

FedEx National LTL provides long-haul reliability for LTL shippers.

Long-Haul Reliability

FedEx National LTL

FedEx National LTL is a leader in providing long-haul LTL (less-than-truckload) services. FedEx offers on-time reliability, streamlined operations and efficient freight services for businesses shipping across North America.

FedEx National LTL offers:

- Reliable, on-time pickup and delivery.
- Careful handling of freight.
- Dedicated employees who take care of you and your customers.
- Delivery to virtually every ZIP code in the U.S., in conjunction with FedEx Freight.
- Long-haul LTL shipping for planned inventory replenishment.

Business Challenge

Talk to freight transportation managers in the U.S. and they will share stories of shipments that arrived late, were lost or suffered damages in transit. Getting raw materials or finished goods from point A to point B can be challenging, especially in today's planned inventory replenishment world.

Reliability is a critical ingredient when it comes to shipping freight. Moreover, surveys have shown it is the No. 1 reason why shippers select a carrier. Often it can be frustrating. Shipments picked up late. Shipments delivered late. Shipments delivered to the wrong location. Shipments damaged in transit. Shipments that go missing. All of these issues add up to lost productivity, strained customer relations and frustration on the job.

Business Solution

FedEx recognizes the critical importance of reliability. Shippers rely on long-haul carriers to get freight delivered on time and intact. That's why FedEx National LTL re-engineered its network for more efficient long-haul freight flow. Building on the FedEx reputation for reliability, the changes resulted in dramatic improvements for shippers, more reliable deliveries and the development of a technology backbone that keeps shippers informed about shipments around the country. The improvements have changed the way shippers look at LTL (less-than-truckload) carriers in the three-day and more service lanes, establishing FedEx National LTL as a leader when it comes to reliability in the long-haul segment.

Schedule Reliability

At CP Kelco, which provides hydrocolloids important in the manufacturing of food, pharmaceutical, oral care, personal care, household and consumer products, getting raw materials from its five major shipping hubs to customers on schedule is essential.

See FXNL 100 Series Rules Tariff for terms and conditions.





“On-time delivery is extremely important to our business. Our products are used in our customers’ manufacturing processes. Most of it is food grade so it’s critical it arrives on time and undamaged. A late shipment might cause one of our customers to have to shut down a production line,” says John Thorsnes, CP Kelco’s logistic manager for the Americas, in Atlanta, Ga. “This is the first time I’ve used an LTL service where I did not have problems. Before we started using FedEx National LTL, everything was late or damaged. We literally tried all of the other national LTL companies and this is the first time my phone is not ringing off the hook because of problems.”

“We used to think speed was everything, but reliability is really the most critical factor in freight,” says Fred Anderson, director of Transportation at Dillard’s Inc. in Little Rock, Ark. “When you are managing a supply chain, there are some cases that an early delivery is just as bad as a late one.”

Dillard’s has 330 stores in 30 states served by seven distribution centers. Dillard’s worked with both American Freightways and Watkins Motor Lines before those organizations were acquired by FedEx.

Service Dependability

“FedEx took a couple of good companies and made them better,” says Anderson. “It has been an extremely smooth transition for Dillard’s. FedEx is more aggressive when it comes to innovation and technology. All of the changes they have implemented have been extremely positive. FedEx is one of the easiest companies to work with from their sales reps right up to top management. You have the feeling that the entire company is at your disposal if an issue comes up.”

Technologically Advanced

“FedEx National LTL is an excellent alternative to traditional LTL services,” says Reed Tepper, manager of Motor Freight Transportation for Parker Hannifin in Cleveland, Ohio. “With FedEx National LTL, we’re more confident shipments will arrive on time and intact. FedEx National LTL’s technology is excellent. We can pull custom reports by division and location. Not all LTL carriers have this capability. The reports allow us to track orders and to know where the delivery is at each milestone.”

Parker Hannifin is the world’s leading diversified manufacturer of motion and control technologies and systems. The company employs more than 57,000 people and has annual sales of more than \$10 billion. Many Parker Hannifin operations ship product to a few strategically placed distribution centers around the U.S., where they are consolidated and shipped to customers. “Getting orders to our distribution centers on time and intact is a prerequisite for LTL services,” says Tepper.

About FedEx National LTL

FedEx National LTL is a leading provider of long-haul LTL services, offering coast-to-coast, regional and interregional capabilities. In conjunction with FedEx Freight, FedEx National LTL provides service to virtually all U.S. ZIP codes. The company offers operational flexibility for planned inventory replenishment.

FedEx Freight Segment

The FedEx Freight Segment includes FedEx Freight, a leading provider of regional LTL freight services; FedEx National LTL; FedEx Freight Canada, an LTL operating company serving most points in Canada; FedEx Custom Critical, North America’s largest time-specific, critical shipment carrier; and Caribbean Transportation Services, a leading provider of airfreight forwarding services between the U.S. and Puerto Rico. For more information, go to fedex.com.

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