



# MORRISON EXPRESS

The power to move. The passion to deliver.







**MORRISON**  
EXPRESS

Founded in 1972, Morrison  
Express is a *best-in-class*  
*global supply chain*  
*management provider.*



# ABOUT US

## OUR MISSION

To be recognized by world-class customers and our employees as the best-run global logistics service provider in terms of profitability, growth and customer satisfaction.

# ABOUT US



**540MM**

Annual  
Revenue



**320k**

Annual  
Tons



**74/3**

74 Stations on  
3 Continents



**1,300+**

Employees  
Worldwide



# ABOUT US



## **MORRISON EXPRESS**

is both fully capable and well-positioned to support our global clients' transportation and logistics needs.



# ABOUT US

Morrison Express provides a single source for all freight and logistics needs:



Spanning air and ocean consolidations



IT solutions



Customs brokerage



Warehousing and Distribution



Cargo insurance



Charters and other customized programs to address the unique needs of our clients.

# FINANCIAL STRENGTH

Our financial strength and independence enables us to maintain a client-driven focus.

**Morrison Express continues to grow profitably in line with its global expansion, comprehensive service offerings, and ever-growing network of offices and agents around the world.**





# FINANCIAL STRENGTH



- We have a long and continuous record of **financial profitability**
- Our balance sheet is **strong with no debt**
- Our extensive growth is **self-funded** by operations

- We are willing and able to invest “*ahead of the curve*” for our



**Network**



**Product**



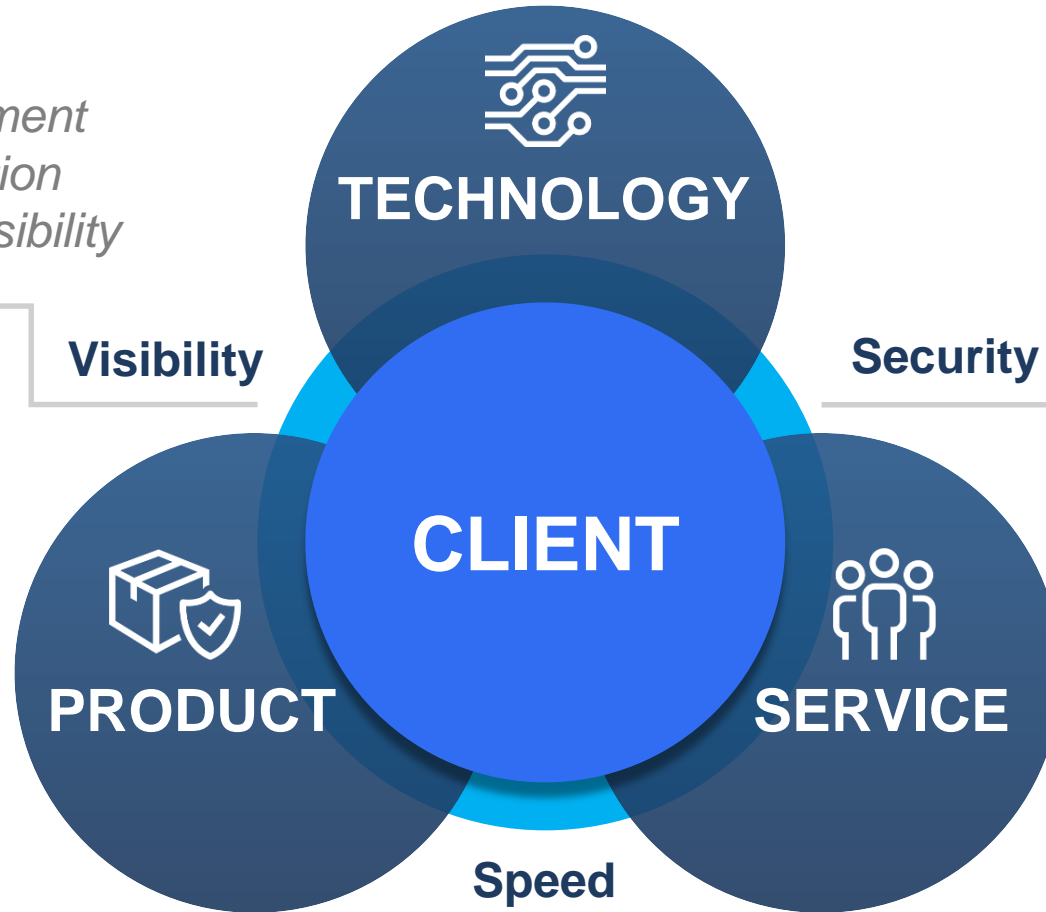
**Technology**



# CONTINUOUS IMPROVEMENT WITH A CLIENT FOCUS

*Custom application development  
Enterprise systems integration  
Supply chain execution and visibility*

*Network coverage Operational  
Excellence Customer Service*



Each client touchpoint is optimized to maximize delivered value.

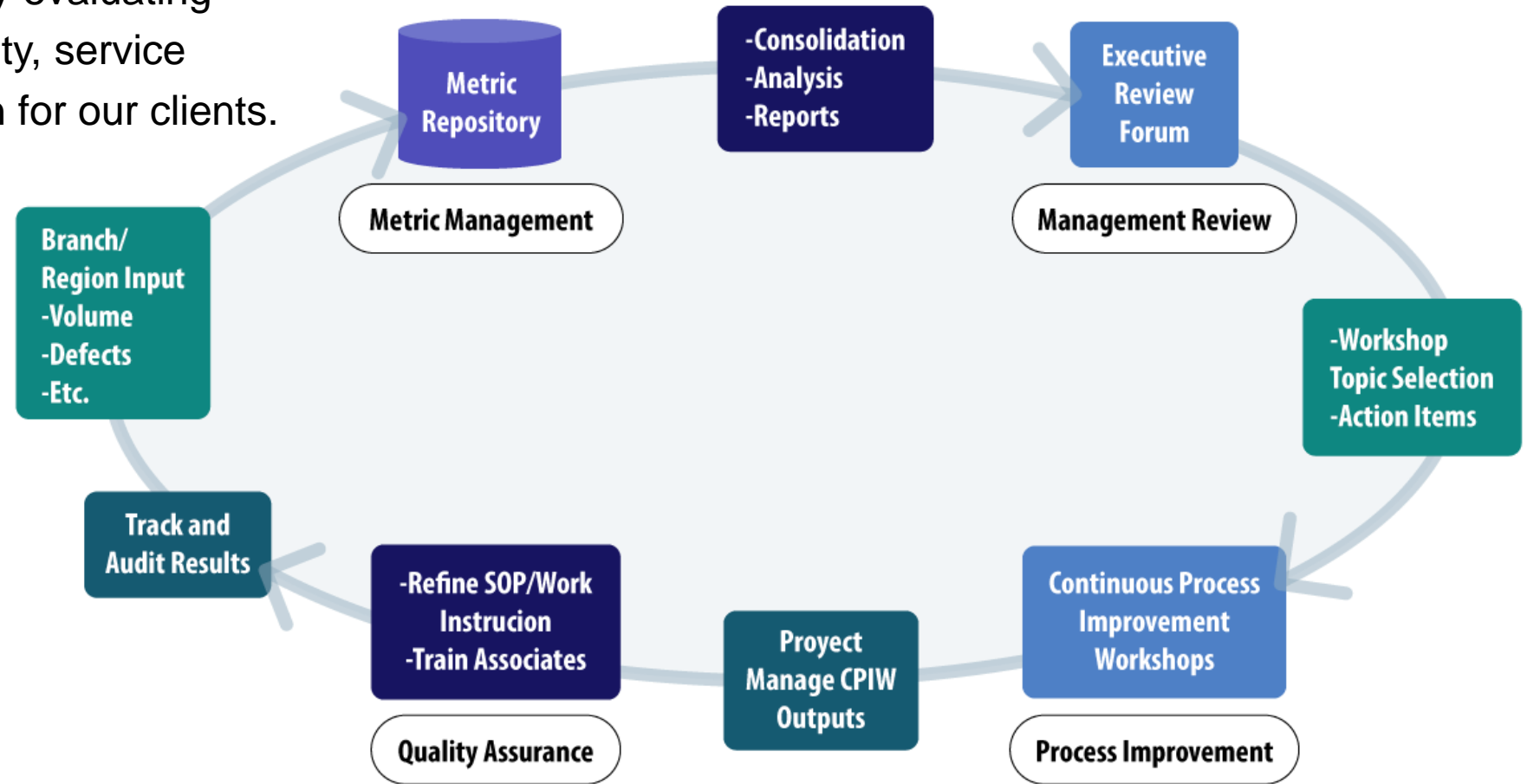
*Air & Ocean Warehousing &  
Distribution Customs Brokerage*



# QUALITY MANAGEMENT SYSTEM

Morrison Express is constantly evaluating methods to improve productivity, service excellence, and cost reduction for our clients.

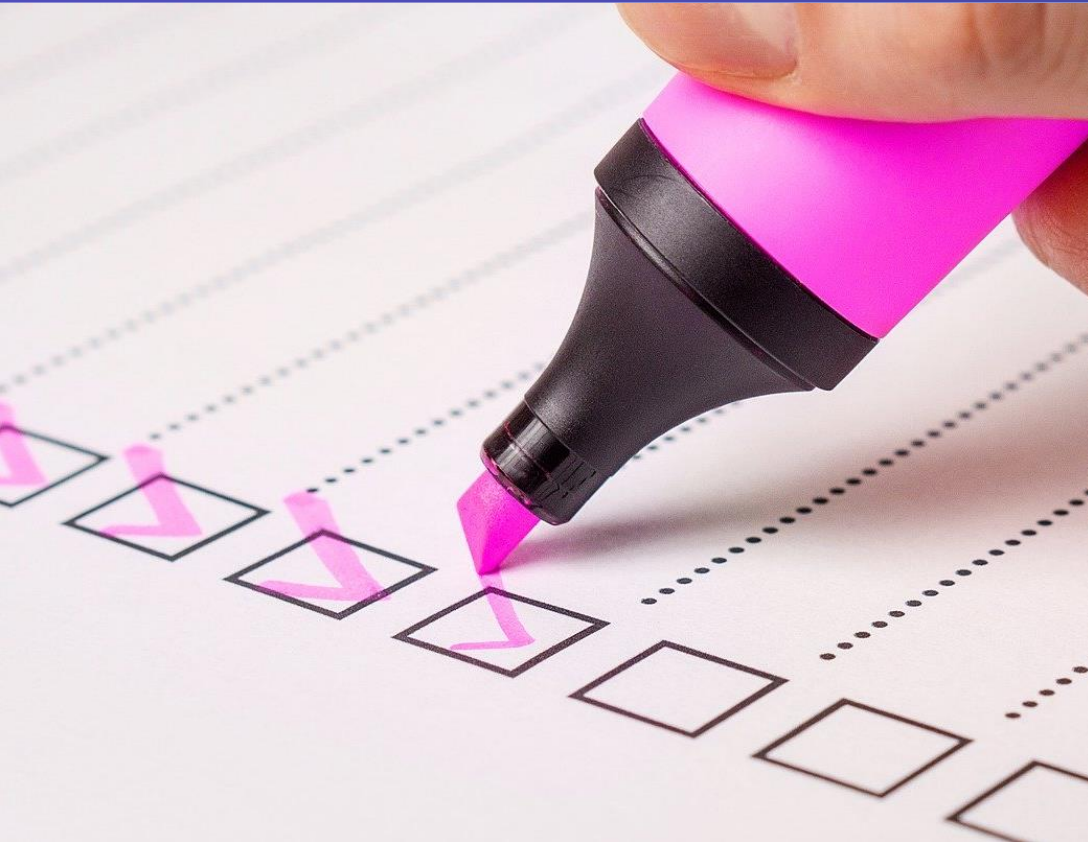
- Performance Metrics
- Continuous Improvement
- Management Review
- Standard Operating Procedures
- Corrective and Preventive Action
- Root Cause Analysis
- 8D approach to Failure Analysis





# QUALITY MANAGEMENT SYSTEM

## MANAGEMENT REVIEW



- Manage Branch operational excellence and quality approach to process and performance improvement as a routine business review
- KPI reporting
  - Regional reviews
  - Prioritize improvement projects
  - Manage continuous improvement and results
  - Review Service issues



# QUALITY MANAGEMENT SYSTEM

## PROCESS IMPROVEMENT



Work with and assist the organization/ branches with continuous process & performance improvement that significantly impacts productivity

- Improve productivity
- Improve accuracy
- Reduce process defects
- Eliminate waste
- Reduce cost
- Reduce variation
- Embed culture of small continuous improvements



# QUALITY MANAGEMENT SYSTEM

## QUALITY ASSURANCE



Document standard processes and work instructions that facilitate and ensure compliance with industry, customer, and regulatory standards

- Documentation of processes
- Standardization of processes
- Audit for compliance of standards, and deployment of key initiatives and best practices

# QUALITY MANAGEMENT SYSTEM

## METRIC MANAGEMENT

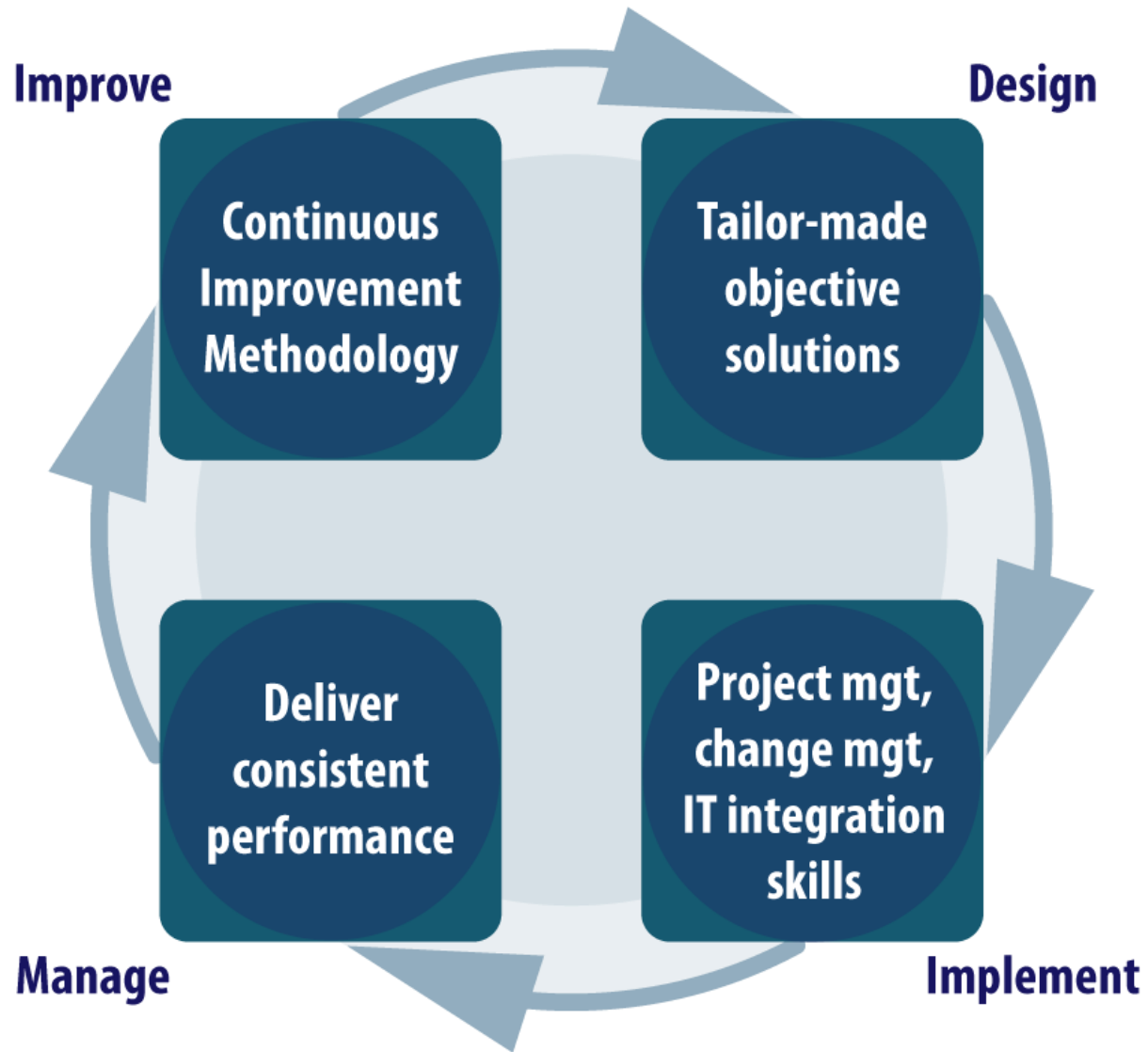


Deploy a standard, automated scorecard measurement and review system that facilitates continuous improvement and best practice sharing

- Create a set of operational key performance metrics
- Create and manage a structure for regional reviews
- Identify performance gaps
- Identify, share, and institutionalize best practices



# PERFORMANCE METRICS



- On Time Pick Up and Delivery
- On Time Performance by Mode
- Billing Timeliness and Accuracy
- Continuous Improvement for Cost management (Lane Analysis)
- Monthly / Quarterly Financial Spend Analysis (Handling / Freight (by mode) / special services, etc.)
- Volume Trends
- Internal Corrective Actions for Service Improvement
- Vendor Corrective Actions for Service Improvement

# SECURITY & COMPLIANCE

- ISO 9001, IATA, FIATA, FMC, C-TPAT, TAPA, TSA certifications
- Standard Operating Procedures (SOPs) established for all aspects of operation
- Compliance monitored through internal systems as well as regular on-site visits by internal QC teams
- Annual audits by third party vendors
- Facilities conform to the strictest C-TPAT recommendations
- Special handling and operations for high-value cargo





# KEY AIRLINE PARTNER PROGRAM



## Key Benefits

- Robust freighter networks
- Access to significant capacity
- Expertise in specialty cargo
- Weekly freighter service to LCK & ORD



- 
- Global Presence, Local Touch - relationships on a corporate AND local level
    - Morrison Corporate HQ in Taiwan
    - Regional HQ in US/EU/HK/CN
    - Morrison Air Product Director in US/EU/TW/HK/CN



# KEY OCEAN CARRIER PARTNER PROGRAM

## Key Benefits

- Robust network:
  - Across carrier alliances
  - Base ports and IPI/RIPI options
- Access to weekly capacity
- Expertise in dry – reefer cargo, Dangerous goods and oversized cargo.



- 
- Global Presence, Local Touch - relationships on a corporate AND local level
    - Morrison Corporate HQ in Taiwan
    - Morrison Regional Ocean Product Leaders







# **WORLDWIDE PRESENCE**

**WE ARE WHERE YOU ARE**

*Morrison Express is  
well-positioned to deliver on  
your transportation and logistics  
needs across its global network*



# OUR GLOBAL FOOTPRINT

## AMERICAS

Atlanta  
Boston  
Chicago  
Cleveland  
Columbus  
Dallas  
El Paso  
Los Angeles  
Miami  
New York  
San Francisco  
Seattle  
**Tijuana**  
**Puebla**  
**Mexico City**

## EMEA

Amsterdam  
Frankfurt  
Dusseldorf  
Hamburg  
London  
Luxembourg  
Maastricht  
Prague  
Rotterdam

## APAC

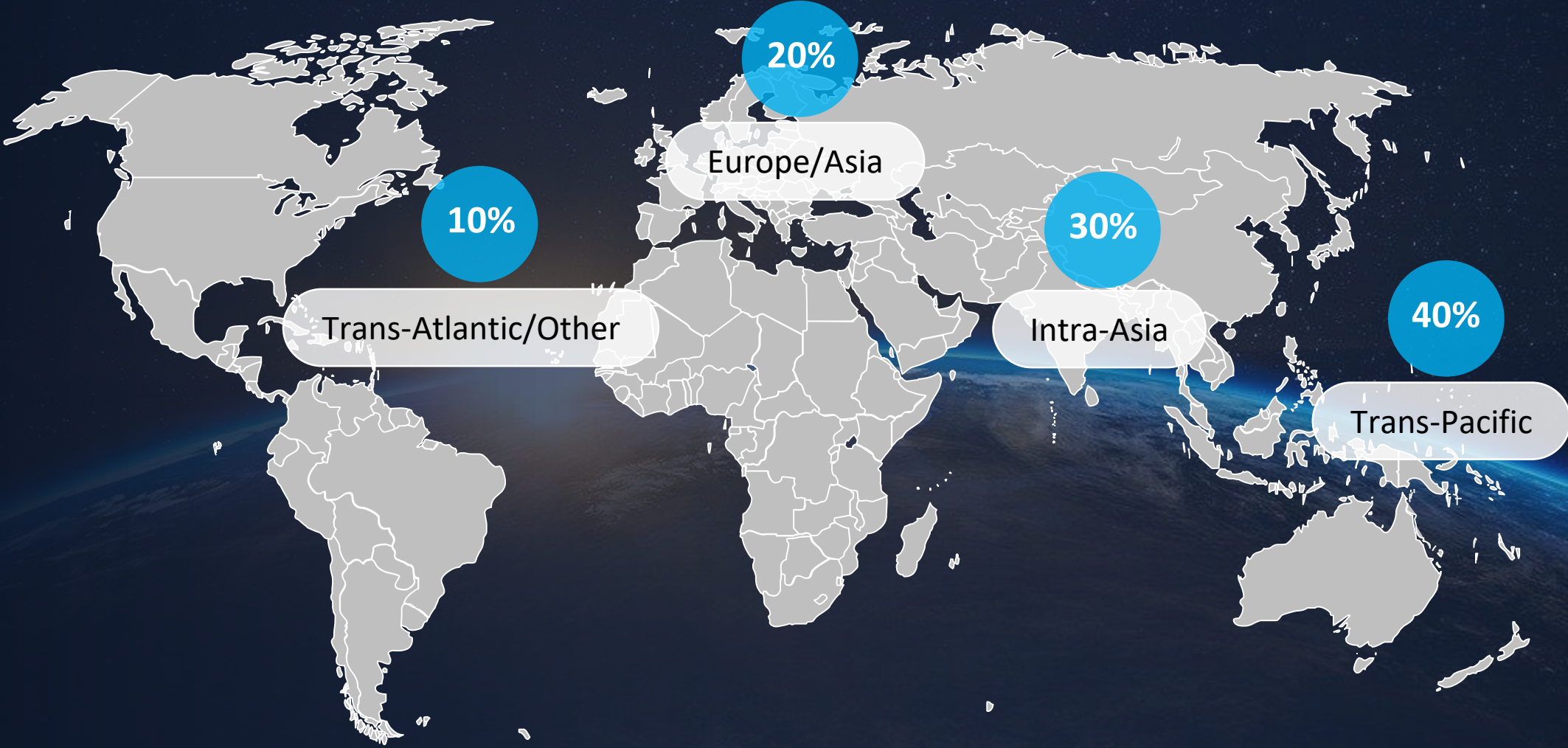
Bangkok  
Beijing  
Chengdu  
Chongqing  
Dalian  
Guangzhou  
Fuzhou  
Hanoi  
Hefei  
Ho Chi Minh City  
Hong Kong  
Hsinchu

Jakarta  
Kaohsiung  
Kuala Lumpur  
Manila  
Nanjing  
Ningbo  
Penang  
Phnom Penh  
Pusan  
Qingdao  
Seoul  
Shanghai  
Shenzhen

**Shenyang**  
Singapore  
Suzhou  
Taichung  
Tainan  
Taipei  
Taoyuan  
Tianjin  
Tokyo  
Wuhan  
Xiamen  
**Xi'an**  
Zhengzhou

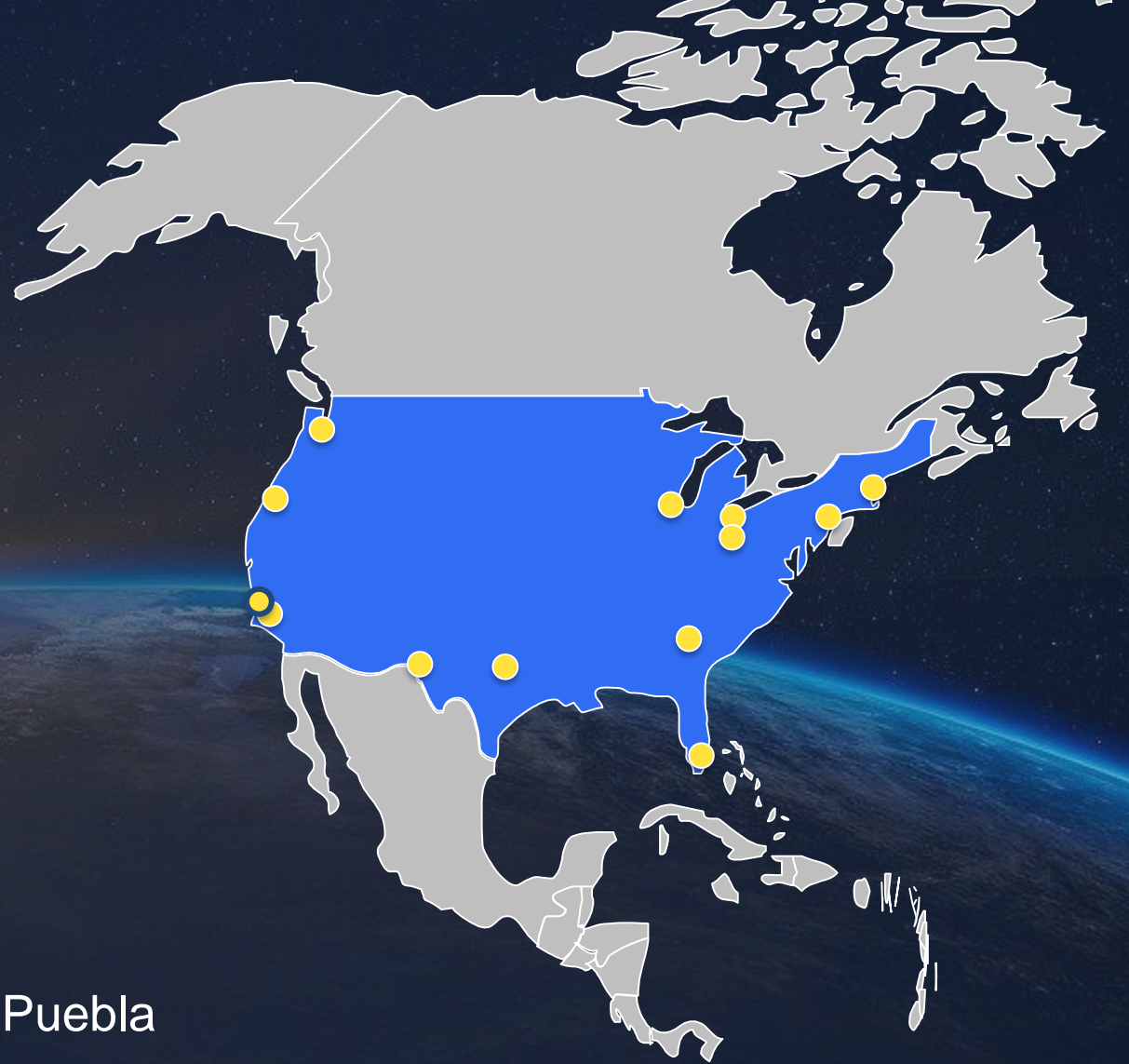


# OUR GLOBAL FOOTPRINT



# OUR GLOBAL FOOTPRINT

- USHQ in Los Angeles
- 13 operating stations
- FTZ operation at ELP with DFW and ORD opening in 2019
- Ocean and Air consolidations
- Licensed US Customs Broker in most offices
- CFS facilities at SFO, LAX, LGB, ELP, DFW, ORD, JFK, ATL, AND MIA
- Mexico Expansion with offices in:
  - Otay Mesa / Tijuana • Mexico City • Puebla





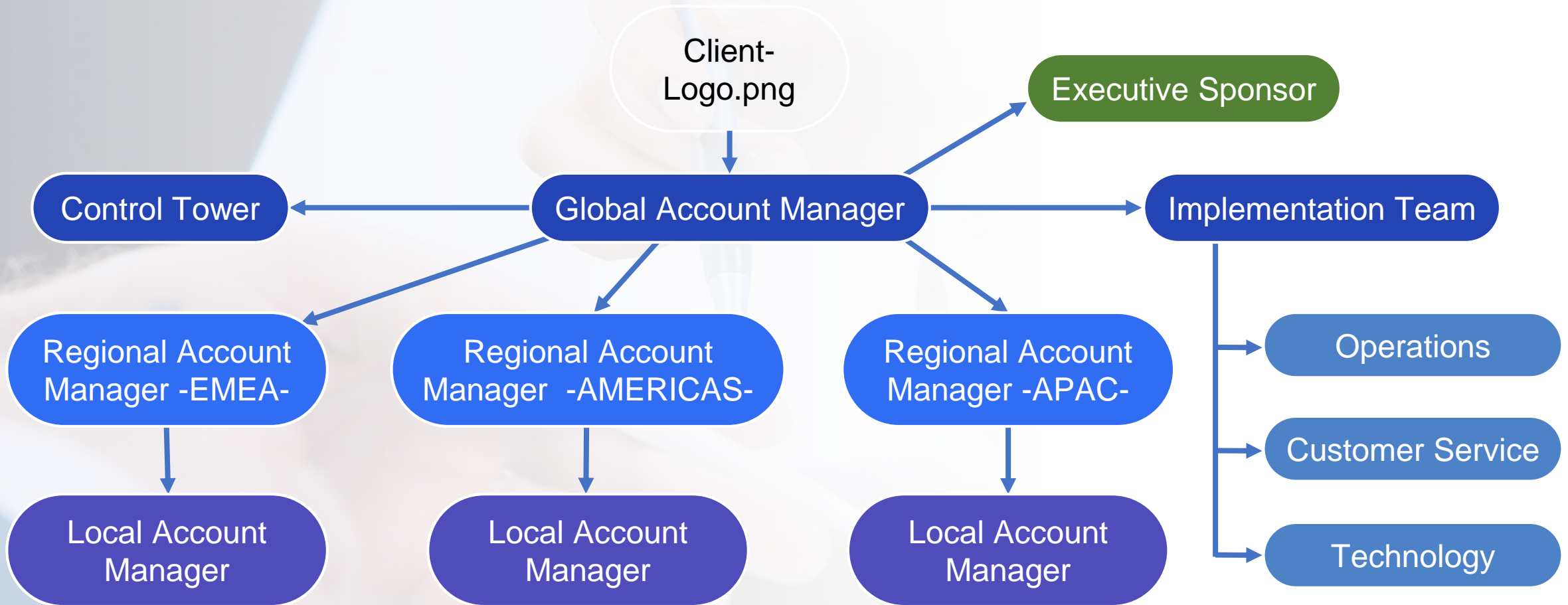
# OUR TEAM

## MEET THE MORRISON EXPRESS PROFESSIONALS COMMITTED TO YOUR SUCCESS

*Here to deliver world-class  
service and support to our  
clients across the globe*

# OUR SERVICES

Morrison Express can provide our clients with dedicated, global, regional, and local coverage.







# OUR SERVICES

## GLOBAL PRODUCT PORTFOLIO

*A complete suite of services  
spanning transportation,  
logistics, and everything in  
between*



# OUR SERVICES

The Morrison Express product portfolio delivers an end-to end supply chain solution.



## Air Freight

Local expertise at every major gateway around the world.



## Ocean Freight

Local expertise at every major gateway around the world.



## Customs Brokerage

Regionally licensed customs brokers with local security and compliance knowledge.



## Warehousing

Dedicated and shared warehousing complete with WMS and inventory management.



## Distribution

From DC management to LTL/FTL dedicated and brokered trucking.



## Supply Chain Solutions

Order management, VMI, value-added services, and customized IT.





# AIR FREIGHT FORWARDING

Local expertise at every major gateway around the world.

**Year-round capacity guarantees, charter, freight consolidation, cargo insurance, terminal handling, point-to-point freight security, and end-to-end shipment visibility.**

With local expertise at every major gateway around the world, Morrison Express provides you with a wide range of tailor-made solutions. Guided by our company vision to deliver exceptional service, we work hard for the opportunity to become our clients' valued business partner.





# AIR FREIGHT FORWARDING



Key strategic alliances with leading global air carriers ensures Morrison Express is able to provide competitive Air Freight Services including:

- Pickup & Delivery
- Consolidation
- Door-To-Door
- Packing
- Just-In-Time
- Charters
- Documentation



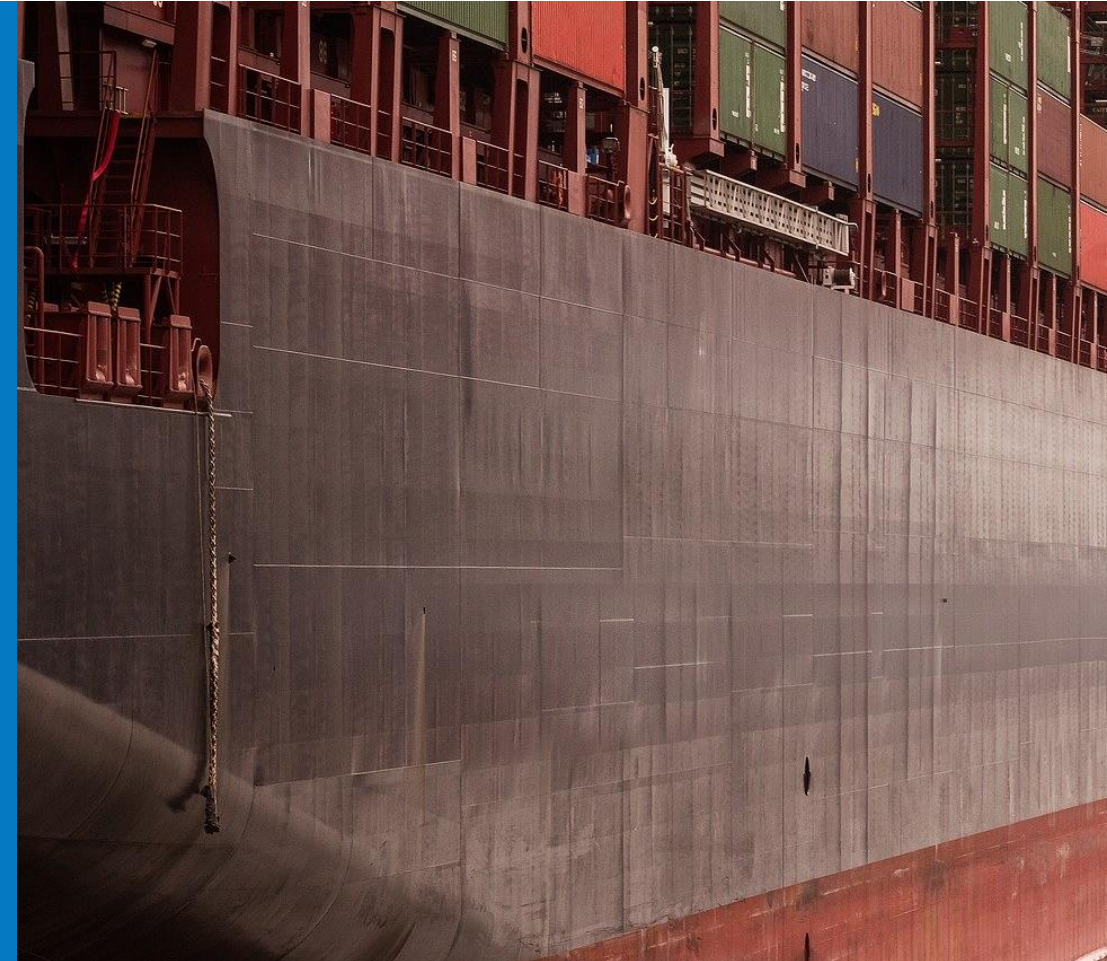


# OCEAN FREIGHT FORWARDING

Ocean and extended transportation services around the world.

Carriage for any of your transportation needs. Terminal-to-terminal, door-to-door, consolidations, FCL/LCL, and project cargo.

*Morrison Express brings experience and know-how to every major port around the world. Our close working relationships with our ocean carriers ensure you get the right solution at the right cost.*





# OCEAN FREIGHT FORWARDING



## A complete range of Ocean Freight services including:

- Consolidation
- Documentation
- Container Breakdown
- Project Cargo
- Brokerage
- Door-To-Door
- Warehousing & Distribution
- Sea-Rail Service





## CUSTOMS BROKERAGE

**Navigating regulatory and compliance complexity with Morrison's regionally licensed customs brokerage professionals.**

*With regionally licensed customs brokerage professionals across the globe, Morrison Express can help you reduce and manage disruptions occurring in your supply chain, helping your goods flow from end-to-end.*

Import/export specialists located in-market.





# CUSTOMS BROKERAGE



A complete range of Customs Brokerage services including:

- Declarations & Clearances
- Door delivery
- Warehousing & Distribution
- Duty Drawback
- Just-In-Time
- VAT Deferment
- Classification Consultation
- Landed Cost Analysis





# WAREHOUSING

A global network of strategically-located facilities.

Cost-effective solutions for shared or dedicated needs. Morrison's WMS provides the visibility you need and helps improve cycle times.

*Morrison Express has worked with clients in dozens of vertical industries all over the globe. We provide customized logistics and IT solutions for our clients for optimized upstream and downstream management.*





# WAREHOUSING



A complete range of Warehousing services including:

- Inventory Management
- Transloading
- Cross-Docking
- Finished Goods Distribution
- Bonded Warehousing
- Vendor Managed Inventory
- Assembly & Kitting
- Pick & Pack
- Reverse Logistics





# DISTRIBUTION

Managed transportation solutions.

The experience, service, and visibility to take our clients the final mile.

*Morrison Express has a wide range of distribution service options with the technology and experience needed to deliver value, efficiency, and economy to our clients.*





# DISTRIBUTION



## A complete range of Distribution services including:

- Expedited Road Transport
- FTL/LTL
- Multi-Modal
- Merge In Transit
- Time Specific Delivery
- Direct-to-Store
- Direct-to-Consumer
- Project Cargo
- Specialized Transportation
- Load Optimization
- Track and Trace





# USA DOMESTIC SERVICES

A robust portfolio in the US  
and North American market

Experience with anything from PO  
management, LTL, cross-border, time-  
definite, NFO, and everything in between.

*The Morrison Express US Domestic Services  
portfolio can be customized to meet even the  
strictest service levels and on-site dates.*





# USA DOMESTIC SERVICES



## A complete range of US Domestic Services including:

- Domestic Air Freight
- Time Definite Trucking
- White Glove Services
- Full Truckload (FTL)
- Less-than-Truckload (LTL)
- Intermodal
- Trans-border (Canada & Mexico)

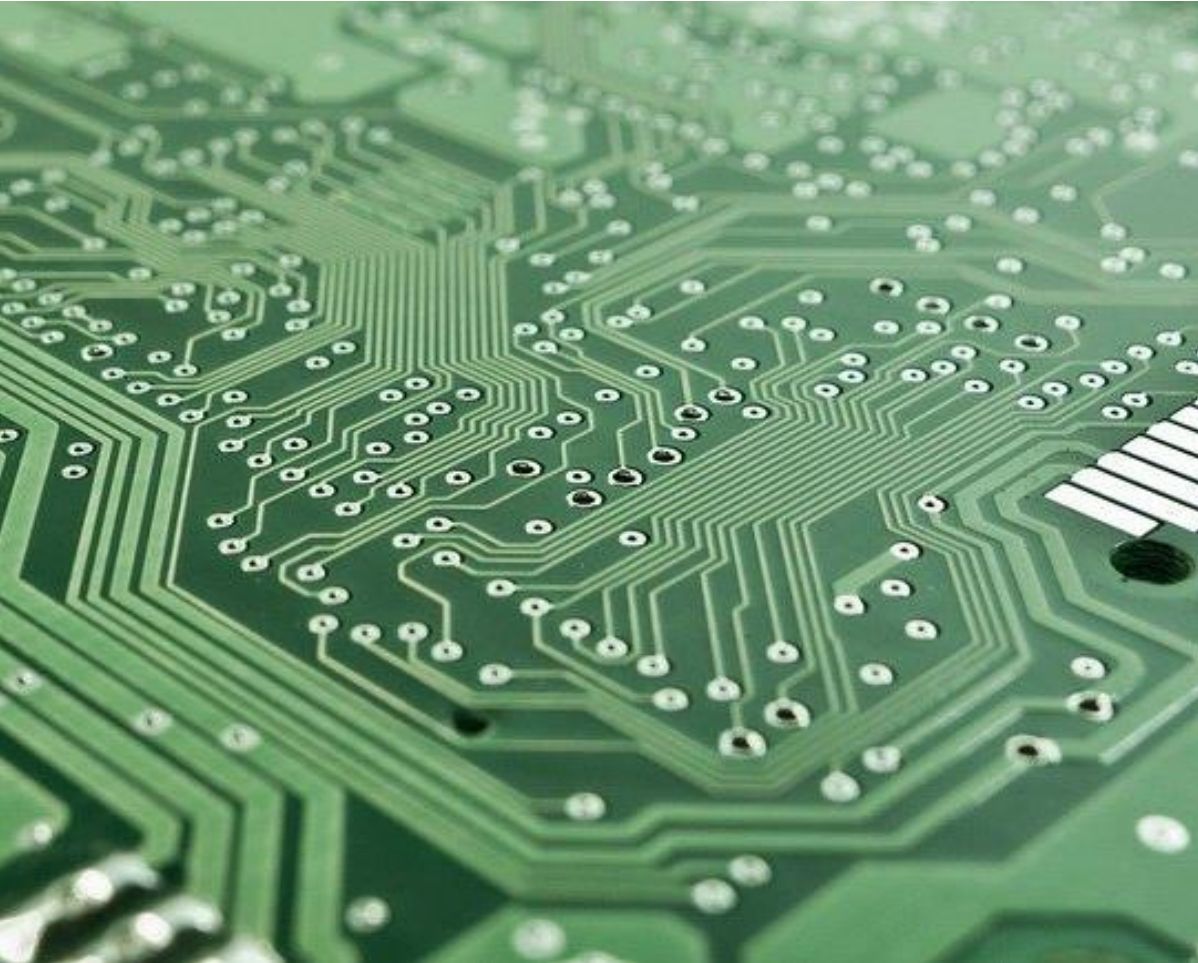


# TECHNOLOGY

## APPLICATION STACK

*Client-specific solutions  
delivered by a team of global  
IT professionals.*

# INVESTMENT IN TECHNOLOGY



- In-house Freight Management System
- Customer specific / VIP solutions
- Web tracking system
- Customizable WMS System
- Invest 1-3% of revenue on IT each year
- A team of IT professionals worldwide dedicated to logistics service projects



# STANDARD CUSTOMER PORTAL



**Visibility** for both Air and Ocean shipments



**Communication** tool to provide proactive email notifications to customers



View and access shipment and delivery documents **online**



Personalized **dashboard** with only the details that matter

# STANDARD CUSTOMER PORTAL



## Track shipment data by quick track or advanced track

- ✓ Enter waybill number to track status of single shipment without the login account
- ✓ Login to advance track to access a suite of powerful features



## Traceable milestones:

- ✓ Booking Date, ETD, ATD, ETA, ATA, Document Release Date, Customs Release Date, Actual Delivery Date



# KEY SYSTEM FEATURES



## Dashboard



## Cargo Tracking



## Reporting

A quick glance of customer's upcoming, delivered and en-route shipments through the "Shipments in-transit" and "Shipments delivered within 10 days" sections

# KEY SYSTEM FEATURES



## Dashboard



## Cargo Tracking



## Reporting

Filter and view of daily operations and historical data in real-time with tracking criteria such as: shipment date, origin, destination, waybill number and reference number.



# KEY SYSTEM FEATURES



**Dashboard**



**Cargo Tracking**



**Reporting**

Customizable visibility of activity report, revenue report and performance report.

# ADVANCED TRACK – DASHBOARD

The screenshot shows the Morrison Express Advanced Track Dashboard. At the top left is the Morrison Express logo. The navigation menu includes 'Dashboard' (highlighted with a red box), 'Tracking', and 'Reporting'. A 'User Profile' dropdown is visible at the top right. Below the navigation is a blue header for 'Shipments in Transit (11 records)'. A pagination control shows '1' of 11 records. An 'Export To Excel' button (highlighted with a red box) is located in the top right of the table area. The table below has columns for Housebill, Mode, Shipper, Consignee, Origin, Dest, Wgt, Service Type, Booking Creation, Pick Up, ETD, ATD, ETA, ATA, Document Release, Customs Release, OFD, and POD. Three rows of shipment data are visible.

Housebill	Mode	Shipper	Consignee	Origin	Dest	Wgt	Service Type	Booking Creation	Pick Up	ETD	ATD	ETA	ATA	Document Release	Customs Release	OFD	POD
US101143558	AIR	ABC CO.	GMTY INC.	LAX	AMS	23.00		2016-03-25		2016-03-26		2016-03-27					
US101143557	AIR	ABC CO.	GMTY INC.	LAX	AMS	121.00		2016-03-25		2016-03-26		2016-03-27					
US101143556	AIR	VITOM SUPPLY	VITOM TWN CORP.	LAX	AMS	427.00		2016-03-25		2016-03-26		2016-03-27					

Dashboard contains two sections

- Shipments in Transit
- Shipments delivered within 10 days

“Export To Excel” allows data to be imported into an Excel file



# ADVANCED TRACK – STATUS NOTIFICATION

## Shipment Summary

[Go Back To Tracking](#)

[Print](#)

[Status Notification](#)

### SHIPMENT DETAILS

**Housebill No.:** US1102314568  
AIR

**Origin:** SFO  
SAN FRANCISCO, CA US

Create Date: 2016/03/25  
Ship Date: 2016/03/27

Total Packages: 2 PLT  
Total Weight: 376 KG

Current Status: Book  
Current Status: 2016

Shipment status notification may be set up for system automatic email alert.

## Shipment Notification

[Go Back To Shipment Summary](#)

Housebill No.: US103041061

Mode: AIR

Enter email addresses to be notified:

Separate email addresses by a semi-colon (;)

[siemen\\_ng@morrisonexpress.com](mailto:siemen_ng@morrisonexpress.com); [tom\\_butler@morrisonexpress.com](mailto:tom_butler@morrisonexpress.com)

### SELECT STATUSES FOR NOTIFICATION

<input type="checkbox"/>	Status Notification
<input type="checkbox"/>	Booking Creation
<input type="checkbox"/>	Estimated Pickup
<input checked="" type="checkbox"/>	Actual Pickup
<input type="checkbox"/>	ETD
<input type="checkbox"/>	ETA
<input type="checkbox"/>	ATD
<input type="checkbox"/>	ATA
<input type="checkbox"/>	Document Release
<input type="checkbox"/>	Customs Release
<input checked="" type="checkbox"/>	OFD
<input checked="" type="checkbox"/>	POD
<input type="checkbox"/>	Irregularity Event



A large industrial warehouse with a blue circular overlay containing text. The warehouse has a high ceiling with exposed steel beams and pipes. A large blue semi-trailer is parked on the right side. Two people are standing near a large white roll-up door on the left. The floor is polished and reflects the overhead lights.

# CASE STUDIES

## PROVEN RESULTS

*Morrison Express delivers value to our clients' supply chains one solution at a time.*



# GLOBAL POLYMERS



When a major chemical polymer company needed its supply chain distribution network wired for success, they selected **Morrison Express**.



# GLOBAL POLYMERS

## CHALLENGE

## SOLUTION

## RESULTS



With more than 800 customers in 60+ countries, our client is based in Shanghai and is a global producer of polymers. Their products are used in a variety of applications including consumer and personal care items, adhesives and coatings, electronics, medical supplies, automotive components and more.

**Recently, our client opened a new plant in Taiwan and required an agile partner who could provide them with a warehousing and transportation solution capable of flexing with the cyclical nature of their business.**



# GLOBAL POLYMERS

CHALLENGE

*SOLUTION*

RESULTS



Following a thorough analysis of their business, Morrison Express was able to offer our client dedicated and shared warehousing options to better optimize their distribution network while reducing costs in the process.

Other services provided included ocean, ground, and airfreight, bonded and non-bonded warehousing, order management, customs clearance and a customized EDI integration with our client's ERP system.

**Our WMS is the first system the client has used that wasn't developed in-house.**

# GLOBAL POLYMERS

CHALLENGE

SOLUTION

*RESULTS*



While our client's plant is just coming online, their relationship with Morrison Express is off to a successful start.

**All personnel training has been completed, best practices to ensure all packaging guideline criteria have been met and our warehousing facility is up and running.**



# ELECTRONIC COMPONENTS



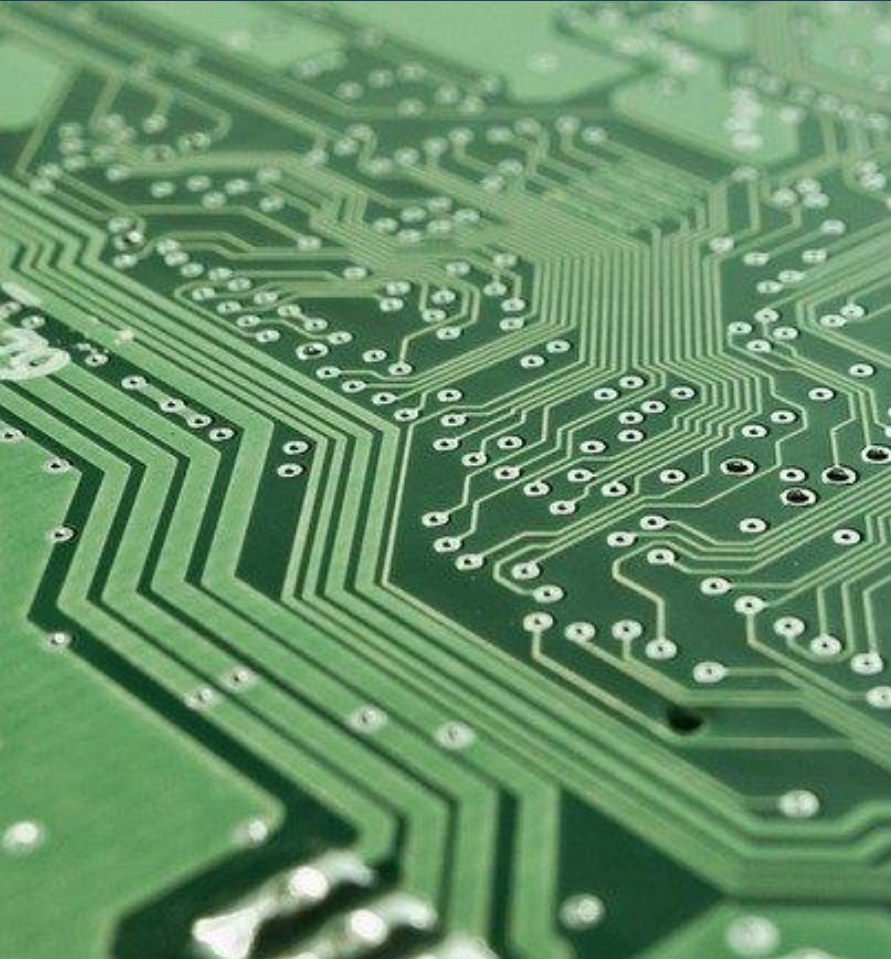
When a global electronics company needed to control their growing distribution to be wired for success, they selected **Morrison Express**.

# ELECTRONIC COMPONENTS

## CHALLENGE

## SOLUTION

## RESULTS



From small businesses to large industrial manufacturers, our client's product lines of solid-state drives, memory modules, graphics cards, flash memory cards, USB flash drives, and more are used around the world by commercial, OEM, and retail markets.

**Our client was searching for a global logistics provider who could partner with them in Asia while also providing freight forwarding, warehousing, and distribution services globally.**



# ELECTRONIC COMPONENTS

CHALLENGE

*SOLUTION*

RESULTS



After conducting an analysis of our client's customer base, vendors, and raw material suppliers, Morrison Express developed a transportation management solution that met their immediate freight forwarding needs while quickly identifying areas that would add further value, including customs clearance, warehousing, and domestic trucking.

**We delivered the right-sized logistics solution and enabled this client to monitor on-time performance while realizing overall efficiencies in real time.**

# ELECTRONIC COMPONENTS

CHALLENGE

SOLUTION

*RESULTS*



Through their partnership with Morrison Express, our client now has the flexibility to meet ever-changing logistics requirements and make the necessary adjustments quickly, ensuring service integrity without the headache.

**Value-added services including pick and pack, labeling, and more, will enable our client to single source many of their supply chain needs, compounding the value of their partnership with Morrison Express.**



# RETAIL & APPAREL



When a smart fashion apparel retailer needed to spiff up their transit times for to ensure their stores are “dressed for success,” they selected **Morrison Express**.

# RETAIL & APPAREL

## CHALLENGE

## SOLUTION

## RESULTS



As a leading line of men and women's clothing & accessories, our client—a multichannel retailer—was always challenged with getting their product to the “shelves” (in store and warehouse) in order to meet the customer's increasing expectation for speed and convenience.

**They needed to have the support of a logistics partner to consistently “speed up” their supply chain to meet this growing demand.**



# RETAIL & APPAREL

CHALLENGE

*SOLUTION*

RESULTS



We were able to find the missing piece of the puzzle – and customized an air freight solution designed specifically for them. Our long term relationships with key global airline partners enabled us to negotiate a “time definite” lift program.

**Because of our global office network, we established a vendor and PO management program to ensure that origins were able to meet the deadlines for this unique lift service.**

# RETAIL & APPAREL

CHALLENGE

SOLUTION

*RESULTS*



Store and warehouse shelves are always stocked with the latest styles.

**Inventory reduction, increased supplier compliance, faster DC and customer deliveries, overall cost savings and the satisfaction of beating their competitors to market furthered their reach to consumers.**

**Success!**



# CONSUMER ELECTRONICS



Faced with stiff competition to get new product to the market first, retailers enforce strict PO penalties on tight delivery windows. Suppliers are faced with thousands in penalties if supply chain is not properly managed.



# CONSUMER ELECTRONICS

*CHALLENGE*

SOLUTION

RESULTS



It is critical that the latest technology is in the hands of the consumer as quickly as possible. For the retailers selling these products, speed to market and tight delivery windows are vital to their competitive edge.

**To ensure deliveries are made in time for top sales, retailers frequently enforce strict penalties to suppliers that do not meet their PO windows. If deliveries are not managed properly, these PO penalties can cost suppliers thousands of dollars every year.**



# CONSUMER ELECTRONICS

CHALLENGE

*SOLUTION*

RESULTS



**Morrison Express' systematic approach to root cause analysis, milestone metric kpi's and delay code processing, enabled our client to help identify where in the supply chain process delays were occurring, Delay codes could be associated with origin vendor not turning over cargo in time, carrier lift failure, customs broker failure or failure on the retailers part to provide appointment within the given PO window.**

# CONSUMER ELECTRONICS

CHALLENGE

SOLUTION

RESULTS



Monthly and quarterly milestone analysis and delay code review helped our client to better understand where failures were occurring. **The end results included better upstream vendor management and significantly reduced cost in retailer penalties.**

Additional benefit was reduced transportation cost when Morrison Express was allowed to hold and consolidate based on PO delivery windows.



# SERVING THE WORLD'S BIGGEST SUPPLIERS

