



**HEAVY GOODS LOGISTICS**

**Largest last mile logistics provider for heavy goods in North America.**

Full-service last mile logistics for products such as home furnishings, large appliances, kitchen cabinetry, fitness equipment, doors, windows, office equipment, mattresses and medical equipment.

- Industry-leading white glove delivery services
- Multi-customer and dedicated solutions
- Custom white glove and value-added service options
- Operations in 830 cities throughout the United States
- Home, business and job site services
- 55 XPO-owned and operated multi-client Last Mile Hubs
- Consistent nationwide quality and brand protection
- Over 7,000 last mile contract carriers and independent service technicians
- Omni-channel engineered solutions
- Robust proprietary technology platform developed exclusively for the last mile

**Let the experts manage the heavy lifting.**

500,000+ annual complex assemblies/installations including fitness and outdoor play equipment, furniture, store displays and appliances.

- Nationwide availability
- Comprehensive code compliance
- Residential, commercial or retail solutions
- Licensed master plumbers and electricians
- Use as stand-alone, or in conjunction with any XPO last mile delivery solution



**OVER 13 MILLION** deliveries per year with 35,000 thresholds crossed every day.

## Last Mile solutions and service



### Proprietary, customer-centric technology is developed exclusively for the last mile logistics of heavy goods

#### Customer Experience

Online customer self-service, automated appointment verification, automated delivery notification and post-delivery customer surveys

#### Dispatch/Order Management

Online order entries, street-level geocoding and UPC bar code label creation, shipment optimization, route building and delivery scheduling

#### Customer Delivery Experience Management

Real-time measuring and monitoring of your customers' last mile service, including integrated status reporting by carrier, individual delivery and delivery locations; immediate problem identification and resolution

#### Visibility And Mobile Connectivity

GPS tracking, live ETA updates, stop and/or item-level exceptions, delivery complete status, electronic digital signature capture and proof of delivery, iPhone and Android application interfaces

#### FLEXIBLE SERVICE OPTIONS BASED ON YOUR NEEDS

- Store, distribution center and network-based delivery solutions
- Residential, business, job site and commercial delivery
- Pre-delivery inspection
- Touch-up and repair
- Blanket wrap services, white glove, room of choice and threshold delivery options
- Patented customer assurance technology

#### PARCEL/TIME SENSITIVE

#### THE LARGEST SAME-DAY MESSENGER SERVICE IN NEW YORK CITY

Whether its an envelope or an appliance, our same-day couriers are professional, polite, and responsible.

- 24/7 coverage 365 days of the year
- 300 on-demand courier associates
- 3,000 customers throughout NYC
- 8,000 time-sensitive deliveries daily
- Wide breadth of solutions for products ranging from an envelope to an appliance



To learn more about **XPO Logistics** services for truckload, less-than-truckload, intermodal, highly-engineered supply chain solutions, contract logistics, last mile, expedite, global forwarding and managed transportation, visit **xpo.com**.