forwarding: Delivery staff doesn't respond to calls.
- CW Logistics: I found that they have taken more shipping charges from me.
- Transport Herve: The shipment was delayed due to incomplete verification.
- CEVA Logistics: I was not satisfied with their quality of service.
- Penske Logistics: Loading of the shipment takes time.
- ODC Logistics: I paid hidden charges which I was not aware of.
- Toll Forwarding: I was unable to check the tracking number.
- Kintetsu World Express (KWE): They don't have an official website.
- Gilgen Logistics: I was unable to contact the delivery staff.
- UPS SCS: They were late in delivery.
- Maltacourt Global Logistics: Always have to follow up with customer support.
- Bolllore Logistics: My shipment was lost from their warehouse.
- UPS SCS: I lost my goods from the shipment.
- All Freight Logistics: Only for cross border shipment, they refuse to accept fragile items.
- TNT: The site was not working properly.
- Damco: They have also taken some amount for the recipient.
- DHL Global Forwarding: Alert messages take time to update.
- Toll Forwarding: They don't have compensation schemes.
- Groupe Global: They take unnecessary charges, every time.
- TNT: Their services are not good.
- Ateam Logistics Group: Miscommunication between the staff and the recipient.
- DSV: I have received the worst services from them.
- Ateam Logistics Group: The documentation process took time.
- Logwin: I faced a lot of challenges where I had to deal with their staff.
- Ahlers: I did not like their way on shipping freight.
- CW Logistics: Their charges are high.
- Time World Freight: They un-dock our items at a different location.
- COSCO (China Ocean Shipping Co.): They are not trust worthy.
- Rabelink Logistics: They refused to accept the goods after I already paid for the delivery.

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Describe the biggest disappointment you've experienced in the last 12 months?

- Huettemann Group: They have given me coupons to compensate, and they are of no use.
- Nedcargo Forwarding: I was not able to reach customer support by phone.
- Hellmann: Customer support was not responding in a timely manner.
- All Freight Logistics: I was facing difficulties trying to track the goods.
- Ken Logistics: I have received damaged goods.
- Panalpina: Customer support was not available through phone.
- SEKO Logistics: Their website is never working.
- Bollore Logistics: Their documentation was not done properly.
- UPS SCS: I was unable to reach customer support.
- Toll Forwarding: We had goods delivered that were open on one corner.
- SEKO Logistics: We have had delays with shipments with them.
- Panalpina: They are rude to their customers.
- SEKO Logistics: They do not give a guarantee for the shipments.
- DHL Global Forwarding/Evolution Logistics/FedEx Trade Networks: None.
- Gemadept Logistics Co.: I have received decomposed perishable items because of the late delivery.
- SEKO Logistics: None.
- Demas Service: Instead of giving us discounts due to late delivery, they charge more on the pretext of some handling charges.
- MOL Logistics: My goods were partly open.
- APL: I have faced difficulty trying to check the tracking number.
- DHL Global Forwarding: They did not provide me with a tracking number.
- Unyson: They are less reliable.
- Maersk Logistics: My shipment was delayed at the border.
- Kotahi Logistics: They are expensive.
- Gilgen Logistics: Tracking information was not updated in time.
- DSV: Lost freight.
- FedEx Trade Networks: Damages.
- DHL Global Forwarding/Expeditors/TNT/UPS SCS: None.

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Are there any freight forwarders that you tend to avoid using?

- YRC Logistics: They are not reliable, nor professional.
- Expeditors: They have lots of issues.
- Expeditors: Price.
- Panalpina: Low service level.
- DHL Global Forwarding: Service is lousy. They don't pick up when they say they're going to, and they come in extremely late.
- CEVA Logistics: They lack reliability and they are too expensive, feedback is terrible.
- Agility: Can't remember the exact reason, but had something to do with the process of moving stuff from China to here; was painful.
- AGS Global Freight: Feel like they try to take advantage of the little guys.
- FedEx Trade Networks: Poor reliability in deliveries.
- DHL Global Forwarding: It is a bad organization. Bad rates, lots of delays and administration issues.
- Capital Logistics: We had incomplete loads from them, and they never took responsibility for that.
- DHL Global Forwarding: It takes a long time obtaining a rate quote. They changed how they used to run business. They are now difficult to work with.
- DHL Global Forwarding: They are not reliable with on time delivery.
- DHL Global Forwarding: Their compliance policies with Lasership.
- Caro Trans International: We do not like them.
- FedEx Trade Networks: Not happy with their inconsistent service.
- DB Schenker Logistics: They did us wrong in the past and they have poor service rates.
- Cavalier: They failed to deliver, they over promised us and their price is even worse.
- Old Dominion: Their attitudes are poor.
- FedEx Trade Networks/UPS SCS
- CEVA Logistics/DB Schenker Logistics/Kuehne & Nagel: Direct poor experience and word of mouth from our sister companies.
- Lyman Container Line (LCL): Prices kept changing.
- CEVA Logistics: They have poor service.
- UPS SCS: They are too big.
- Hellmann: Poor service, as in not picking up on time with high accessorial charges.
- Marek: They are high priced and unresponsive.

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Are there any freight forwarders that you tend to avoid using?

- Expeditors/Panalpina: They are so big of a company, and you do not get the customer service that we require.
- Kuehne & Nagel: They did a project for our company, and it did not work out very well, and they are hard to deal with.
- Expeditors: They are unresponsive and very confused.
- Kuehne & Nagel: Their pricing and we had a history with damages and not being handled and resolved properly, and in a timely manner.
- UPS SCS: Poor customer service and random fees we received.
- FedEx Trade Networks: They do not offer insurance, they offer to pay the material value and only if their driver is at fault.
- Del-Mar International: Prior experiences.
- DHL Express/Expeditors: Poor customer service and the culture of the company.
- UPS SCS: We struggle with this freight forwarder, poor service all around in Canada.
- DB Schenker Logistics/Kuehne & Nagel: Past experience.
- Expeditors: They are pushy.
- OCEANAIR: It was a choice they had decided on before I started, it was not discussed with me.
- Day and Ross: Difficult scheduling.
- Expeditors: Bad experiences in the past.
- Kuehne & Nagel: We could never get updates from them. We had no access to their system.
- Dangwards Logistics: They agreed to take the shipment as a prepaid and when it got to the country, they told us that they were not going to deliver our prepaid shipment until they received the invoice. It took up to ten days and it was beforehand prearranged.
- Expeditors: They do not address or fix problems. They have poor communication. They will tell me they will fix something or make it better, but they never do.
- DB Schenker Logistics: Due to past problems. The new manager wasn't helpful, he was very rude.
- DHL Global Forwarding: Because they do not respect instructions related to how to transport the goods. They do not respect the arrival time to customs.
- Agility: Their lack of knowledge and understanding of required documentation.
- DB Schenker Logistics: Damaged goods and poor response time.
- Milgram: They pre-invoice and they bill for things that do not exist.

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Are there any freight forwarders that you tend to avoid using?

- Hecny Group: We are going to start avoiding this freight forwarder due to lack of performance or following through on commitments when shipments are off track.
- FedEx Trade Networks: Bad experience with ground shipments.
- DHL Global Forwarding: Too many steps to take, too many people to talk to.
- Pack International: High prices, disloyalty and bad service.
- C.H. Robinson: Poor customer service.
- UPS SCS: Corporate and UPS make it difficult to start working with them.
- CEVA Logistics: This was a corporate decision because of CEVA's financials.
- FedEx Trade Networks: Rates and their service, such as transit times.
- Expeditors: Their rates and their added hidden surcharges.
- DB Schenker Logistics: We had a discrepancy in price on a shipment.
- Deltamax Freight System: At our overseas location, we got a quote from Deltamax and our main forwarder. Deltamax was cheaper, but they were late to pick up, late in booking and just gave excuses. It was a large important order for a customer and they were late, which was not good.
- DB Schenker Logistics: Lost freight, inconsistent pricing and invoicing issues.
- TNT: We used to use them, they had issues with losing shipments.
- DHL Express: We have had problems with them losing shipments.
- SEKO Logistics: Prices are too high.
- CBC International: They have a high turnover rate.
- DB Schenker Logistics
- C.H. Robinson: They were dishonest.
- Kuehne & Nagel: No relationship with them. No contract. No set location.
- Senator: We wanted a proof of delivery and they hesitated to give this to us because they thought we wanted to do a claim, but that was not the case. We just needed the proof of delivery for our customer.
- Expeditors/FedEx Trade Networks/Kuehne & Nagel/UPS SCS: They are too cumbersome and too removed from our business.
- Expeditors: They didn't deliver what they promised.
- DB Schenker Logistics: They do not follow through, they are very expensive and communication is very poor.
- UPS SCS: Bad experience with their ocean service.

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Are there any freight forwarders that you tend to avoid using?

- Blue Grass: We just did not like the way they operated. They tried to get some freight and did some underhanded stuff and the President of the company did not appreciate the way they behaved.
- Midwest Trans Atlantic: They rolled freight on me. It was embarrassing. They got it to S. Korea two weeks late.
- DHL Global Forwarding: There are not enough people to get a hold of on a consistent basis.
- Kuehne & Nagel: In the past I had nothing but problems with them, right down to them losing freight.
- CMA CGM: Poor service.
- Expeditors: They are abrasive and do not give an inch.
- DHL Global Forwarding: They are unreliable.
- FedEx Trade Networks: They are very fragmented with their services. There is no coherency between branches, it's difficult to work with.
- DHL Global Forwarding: They are horrible. Terrible customer service with no local ocean office. High pricing.
- DHL Global Forwarding: They offer poor customer service. It is hard to talk to the right person.
- Expeditors: A number of reasons.
- FedEx Trade Networks: Poor experience in the past and didn't have a solution that would work for us.
- DHL Global Forwarding: Horrible service.
- UPS SCS: They are our direct competitor, now that we have been bought by FedEx.
- Aero Net: They did not follow through with a claim years ago.
- Forward Air: Claims and insurance issues.
- Global Freight: I do not think they are very knowledgeable.
- Burlington: A real conflict, price wise. They began to get out of hand as to what they were charging us.
- USF Holland: Poor drivers.
- DHL Global Forwarding: Customer service is lacking.
- FedEx Trade Networks: They are hard to work with, they compete with UPS and UPS has a better website system compared to this freight forwarder. They scramble around trying to beat UPS any way they can and by doing this, it takes them longer to help us out.

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Are there any freight forwarders that you tend to avoid using?

- Kuehne & Nagel/UPS SCS: The bureaucracy.
- Maersk Logistics: Financial conflicts and it is difficult to trace the debts. The financial situation is unable to be clarified.
- Morrison: They aren't easy to do business with.
- Pilot: Too expensive.
- Euro Partners Aero: They had a bad experience with another company, and we heard/know about it.
- DFDS Group: They closed their offices in the area and the way they did it, we were sort of forced to use a different office that was not local. We found the communication was made to feel like we were a number, and there was a lack of service like the local office used to have.
- TNT: Their service level.
- OTS Logistics: We've had issues with prices changing on a quoted shipment and the transit time was incorrect taking longer than they said it would.
- Expeditors: Their inability to arrive with accurate quotes.
- Worldwide Freight: They are a broker and own their network. We choose not to deal with a third party.
- COSCO (China Ocean Shipping Co.): Everyone involved in container shipping can have 30 day payment terms because of the nature of the industry, but they did not want to do this for us, so we had payment term issues with them.
- Transglobal: They lost our freight and when they found it, it was all broken and we had to file a claim.
- Davies Turner: A few issues with them recently.
- FedEx Trade Networks: They were late, had damages, and sent a pallet to the wrong location.
- Trust Freight: Prices are ridiculous.
- TNT TRACO (Air): Several issues with our account.
- UPS SCS: They are way too expensive.
- NYK Line (Nippon Yusen Kaisha): They can rarely offer equipment.
- FedEx Trade Networks: They damage freight and there are lots of accessorial charges that you do not catch. There always seems to be a surprise with them.

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Are there any freight forwarders that you tend to avoid using?

- Del-Mar International: We had problems with them many years ago and we still have a sour taste with them. They had given us a suggestion on how to ship something and promised a certain time using that method, but in taking that suggestion, it delayed the shipment even worse.
- Kuehne & Nagel: Broken agreement.
- Kuehne & Nagel: We had customer service issues with them.
- Expeditors: Do not like their sales people, kind of arrogant, not comfortable with them.
- Vantec: They are constantly changing rates on a weekly basis.
- NUCO Logistics: We had a bad experience with roll booking and added extra fees.
- Damco: Just too slow.
- Carver International: They are too expensive.
- DB Schenker Logistics: We had a bad experience with them in the past.
- AIT Transportation: Claims issues.
- DHL Global Forwarding: They are incapable of sending invoices, I only receive late notices. If there is a problem with the shipments, it is impossible to resolve and they are hard to work with.
- Blu Logistics: Very poor service like pick up and delivery.
- CEVA Logistics: They have proven themselves unable to do the job. They have lost shipments and customers ask that we not use them as well.
- Panalpina: Customer service at every level, from supply chain to accounting.
- OEC: They were taking too long to deliver.
- DB Schenker Logistics/Kuehne & Nagel: They promise high and deliver low.
- FNS: They had issues picking up and delivering on time, and there was a lack of communication.
- Leader Mutual Freight System: We were not getting our air freight bills on time, or we just never received them at all.
- DHL Global Forwarding: We had a shipment that sat there for 2 days.
- JAS: They are not quick to respond to quotes and then getting them picked up and delivered on time is a challenge, also their system is poor.
- DHL Global Forwarding: They lack in customer service and what we do experience is poor.
- Protrans Line: Missed booked shipments. Double scheduled pick ups. Not same day pick ups.

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Are there any freight forwarders that you tend to avoid using?

- Kuehne & Nagel: Cannot get a same day pick up from them.
- Binex Logistics: They have more problems with customs, compared to other forwarders.
- DSV: We experienced high charges and delays with them.
- Kuehne & Nagel: They have a higher price and they are a bigger organization so they are more difficult to deal with.
- UPS SCS: Damages and their customer service is poor.
- Kintetsu World Express (KWE): We had heard that they favor Japanese clients over their American clients which we are not sure if that is necessarily true, but we did not want to take the risk.
- C.H. Robinson: We had received poor customer service from them. They did not meet the needs for our shipments.
- UPS SCS: We are off a major highway and in a major city in Colorado and UPS considered us as rural, even though we are certainly not in a rural area. There is a Sams Club right beside us.
- Panalpina: They are not reliable.
- TNT: They just had bad service and let us down too many times on too many things, such as lost parcels, late or not showing up and incorrect invoicing.
- DHL Global Forwarding: Terrible overall performance.
- C.H. Robinson/FedEx Trade Networks/UPS SCS: Lack of service and they are overpriced.
- DB Schenker Logistics: Forgetting to pick up shipments.
- Yusen: They do not provide on time service.
- FedEx Trade Networks: They are not easy to work with and in general we avoid them when possible.
- TNT: They are not our preferred carrier. When a customer decides to use them, they always end up canceling due to TNT having too much back and forth, lack of communication.
- FedEx Trade Networks: Difficult time with their online program.
- FedEx Trade Networks/TNT TRACO (Air): Poor service.
- Echo Logistics: Their service was bad, their representatives were bad and the interaction with dispatch was bad. After booking and confirming a truck, they did not have a truck for our shipment. They also failed to inform me of that.

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Are there any freight forwarders that you tend to avoid using?

- Kuehne & Nagel: They seem to be not knowledgeable of the services they were hired to do.
- DSV: The contract is very complex compared to others.
- DHL Global Forwarding: Their paperwork is too complicated to fill out.
- UPS SCS: They have poor customer service, no flexibility and they have the longest response time ever.
- FedEx Trade Networks: They do not have as many global partners as others, and their rates are not as competitive.
- UPS SCS: We now have a lack of trust with proper care of our shipment.
- Maersk Logistics: They are very hard to get a hold of.
- Panalpina: Inefficient service.
- UPS SCS: They are a good company but just too large. To reach a live person, you have to go through this department and this option and so on just to get a live body to answer. They are a good company, but just not user friendly when we are busy.
- Rhenus Logistics: We are not satisfied with them.
- Yellow Freight: They are not good at handling freight.
- Laufer: Their custom broker is self-righteous, he lacks knowledge. We hired them to do our exports from the UK to the U.S. In the end, we had to go through a third party to get our freight cleared through customs. I dropped Laufer and decided to go through another forwarder to clear the freight. The other forwarder cleared the freight in fifteen minutes and delivered the next day.
- JAS: We tend to stay away from them due to price.
- Hapag Lloyd: Bad import and export services.
- ZIM: It is because they have the flag of Israel, and they are not allowed.
- Borusan Lojistik: Miscommunication.
- DHL Global Forwarding: They will not give us competitive rates against FedEx.
- TNT: Sometimes they do not pick up on time with the online bookings.
- DHL Global Forwarding: We tend to stay away from DHL due to poor international service.
- DHL Global Forwarding: Delay in delivery.
- Panalpina: Due to too rigid in prospects and arrangements.
- Schneider Logistics: Bad information on quotes.
- CMA CGM: They had messed up a shipment and were late, and messed up a master BOL, then partly blamed us for the issue, which ended up costing us a lot of money.

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Are there any freight forwarders that you tend to avoid using?

- Hapag Lloyd: No time management.
- DHL Global Forwarding: Late in providing shipping documents.
- DHL Global Forwarding: They don't provide compensations.
- DHL Global Forwarding: Less efficiency of service.
- TNT: Cost us a lot by misquoting.
- Kuehne & Nagel: Damaged products.
- DHL Global Forwarding: Due to poor quality of packaging.
- Expeditors: Bad import and export services.
- DHL Global Forwarding: Customer service and tracking is rough.
- Kuehne & Nagel: They don't update with notifications.
- Expeditors: There is a sales representative we do not care for.
- FedEx Trade Networks: Because of the pricing issues.
- Kuehne & Nagel: Lack of customer service.
- FedEx Trade Networks: They are too large, and they have challenges with the attention of detail.
- DB Schenker Logistics: There are a lot of hidden charges with them.
- Geodis Wilson: Takes too much time.
- Geodis Wilson: Packaging quality is not good.
- Agility: They do not give any update about the delays and huge losses are made.
- Old Dominion/Land Star: There was an issue with breakage of freight.
- Kuehne & Nagel: We are quite unclear with their routes.
- UPS SCS: They lack in support, systems and tools compared to other carriers. When they have back up drivers in place, they do not know the schedules or routes.
- Sinotrans: Poor documentation and does not provide any clarity on their policies.
- Kuehne & Nagel: No proper response.
- Geodis Wilson: Too much paperwork.
- Euro Partners Aero: Because of previous experiences.
- Kuehne & Nagel: Rules are very complex, more so than others.
- TNT
- Mars Logistics: Unsatisfactory services.
- DHL Global Forwarding: They did not charge the rates we settled on. They charged more.
- DHL Global Forwarding: We could not agree on anything.

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Are there any freight forwarders that you tend to avoid using?

- Portmann: Because of the delivery time issue. We had a delivery date that was not respected. When we told them to deliver on Monday, they delivered on Wednesday. So, that's why we avoid using.
- DHL Global Forwarding: No alert on delays.
- Medoza: There were times when damaged trucks were loaded and it was very bad because they provided us with the transport from Norway. It was very complicated with them, that is why we had some problems with them.
- Yopa: Sometimes, they confirm us and they announce for shipping, but then they say they did not say that. Then we have to contact another company and it is very bad, and the price was higher for us from Yopa.
- UPS SCS: They are pricey and slow at getting products cleared through customs.
- DHL Global Forwarding
- TNT
- Zimm
- DHL Global Forwarding: They are less reliable.
- Hapag Lloyd
- Kumh: Due to mismanagement.
- C.H. Robinson: We don't see eye to eye with their sales representative.
- Geodis Wilson: Service is not always satisfactory.
- Expeditors: Lots of challenges with their work.
- FedEx Trade Networks: They don't have compensation schemes, it is difficult to trust them.
- Expeditors: Tracking site doesn't work.
- OEC: They were not interested in building a long term relationship with us. The sales team was just looking at numbers, not commitments. They did not follow through with important aspects within our unique shipments.
- Milgram: They were not attentive to our needs, they were inflexible.
- DHL Global Forwarding: They don't provide tracking information.
- Kuehne & Nagel: Changing of management levels and service levels.
- CEVA Logistics: Lack of communication around problems and delays in transit times.
- Agility: No compensation schemes are available with them.
- Mars Logistics: They were very careless.
- Ventana: Price and service.
- Maersk Logistics: Services are less efficient.

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Are there any freight forwarders that you tend to avoid using?

- Damco: There are no fixed delivery time lines.
- Hellmann: Their services are more expensive.
- Maersk Logistics: There are many security challenges with them.
- UPS SCS: Lack of customer support if any query is raised.
- Panalpina: Management is weak.
- Panalpina: Services are not up to the mark.
- DHL Global Forwarding: They don't use good packaging materials.
- Panalpina
- DSV: The services are not satisfactory and therefore we are not able to trust them.
- FedEx Trade Networks: Their handling capacity is less.
- COSCO (China Ocean Shipping Co.): We have to pay an extra amount at the last moment.
- FedEx Trade Networks: There is no systematic format.
- Damco: We don't want to avail their services.
- DHL Global Forwarding: The driver never takes confirmation before delivery.
- Agility: Their format is complex.
- SEKO Logistics: Tracking never gets updated in a timely manner.

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Are there any emerging trends that forwarders should be looking at over the next two years?

- Concentrating more on Africa.
- If freight forwarders can adjust the price to match what we get from brokers. I can always deal directly with FedEx, but the pricing is always way different going through a broker.
- They need to be quick to answer, work on building a close business relationship with us, like assigning a point of contact.
- Ease of use of the system.
- Just faster delivery times if they can.
- We will be doing a lot more importing through India, information or advice would be helpful.
- Block chain, ease of containers.
- Shipping integrity and communication.
- Service constraints with ocean carriers, like vessel capacity and drayage capacity.
- Visibility.
- A more cheaper, all water to Houston, and having better origin services so I get better information.
- Competitive prices.
- Various countries government rules, for example Iraq.
- Communication and global partnership between domestic and international.
- Better visibility.
- Efficiencies on an hourly basis.
- Quicker moves.
- Efficiency in season of greater movement (Christmas). Also, to put more transporters available to transport.
- Open pricing to customers.
- They should keep working on the customs clearance process.
- Price hacks.
- On the arrival side, movement from vessels to inland destination.
- Just the ease of getting the freight into the country. When getting the freight pre-approved through customs, it helps out so much.
- Tracking.
- Keeping up with improved and up to date technical support.
- To try to find better shipping lanes for new regions.
- Business generally picks up when gas goes down.

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Are there any emerging trends that forwarders should be looking at over the next two years?

- Economic dynamics happening in trade and trade agreements.
- Good EDI, reporting, and IT departments with complete packaged services for customers to know where cargo is, which is the key.
- More steam ship lines.
- Just efficiencies at the ports with better delivery times at the port.
- India and fuel.
- Local trucking service and supply.
- They need to focus on more shipments coming in from Asia.
- Door moves and having customer service that is not computer routed.
- Price is our priority. Their price has to stay competitive.
- Tracking, visibility, data analysis (providing input on the information they have, as a customer). They are the keeper of that information and they don't share it. Creating robust systems that are easy to analyze what you are doing. Real time updating and booking capabilities. Information systems.
- Alliances that steamships are forming.
- Electronic airway bills and electronic health certificates.
- I need more help with customs and duties. If I were confident of those rates, I could charge my customers and get them a prepaid ad and would not have to rely on the freight terms of the Ex Works.
- Trucking industries, the lack of truckers that are out there. We have door moved on all of our contracts, but that would be our issue and chassis shortages.
- We will be doing more business in Africa in the future, and most forwarders have a small presence in that area, so we would like to see some options in Africa.
- They have to find a solution with driver turnover rate.
- Consolidation of shipping lines.
- Block chain mergers, cost containment, partnership and network improvements.
- Tracking updates that are more accurate, with better reporting when there are changes.
- Securing more stable truckers.
- Getting more information to us, quicker on customs.
- Issues at port of entry with Vancouver.
- Ongoing issues with delays; with the port delays.
- The industry has consolidated to only so many players. Inland transportation equipment and truckers should be focused on.

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Are there any emerging trends that forwarders should be looking at over the next two years?

- Coming up with creative ideas and solutions. Higher quality data management.
- We are trying to find more international freight forwarders that can handle our product. We have a specialty product and are looking for additional forwarders, regarding dealing with US customs and paperwork for a specialty product.
- More online access, it just makes my life easier.
- Block chain, transshipment flexibility and carrier contracting.
- Be more technology savvy.
- Have a better tracking tool on their website, that is easier to use and more accurate.
- Make sure they have a good online presence. Needing up to date information.
- Customs information, such as third world changes.
- Visibility with tracking and tracing tools.
- Better capacity for air freight.
- Homeland Security Inspection will pull our containers occasionally. We must pay for this process and it makes our shipment late. They need to keep track of this procedure, especially since they have done this several times previously. The need to help avoid custom exams.
- We need a better flow cycle of handling the shipment from pick up to delivery.
- Watching trends in trade compliance.
- To have more places where they deliver.
- Have the ability to process paperwork online.
- Regionalize freight.
- On time deliveries.
- Our biggest request would be to get more planes that are able to carry cargo. There always seems to be a delay and there are issues with available space on the planes.
- We are a back to school business and our peak time is during April to July. Our freight forwarder should be aware of that.
- They need to focus on the changes that are coming up in the legislation.
- Keeping ahead of political events.
- A trade war.
- Be prepared for Europe to be busier than normal. There was a shortage of cargo space last year.
- Options to avoid congestion at the Vancouver port and rail delays.
- Better tracking capabilities.
- Pricing and timing.

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Are there any emerging trends that forwarders should be looking at over the next two years?

- Shipping between the US to the UK.
- Mexico and Central America is not real robust enough.
- More domestic freight hauling. This includes equipment and personnel.
- Have more qualified staff.
- Improve information circulation.
- Lower prices.
- The overall work stoppage at the docks affects us. The way that unions control all that is pretty tight. That is a challenge. They need to look at preparing for the future and how things will happen in 1 to 15 years from now.
- Stay competitive.
- Container availability.
- They must be colleagues, not intermediaries that guarantee their own spaces.
- Steam liner alliances and less routing options.
- Access to containers.
- Follow up with shipping status.
- The only thing would be putting more emphasis on door to door deliveries and making it more available.
- Shift over to do forwarding as third party.
- Data accuracy, timeliness of the deliveries and data is the most important for us.
- New tariff situations.
- Work on driver shortages.
- Better tracking visibility.
- Volume is going up, that is an emerging trend that I see.
- Reversing the dimming factor.
- We are looking to start doing our own sales online, so making sure our needs are met regarding e-commerce.
- Maybe look at different options from origin to destination, for a little faster route.
- Consolidation of goods in Asia.
- They need to focus on providing more access on ETA and quality control.
- Rates, time factor for pick ups.
- Locking in space with the streamline ships.
- A lot has gone into IT systems and having much more performance of automation.
- Capacity to offer different service levels or different routing options, due to issues in certain ports or areas. Be able to be transparent.

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Are there any emerging trends that forwarders should be looking at over the next two years?

- Customers are routing shipments themselves.
- Systems process.
- Better movement of freight and timely bookings.
- Wider distribution.
- Increased visibility from POs to delivery, ease of access to documents.
- Focus on port congestion, working with the vessel line for improvements.
- Assistance in filling out SLI.
- When the ports are experiencing strikes, work with us and help us find other ports to use.
- Focus on global compliance.
- They need to focus on visibility, tracking; tracing on time performance.
- They need to focus on keeping up with advancing technology.
- They need to keep up with the ever changing technology.
- Better booking and tracing capabilities.
- Accuracy of information and commitment to the business.
- Offering more consolidation opportunities with the shipments, at the point of origin.
Store goods and have shipment consolidated.
- Dock delays.
- Maintain the rates and exhaust the best service.
- Cost reduction.
- Different shipping lines.
- Specialized shipping in chemicals.
- Mostly the rail infrastructure in Canada and its shortcomings.
- Figure out how to get trucks in here.
- Clearer communications and timely responses.
- In process to apply the new treaty with US and Canada.
- Get more containers.
- E-commerce options.
- More lift capacity.
- Platforms to better follow the freight.
- Hazmat training and updates with CFR49 logs.
- Lower prices.
- Being more competitive in prices.

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Are there any emerging trends that forwarders should be looking at over the next two years?

- More automation, more visibility and more real time information quicker. Spare the lining and increase the access of visibility and improve on timing with ACE, Automated Commercial Environment(ACE).
- The UK and exiting the European union.
- Keep on updating the rates, so I know exactly where the money is going.
- A way to not consolidate the freight in shipping because it causes a lot of delays.
- Add more ships and planes. Container and chassis availability.
- Communication and technology.
- They need to focus on the changing foot print.
- More accurate online tracking.
- Lower cost.
- Stricter customs regulations.
- Pricing and fuel surcharges.
- Keeping up with the online system and making it more user friendly.
- The merging of ocean carriers, like the shipping lines. NYK and OML merged together and will be one network. As far as the ocean side goes, there is going to be a very limited amount of carriers.
- Having things more affordable.
- Relying on them to know the rules and laws from country to country.
- Proactive communication, there is always room to improve.
- Better communication with the lines, in regards to scheduling of ports in China.
- The main issue they could improve on would be the actual reliability of the vessels. Last year we had two ships break down.
- Need to focus on their systems, in particular we have asked for a very detailed freight and operational tracking system with financial system. We want a combination of data from both sides or systems. Very few are fully integrated.
- They need to focus on alternative services and having multiple transit options with different freight forwarders.
- They need to focus on the agreements between South America and the USA, making it easier to deal with.
- Governmental tariffs with the steel recently. The freight forwarders need to be aware of those government actions on customs.
- They need to continue the ongoing current operations.
- Bringing benefits without delays reduces expenses.

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Are there any emerging trends that forwarders should be looking at over the next two years?

- To focus on developing a solid relationship based on service requirements and pricing needs.
- They need to keep up with technology and handling of dangerous goods.
- The forwarders should stay competitive with their rates.
- A mobile smart app.
- Customs office.
- More domestic trucking.
- The new train service that is in process of being established from China to Europe. It is still very expensive, but they need to be looking at it to improve service and bring prices down considerably. They are still quite very expensive and it is something they all need to consider because it will save time, by at least 2 weeks in some cases.
- Keeping up with system software to help tracking better.
- More flatbed trucking capacity.
- They need to lower overall transit times.
- Tracking and tracing.
- Better transit times and rates.
- We are kind of interested in how forwarders will react to the block chain and who is going to adopt that. Things are getting more digital as we go on in the industry and things are moving more toward block chain and digital, so we would like to see how they are reacting to that.
- They need to focus on increasing the number of trucks in transit to avoid higher rates that are in place. The transit time takes longer with the shortages of trucks on the road.
- We see what should be a global trend is a regression in returning things to the home country, where suppliers will be more localized. Most businesses have pushed into China, but our opinion is that as the economy strengthens, things will hopefully come home.
- We need a single website to track our shipments, when there are multiple freight forwarders.
- Reliability of on time arrival.
- It is all about alternatives to air. What the environmental impact is to the air is a concern.
- They need to stay current with technology.
- Availability of drivers has been an issue for us, as well as port delays.
- Keep cost competitive.

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Are there any emerging trends that forwarders should be looking at over the next two years?

- Our forwarders need to have a plan in place to execute shipments in place, when natural weather-related events occur. Need to have different options available to reroute the shipments out of the country beforehand.
- Real time tracking, geo-sensing.
- Looking into emerging countries, i.e. Cambodia.
- We would like to see something more flexible, with regard to booking online, as far as the ocean freight, and for the rates to be available within a few hours.
- Sustainability is growing, and therefore it is difficult to quantify in freight.
- Timeliness and quality control.
- More interactive system status.
- Get more capacity.
- Attention to the tariffs.
- We are looking to grow e-com, e-fulfillment and would like to see how can we service mainland Europe from the UK.
- Especially when it comes to sea freight, shipping lines and their alliances, which causes our transits to be longer. Also, having direct flights on the air freight.
- The unpredictability of the trucking industries and shortages of the steam ship lines for ocean exports.
- To stay on top of and helping us with compliance, inspections and legal documents, or when a country has special requirements.
- Government compliance.
- Improve technology level as far as accuracy and updated technology, and combine multiple systems into one platform.
- More agents set in Vietnam.
- The amortization of the market. When the forwarders do not lose focus on the middle to small companies.
- Brittex leaving the European union.
- More robust tools, such as an EDI.
- Anything they can do to minimize the documentation for international shipments.
- Keep up to date with current administration.
- Fluidity, tracking and security of freight.
- Faster response times and get their schedules in order.
- Improve on rates.
- More container availability.

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Are there any emerging trends that forwarders should be looking at over the next two years?

- The infrastructure for UPS in Europe. I have been communicating with multiple people in Europe, and the UPS presence or reputation is not so great with being consistent and reliable in the Denmark area.
- Decreasing transportation cost.
- It would be useful if there was an easier way to keep track of the increases and decreases in rates or the high and low seasons. It seems like we get a notice very few weeks that there was an increase or decrease, which makes it hard for us to set our prices on shipping.
- They should keep an eye out for fuel surcharges, they are always hidden.
- The forwarders need to be looking into block chain which is a big thing at this point. It involves digitalizing information, so that anyone in the loop can access it. For example, a BOL is on the carriers computer and if they send it to my computer, it just stays there and no one else is able to see it.
- Cost should be reduced.
- Securing goods.
- Expansion of business in more regions.
- Reducing costs.
- By opening their doors to global commerce.
- Specific time lines for import/export.
- I am interested in what they are going to do with block chain technology.
- Port congestion and how they get it from the rail to the ports. Rail congestion as well.
- Further developments in Africa.
- Better visibility on freight on the inbound side of things. We like to know where our stuff is at and when it is going to arrive.
- Offerings need to be expanded at the steam ship line level to include support with some of the other ports on the east coast, other than New York and New Jersey, for example Baltimore.
- Probably capacity will be the issue, that is why we lack on deliveries, because of capacity restraints.
- Better alignment with the steam ship companies.
- Visibility for tracking of freight and driver availability.
- We would like ease of use to the portal, and creation and API integration to cloud platforms, such as sales force.

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Are there any emerging trends that forwarders should be looking at over the next two years?

- Have the documents on time. Sometimes we have FDA holds because of where we are located.
- Preparing for more volume.
- Adding new facilities or services.
- Mainly will focus on fulfilling changing customer needs.
- We are provided with application, so that we have things handy in case of any requirements.
- Capacity should be increased.
- Multi-module transport, combining sea and rail, sea and air. Combinations that can save money and time.
- Everything is turning more towards technology, so there is less paperwork and more things are being done online, so they need to watch for this trend. It would be nice that everything would be accessible electronically.
- More direct flights.
- Staying on track with their HST codes and making sure that we are coded correctly.
- Knowing when the holidays are.
- The capacity and fuel.
- Embrace the IT advances in technology.
- We are looking at EDI data systems. Any technological upgrades.
- New innovative technologies which can help them beat their competitors.
- Cover the regions where import/ export is not very active.
- They can switch to many other competitive regions.
- By opening their doors to global commerce.
- Reducing costs.
- Automation is one area that they can look forward to.
- Cooperate with fragmentation of the marketplace.
- Increasing the vessel capacity, so that we can send large volumes in one go.
- Their handling skills need improvement, especially packages going across the country. We have seen a lot more damage because they are being handled a lot and our packages are heavy, so we feel like they just toss them and smash them.
- Knowledge of what is needed before we ship. Let me know what you need for a shipment, so we have it all at the same time.
- Be more proactive in their communication, and timely in the account management and invoicing processes.

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Are there any emerging trends that forwarders should be looking at over the next two years?

- Nothing at the moment.
- By opening their doors to global commerce.
- Better connectivity with the help of new and emerging technologies.
- Digitizing the overall process.
- Securing goods.
- Digital channels to connect the small customers.
- They should look at better integration of logistics, as far as being an all in forwarder.
- Being on time.
- All the documents should be online like in the US. In the U.S., they need documents on time in order to clear the goods through customs. While in other countries we have to manage with dispatch and with arrangements, and because of that a lot of time is wasted.
- Interactive software, it will save everyone money.
- Reducing costs.
- Better prices for the delivery.
- Expansion of business in more regions.
- Focus on the volume coming from China, and notify when there are issues that arise.
- Pre-alerts. If there are customer issues or delays, we would like to be notified.
- Cost should be reduced.
- Ocean freight has increased to India.
- We need some faster delivery times, terms and they should lower the prices.
- Improved transit times. Our suggestion applies to Anker Shipping; half of the shipping they do for us is in the Czech Republic and the other half is a 10 day transit due to the volume of the freight.
- Decreasing transportation cost.
- They should offer better services. They should be more flexible regarding tracking and pricing factors.
- Having a better connection with the ports in other countries.
- More specialized equipment availability. It is hard to get some of this equipment quickly, such as open tops and flat racks. We would also mention cheaper rates.
- To have more personal customer service would be better with the big forwarders. A lot of the time we have to contact through email, and it gets passed along to different parties, and it should be directly with one person when it comes to resolving issues and getting a response back in a timely manner.

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Are there any emerging trends that forwarders should be looking at over the next two years?

- Focus on any strikes and what is coming up in the world, with trade compliance as well.
- Quicker services.
- Occasional offers and discounts.
- Tracking services should be applicable to all the services.
- Increase in the capacity, so that we can send volume all together.
- Restrictions should be less, so that we can fearlessly send or receive the load.
- Properly maintained system to carry the load, so it does not get damaged.
- Expansion of business in more regions.
- No idea.
- Securing goods.
- Decreasing transportation cost.
- Cost should be reduced.
- Less documentation process.
- A proper management is required for the betterment.
- More facilities to the customers.
- Using rail from China.
- All of them need to know what lanes they have with regard to the air freight, as we have to tell all the forwarders what lanes they actually have. They do not even know which lanes they cover and tell us they do not cover a specific one, but they do.
- The domestic side with the trucking issues within the states. Open up to trucking companies because they ship internationally.
- The automation of notification is tremendous and improving the visibility of the freight.
- Having a specific contact person when an issue comes up. Not having to call an 800 number.
- We have to fill out an excel form, scan it, and then send it back through email. We wish they had some kind of portal.
- Digitization.
- It depends on the need. If we see our companies business, it can prepare more options to avoid delays, etc.
- Application can be launched to keep everything handy.
- They can switch to many other competitive regions.
- To focus on providing market updates and keep us posted if there are any market changes.
- Specific times for import/export.

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Are there any emerging trends that forwarders should be looking at over the next two years?

- Make boats go faster, they are too slow.
- Need to change the way forwarders communicate with us.
- Focus on providing best customer service.
- Online tracking report facility.
- Making sure that the forwarders are running on time.
- EDI connection.
- The pricing and delivery time must be good.
- Becoming more knowledgeable and working with us in shipping hazardous materials.
They need more tools to help us. The more knowledge they have, the more willing they will be to ship our hazardous materials.
- Mainly will focus on fulfilling changing customer needs.
- Costs should not vary, as it is difficult to understand.
- Better prices and better service.
- Cover the areas where import/export is not done.
- Development of utility.
- Prices should be reduced.
- Standard regulations for all countries/ geographies.
- Reduction in cost.
- Occasional offers and discounts.
- More automation and more online visibility to improve services.
- New facilities.
- Will lessen their charges.
- Can be looking forward towards automation.
- Better tracking.
- To protect from robberies and attacks on the freight forwarders.
- E-commerce.
- More real time updates.
- Customers formality.
- Timely information and price deductions.
- Better service, shorter transit time and cheaper price.
- A digital platform is a requirement.
- They should come up with compensation schemes.
- More flexibility of time.
- The legislation and laws in Argentina.

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Are there any emerging trends that forwarders should be looking at over the next two years?

- A proper management is required for the business to run, which can help their customers and them as well.
- To improve the transit times and tracking of containers.
- Refrigerated change.
- More consolidation options.
- More service availability.
- Customer support should be more reliable, so that customers can rely on them.
- Will come up with benchmark in the market.
- Beat the competitor.
- As I told you, connectivity should be increased with other regions.
- Cost saving factor, and service levels.
- Everything will be digitalized.
- Having a basic tool to educate on codes.
- Better services from customer service is a big requirement.
- Specific time lines for import/export.
- Exchange rates should be declared beforehand and no hidden charges should be added.
- To concentrate in a specific region, such as Latin America and Africa mainly.
- Data will be kept secured.
- The process should be easier.
- Services should be more reliable.
- Services should be reliable so that customers can trust them. They should come up with different offers, discounts and schemes.
- Good compensation offers should be included.
- Smoke control and useful technology.
- Blockchain solutions.
- More punctuality.
- Reduced prices, go fast and becoming more effective.
- Blockchain way of securing documents.
- Technologically will get updated.
- Delivery should be faster.
- The tracking system should be included for the international and domestic transaction.
- Will try to meet increasing demand in technology requirements.
- Cost should be reduced to attract the customers.
- Cooperate with fragmentation of the marketplace.

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Are there any emerging trends that forwarders should be looking at over the next two years?

- Making the customers happiness a priority. Displaying good customer service when the customer calls in for questions or concerns.
- An online application can help the customers a lot.
- Facility of small quantity exports for European countries.
- Any shipping company should go for more information of maritime service.
- Container booking online and tracking online.
- They should provide discounts and offers to the customers.
- Should have a high speed of delivery, so that we can ship the items, like vegetables and fruits, without any fear.
- Data needs to be secured.
- Capacity should be increased.
- More focus on the availability of staff.
- More features need to be added to the application.
- We want some guarantee for sufficient loading capacity on regular routings from them.
- We want some systems from them to make it more reliable and easier for the customers.
- The rate should be decreased.
- Capacity to handle large volumes.
- Reviews should be maintained well.
- Connectivity should be better.
- Once the ship reaches the port, to have the ability to unload the ships in a timelier manner.
- The cost and tariff.
- No complaints from the customers for damaged goods.
- Becoming more modernized and up to date with capturing PODS.
- Capacity should be increased, so that it can be easy to ship all the items in a one go.
- Faster services are the requirement of the market.
- Customer support to notify all the tracking updates.
- More good staff to handle the shipment.
- Prices should be less, air freight is more costly.
- Availability of the staff to handle all the shipments at one time.
- Better facilities should be provided to the customers for better results.
- Better customer service.
- Digitized method to handle the shipment.

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Are there any emerging trends that forwarders should be looking at over the next two years?

- More connectivity across all the regions.
- Faster services.
- Services should be fast and efficient.
- Services should be efficient.
- There should be no delay in the delivery.
- Provide statics on the big ships and the large mergers going on.
- Improve delivery times.
- Extraordinary problems. For example, with hurricanes in the summer, they should provide an anticipated traffic report.
- The format should be changed, new rules and regulations should come up.
- Tracking details should be included for every shipment.
- Better online capabilities.
- Rules and regulations should be less, it will be easy to help the customers.
- Online platform to handle all the queries.
- An account should be created for all the users for safety purposes.
- There is a requirement of good customer service.
- Connectivity with the smaller regions is important.
- Data should remain secured.
- Improve on their technology like tracking, visibility, and reporting capabilities.
- Quality customer support needs to be improved.
- Online channel.
- More compensation schemes should be discovered.
- Try to include tracking service with every shipment.
- Properly maintained system to carry the load, so it does not get damaged.
- Advancements in technology are very important at this point in time.
- We are quite a large company, so everything needs to be automatic and we want all the processes to be available on one button click. That will also help us save some time.
- Exchange rates should be declared beforehand and no hidden charges should be added.
- Better system and follow up.
- The shipping procedure should be more easy.
- It should not take much time for the users.
- Track and trace.
- Systems improvement.
- An online platform for all the necessary requirements.

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Are there any emerging trends that forwarders should be looking at over the next two years?

- Customer support should give immediate resolutions.
- I cant specify.
- We need a managed format.
- I want charges to get reduced.
- New features and services.
- Staff should be reliable.
- Credit points for every transaction.
- More focus on reducing the shipping charges.
- We need reliable services to ship the fragile goods.
- Delivery at the exact location.
- Management is required for a well maintained logistic team.
- Exchange rates should be automatically calculated with each transaction.
- More secured shipments.
- Mainly focus on customers requirements and improving the quality of customer service.
- The packaging and loading charges should be reduced.
- The procedure should be easily understandable.
- Proactive communication.
- Fast delivery should be available.
- Should not use third party logistics team.
- More warehouses to store the consignments in case of natural disasters.
- More focus on the customers needs.
- Good schemes for the customers.
- Tracking report should be updated in a timely manner.
- More staff members to deal with the shipments at one time.
- Documentation process takes time and should be shorter.
- The proper use of the resources.
- We can say that it is fast and better delivery. There is also of course the online tracking based on the mobile phone, which is helpful. We can see the timing it takes for our goods to arrive.
- More offers for the customers.
- Should offer good customer service.

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What is the most aggravating/dissatisfying action that a forwarder can do?

- Being overpriced.
- Not caring about anything we say or do.
- When the freight forwarder doesn't follow through with scheduled transit times.
- Not getting quotes.
- Sometimes the system goes down, but we have a close business relationship with them.
- When they don't deliver on time or notify us of any issues or delays with our shipments.
- When they don't answer my questions.
- Not admit fault.
- Either lack of response or slow to respond.
- Not return my emails to me.
- Incompetence, random person that doesn't know anything.
- When they damage boxes.
- Losing product.
- Lack of communication.
- When they don't return phone calls.
- Lack of response.
- Lack of communication.
- Being untruthful.
- Not responding or replying to me.
- When they don't tell me that my shipment has arrived.
- Not follow up with me.
- The delay on giving me a quotation.
- When they don't handle claims very well, in a timely manner.
- Not deliver my product on time.
- Not letting me know tracking information. If its not going to be delivered, they should notify ahead of time.
- Failure to deliver or pick up.
- Not paying attention to ocean cargo insurance.
- Timely response.
- Lack of feedback.
- Lack of communication.
- Not communicate.
- Lie.
- Inconsistency.

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What is the most aggravating/dissatisfying action that a forwarder can do?

- When they don't do what they say they are going to do. Lack of expertise.
- If they don't respond within a certain time frame.
- When they don't provide accurate information.
- Unexpectedly pull a container and not ship something.
- Not letting us know about delays or bookings that were made and then canceled; not communicated in a timely manner.
- When the quoted price is changed, and pick is not met.
- Not follow up on certain things that need to be followed up on.
- Not pay attention to any issues you might have.
- Put on hold for an hour.
- Not be reactive to your situation. Lose your shipment.
- When they misquoted us.
- Movement of freight that I did not ask for. Release confidential information about bills and commodities to other companies.
- Not providing us with accurate information when needed.
- Incomplete load.
- When goods are lost.
- To not fulfill delivery times.
- Quoting process, inconsistent.
- Not responding, and as far as pick up times are concerned, pick up not set in stone.
- Not stepping up when things go wrong.
- Late deliveries and increase in cost.
- When they do not provide timely updates.
- Not keeping us up to date with shipping delays.
- Not providing an accurate status when tracking.
- Lose your parts or damage freight.
- Being misinformed.
- Not having early notification of arrivals or that the storage time is being expired.
- Losing our freight.
- When they do not contact us when there is an issue.
- Being difficult to reach.
- Not keeping to their word with price or commitment.
- Maybe not returning a phone call.
- Lack of communication.

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What is the most aggravating/dissatisfying action that a forwarder can do?

- No compliance.
- None.
- Not providing any type of negative information to us. Not keeping up-to-date with delays, damages, or cancellations.
- Picking our freight up late.
- Not helping when we need it and they avoid helping us. Informing us to file claims and then they charge us for that.
- Lose your freight with no communication.
- Not keeping us updated, or if something is delayed and not communicating this.
- They are slow to respond to our rate quotes.
- Flexibility of pick up times.
- Not communicating.
- Poor customer service, such as rude personnel or too many excuses with no solutions.
- Not answer the phone or email.
- Not letting me know in advance that rates are going up.
- Delay of shipment to the point we are out of inventory.
- Not picking up on time.
- Not being able to find freight or misleading information.
- When a forwarder does not respond.
- Losing our freight or having it be damaged en route and not take responsibility for it.
- Late pick ups.
- Be more transparent.
- Ignoring my requests and not providing me with answers. I want to feel like the only customer at that time.
- Offering rates I can not use.
- When they do not provide the most competitive rates on the market. Also, when they do not notify me ahead of time with tracking and tracing information in a timely manner.
- Lack of on time delivery and higher pricing.
- Not having their systems up to par.
- Inconsistent pricing.
- When wrong information is provided.
- Not stay on top of the movements of goods.
- When they do not honor rates.
- Not being transparent, over charge and fail in service.

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What is the most aggravating/dissatisfying action that a forwarder can do?

- Not provide us solutions, only problems.
- Delay our shipments.
- When the freight forwarders can not get my freight through customs.
- Delivering something that is not matching quoted price.
- When the freight forwarder is not honest.
- Having issues with the system and not telling us in a timely manner. We hate to hear things from our customers and we want to be proactively notified first if things do come up, and not have to hear it from the customers after the fact.
- Not respond or give updates.
- Resolve issues in a timely manner when we reach out to them.
- Not honoring their rates that they quote.
- Not having current information, such as booking, transit times and pricing.
- Poor customer service and not handle damages properly.
- Tell us a date that is inaccurate.
- Missing the correct pick up time.
- Not updating us on delays.
- None.
- Make me wait.
- If the forwarder does not pick up freight when they say they will.
- When I have to approach them for milestones. When I have to ask them for updates. I expect updates daily for when it arrives to the port and when it is on the rail.
- Not getting back to us on emails.
- Not getting back to us at all.
- Not complying with what we have agreed upon, ETAs or pricing.
- To take more than 24 hours to provide a quote.
- Deliver packages that are damaged.
- No answers to questions or issues.
- Not follow up on a shipment for clearance.
- Getting proper updates in terms of deliveries and customs clearance. The lack of communication.
- We are very happy with our forwarder, so nothing.
- Ignoring me. Not returning email or phone calls in a timely manner.
- Not knowing export compliance.
- Inaccurate updates.

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What is the most aggravating/dissatisfying action that a forwarder can do?

- Lying to us. Transparency is the key. Admit guilt.
- Not being responsive to requests to get quotes.
- When we get a booking last minute and they want to schedule a load for the next day and we do not have adequate time to complete the load.
- Failure to communicate issues.
- Not picking up on time, overcharging us and a slow response.
- Late pick ups.
- Not communicate.
- Not pick up the phone and talk to us about shipments and issues that may occur.
- When a freight forwarder ignores us.
- They tell us there are problems and do not provide creative solutions to those problems.
- Failing to notify me when there are problems with shipments.
- Not taking responsibility for their mess up.
- Give me uncompetitive price quotes and not being able to provide information on my freight.
- The biggest one is no response to our questions. Just let us know if the shipment is cleared or not.
- Nothing I can think of.
- Promise us the booking and we did not get it on the vessel on time.
- Not notifying our customers or the end user with issues.
- Not letting us know if they have set up the brokerage for customs. We need to know this ahead of time.
- Mix my freight up and send it to a country that it does not belong to.
- Causing us to pay more penalties for whatever reason.
- Not communicating with us.
- Not responding in a timely manner or losing a shipment and not being able to give an up date on it.
- Incorrect pricing.
- Not provide good service.
- Giving notice of delays and they do not follow up on shipments.
- Sending the wrong paperwork to the wrong customer.
- Lack of communication.
- Not keeping transit commitment times.
- When a freight forwarder loses our freight.

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What is the most aggravating/dissatisfying action that a forwarder can do?

- The numerous roll overs.
- Not handling freight in a timely manner and not responding to quotes quickly.
- Not communicating.
- When we have an order ready and then don't ship it out until a month later.
- Not notifying us when the shipment is going to be late and if it is damaged.
- When a freight forwarder makes a commitment and does not follow through with it, it can be aggravating. That does not happen with Expeditors or Panalpina.
- Lies and being dishonest.
- Losing shipments.
- Promising something and not delivering.
- Lose your freight.
- Not finding a solution to the problem.
- Damages to the merchandise/products.
- Having corporate requirements of freight forwarders getting in touch with customers to make sure that is where the freight is going. They implemented this without advising us.
- Not deliver the freight on time.
- Not informing us of a problem.
- Not trying to help resolve an issue, such as not paying a claim, not delivering something on time or leaving us hanging.
- Losing my shipments.
- Not responding timely to quotes.
- When they try not to assume responsibility of what they are doing.
- Being dishonest.
- Not picking up.
- Missed deliveries and damage.
- Not responding to me in a timely manner.
- Holding the shipments for a BOL.
- Not answer when we are trying to reach them.
- Lack of communication that has caused us \$1,000 in a higher duty because a rep changed our code. We are now shipping singly, instead of combined.

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What is the most aggravating/dissatisfying action that a forwarder can do?

- Not providing timely notification of delays. We trust that the shipment will make it at the provided time. We also know things do happen. We would like a heads up from a person letting us know of the delay. There should be an alert in place that sends a message.
- Billing hassles.
- Not holding up to their commitment.
- The forwarder not getting the customs paperwork done in a timely fashion, and our freight being delayed.
- No notice of anything.
- Poor response time to emails.
- Not meeting promises or commitments.
- Not responding to our calls or emails in a timely manner.
- Vessel changes and late notifications.
- Give inaccurate information.
- Lack of communication.
- It is dissatisfying when a freight forwarder is not honest regarding shipments being off track, and not communicating to us beforehand.
- Not communicate when there are delays.
- Bumping my shipments.
- Not acknowledging a correspondence.
- Failing to handle urgent shipments correctly.
- Promoting themselves in any area, when in fact they aren't.
- Lose my shipment.
- If they drop the ball on something.
- When errors occur. It is expensive for ourselves or the customer to reship due to errors.
- Inconsistent rates and billing.
- Not return our calls.
- Delay shipments.
- Failure to notify us of late deliveries.
- Not respond to an email. Bad response times.
- Lack of feedback.
- When they don't solve problems at hand.

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What is the most aggravating/dissatisfying action that a forwarder can do?

- Not having continuous following process for the shipments, and not having an immediate response for solving problems.
- Price increase.
- Try to provide a solution before they understand what the problem is.
- Not deliver a container.
- Not return calls or get back with us.
- Lose our material.
- Fail to reply to an email in a timely way.
- Not to reply back in a timely manner when it is urgent and hiding information.
- Not communicate, such as delays or in general.
- Share information with other competitors.
- When pick ups are scheduled then canceled or delayed.
- Not keep us aware of delays in shipments.
- When the committed delivery date is missed.
- Lose merchandise without notifying.
- Not making sure that the loads are picked up when supposed to be.
- Not responding to issues we have.
- Not meeting a pick up when promised and not responding to needs in a timely manner.
- Roll all of our shipment.
- No account shipments online and shut us down.
- Dishonesty is the biggest thing for us, and giving the typical sales pitch and not following through.
- Inability to notify in time about arrangements for shipments.
- Changing a price after it has shipped.
- When a freight forwarder says they're going to do something and they do not follow through with it.
- Providing incorrect information.
- Telling lies.
- When they lack on feedback on any questions we may have.
- Not provide a timely quote.
- Failure to notify me when we had a container held up for inspection.
- Poor customer service, such as not responding or being able to give us good tracking information.
- Lose a shipment.

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What is the most aggravating/dissatisfying action that a forwarder can do?

- Availability of representatives.
- Last minute changes that were not dictated by me.
- Not communicating.
- If they give a quote and then for whatever reasons, they change it at the last minute.
- Raise rates without telling us.
- When a shipment is lost.
- Not responding to us or truly give us what we ask for, as in specific questions for rates for a location. Sometimes they will give us a round about quote for a location that is close to where we are wanting to ship to.
- Lack of consistent communication.
- Not responding to our emails or phone calls in a timely manner, or not even responding with any communication; anything is better than nothing.
- If they didn't transfer documents to a custom broker.
- Not having any availability of space.
- Not being honest or covering up lies.
- Not communicating to us on a regular basis.
- Delays in relaying information for major events when bad things happen, and it takes a long time for them to inform us.
- When someone is out of town, we cant get a quote.
- I can not think of anything.
- Not be on time with a pick up.
- None.
- When cargo is bumped.
- Giving us a delivery date, then not coming through.
- When there is a lack of solutions with repeated issues. We are partners, that is where loyalty comes from. If we don't continue to improve, completion comes in.
- Feel like they know it all, don't listen to my advice.
- Hearing surprises from anyone but them.
- None.
- If they do not respond to an email.
- Lose a shipment.
- Lack of accountability.
- Untimely bookings.
- Asking them for a service that they can not provide.

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What is the most aggravating/dissatisfying action that a forwarder can do?

- Evade the hard answers.
- When a forwarder is not on time.
- Not communicate with me.
- Not being able to get an immediate answer in the morning because they are on the west coast.
- Not maintaining competitive rates.
- Not communicate or give a firm price.
- Feedback if anybody is late. We don't get a quick answer.
- Constant delays and failure to notify us of those delays.
- The forwarder being late.
- Lose our freight.
- Mis-routing or damaged shipments.
- Not having them respond to a direct request.
- If they damage shipments.
- Not respond.
- Not communicate.
- When they pick up our shipment, they hold it and then ship it without letting me know they were holding it.
- Not being able to give an accurate status of the shipment in transit.
- Not supplying the inbound broker documents or communication.
- If there was an issue and they do not tell us or let us know that there was an issue. We hate to hear about issues from the customer first.
- Not receiving requested information in a timely manner.
- Mis-communication.
- Not follow through on original promises and information. Not being knowledgeable about certain products.
- Late on packages or damaging packages.
- They ask for an invoice and having to redo them because they have either lost it or believe that it is wrong. By this time, freight is just sitting there.
- Not sure.
- Miss a delivery.
- Not performing to our expectation or based off promised service.
- None.
- Lose the shipments when tracking them.

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What is the most aggravating/dissatisfying action that a forwarder can do?

- Not giving us the customer service when following up with a shipment.
- Not responding to us in a timely manner.
- Lack of partnership and accuracy with the information provided.
- Lose a shipment.
- When they do not respond in a timely manner with the pricing.
- When the rates are raised without a timely notice.
- Lose freight.
- Not reply to requests in a timely manner.
- Lose a package.
- If they have an issue and do not inform us of any problems.
- Poor reporting of information, such as inaccuracies. For example, the website not being up to date. They will only update it once at the end of day, but that information is not helpful when we are trying to get information ready the next morning for meetings, and it is not up to date.
- Not keeping you in the loop of the transits.
- Provide no information to me.
- Lack of communication.
- Rates and poor service.
- Losing or damaging the material.
- Nothing.
- Lack of following instruction.
- Lack of timeliness with departure and delivery, and lack of communication with reporting.
- Damaged freight.
- Lack of communication.
- Losing the freight.
- Late deliveries.
- Lack of communication.
- Not informing us of delays.
- Not communicate to us in a timely manner.
- Not showing up, or saying someone will come by and they do not show up because the truck is full.
- Not return a call or an email.
- Inability to provide solutions to getting freight moved.

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What is the most aggravating/dissatisfying action that a forwarder can do?

- A late shipment.
- Changing the price on us after we agreed on rates.
- Lose something.
- When a forwarder is not on time.
- Not picking up a delivery.
- Not keeping in contact when there are delays.
- When they do not pick it up.
- Not being helpful in the customer service area and not getting back with us.
- When I cannot reach the freight forwarder.
- Not respond to my quote requests.
- Not being honest about transit time and service.
- Not delivering freight.
- When a freight forwarder provides inaccurate information.
- Lose my freight.
- Lack of updates when things change.
- Lie about delivery time.
- Missing an entry.
- When they continually roll our freight.
- Does not turn up on time and does not deliver on time.
- If we give them paperwork to get shipped and it is not done, or anything not done, in a timely manner. We have to get freight out right away and cannot let it sit in the warehouse.
- When the forwarder does not respond to my quote request.
- Lose a shipment.
- Not show up.
- Lack of communication.
- My biggest issue is the pick up, when I do not have a responsible pick up forwarder that is going to get our shipment out on time. They need to follow through with their commitment to the shipment.
- When a forwarder does not show up when the shipment was scheduled.
- Not meeting time commitments.
- Separating the two containers that are supposed to be delivered in one shipment.
- None.
- Ignoring my phone calls or emails. Lack of a timely response.

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What is the most aggravating/dissatisfying action that a forwarder can do?

- Bad services and dishonest situations.
- Having a lack of communication.
- Falsify anything or any information.
- The collection times, when they fail to come in.
- No communication from them or our broker/vendor.
- Not taking my freight when scheduled.
- Not responding. Please let me know if you got my message or email, even if you do not know the answer. At least tell me that.
- None.
- Provide us false information.
- Not getting information to us in a timely manner.
- When a forwarder does not have our information.
- Not preparing us for dwell time.
- Lose our freight.
- Do not communicate about a flight.
- Lack of communication with updates, feedback or any other requested information.
- When a forwarder loses my freight.
- Keep telling me my bill of lading is wrong. Need more training with Hazmat.
- Not responding to requests or calls.
- When the forwarder does not give us feedback when our shipment is delayed.
- Delay shipping without a good reason.
- Lack of contact or communication with us, to let us know what is going on with the freight.
- When freight is lost.
- Not delivering the merchandise.
- When a forwarder is dishonest, like when they lose freight and they blame the delay due to weather, when that is not the case. They will make up some inaccurate excuse for the lost freight or the delayed transit times.
- Lose the parcels with no trace.
- No communication.
- Saying one thing and not coming through with it.
- Not inform me of delays.
- Not having a forwarder communicate with us.
- The lack of communication.

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What is the most aggravating/dissatisfying action that a forwarder can do?

- Not deliver.
- When containers are lost.
- When a forwarder damages the freight.
- Not communicate.
- Not giving up timely information.
- No communication.
- Getting transferred from one department to another while trying to get a quote.
- Lose our shipments.
- Be non-responsive.
- Leaving us on the phone without responding.
- When a forwarder does not get back with us.
- Lack of communication and inability to problem solve.
- When freight is lost or bumped without communication.
- Telling us something is coming when it is not.
- When they do not respond to requests.
- Miscommunication or no communication.
- Miss a collection time.
- Not let you know of delays.
- Not respond.
- When a forwarder can be misleading.
- Forget about picking up a shipment.
- Cause delays or lost freight.
- When a forwarder does not fix a mistake or take accountability.
- Communication or lack of. Part of the delays with the shipments is that they did not notify us.
- When a forwarder does not answer when you ask questions.
- When the forwarder quotes out a rate and picks up the shipment, then gives us a different rate than the original quote.
- The loss of paperwork that was sent with the shipment, and billing confusions. Seems to take longer than it should, to get it fixed.
- Damages because they can be time consuming for our dock guys, since they will have to inspect the shipments. Then once we do get damages, we tend to have to double check all of the shipments even if there is nothing wrong, but they gave themselves a reputation for damages.

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What is the most aggravating/dissatisfying action that a forwarder can do?

- Late responses when there is an issue, trying to get a response back can be aggravating.
- Lie to us regarding the arrival time.
- Not answer or get back to us.
- It is aggravating when a forwarder is running late.
- Damage packages.
- If they do not provide good customer service.
- Always stopping by to tell me about their offerings.
- Not follow through on a promise.
- Not communicating with us.
- When a forwarder does not respond to inquiries.
- Late shipments or boats.
- Not give you visibility of delays.
- They could not turn up when booked or unnecessarily delayed.
- Very competitive pricing leaves us skeptical.
- Not keeping us updated.
- Not keeping us informed.
- If a forwarder tries to sell me something.
- Lack of good service.
- Not meeting on time pick ups.
- Not responding to an inquiry for quotes, questions or problems.
- Not delivering or losing freight.
- They do not follow up with me.
- Not delivering what they promised with committed time frame.
- Not return my communications.
- Ignore our phone calls and emails.
- Not letting us know if it is arriving or not, such as the ETA.
- We currently have no dissatisfying actions, at this time.
- Not monitoring the containers through the customs clearance.
- Not to respect any of the conditions.
- It can be aggravating when a forwarder does not provide accurate information.
- If they do not have available resources to pick up freight.
- The lack of communication when there are problems.
- Not communicate with us.

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What is the most aggravating/dissatisfying action that a forwarder can do?

- When the forwarders do not follow through with an appointment time like they have arranged.
- Searching for freight and not having an answer on the tracking system.
- When a forwarder ignores my messages.
- Miss a pick up.
- Not picking up on time.
- Not provide accurate information in regard to shipments.
- Not let you know of delays.
- Failure to care for the cargo.
- When a forwarder does not provide accurate information.
- Suddenly hike pricing up without receiving prior notification, or issues with a delivery or shipment without notifying us that something is going on which could cause major issues.
- Giving us misinformation.
- If they lose something.
- Sending the shipment to the wrong customer, especially out of the country customers.
- Stealing the freight. Being careless with the freight.
- The lack of communication.
- It is aggravating when a forwarder does not communicate in a timely manner.
- The lack of communication, which prompted us to switch to OIA Global.
- Lack of communication.
- When a forwarder fluctuates the rates.
- If there was a price increase, since we pretty much know the range of what each shipment would cost, or if the time frame got any longer with the air shipments. As far as the air shipping time, to us if it was to get any longer, it would almost defeat the purpose of going by air because of long transit times versus going by ocean. If it were to take any longer, going by ocean instead would likely save us time and money.
- Damaged or lost freight.
- Total obliteration of freight and being unresponsive, such as not responding to questions or concerns.
- Customer service level.
- Give false promises on transit times.
- None.

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What is the most aggravating/dissatisfying action that a forwarder can do?

- Dropping the ball and trying to charge us for it. When they are late, they should take responsibility to make up for their mistakes because we don't want to pay twice for the same shipment.
- When a forwarder misses a shipment or promises a ocean shipment in 5 weeks and the shipment does not arrive until 6-7 weeks.
- Not complying to customs requirements.
- Late or damaged freight.
- Not keeping us up to date on a vessel that will be late.
- Miss product on the que.
- Lie.
- Lack of communication is a big one, not letting us know if things have been delivered or not giving us updates. Not providing the paperwork as they should.
- Ignore me.
- If they were to renege on a pricing offer, such as promise a certain pricing and then say we cannot have it, so not honoring promised pricing.
- When they don't show. Recently we had a sea freight, customer who booked a container with a freight forwarder and when it turned up it was a 40 foot instead of 20 foot, we incurred additional charges. Also, aggravating when the charges are out of control.
- To consistently lose product and not advise us of that, always behind the trend.
- Losing a shipment.
- The lack of communicating to us with shipment delays.
- Not have the proper documentation.
- It is aggravating when a forwarder loses shipments.
- Losing shipments.
- Not inform me of delays.
- Not being able to get the right person.
- Not having a plan in place to execute shipments to other countries when natural disasters occur, or when shipments are split up and does not arrive all together to the customer; some having damages when they finally do arrive to the customers site.
- When the wrong transit time is given, or extra fees are applied.
- Not meeting expected time frame on deliveries.
- Not keeping us informed of what is going on.
- Delays and lack of notifications of delays.
- Overall, failure to collect the cargo.

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What is the most aggravating/dissatisfying action that a forwarder can do?

- Loss of freight.
- Lack of communication, failure to inform.
- Not providing updates and being honest with us.
- Contacting the right person is aggravating.
- Not reply when we are looking for a shipment, or not know where it is.
- Not deliver my containers when I want them.
- Not telling us about a late delivery.
- When they push back a pick up date.
- Not having accurate data.
- Ignore a complaint.
- When a forwarder is late to respond with notification of a delay.
- Hold up a shipment due to constraints concerning proper packaging for potential dangerous or hazardous materials.
- Being dishonest.
- Not informing us, as far as issues with freight, such as a different ETA or delays.
- Lack of communications.
- Lose a shipment.
- Not providing information in a timely manner, such as documentation.
- Not responding to inquiries.
- Not pick up, but that has not happened.
- It is aggravating when a forwarder loses my package.
- Lose our shipment.
- Not picking up on time.
- Not communicating delays to us.
- Not respond to me.
- All around lack of communication.
- Losing my shipments.
- The surcharges are hidden, they are not really up front. Need more accurate quotes.
- Not being up front and honest or not providing a status when we are requesting it.
- No communication, not being truthful.
- Not responding.
- The lack of responses on my email, like quote delays. I should not have to send a second email just to verify the first one, a response back would be fine.

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What is the most aggravating/dissatisfying action that a forwarder can do?

- Receiving bad customer service. A lack of follow up with questions or concerns. Not getting information when needed.
- When there is a lack of communication. If they know something is going to take a while to get a response, they can just let me know that.
- It can be aggravating when a forwarder does not pick up when scheduled.
- Not being timely in their responses.
- Not being honest with delays or issues; when there is a lack of communication.
- Not communicating.
- Ignore us.
- Not return a phone call.
- Delay a shipment or misplacing a container.
- Not being attentive with booking and not working with our factories with our hazardous materials. Not keeping us up to date with problems. Not following through with commitments.
- Lose the goods.
- Not come back to you when you ask a question, like transit time option, update on quote, etc.
- When freight is lost or when we experience long delays.
- Not communicate.
- Lose shipments.
- Not responding to emails in a timely fashion.
- Not communicating a service delay.
- When a forwarder promises a delivery and does not deliver on time.
- Lose a shipment or damage a shipment.
- Promise something that they do not deliver, and not relaying to us that they cannot do it.
- Lie to me.
- When they are not honest with us.
- Not giving us feedback on delays or not delivering on time and coming back with ridiculous prices.
- Show up late.
- Being late with pick ups or sending paperwork in an untimely manner.
- When there is lack a lack of communication and they are not up front with fees.
- Provide false information.

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What is the most aggravating/dissatisfying action that a forwarder can do?

- Not communicate or be professional.
- Issues with custom service. Being on hold too long.
- Having a claim can be aggravating. It could be a little easier to process.
- Lose goods.
- Lose the goods.
- Lack of communication back, on the reporting status of the freight.
- Lack of communication.
- When there is no communication when a ship does not sail.
- When they do not assist us when needed, with problems or issues.
- Not communicating.
- Nothing.
- Not sending truck in on time.
- When there are no solutions for problems.
- When a forwarder does not provide us with timely updates.
- When they change rates frequently.
- Timing.
- Ignore my requests.
- When a forwarder damages a package.
- When a forwarder is late to provide notification of delivery of shipments.
- Lack of responsibility.
- Not inform me about any delays.
- Ignorance towards customers.
- No major dissatisfactions.
- Stall on getting us a quote.
- When there is a lack of communication.
- The most aggravating thing they could do would be to raise my prices significantly.
- Delayed shipments.
- Not being able to get an answer or reach someone.
- No compensation for the damaged goods.
- They do not have good connectivity.
- Availing unnecessary services and then charging you without your knowledge.
- Lack of coordination.
- Mismanagement of damaged goods.
- No safety taken on transport of products.

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What is the most aggravating/dissatisfying action that a forwarder can do?

- Mismatch with location.
- Releasing package without collecting all documents.
- High charges.
- Bad service, such as not getting back with us.
- If they lose shipment.
- When a forwarder lacks communication.
- Lost shipments.
- When delays are created due to true lack of experience.
- Being late with the pick ups.
- When a forwarder is dishonest it can be very aggravating.
- Lack of notifications around delays or any changes.
- Not providing customer service.
- Claims, sorting out the insurance claims.
- Over booking.
- When they do not have equipment available, it can be aggravating.
- Not picking up.
- When they leave shipments sitting at the port.
- Lose or damage a consignment and fail to inform us.
- Lack of communication, they should notify us if our shipments are sitting and why our shipment is sitting.
- Not following instructions.
- Lost shipments, late deliveries and over charges.
- Raise rates without telling us.
- Lack of communication is aggravating.
- Not commit or therefore, lack of.
- When a forwarder fails to follow through with their commitments.
- Nothing that I know of.
- The lack of providing correct documents, and making us fill out the customs documents. They are the ones that should be initiating it and scheduling. Just the information that is required before shipment leaves facility, we should be responsible for.
- Miscommunication.
- There is not one, besides raising prices without reason, which does not seem to happen.
- Timing and explanations we get for surcharges and accessorial.

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What is the most aggravating/dissatisfying action that a forwarder can do?

- Not communicating with me.
- Not moving the freight in a timely manner.
- Having mechanical problems, which leads to delays.
- When a forwarder takes their time trying to get back to us with a response. I can shoot an email and sometimes we do not get an reply back until days later.
- Lose cargo.
- When there is a lack of communication.
- Never deliver on given time.
- There are no major dissatisfactions.
- Need to follow up for services availed.
- None.
- Sudden changes in rates.
- Text.
- None.
- Lie to me.
- Not being helpful with something or when it is the wrong shipment, not taking responsibility.
- Nothing that I can think of besides raising rates too high.
- Lack of communication.
- Raise their rates much too high.
- If they are not proactive with coming up with solutions or if things are delayed.
- Not turn up for collections.
- Drastically increase prices.
- Not notifying us when there are problems.
- Not deliver our goods.
- If they stop updating their systems.
- The constant damaging or loss of our product without explanation, or no one taking responsibility for the matter.
- Damaged freight is dissatisfying.
- Lack of communication and interest in our account.
- Miscommunication or delayed shipments can be dissatisfying.
- Not have a tracking system.
- When a forwarder lacks communication in a timely manner.
- Not getting a quote in time.

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What is the most aggravating/dissatisfying action that a forwarder can do?

- It goes back to freight forwarders and their internal politics being exposed. If they mess up, they should fix it. They need to be honest and customer oriented.
- When they are unavailable.
- Inability to resolve.
- Decrease of service level.
- When forwarders do not supply us with the proper paperwork to complete our paperwork on our end.
- The surcharges are so much.
- Major error on quotation.
- Lack of customer service.
- When we get extra fees for various items after we already provided all necessary information regarding the pick up and delivery of the shipment. When a forwarder does not follow through with booking a shipment.
- Problems in their Thailand office, not being responsive.
- When a forwarders system reporting capability is not accurate. It is either due to weather related issues, congestion at the port and/or lack of trucks.
- When we are not notified with delays or we receive secondary rate quotes.
- Copying another contact to answer the question that they should have been able to answer through email.
- They seem to get upset when I do not choose them after obtaining a rate quote.
- Incomplete documentation from their side frustrates us later.
- Maintenance is not satisfactory.
- They do not provide you document proof that you have taken some services.
- Releasing package without collecting all documents.
- Mismatch with location.
- Pushing us to hire services in which you are not interested.
- When a forwarder is late with a shipment it can be dissatisfying.
- When a forwarder does not respond to emails, it is dissatisfying.
- They miss out on some important information.
- No capacity to handle much volume.
- Extra hidden charges are always there.
- Capacity to handle the volume is less and there is an unnecessary increase in cost.
- No response given when asking about the delivery.

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What is the most aggravating/dissatisfying action that a forwarder can do?

- Blame us for poor package handling, such as blaming us for not packaging them right leading to damages.
- When their customer service is poor, it can be aggravating.
- Not contacting us if there is an issue.
- Not communicating delays.
- Lack of communication.
- Not meeting pick up times and not have refrigeration readily available.
- Not give pick up time.
- Increase in rates.
- Not being bothered about customers approval.
- Mismatch with location.
- Physical damage of package.
- No update on route change.
- Not being up front and forthcoming with issues so we can come up with a Plan B, so we do not like it when forwarders are not honest and forthright with communication.
- Lack of responsibility.
- No compensation for the damaged goods.
- None. We are satisfied with everything and positive.
- When they bump my bookings.
- When goods are mis-located without any notification.
- I wish that a UPS salesperson would visit more often.
- Late delivery.
- Sometimes it happens that they lose their goods and it can happen that goods are damaged.
- No capacity to handle much volume.
- Releasing package without collecting all documents.
- None.
- None.
- Damaged freight, the forwarders carelessness can be aggravating.
- Failing to notify us of any delays.
- They do not have good connectivity.
- None.
- We are satisfied.
- When a forwarder changes their pricing without notification.

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What is the most aggravating/dissatisfying action that a forwarder can do?

- Increasing prices.
- Lack of coordination.
- Not maintaining their promise of timely delivery.
- Well, we are happy.
- Delivery.
- None.
- None.
- Broken parts.
- Lose a shipment.
- Sudden changes in rates.
- Either not matching a quote or failure by delayed shipments, damages or lost freight.
- Lack of customer service, such as it being difficult to reach someone to get general information or tracking information.
- Changing shipping leader of construction (SLC).
- Changing how we do our shipping without notifying us.
- Price factors, delay.
- Lose some freight.
- They should organize more shipment to the eastern part of the world because of increasing demand.
- Should have defined targets for time and other services. Should be faster in delivering at the target destination.
- No dissatisfactions.
- Delay in response.
- If we ask for a quote or we ask for a status of shipment and then I do not receive a response back, that can be aggravating.
- There is no updating regarding status.
- None.
- No, we are very satisfied with them because each day they are calling us, they are really in touch with us and they load the container perfectly.
- None.
- Shipped to wrong port. No paperwork on time.
- None.
- Not providing the information on time.
- High charges.

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What is the most aggravating/dissatisfying action that a forwarder can do?

- Delay my goods.
- False promises.
- Not keeping us up to date with delays when asked.
- Doing something that will delay our shipments, such as late pick ups, missed vessels or messing up paperwork.
- Lack of communication, not notifying us when there are delays. Also, not following up with things that they are responsible for, instead of finding a resolution and getting back with us.
- Not communicate with us and not resolving issues that we bring to their attention.
- None.
- Availing unnecessary services and then charging you without your knowledge.
- No safety taken on transport of products.
- Mismanagement of damaged goods.
- Damage the material.
- No timely delivery.
- Relocation without any information to the clients.
- Not delivering goods on time.
- When they are collecting the goods, but they moved to another track, it has to be delivered via truck.
- Delay in delivery is the biggest dissatisfaction.
- They can ship into the wrong port, and can a big communication gap.
- Losing goods.
- Not keeping promises.
- Did not abide by the terms and conditions.
- Information is not secure.
- Damaging shipments on the way.
- Not delivering the goods on time to the destination.
- They always delay the shipment.
- Poor handling of the parcel.
- Difficulty checking the tracking number.
- Being rude towards me.
- Refusing parcel.
- Not updating me about my shipments arrival and making me wait too long.
- Mistakenly interchanging my parcel with some other parcel.

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What is the most aggravating/dissatisfying action that a forwarder can do?

- Lack of communication.
- Less availability of the staff.
- Rude customer support.
- Damaged or opened parcel.
- Giving extra charges.
- Invalid tracking number.
- Losing parcels during transit.
- Delayed shipments.
- Website not working.
- Delayed shipments.
- Not picking up the phone.
- Poor service quality.
- Outdated technologies used, which puts the customer in trouble.
- Lags at quick communication.
- Customer support not responding to my emails.
- Delayed delivery.
- Shipment being delivered to the wrong location.
- No information on delays.
- Delays due to improper documentation from the freight forwarder side.
- Ignorance towards security.
- Mismanagement of damaged goods.
- Documentation process being lengthy and taking too much time.
- I receive unnecessary customer care calls.
- No safety taken on transport of products.
- Delay in response.
- Their customer service is not reliable.
- Lack of coordination.
- Sudden changes in rates.
- Availing unnecessary services and then charging you without your knowledge.
- Not responding to an inquiry.
- Lack of responsibility.
- Not having good connectivity.
- If they do not respond to our emailed questions.
- Customer support taking too much time to resolve issues.

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What is the most aggravating/dissatisfying action that a forwarder can do?

- Lack of services.
- They never notify me of any changes.
- Refusing to take orders.
- Delayed shipments.
- Losing products.
- I was not getting the shipment on time due to unavailability of staff.
- Parcel delivered to wrong location.
- Losing our shipments.
- Incorrect information and poor communication.
- When they lose your freight.
- The customer support was not professional.
- Slow response times, and rate quotes are not timely.
- Delivering parcels to the wrong location.
- Not giving high quality services.
- Slow responses when there is an issue. We have customers that we have to report to.
- If they provide late or incorrect information.
- When a forwarder ignores our concerns. It happens a lot and it is very dissatisfying.
- Lack of responses.
- The staff of the freight forwarder doesn't answer my calls.
- Not providing the delivery details.
- They still use old technologies to handle the shipment.
- Increase in cost and more transit time.
- Poor services.
- Not properly packed from all sides.
- Damaging or opening packages.
- Poor customer service.
- When customer support takes a long time to respond back.
- None.
- They changed more than they promised.
- Refusing to accept parcel due to weight issues.
- Delivery to the wrong location.
- Denying the shipment for unknown reasons.
- Send compensation late.
- Rude staff.

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What is the most aggravating/dissatisfying action that a forwarder can do?

- The shipment was not on time.
- They were taking more time to respond to the query.
- Delayed pick up times.
- When the forwarders do not respond to asked questions.
- Lack of communication and slow responses to our emails.
- No responses on inquiries, lack of responses on emails. It is hard to get a hold of the person in charge.
- High charges.
- Losing a shipment.
- No compensation for the damaged goods.
- Lack of management.
- Supply chain issues.
- Less control over increasing demand.
- Rude replies when any issues are raised.
- Unreliability.
- Calculating different amounts and which causes delay in shipment.
- Not responding when there is an issue.
- Invalid tracking information.
- Discontinuing contract in between.
- Refusing to ship the parcel after it is loaded.
- Poor services.
- Poor services.
- Charging extra money for the routes change.
- Services are not up to the mark.
- Changes in schedule.
- Less information.
- If they do not get back to me in a timely manner.
- Not taking necessary precautions.
- They can not help when an issue comes up. It is not their problem.
- When they refuse to take our shipments and not work with us on the issues for the canceled shipment. When the window time for pick up is missed.
- Not providing information.
- Late deliveries.
- Refund taking way too long.

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What is the most aggravating/dissatisfying action that a forwarder can do?

- Delivery to wrong location.
- Not putting stickers on my items to mark them as fragile.
- They do not contact us about price changes. We have to reach out to them.
- Not accepting a shipment.
- They always charge unexpected costs for the shipment.
- Not compensating me for damaged goods, even I have paid for packaging.
- When tracking numbers do not show updates.
- Lots of formalities to claim insurance.
- They have never given me delivery on time.
- Packaging was not done properly, it was tearing off from the outside.
- Unreliable services.
- Poor customer support communication skills.
- Lose a parcel from the shipment.
- Sites not working properly, it can be difficult for me to check the tracking status.
- Charge high for packaging.
- Customer support is very rude, whenever I ask for the tracking number.
- Releasing the material without collection of necessary documents.
- No major issues.
- Not mentioning specific rates.
- They must deliver the goods in time and handle the schedule.
- Delays in their services.
- When they miss a pick up or they do not follow through with shipments. When there is a delay with quotes.
- When a forwarder does not respond in a timely fashion.
- Receiving broken pieces of my items.
- They have charged extra from the recipient as well.
- Being unreliable.
- They take double charges from me, I am waiting for the refund to come.
- Customer support was not resolving my issue.
- Being rude to me.
- Damages and incorrect invoices.
- Nothing aggravating.
- If service is not working business will automatically get hampered.
- Damage the freight/goods and not letting us know about these matters.

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What is the most aggravating/dissatisfying action that a forwarder can do?

- If they lose freight.
- Not complying with the stipulations; they bring offers that do not respect the provisions of the contract.
- Not informing us of delays.
- We've never faced any unpleasant actions by them.
- Late responsiveness and the price.
- None.
- Customer support not responding to my calls or chats.
- Being unable to contact the logistics team for the delivery.
- Unable to handle or face little issues.
- None.
- None.
- Not delivering on time.
- Bad service and price issues.
- No notifications given for route changes.
- Not having an answer about the freight that is being transported, and not knowing the time when they will do the load.
- Damage your goods.
- When a forwarder is dishonest and not upfront with us.
- Not respecting the time frame and the deals we make, the terms that we agreed on.
- Steal your valuable products from the packaging.
- Difficulty when checking the tracking details using their website.
- Missing, or no reports, about the merchandise.
- Issues with staff.
- Not meeting the set requirements.
- Not respecting the delivery times.
- The staff not sharing the tracking number.
- Losing a shipment, for example taking a shipment to the wrong location.
- Unavailability of the staff to load the items.
- If the shipment arrives in bad condition, excessive late delivery times and not leaving the shipment at the port.
- To lose the freight.
- There's nothing in particular, I am satisfied, as they cover almost all the destinations of the world.

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Voice Of The Customer

What is the most aggravating/dissatisfying action that a forwarder can do?

- Delivery time not being met.
- Not honoring the price.
- When a forwarder is dishonest with us, like lie, hidden fees, and not holding their promises. It can be aggravating.
- Cancellations of delivery without any information.
- Not delivered in time.
- Non-responsiveness when in need.
- Poor services.
- When the staff is not good and they don't take proper care of the shipment.
- Not taking care of my products.
- Taking a lot of time to deliver the parcel.
- I have paid extra for loading and packaging.
- They do not answer my call, as there are too many options in IVR.
- I have received broken items.
- None.
- None.
- None.
- Tracking being invalid, making me unable to check the details.
- Unscheduled customer representative appointments. It is very disturbing to our business to have someone just walk in and talk to us.
- Hold back or delay your shipment, seeking more money or hidden charges.
- My shipment was delayed even after paying for the express delivery.
- Not deliver the shipment on time to the client.
- Not sending a refund in a timely manner.
- I am still waiting for my compensation where all my items were broken.
- Our forwarder has not done this, but it would have to be untimely pick ups.
- The helpline support team never behaves properly.
- Clients receiving damaged parcels.
- Wait a lot while loading of the shipment.
- Missing delivery time.
- Their services are not good.
- None.
- None.
- None.

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What is the most aggravating/dissatisfying action that a forwarder can do?

- I have paid extra for loading and packaging charges.
- Fail to deliver as per commitment.
- Hold our bill of lading.
- Refusing to accept all the fragile items from the parcel.
- Customer support team not responding to my calls.
- Not refunding in a timely manner.
- The support team never responds on time whenever any query is raised.
- Won't pay for the damages or theft of items.
- Deliver the items in a condition in which they are of no use.
- Not let you talk to a person.
- Lose important documents related to the shipment.
- If they lose the shipments, then that's a very dissatisfying action.
- None.
- The team never replies to me on time.
- Sites not working, therefore unable to track shipments.
- Poor customer service.
- Bad service.
- Always there is an excuse for late shipments.
- Dissatisfying actions.
- They don't use traceable services.
- Promises of timely delivery not fulfilled.
- Refusing because of the changed rules of export.
- None.
- I have paid extra charges for the long routes.
- Committing to a contract and not respecting the commitment of the word.
- Documentation process not being completely done.
- Delivery of product at a different place.
- Issues with the drivers of the shipment. They are rude.
- Nothing.
- Damaging the shipment.
- Lose the shipment.
- Site never functioning properly.
- Never give me satisfactory answers for late delivery.
- Delivering to a different address.

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What is the most aggravating/dissatisfying action that a forwarder can do?

- Misplace your items.
- Not refunding me for the damages.
- The quality of professional relationship. The personnel has to be trustworthy.
- Not giving any visibility. Not communicating any information about shipment status.
- Open parcels and unfavorable services.
- Lost documents.
- Not informing customers that the goods are delivered or not.
- Uncooperative support staff.
- Not tell you about delays.
- High charges.
- Incorrect booking of the space.
- Not delivering on time, and because of that I have lost my clients.
- Delays and expensive transaction cost.
- Improper documentation.
- Damaging goods.
- Parcel delivered to wrong location.
- Parcel refusal due to overloading issues.
- Unnecessarily delayed shipments.
- I have paid extra because of the loading and packaging.
- Late in delivering the shipment.
- The shipment was delayed because of taking the long route. It has affected our reputation in the market.
- Last minute cancellation due to change in route.
- Being unable to locate the recipient address causing the shipment to be delayed.
- When we receive poor customer service with issues and they act like it is our fault.
- Misplace your shipment.
- Lost shipments.
- Customer service is not good and rude towards their customers.
- Shipments not delivered on time.
- Deliver them to a far off location, where it is hard for you to carry them to your preferred site.
- Performance is not good.
- I had never expected bad treatment from staff. They are rude to me.
- Customer support never picks up a call to resolve the issue.

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What is the most aggravating/dissatisfying action that a forwarder can do?

- Delayed shipments after paying for express delivery.
- Get stuck in legal complications due to inadequate paperwork.
- None.
- Delay your shipment to an extent where it is of no use.
- Not having compensation given to me.
- Paying for traceable services and getting an invalid tracking number.
- High price and low quality.
- Deliver the product to a wrong location.
- Losing the goods.
- The bad follow up of file tracking.
- Delay is the most dissatisfying action.
- None.
- Not replying to the request in a timely manner.
- Expensive when compared to other freight forwarders.
- Misplacing documents.
- Not informing me about the rules while shipping the items, but later giving me the excuse of non-delivery.
- No problems.
- None.
- May not comply by the nominations.
- Due to late shipments, the quality of items is affected.
- They never share the updates on time.
- They refuse to ship my items due to over weight of the parcel.
- There might be high hidden charges.
- Shipment was delayed because they are unable to confirm my address.
- They took a different route for shipping and due to this my shipment was delayed.
- None.
- Refusing to accept shipments.
- None.
- None.
- Lengthy process for issuing the refund.
- Not get back to me.
- Slow in communicating with us when issues come up or getting a freight quote in a timely manner.

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What is the most aggravating/dissatisfying action that a forwarder can do?

- When the freight forwarder ignores the freight request or not responding in a timely manner.
- Less connectivity.
- When the forwarders do not provide accurate transit times.
- I was unable to check the tracking updates once the shipment crossed the border.
- They refused to ship perishables.
- Customer service is not reliable, they take almost a day to respond back. It becomes difficult to contact them on time.
- Lost packages.
- Inability to track the shipment.
- Being unable to track the shipment.
- I am not satisfied with their services.
- None.
- Labeling pallets incorrectly.
- It was difficult for me to check tracking updates every time.
- I am not satisfied with their services.
- Shipment not being delivered on the estimated date of delivery.
- None.
- Poor services.
- None.
- None.
- They sometimes do not send us the information on time, then we cannot react and then they give us an explanation.
- Customer care person not being professional.
- They ask the recipient to pay for unloading the parcels.
- Customer support not giving the specific delivery date.
- Customer support representative not giving me the tracking number.
- Customer support not responding in a timely manner. I need to check tracking updates.
- It is difficult for me to check the tracking updates every time.
- Old fashioned website.
- Drivers not responding to my calls.
- Partially damaged packages.
- Customer support being unable to resolve my issue.
- Unsecured transport and higher price.

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What is the most aggravating/dissatisfying action that a forwarder can do?

- Denying delivery.
- None.
- None.
- Delays in timing and tracking.
- Changing routes without approval.
- Damaged goods.
- They are still using outdated technologies.
- More handling time.
- Delay might happen in delivery.
- Losing parcel from the shipment.
- Losing parcels from the shipment.
- Tracking number showing invalid ID.
- Improper handling of cargo.
- Frequent changes in the reporting format.
- Poor management.
- Not receiving the shipment in a committed time.
- Customer support not responding to my emails.
- Nothing that I can think of.
- They were not accepting more parcels because of the fragile items in the package.
- They are not careful while verifying the documents.
- Documentation process not done properly.
- Delivery at a different address.
- My shipment was not properly packed from all the sides.
- I was unable to approach customer support in order to locate shipments.
- When they do not provide me with information when I am requesting it.
- The support team has poor communication skills, I was unable to communicate with them properly.
- Handling was not done properly.
- They take extra charges from me.
- I had to collect my parcel from the custom team because of the incomplete documentation.
- Changing the delivery schedule without notifying us.
- Having a delay in shipments.
- Canceling orders without giving any proper explanation.

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What is the most aggravating/dissatisfying action that a forwarder can do?

- Giving only partial refund.
- Not having or not providing up to date information.
- Tracking details were not getting updated on time.
- Customer support doesn't respond to my calls.
- The quality of packaging material is not good.
- Taking extra charges from me.
- The staff was not taking care of my goods.
- Physical damage to the parcels.
- They don't have good capacity to handle the shipment.
- They take too long to respond.
- Person over the call sounding as if he is not having any knowledge.
- The driver not giving tracking updates.
- They refuse to carry my second shipment.
- They have less availability of the staff to load the items.
- I received an entirely different package. I asked them to replace it with the correct parcel.
- There is no proper way of handling the shipment.
- Fragile stickers were missing from the parcel.
- They have taken extra charges from me for the shipping.
- They never update me regarding the delayed shipment.
- Services always get delayed.
- When forwarders do not provide information when we request it.
- Delivery might be done to a totally different locality.
- Customer support not responding to my emails.
- Stolen items from the shipment.
- They do not offer compensation.
- Charge you exorbitantly under some or other pretext.
- Delivery at an incorrect location.
- Their services are not good.
- Delayed shipment.
- Customer support not responding to my queries.
- They do not offer compensation.
- No notification given for the delay.
- I am still waiting for my refund.

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What is the most aggravating/dissatisfying action that a forwarder can do?

- The tracking was showing invalid updates.
- Not receiving the payment receipt.
- They didn't send me the tracking number.
- They don't have a digitalized platform.
- Never informing me regarding any change that has been made.
- I paid for the tracking services, but tracking was invalid.
- They were taking too much time to load the shipment.
- They used third party shipping services.
- They were not giving me refunds for damaged goods.
- Staff not giving tracking number.
- Lost parcels.
- I have to call customer support every time, in order to check the tracking details.
- Unstable rates of the shipment.
- Services are not up to the mark.
- Delay in delivering shipment that is very important.
- I have paid extra for packaging.
- I didn't receive the shipment on time.
- My shipment was lost in transit.
- It is a long procedure to claim a refund.
- May not properly furnish the required shipment documents.
- Sending a different item than what was shipped.
- Replacing the shipments with different ones.
- Deliver to a wrong location.
- The staff never responds to me.
- Unable to locate delivery address.
- They are not careful when verifying the documents.
- Their site was not working and I was unable to approach customer support.
- The site not working.
- Their site was not working and I was unable to approach customer support.
- When the forwarders damage shipments.
- Cost of fuel went up and they sent over an emergency fuel surcharge. We rejected it because our prices were locked.
- Damaged freight.

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What is the most aggravating/dissatisfying action that a forwarder can do?

- Not keeping to the price established in the contracts and the established routes for transport.
- They keep on increasing their shipping rates.
- I was unable to approach customer support.
- They do not focus on the security of the shipment.
- Damage our product.
- They do not use packaging materials to protect the shipment.
- Without completing documentation process, they release the shipment.
- Tracking was showing invalid updates.
- Delayed delivery.
- Unsatisfactory services.
- I received damaged parcel.
- Expensive changes for traceable services.
- Poor customer service.
- Delay the shipment.
- The staff was not allowing me insured shipment services.
- I received stolen goods.
- I did not receive the refund for damaged goods.
- I never received the tracking details.
- The driver was not responding to my calls and also not delivering the goods.
- I never receive tracking updates from the team.
- When the forwarders lack ownership.
- They do not take proper care of the goods.
- They were not updating the tracking status.
- I am still receiving late shipments.
- They have used third-party shipping services.
- I was unable to check the tracking updates.
- They refused my parcel due to overweight issues.
- They did not get approval from me before making changes.
- I was receiving invalid updates.
- Not say what they say they are going to do.
- Not advise about changes.
- Change vessel details, then have to change all forms.
- They have changed their rules and regulations.

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What is the most aggravating/dissatisfying action that a forwarder can do?

- I was unable to ship the parcel due to their lengthy documentation process.
- They take time for the documentation process.
- They were taking too much time to deliver the goods.
- Issues with the management, as they do not get involved whenever the customers are suffering because of the issues at their end.
- Provide services without your knowledge and force you to pay.
- Regular delays in specific regions and no alternative to it.
- Proper handling is not done when shipping is carried out.
- Discontinue contract.
- No confirmation about delivery.
- We really have some problems with carriers, they do not go further because of overloading or stripping. It is somewhat reliable, as there is no issue normally.
- Less reliable.
- Bad pricing and quality of the products.
- Lose and damage shipments.
- Damaging the things that they transport.
- When they forget to ship something, it is a disaster. That is the most dissatisfying action.
- They never give the tracking updates on time.
- Staff being impolite.
- No proper communication between me and them.
- Not delivering on time.
- Issues never get resolved on the same day.
- Never give documents on time after verifying them.
- Packaging charges.
- The site was not showing valid updates.
- They have changed the schedule of delivery.
- Not enough staff members on the team.
- They do not reply on time when we need them.
- The delivery date was extended because of their carelessness.
- They always give an excuse for their mistakes.
- No systematic procedure.
- I have never received the consignment on time.
- They didn't notify me of the route change.

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What is the most aggravating/dissatisfying action that a forwarder can do?

- Never ship fragile goods.
- I had to collect the goods from their warehouse.
- When they email to have cargo rolled, and charge for storage.
- Website never working.
- Never give me a call when there is an update.
- Inability to track things due to lack of technologies.
- Delay in providing sufficient information on time can be a very dissatisfying action.
- Shipment was not delivered at an exact location.
- Their services are not good and they don't improve them.
- Never update me on the tracking status.
- Never fulfill their commitments.
- Being untrustworthy.
- Handles goods improperly.
- Always deliver at a wrong destination.
- Promotional calls.
- Don't stick to the promise.
- Many times I have observed that they don't use tracking services.
- Service staff takes time to respond and they are not multilingual.
- Quality of services is not good.
- They didn't give me a response for the delayed shipment.
- Constantly contact me to confirm the address.
- Their ever increasing rates.
- Customer support never bothering to attend to a call.
- Never give an explanation for the late delivery.
- I have received damaged shipments.
- They take a lot of time to deliver the goods.
- They have charged me for express delivery although it was delayed.
- They have given me incorrect goods.
- I have received a different package from the delivery staff.
- None.
- Always received delayed shipments.
- They canceled my consignment.
- They don't update me with the tracking updates.
- There is a lack of good services.

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What is the most aggravating/dissatisfying action that a forwarder can do?

- It was not delivered to my location.
- The way of handling the consignment was not great.
- We have to suffer due to their incomplete documentation process.
- They do not provide receipts after payment.
- No concern when customer is in need.
- Their services are very time consuming.
- Shipping to wrong location.
- The quality of the performance is not good.
- Unexpectedly increasing charges.
- Discontinuing the contract with us.
- They don't have skilled experts who can take care of the goods.
- Last moment changes in delivery or rate.
- Unable to track shipment.
- My few items were stolen from the consignment.
- They canceled my order after taking each shipment to the border.
- There is no method to handling the shipment.
- Never updating the tracking status in a timely manner.
- Rules are difficult to understand.
- Always include extra charges.
- Staff not being cooperative and helpful.
- To not be concerned with informing us on delivery.
- The staff never behaved properly.
- Not communicating with the recipient.
- Denies refunds on broken goods in travel.
- Price factors, delay in shipments.
- Leaves customer alone in critical situations.
- Lack of communication.
- Inefficiency in handling larger goods.
- Communication not taking place between me and the delivery staff.
- Calls never being connected to customer support.
- Not issuing a refund for the damaged goods.
- Always take an extra amount at the last moment.
- I did not like the behavior of the staff members.
- Not taking the time to reply.

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What is the most aggravating/dissatisfying action that a forwarder can do?

- They did not notify me when there was a change in the route.
- Rates keep on changing every few days.
- Delays.
- Lack of documentation.
- Damage goods.
- Taking extra charges for the exchange rate.
- Unprofessional staff.
- Poor services.
- Service staff is not professional.
- Rejecting shipment at the last minute.
- Never giving me the explanation of the late delivery.
- Change in timings without your knowledge.
- Packaging was done in an improper manner.
- They changed the routes and no information was given to me.
- A sudden hike in the prices.
- Misplacing a shipment. I have filed a complaint about this.
- Lack of communication.
- Pricing, better communication and service options.
- Every time I have to call customer support in order to get the tracking updates.
- My review was removed from their site.
- No dissatisfying action.
- Time, deliver as soon as possible.
- Have limitations across regions.
- Comparatively charges more on packaging goods.
- Miscommunication.
- Charge us services, that we have not availed, without our knowledge.
- Mistakenly lose my goods.
- Rude stuff.
- The charges are expensive.
- They have given me invalid updates.
- Keep on changing terms and conditions.
- Never giving me the tracking number.
- Do not keep backup plan in case of delay.
- The staff was not behaving well with the customers.

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What is the most aggravating/dissatisfying action that a forwarder can do?

- Poor management.
- Never take confirmation from us before making any changes.
- If they aren't able to handle the shipment carefully.
- They never ship within committed time.
- Does not keep the customer updated.
- They have increased their charges.
- They don't have the digital platform to handle the shipment.
- They didn't give me any immediate resolution.
- They have shown much carelessness.
- They take too much time to ship the goods and their handling time is more.
- Never offer immediate resolutions.
- They have less availability of the staff and it delayed my shipment.
- They charge extra, more than they have mentioned in the brochure.
- Always take extra time to respond to the queries.
- They were careless with the consignment.
- The shipment was unnecessarily delayed.
- When they keep us waiting for a long time.
- Poor team performance.
- When the forwarders do not handle the cargo properly.
- They always give an excuse for their mistakes.
- It is aggravating when the forwarders have frequent delays with their deliveries.
- Delivery staff was not responding to our calls.
- Not being kept up to date with late deliveries.
- I think the service we have is good, so it is only the tracking that they need to work on.
Time is crucial for us. I am still 100% sure that the tracking should be more accurate.
Timings and deliveries should be taken seriously.
- Not listening to the suggestions of customers.
- Lazy in giving responses.
- Not sharing the tracking information.
- When a language barrier interferes with vital information regarding the shipment.
- They do not offer me refunds for damaged goods.
- None.

Appendix

Sample Questionnaire





Freight Forwarding (Air & Ocean) Customer Value Report Questionnaire

6th Edition - 2018

Company Name	_____
Division Name	_____
Address	_____
City	_____
State/Country	_____
Postal Code	_____
Contact Name	_____
Mr./Mrs.	_____
Direct Line	_____
Title	_____
Telephone ()	_____

BRIEF EXPLANATION: The interviews we conduct for this study are done by telephone and are with people who are either the primary decision marker or influence the decision process. Our introduction is something like the following: *Hello, my name is _____ from MASTIO. We are in the process of updating our Freight Forwarder customer value & loyalty study. We are speaking with 100's of companies that utilize freight forwarding services and we would like to include your opinions on the various companies that you use. We would like to speak to the person who is most responsible for the day-to-day operations who works with freight forwarders. Is this a good time or should we schedule an appointment later?* We also point several times that their responses are kept anonymous and only used in aggregate. We encourage objective opinions.

1. When selecting between freight forwarders would you consider your role to be:

☐ **I am the primary decision maker**

(i.e., leads the selection process, negotiates contracts, etc.)

☐ **I have some influence or give input in the decision process**

(i.e., part of decision team or purchasing team, etc.)

☐ **Neither** (i.e. not part of the decision process)

[Ask for who is, Thank and Terminate]

2. What volume percentage of your freight forwarding business is AIR vs. OCEAN? Please indicate the volume percentage split between AIR and Ocean.

Air _____ %

Ocean _____ %

3a. What is your average number of transactions with freight forwarders per month?

Average number of transactions per month _____

Air:

<1
1-10
11-40
41-75
76-100
>100

Ocean:

<1
1-10
11-40
41-75
76-100
>100

3b. Of the monthly transactions mentioned above, what percent requires customs brokerage?

_____ %

3c. What percent of the time does your forwarder handling your international shipments also handle the brokerage (custom clearance)?

_____ %

4. What percentage of your transactions are inbound vs. outbound?

Inbound % _____

Outbound % _____

5. What industry is your company in?

- ☐ Retail
- ☐ Manufacturing
- ☐ Wholesaler/Distributor
- ☐ High-Technology

- ☐ Pharmaceuticals
- ☐ Agriculture
- ☐ Government
- ☐ Other (specify) _____

6. What do you feel is the most significant challenge when using Air & Ocean Freight forwarders?

7. Which Global Freight Forwarders have you personally used in the past 12 months and about what percent of business do you conduct with each company?

- | | | | |
|----|-------|-------|---------------------|
| 1) | _____ | _____ | % of total business |
| 2) | _____ | _____ | % of total business |
| 3) | _____ | _____ | % of total business |
| 4) | _____ | _____ | % of total business |
| 5) | _____ | _____ | % of total business |
| 6) | _____ | _____ | % of total business |

8. This next section will allow you to rate the freight forwarder(s) you listed above on a few attributes. You will also be asked to rate the importance of each attribute as a recipient of [Ocean / Air] freight forwarding services. We ask that you use the following 10 pt. scale. It is important that you use the whole scale. The scale is:

Performance Scale:

1=Poor 5=Average 10=Excellent or N/A=Not Applicable

For example, if one of your freight forwarders performs average on an attribute please rate them a 5.

Importance Scale

1 = Not important at all 5 = Average Importance 10= Critically important

When asking each importance question please begin with, "When choosing between Freight Forwarder(s) how important is"

Comparative Parameters		1)	2)	3)	4)	5)	Importance
Freight Forwarder Names:		—	—	—	—	—	
Customer Service							
1.	Easy to contact the right person for help.						
2.	Effective problem resolution.						
3.	Timely notification of delays.						
4.	Provides day specific transit time commitments.						
5.	Knowledgeable and helpful representatives.						
6.	Customer service staff is courteous and professional.						
7.	Speed of obtaining a rate quote.						
8.	Willingness to go the extra mile.						
9.	Proactively brings me specific solutions to improve my business.						
10.	Provides educational opportunities.						
Service Offerings							
11.	Overall execution of pick-up and delivery.						
12.	Secure chain of custody.						
13.	Consistency of service around the world.						
14.	Shipments are delivered with no shortages or damage.						
15.	Flexibility of service options.						
16.	Global compliance.						
Operations							
17.	Pickup & Delivery is courteous and professional.						
18.	Ability to accurately track shipments from origin to destination.						
19.	Accurate invoices and statements.						
20.	Timeliness of invoices.						
21.	Tracking occurs at the appropriate level. (P.O./SKU/Container)						
Technology							
22.	Systems and tools are valuable.						
23.	Flexible online booking system.						
24.	System reporting capability is valuable.						
25.	Quick response to EDI or system enhancements.						
26.	Internal system support and development.						
Company Reputation & Image							
27.	Strong positive corporate image and reputation.						
28.	Strong commitment to CSR. (corporate social responsibility)						
29.	Highly trusted freight forwarder.						
30.	Supply chain expertise.						
31.	Overall Satisfaction with (insert company name).						M
Pricing Factors							
32.	Competitive rates.						
33.	Accessorial and surcharge prices.						
34.	Overall Value for the money you spend.						
Loyalty Measures							
35.	How likely would you be to recommend this company to a business associate? (Scale: 1 - 10 with 10 being the most likely)						M
36.	How likely are you to continue using this company next year (Scale: 1 - 10 with 10 being the most likely)						M
37.	Using a scale where '1' means "completely disagree" and '10' means "completely agree," please rate your level of agreement with the following statement "I believe that [insert] deserves my loyalty."						M

9. Now we would like to ask you what % weight you would assign to price vs. non-price factors when selecting between freight forwarders? (total should = 100%)

Price _____% vs. non-price factors _____%

10. Excluding price, describe the biggest disappointment you've experienced with (insert company from q. 7) in the last 12 months?

Company 1 –

Company 2 -

Company 3 -

Company 4 -

11. Are there any freight forwarders you tend to avoid using? If yes, who and why?

Company 1 –

Company 2 -

Company 3 -

Company 4 -

12. What regions of the world do you forward freight to? Please select each region that applies.

- | | | |
|---|--------------------------------------|--|
| <input type="checkbox"/> US & Canada | <input type="checkbox"/> Europe | <input type="checkbox"/> Australia/Oceania |
| <input type="checkbox"/> Asia Pacific | <input type="checkbox"/> Middle East | <input type="checkbox"/> Russia |
| <input type="checkbox"/> Latin America (including Mexico) | <input type="checkbox"/> Africa | |

13. What regions of the world do you receive freight from? Please select each region that applies.

- | | | |
|---|--------------------------------------|--|
| <input type="checkbox"/> US & Canada | <input type="checkbox"/> Europe | <input type="checkbox"/> Australia/Oceania |
| <input type="checkbox"/> Asia Pacific | <input type="checkbox"/> Middle East | <input type="checkbox"/> Russia |
| <input type="checkbox"/> Latin America (including Mexico) | <input type="checkbox"/> Africa | |

14. Are there any emerging trends the freight forwarders should be looking at over the next two years to help you run your business better?

Yes ____ No ____

If yes, please probe as to what they are? _____

15. Have you either switched from one Freight Forwarder to another or moved a significant amount of volume from one Freight Forwarder to another in the past 12 months?

Yes ____ (continue to 16, then to 18) No ____ (skip to 17)

16. Which Freight Forwarder did you move the volume from and approximately what % of volume did you move?

Freight Forwarder 1: _____ %moved

Freight Forwarder 2: _____ %moved

Which Freight Forwarder did you move the volume to and approximately what % of business did you move?

Freight Forwarder 1: _____ %moved

Freight Forwarder 2: _____ %moved

Why did you move the volume? _____

17. Would you like to switch Freight Forwarders? (probe as to why if the respondent wants to switch)

Yes ____ (probe, 17b) No ____ (skip to 18)

17b. If yes, why would you like to switch Freight Forwarders?

18. Consider all the elements of your relationship with the freight forwarder(s) you currently use. In your opinion, what is the most aggravating/dissatisfying action that a freight forwarder can do?

Most aggravating/dissatisfying action:

19. Do you use a Customs Broker to clear freight?

☐ Yes or ☐ No

If yes, who do you use and why?

20. When encountering delays, how does the forwarder inform you of the delays in a timely manner?

☐ Email ☐ Phone ☐ Text

Which forwarder is the best? _____

Why?

21. What type of visibility does the forwarder provide with regards to the location and delivery of your shipments?

Type of visibility:

Which forwarder is the best? _____

Why?

22. How do you prefer to initiate a quote and booking request?

☐ Email ☐ Phone Call ☐ Website

23. Would you like to receive a free emailed copy of the Index once the study is published?

☐ Yes ☐ No

E-mail

Address _____

Thank you for your time and input!!!!