

Exceeding Customer Expectations



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AFC Worldwide Express has a wide range of services to suit your needs.

- Domestic Services, Time Defined
- Carrier Management
- Truck Services
- International
- Automation
- Logistics Services



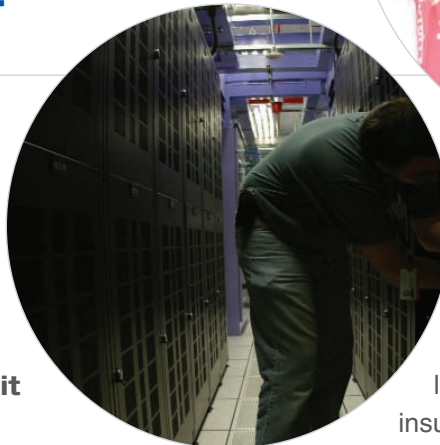
► Merge-In-Transit Installation

In preparation for a new asset distribution rollout and reclamation program, the nation's premier Risk and Casualty Insurance provider relied on AFC Worldwide Express for a predictable merge-in-transit solution.

Problem:

To insure a successful rollout, new computer software and hardware would have to be shipped from multiple distribution centers to 700 company offices in the US. At the time of the solution, the existing computer systems would have to be uninstalled, packaged, and shipped to a reclamation center for processing.

One of the biggest challenges of the project was that the new technology would have to be shipped from one of three US distribution centers



approximately nine days prior to the installation date.

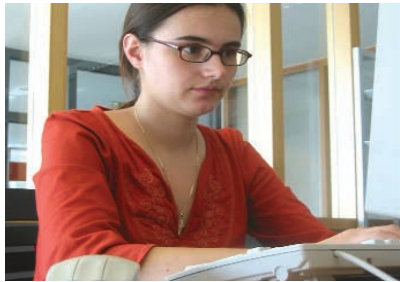
A creative transportation and logistics solution was required to insure that all the new systems arrived without damage at least 1 day in advance of installation at each of the 700 locations.

To ensure a successful outcome, the company needed a transportation and logistics provider with:

- ◆ A team-based approach to problem solving
- ◆ A reliable delivery system capable of handling multiple locations
- ◆ A sound knowledge of warehousing logistics

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- ◆ A single-source communication for command and control
- ◆ A flexible system to manage changing distribution schedules

Solution:

Working with the company, the (delete) AFC developed a comprehensive and coordinated strategy to exceed the customer's requirements and expectations.

AFC's first task was to arrange for dropped trailers at all 3 distribution sites. They also arranged for the line haul and warehousing of the hardware and software equipment prior to installation in the destination market.

The company was given a daily activity report that contained the status of all shipments as well as proof-of-delivery upon completion. A dedicated AFC Team was assembled to manage the project with a "single source" contact for communication with the customer. This team arranged for multiple-person deliveries including inside delivery, lift-gate services, unpacking, and other essential

functions necessary for a successful rollout.

A call to the field office prior to installation allowed AFC to perform a site survey as to the amount of people, equipment and supplies necessary to perform the delivery. In addition, AFC custom designed a pilferage and damage prevention plan geared specifically for this project.

Two days after the delivery of the new equipment to the 700 offices, AFC sent trucks back to the company's field office to recover all the old computer hardware. Finally, AFC coordinated the return and disposal of the used equipment at an approved reclamation center.

Results:

The rollout was completed in a year and the company has commended AFC and its employees for providing claims free service to its field offices. They have also applauded AFC's ability to effectively handle the impromptu logistical challenges unique to each field office while



managing the constantly changing distribution schedules

This nationwide Merge-In-Transit Installation is just another example of how AFC's ongoing commitment to flexibility enables them to exceed customer expectations. By maintaining flexibility at every level of their operations, AFC is able to craft transportation and logistics solutions for even the most difficult scenarios. ◆