

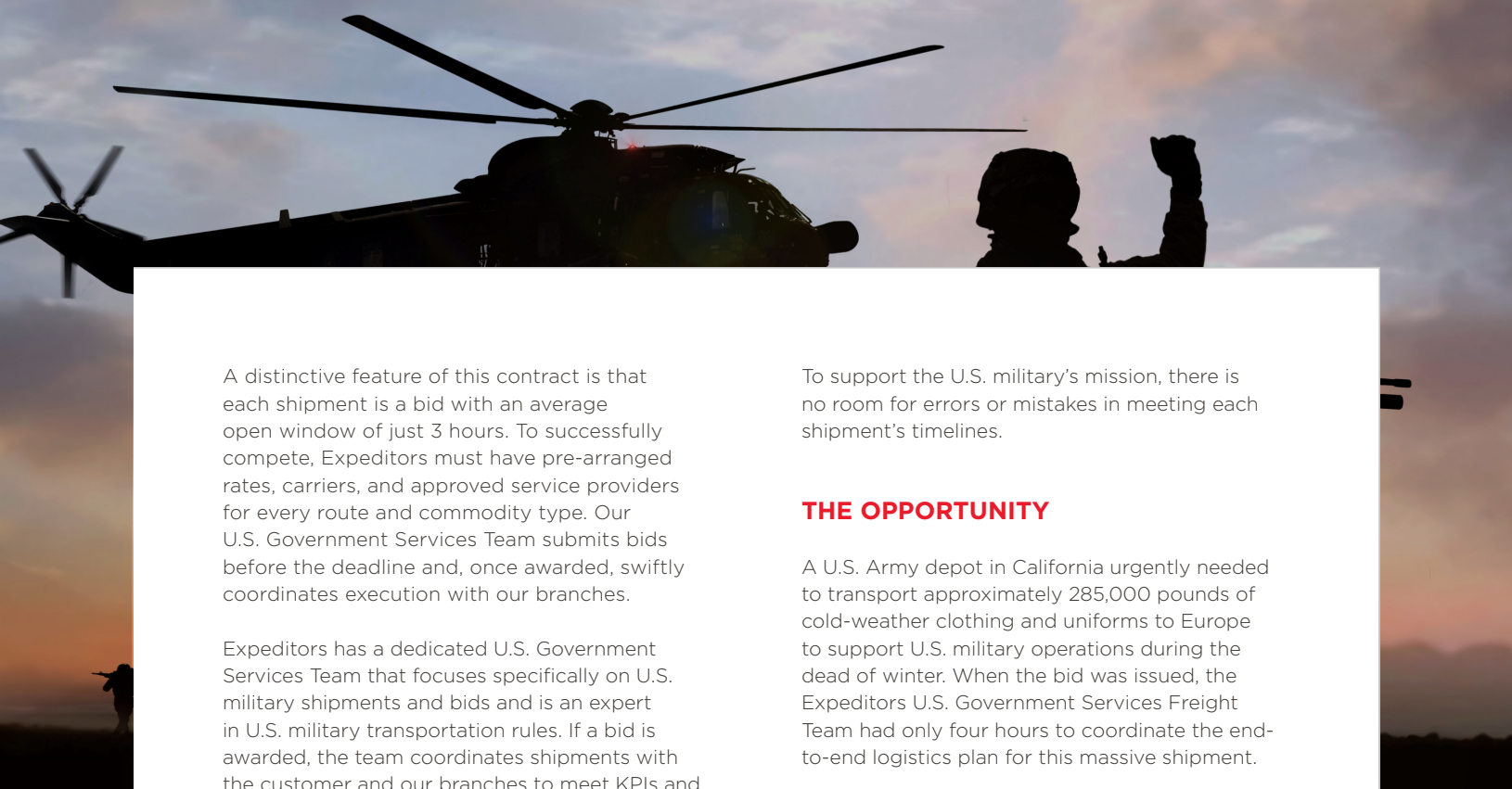
EXPEDITORS | U.S. GOVERNMENT SERVICES

U.S. Military, International Air Project Move

U.S. ARMY COLD WEATHER GEAR REDISTRIBUTION TO EUCOM

Expeditors performs door-to-door air freight (international and domestic) for the U.S. military through the Global Heavyweight Services 2 contract. As a subcontractor to a U.S.-flagged airline, we have the opportunity to bid on thousands of shipments annually, almost anywhere in the world. With over 100,000 lane pairs, each shipment offers a unique chance to showcase Expeditors' speed, ability to meet required delivery dates (RDDs), compliance, and exceptional customer service.





A distinctive feature of this contract is that each shipment is a bid with an average open window of just 3 hours. To successfully compete, Expeditors must have pre-arranged rates, carriers, and approved service providers for every route and commodity type. Our U.S. Government Services Team submits bids before the deadline and, once awarded, swiftly coordinates execution with our branches.

Expeditors has a dedicated U.S. Government Services Team that focuses specifically on U.S. military shipments and bids and is an expert in U.S. military transportation rules. If a bid is awarded, the team coordinates shipments with the customer and our branches to meet KPIs and ensure contract compliance. The team also works with the network to manage risks:

- **Ensuring Contract Performance:** Are we achieving our contractual goals and KPIs?
- **Customer Updates/EDI Milestones:** Are we updating milestones within four hours of an event?
- **Invoice Accuracy:** Are we invoicing only after Proof of Delivery (POD) and solely for services rendered?
- **Service Provider Management & Routing:** Are we utilizing the right service providers, carriers, and routes for every shipment? Are we avoiding prohibited countries and carriers? Are we adhering to import/export compliance rules for U.S. military goods in each country?

To support the U.S. military's mission, there is no room for errors or mistakes in meeting each shipment's timelines.

THE OPPORTUNITY

A U.S. Army depot in California urgently needed to transport approximately 285,000 pounds of cold-weather clothing and uniforms to Europe to support U.S. military operations during the dead of winter. When the bid was issued, the Expeditors U.S. Government Services Freight Team had only four hours to coordinate the end-to-end logistics plan for this massive shipment.

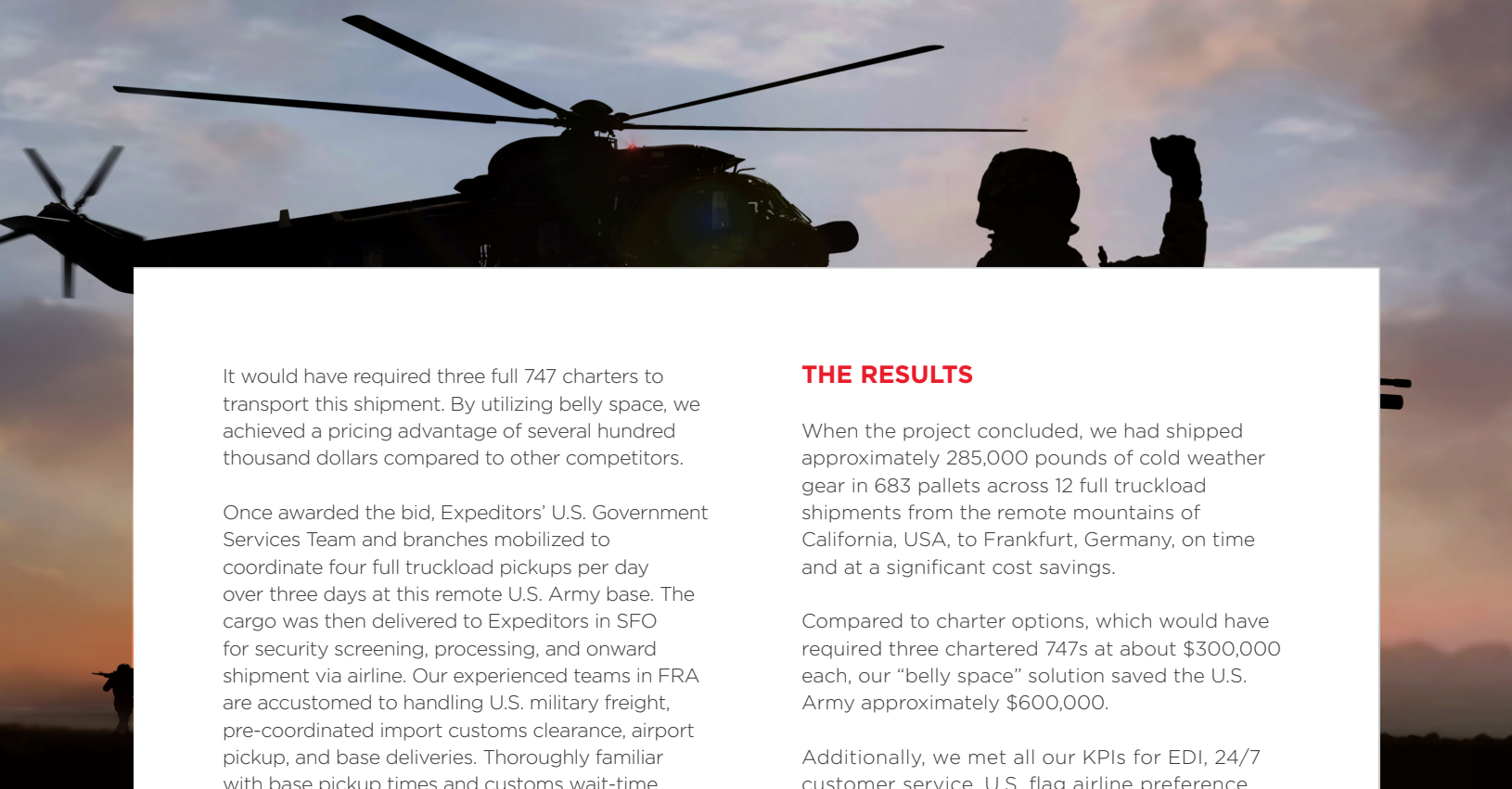
Typically, a project bid of this scale would take days or weeks to develop. However, the U.S. Government Services Team was prepared and, working in conjunction with our SFO and FRA branches, planned this enormous move in just four hours! If awarded the contract, Expeditors would have only two weeks to complete this critical and time-sensitive project.

THE SOLUTION

Working with our partner airline, we developed a direct routing solution for 12 full truckloads of 683 pallets in belly space, NOT a charter. This approach proved far more cost-effective than our competitors' expensive direct charter options.



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It would have required three full 747 charters to transport this shipment. By utilizing belly space, we achieved a pricing advantage of several hundred thousand dollars compared to other competitors.

Once awarded the bid, Expeditors' U.S. Government Services Team and branches mobilized to coordinate four full truckload pickups per day over three days at this remote U.S. Army base. The cargo was then delivered to Expeditors in SFO for security screening, processing, and onward shipment via airline. Our experienced teams in FRA are accustomed to handling U.S. military freight, pre-coordinated import customs clearance, airport pickup, and base deliveries. Thoroughly familiar with base pickup times and customs wait-time restrictions, they optimized truck flow accordingly.

The entire operation was a weeklong, all-hands-on-deck project once the first shipment commenced. Expeditors exceeded expectations by providing a customized logistics solution tailored to the U.S. military's specific requirements, ensuring timely deliveries and preventing disruptions. Leveraging our extensive network of trusted airlines and pickup/delivery service providers on both sides of the Atlantic, we created a seamless and cost-effective solution to support the U.S. military's mission.

THE RESULTS

When the project concluded, we had shipped approximately 285,000 pounds of cold weather gear in 683 pallets across 12 full truckload shipments from the remote mountains of California, USA, to Frankfurt, Germany, on time and at a significant cost savings.

Compared to charter options, which would have required three chartered 747s at about \$300,000 each, our "belly space" solution saved the U.S. Army approximately \$600,000.

Additionally, we met all our KPIs for EDI, 24/7 customer service, U.S. flag airline preference, and invoice accuracy. Because our operations teams are knowledgeable about military freight regulations, the freight experienced no delays at German customs offices or with on-base deliveries.

Expeditors' unified global systems and 24/7 customer service kept military customers informed about the shipment schedule on both sides of the Atlantic Ocean. This enabled the U.S. Army to receive their uniforms in time for their missions while achieving substantial cost savings compared to direct charters.

