



CUSTOMER GUIDE

2021

SERVICE CENTER LOCATIONS



PA

ALLENTOWN, PA

100 Hilton Street
Easton, PA 18042
610-250-9700

ALTOONA, PA

1449 Ward Trucking Drive
Altoona, PA 16602
814-944-5091

ERIE, PA

255 Old Route 8
Grove City, PA 16127
814-786-7981

HARRISBURG, PA

1115 Slate Hill Road
Camp Hill, PA 17011
717-761-1334

MILTON, PA

110 Sodom Road
Milton, PA 17847
570-713-1235

PHILADELPHIA, PA

599 Winks Lane
Bensalem, PA 19020
215-245-5330

PITTSBURGH, PA

2901 Freeport Road
Harmarville, PA 15238
412-828-3777

SCRANTON / WILKES-BARRE, PA

109 S. Diamond Street
Wilkes-Barre, PA 18702
570-825-9273

MD

BALTIMORE, MD

3639 Benson Avenue
Halethorpe, MD 21227
410-644-8280

OH

CINCINNATI, OH

603 Shepherd Drive
Cincinnati, OH 45225
513-771-1968

CLEVELAND, OH

2800 Brecksville Road
Richfield, OH 44286
330-659-6658

COLUMBUS, OH

1601 McKinley Avenue
Columbus, OH 43222
614-275-3800

TOLEDO, OH

28603 Glenwood Road
Perrysburg, OH 43551
877-897-2521

NC

CHARLOTTE, NC

3000 Queen City Drive
Charlotte, NC 28208
704-392-9390

RALEIGH / DURHAM, NC

1810 New Raleigh Highway
Durham, NC 27703
919-596-7800

NJ

SOUTH PLAINFIELD, NJ

345 Hollywood Avenue
South Plainfield, NJ 07080
908-668-6830

NY

BUFFALO, NY

300 Grand Island Blvd.
Tonawanda, NY 14150
716-874-3688

NEWBURGH, NY

18 Stone Castle Road
Rock Tavern, NY 12575
845-567-0152

VA

RICHMOND, VA

1111 E. Commerce Road
Richmond, VA 23224
804-233-6991

ROANOKE, VA

1712 Plantation Road, NE
Roanoke, VA 24012
800-458-3625

WINCHESTER, VA

422 Front Royal Pike
Winchester, VA 22602
540-665-0937



WARD CORPORATE OFFICE

1436 Ward Trucking Drive
Altoona, PA 16602
800-458-3625



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HISTORY

Ward is so rich in history that we would be here forever if we told you everything. So, let's roll with some of the highlights!



1931

Pretty sure you know where we're going with this date. Yup, it's when W.W. Ward started the company with one truck and two men (and one of the men was him).

1956

Being the constant visionary, W.W. Ward expands Ward's service offerings by opening the first of several warehouses in the central PA area.

1966

G. Bill Ward is named president of Ward Trucking. W.W. Ward becomes chairman of the board and the strategic vision is now paired with determination.

1969

W.W. Ward passes away on March 10 but leaves the company with 500+ dedicated colleagues ready to continue onWARD and upWARD!

1980

The deregulation earthquake shakes the industry and Ward is now authorized to operate in the lower 48. Soooo, long story short, G. Bill expands Ward's direct footprint in the Mid-Atlantic.

1986

After driving Ward through some crazy economic times, G. Bill Ward becomes chairman of the board and hands the keys over to his brother, J. Richard Ward.

1991

David K. Ward is named President/CEO and brings next level ingenuity and imagination to a company ready for its next stages of expansion.

1998

Remember all of that ingenuity/imagination talk from the above paragraph? It was legit as Ward creates the "Stack-Up" loading system which becomes a game-changer in the industry.

2000

Being awarded the President's Trophy from the American Trucking Association for best overall safety program in the country (the first of two times) was a great way to BLING in the new millennium.

2007

Bill T. Ward becomes President/CEO and with a steady hand steers the company through the Great Recession and into an even broader service network called Ward Nation.

2019

Bill Ward, Jr. becomes President of Ward Transport & Logistics. Loaded with the Vision, Determination, and Dedication of his predecessors, Bill, Jr. brings the Drive needed to move the company into new markets.

2020

Service center #20 opens in South Plainfield, NJ.

2021

Service center #21 opens in Toledo, Ohio.

LEADERSHIP

In 1931, you were able to talk to someone whose name is on the side of the truck and the same holds true today as the 4th generation of the Ward family are firmly entrenched in leadership roles. They are positioned to continue to uphold and drive forward the principals and values of the Ward brand.

The Ward Family



Bill T. Ward
Chairman / CEO



Bill Ward, Jr.
President



James Ward
VP of Corporate Sales
& Marketing



Tim Ward
VP of Purchasing



David Ward
VP of Logistics



Adam Ward
Baltimore
Service Center Manager

The Leadership Team

Not only are the years of experience and expertise of these leaders impressive, but it's their dedication, determination, and perseverance that makes this team second to none.

These four lead by example as they work tirelessly to create value and exceptional service for our customers.



Tim Mikesic
CFO



Rick Fleischer
VP of Operations



Steve Blevins
VP of Logistics Solutions



Tom Reger
VP of Pricing &
Partnership Relations

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CULTURAL BELIEFS

The Ward Senior Staff developed a system of beliefs and business ethics that they believe drive accountability to its employees and to its customers. These cultural beliefs have taken root within the company and are essential in creating an environment where 1,400+ employees can work as ONE WARD!

ONE WARD

I SET ASIDE PERSONAL AGENDAS AND WORK AS A TEAM,
EMBRACING WISDOM AND CREATIVE IDEAS FROM ALL.

CUSTOMERS FIRST

I DELIVER A HIGH LEVEL OF CONSISTENT OCS, WHICH DRIVES
CUSTOMER LOYALTY.

SAFETY RULES

I PROMOTE SAFE PRACTICES AT WORK AND AT HOME AND NEVER
COMPROMISE WHEN IT COMES TO SAFETY.

ACT NOW

I MAKE DECISIONS WITHOUT FEAR OF FAILURE AND LEARN
FROM EXPERIENCES.

I MATTER

I UNDERSTAND MY ROLE AND ITS IMPACT ON THE
COMPANY'S KEY RESULTS.

DRIVE CHANGE

I ENCOURAGE AND OFFER INPUT TO IMPROVE THE PROCESSES AND
ACHIEVE THE KEY RESULTS OF THE COMPANY.

WELLNESS WINS

I STRIVE TO IMPROVE MY OVERALL WELLNESS TO BETTER SERVE THE WARD TEAM
AND OUR CUSTOMERS.

HEARTS & HANDS

ward transport & logistics community volunteers

Ward Transport & Logistics employees who have a giving heart, a serving heart and want to make a change came together to form a volunteer program. It is designed to serve others by providing caring and hands-on assistance to charities and organizations that work hard every day in providing need to families in our community and surrounding area.

We also understand life can be hard and it can often be difficult to ask for help. So be it, the elderly, veterans, disabled, or anyone who finds themselves in need of an able body for tasks they are not able to perform, we want you to know we are here to lend a hand.

Hearts & Hands provides volunteers for tasks such as:

- ♥ Set-up/ tear down of charity events
- ♥ Serving food in local soup kitchens
- ♥ Delivering food boxes to the elderly
- ♥ Animal rescue shelter support
- ♥ Mentoring children



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Vision

W.W. Ward started the company in 1931 with one truck and two men (and one of the men was him).





Mack Anthem:

4X2 Single Axle
DayCab Tractor

425 Horsepower

12 Speed
Fully Automated
Transmission

Ward inked the Mack Anthem to a million mile deal making it one of the highest paid tractors on the road.

This first rounder is equipped with an Ex-Guard bumper to help cut down on injuries and repair expenses.

In 2020, we opened our 20th service center. In 2021 we are opening our 21st! If we keep rolling like this just imagine how many we will have in 2022.....hmmmm.

Toledo, Ohio is our 21st service center in a network that was already providing the most next-day points in the Mid-Atlantic region.



📍 service center location



Sure, we rock the Mid-Atlantic, but to quote John Cougar Mellencamp, we also R.O.C.K in the U.S.A. via our **Ward Nation** extended coverage! (page 10)

LTL Service Options include:
Guaranteed Delivery / Pool
Distribution / Protect from
Freeze / Full-Value Insurance
(go to the **PRODUCTS** tab for
more information)

FREIGHT WITH BENEFITS

We don't just deliver your freight, we pamper your freight! Our LTL division is loaded with industry leading technologies and sweet rides. When you **Ship the Ward Way**, what is ours is yours!

Top-Notch Equipment

Only the best tractors will be pulling your freight. Our fleet is safe, efficient, and looks pretty darn good in Ward green!



Mack Anthem Tractors



International Tractors



International Straight Trucks



Safe and Secure Trailers

You hate filing a claim and we hate paying a claim! That's why we only order Vanguard trailers equipped with logistics beams and stack racks.

Crossdock Technology

Our service centers are wirelessly wired with Dynamic Dock Routing software for a seamless transition of your freight.

Dispatch utilizes visual map technologies to track and match freight with drivers to reduce missed pickups.



aWard Winning Customer Service

Our customer service team is determined to provide an exceptional customer experience by going full-blown bananas to provide solutions and resolutions to anything you may need.

People think we're bragging when we say that our customer service department is consistently rated as one of the best in the industry, but we're just sayin'.



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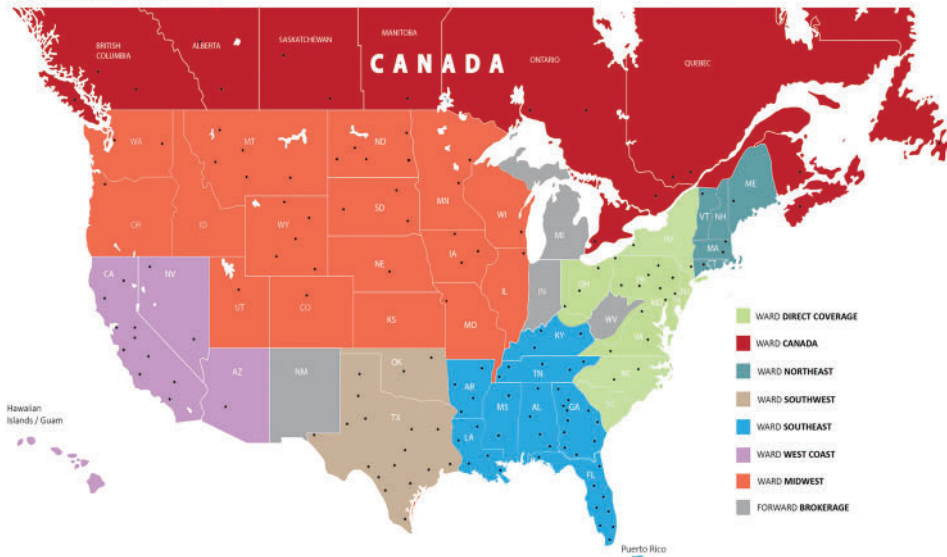
PRODUCTS

WARD NATION

COAST 2 COAST LOGISTICS SOLUTIONS

Our Ward Nation extended coverage is the mother lode of service center locations! It is also a one-stop shop for tracking, invoicing, and point of contact! Usually, a service this top-shelf is reserved for royalty and oil barons, but we've developed strategic partnerships with trusted carriers so that Ward Nation is a nationwide freight service by the people for the people!


• SERVICE CENTER LOCATION



Service centers everywhere....check.

2 man driver teams from PA to LA....checkaroo.

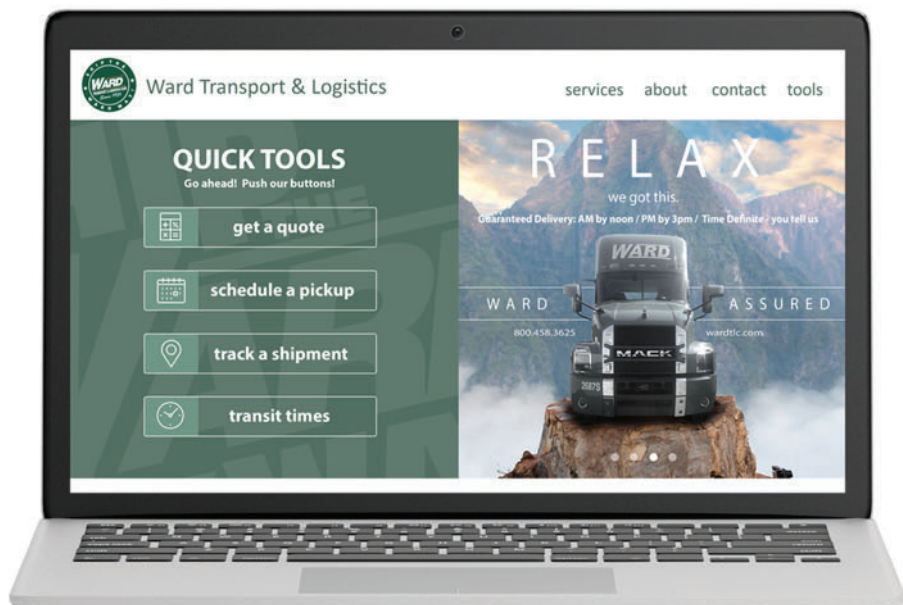
Below is our transit matrix so you can see how long it takes freight to get to...

		WARD NATION																																							
		Allentown, PA	Altoona, PA	Baltimore, MD	Buffalo, NY	Charlotte, NC	Cincinnati, OH	Cleveland, OH	Columbus, OH	Erie, PA	Harrisburg, PA	Milton, PA	Newburgh, NY	Pittsburgh, PA	Philadelphia, PA	Raleigh / Durham, NC	Richmond, VA	Romoke, VA	Scranton, PA	NY Metro	Winchester, VA	South Plainfield, NJ	Chicago, IL	Toledo, OH	Los Angeles, CA	Dallas, TX	Boston, MA	Atlanta, GA	Orlando	Quebec	Mini / St Paul, MN	Denver, CO	Kansas City, MO	Salt Lake City, UT	Seattle, WA						
TRANSIT MATRIX		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	2	4	3	2	2	1	2	3	3	4	4	5	3	4	4	5	6	7		
Allentown, PA		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	2	4	3	2	2	1	2	3	3	4	4	5	3	4	4	5	6	7		
Altoona, PA		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	2	4	3	2	2	1	2	3	3	4	4	5	3	4	4	5	6	7		
Baltimore, MD		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	2	4	3	2	2	1	2	3	3	4	4	5	3	4	4	5	6	7		
Buffalo, NY		1	1	1	1	1	1	1	1	1	1	1	1	1	1	2	2	2	1	2	1	1	2	4	3	2	3	1	2	3	3	4	4	5	3	4	4	5	6	7	
Charlotte, NC		1	1	2	1	1	1	1	1	1	2	2	1	1	1	1	1	1	1	2	1	1	2	4	2	2	2	2	3	4	3	3	4	4	5	3	4	4	5	6	7
Cincinnati, OH		1	1	1	1	1	1	1	1	1	1	2	1	1	1	2	2	2	1	2	1	1	2	4	2	2	2	1	2	3	3	4	4	5	3	4	4	5	6	7	
Cleveland, OH		1	1	1	1	1	1	1	1	1	1	2	1	1	1	1	1	1	1	1	1	1	1	4	2	2	2	1	2	3	3	4	4	5	3	4	4	5	6	7	
Columbus, OH		1	1	1	1	1	1	1	1	1	1	2	1	1	1	2	2	2	1	2	1	1	1	4	2	2	2	1	2	3	3	4	4	5	3	4	4	5	6	7	
Erie, PA		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	2	4	2	2	2	1	2	3	3	4	4	5	3	4	4	5	6	7	
Harrisburg, PA		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	2	4	3	2	2	1	2	3	3	4	4	5	3	4	4	5	6	7	
Milton, PA		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	2	4	3	2	2	1	2	3	3	4	4	5	3	4	4	5	6	7	
Newburgh, NY		1	1	1	2	2	2	2	1	1	1	1	1	1	1	2	2	2	1	1	2	1	2	2	4	3	2	2	3	3	4	4	5	3	4	4	5	6	7		
NY Metro		1	1	1	2	2	2	2	1	1	1	1	1	1	1	2	2	2	1	1	1	1	NS	2	4	3	2	2	3	3	4	4	5	3	4	4	5	6	7		
Philadelphia, PA		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	2	4	3	2	2	1	2	3	3	4	4	5	3	4	4	5	6	7	
Pittsburgh, PA		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	2	4	3	2	2	1	2	3	3	4	4	5	3	4	4	5	6	7	
Raleigh / Durham, NC		1	1	2	2	1	2	1	1	1	1	2	1	1	1	1	1	1	1	2	1	2	2	4	2	2	2	2	3	4	3	3	4	4	5	3	4	4	5	6	7
Richmond, VA		1	1	2	2	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	2	4	3	2	2	1	2	3	3	4	4	5	3	4	4	5	6	7	
Romoke, VA		1	1	2	2	1	2	1	1	1	1	1	1	1	1	1	1	1	1	1	1	2	4	3	2	2	1	2	3	3	4	4	5	3	4	4	5	6	7		
Scranton, PA		1	1	1	2	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	2	4	3	2	2	1	2	3	3	4	4	5	3	4	4	5	6	7	
Winchester, VA		1	1	1	1	1	1	1	1	1	1	2	1	1	1	1	1	1	1	1	1	1	2	4	3	2	2	1	2	3	3	4	4	5	3	4	4	5	6	7	
South Plainfield, NJ		1	1	1	1	2	2	1	1	1	1	1	1	1	1	2	1	1	1	1	1	1	2	4	3	2	2	1	2	3	3	4	4	5	3	4	4	5	6	7	
Chicago, IL		2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	1	NS	NS	NS	NS	NS	NS	NS	NS	NS	NS	NS	NS	NS	NS	NS	NS	NS	
Toledo, OH		1	1	1	1	2	1	1	1	1	1	1	1	1	1	2	2	2	1	2	1	1	1	1	4	2	2	3	1	2	3	3	4	4	5	3	4	4	5	6	7

NS - No service Check wardtic.com for updated Transit Times.

WARDTLC.COM

Our primary URL got its hair did and it looks great! Our goal was to make the site easy on the eyes so you can quickly find and gobble up the information you need to make the decision on who to trust your freight with.... 😊

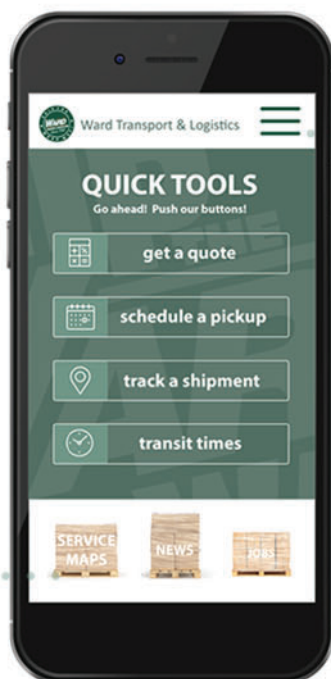


Yo! Check your phone!

The new wardtlc.com is now mobile responsive so it opens like an App on your phone. *(Save it to your homescreen and open with an App like Button)*

We put the heavy hitters from our customer tools as the four big "jitterbug" style buttons so you can **get a quote, schedule a pickup, track a shipment, or check out transit times** and get right back to scrolling!

More quick links to other most frequently visited pages.



Hamburger menu with links to the rest of the wardtlc.com pages.

ABOUT

LTL

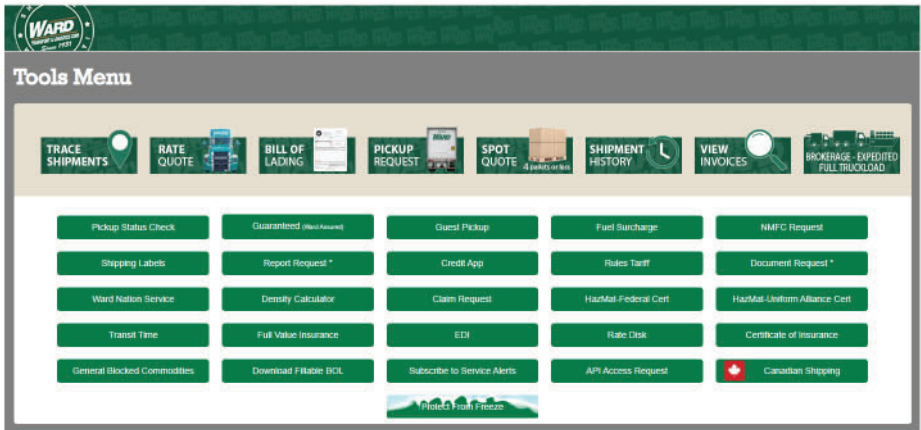
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CUSTOMER TOOLS



Wardtlctools.com will lead you to our customer tools page, and once you get a customer login you will have access to all of its bells and whistles! There's a lot to unpack here, so let's get started.

Website: For continuous up-to-date information 24/7, log on to our website at wardtlctools.com. In an easy-to-use format, you will easily be able to perform various tasks such as creating/submitting a BOL, placing document requests, tracing shipments, invoicing, and completing transactions in real time. The My Ward Trucking personalized account area is secure and allows access to various tools that will assist in easier planning and account management. Through the interactive capabilities, you will be able to quickly find immediate answers to questions regarding your shipments.

Automated Customer Reports and Invoicing: Setup to run daily, weekly, or monthly service and/or shipment tracing reports. They can be faxed or emailed automatically in text or csv. file format. Automated transmission of the delivery receipts, BOLs, and/or customer invoicing is available by either fax or email.

EDI Transactions used at Ward Transport and Logistics

204 - Load tender

- o Used as a pickup notification. Replaces phone calls or emails requesting pickup.
- o Can be used to pre-plan. We know what freight we are going to get, where it is shipped from, where it is going to, approximate weight, etc.

210 - Freight details and invoice

- o Sent to our customers in place of paper invoice.
- o Customers do not have to key data from paper invoices into their accounts payable systems.
- o No paper handling and associated costs to Ward or the customer (cost of paper, envelopes, stamps, sorting the bills, stuffing the bills into envelopes, mailroom personnel costs to sort mail and apply postage, etc.)

211 - Bill of lading

- o Used as a supplement to, or as a replacement of, the paper bill of lading.
- o No manual keying of data required by Ward. Drastically reduces the chance for billing errors since information comes directly from the customer's computer systems.

212 - Delivery manifest details

- o This transaction is typically used by distribution centers. Provides consignee with information on the freight moving inbound to them. Includes PO#s of the freight. Allows the consignee to determine which trailer to unload based on which PO#s are needed.

214 - Shipment statuses

- o Provides customers with the status of their shipments within our system (picked up, arrived at service center, departed service center, delivery appointment date, shipment delayed, delivered to customer, etc.)
- o Replaces phone call from customers asking about their shipments.

216 - Pickup notification

- o Replaces the phone call to Ward requesting us to make a pickup. Due to the 216 transaction containing very limited data, we recommend the use of the 204 transaction.

820 - Remittance advice

- o Replaces the check stub (lists information regarding which pros are being paid with this check).
- o Can be used in conjunction with EFT. Customer can electronically transfer funds to our bank to pay freight charges. They can send us the 820 remittance advice to list all invoices and amounts they are paying on each.
- o Transaction automatically posts payments to the freight bills in our accounts receivables. No manual entry required.
- o Cost saving since there is no paper involved - no printing, no stamp, no paper handling costs.

990 - Response to load tender

- o Sent to customer in response to the 204 load tender. Provides customer with Ward's pickup confirmation number.

997 - Functional acknowledgement

- o Sent to acknowledge receipt of EDI transactions from a trading partner.

Ward APIs

1. Web Service APIs: These are designed for a customer's computer system to send a request to Ward's computer system and receive a response. For example, request a rate quote or trace a shipment. This allows our customers to integrate their computer software with Ward's computer software and receive up to the minute information. Ward currently works with Project 44, many 3PLs, TMS system providers, and individual customers.

a. Rate Quote: Our most popular web service API. Customers send information about a shipment and receive a rate quote in return. Standard rates as well as GSP(Guaranteed Service) rates are provided.

b. Trace Shipment: Shows the current status/location of the freight.

c. Pickup Request: Submits a pickup. If no restrictions are found with the pickup, the Pickup API returns a pickup confirmation number and the pickup immediately starts to flow within the Ward system.

d. Image Request: Request Invoice, BOL, DR, and W&I documents.

e. Spot Quote: Get a rate quote for a shipment containing 5 or less pallets.

f. Transit Time: Get the delivery time between 2 points.

2. URL API: Customers can link their web site trace shipment directly to the Wardtctools.com trace shipment. This provides a seamless customer experience without reentering the information into the Ward tools site.

a. Trace Shipment: By passing either a Ward pro number, a BOL# + Zip Code, or a PO# + Zip Code, the wardtctools.com trace shipment screen is displayed.

WARD API INTEGRATION PROGRAM

Our vision at Ward Transport & Logistics is to be the premier transportation solutions company in the domestic and global markets we serve. Our mission is to provide innovative solutions to all of our customers. The Ward Trucking API Integration Program is designed to eliminate costly development and maintenance time by leveraging a single integration point.



For more information,
contact:

wardtlc.com/P44API

ltlcarriers@project44.com
+1.312.376.8883

Tracking

Get Complete Visibility to All Your Shipments.

Status updates are continuously pushed to your system.

Documentation

Document Retrieval

Made Easy. Get BOL and delivery receipt images from one integration point.

Dispatching

Automate Dispatching Processes.

Reduce dock congestion by providing automated pre-PRO'd BOLs. This enables the driver to scan and go.

Billing

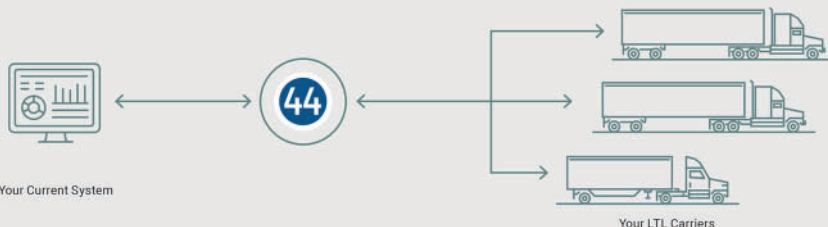
Eliminate Billing Errors.

Transmit your BOL and pickup data with your account number each and every time.

Why Ward chose project44

project44 is the world's leading Advanced Visibility Platform for shippers and third-party logistics firms. project44 connects, automates, and provides visibility into key transportation processes to accelerate insights and shorten the time it takes to turn those insights into actions. With the Ward Trucking API Integration Program, entire quote-to-invoice workflow is automated.

- ✓ Automate the entire shipment workflow – rating, dispatch, tracking and digital documents.
- ✓ In partnership with Ward Transport & Logistics, project44 is able to provide you an end-to-end solution that connects you to LTL capacity through one integration point regardless of what technology systems you're using.
- ✓ project44 is a cloud-based solution that delivers long-term, scalable results. Integration can be completed in a matter of weeks.



Ward is always looking for talented individuals to join our team! That's why you will find the link to this page on our **wardtlc.com** homepage!

There are more than just driver jobs at Ward. We are a company of 1400+ employees strong, with different skill sets to keep the freight moving and the customers happy!

When you work for a Ward company – Ward Trucking, Ward Logistics, or Ward Transport & Logistics – you feel like you're part of a family and you are. A wide range of careers provides many opportunities to grow!

CAREER AREAS

Driver: We have over 500 weekday/daylight driving positions and over 150 overnight Line Haul positions. Our drivers benefit from Ward's continuous investments into upgrading equipment, with a constant flow of new Mack and International tractors, along with new trailers. Driver opportunities range from non-CDL, Class B, Class A Local P&D and Line Haul positions. Ward offers drivers excellent pay and benefits, an annual uniform allowance, weekends off (for most drivers) and regular and consistent pickup and delivery coverage areas. Ward offers a tuition-free Driver Development Program that assists our employees to become qualified Class A drivers.

Dockworker: The dockworker's primary goal is to ensure the customer is always serviced by providing efficient and safe, claim-free handling of freight when loading, unloading, sorting via forklifts, carts, etc. Our dockworkers enjoy excellent pay and benefits, a safety conscious work environment, a team atmosphere, and promotions from within for qualified candidates.

Mechanic: The service center mechanic is responsible for completing repairs, inspections and servicing all company equipment in a safe, timely and cost-efficient manner. Our mechanics work in clean, team-oriented environments. Ward provides its mechanics with competitive pay and benefits, the latest diagnostics tools and software for equipment maintenance, annual allotment for safety boots, and supplied uniform program and laundering. Ask about our mechanic trainee program!

Management: Opportunities are routinely available in our corporate departments and in our service centers throughout our Mid-Atlantic network.

Sales: Our sales team consists of an Outside Territory Sales team and also a Business Development team. Ward also has positions in its Forward Brokerage department. Every position offers excellent pay and competitive commission packages.

Administrative Support: Ward has professional career opportunities in both its corporate office and its service centers. There are opportunities available throughout our range of departments including: HR, IT, Accounting, Payroll, Clerical, Marketing, Pricing, and Customer Service.



ABOUT

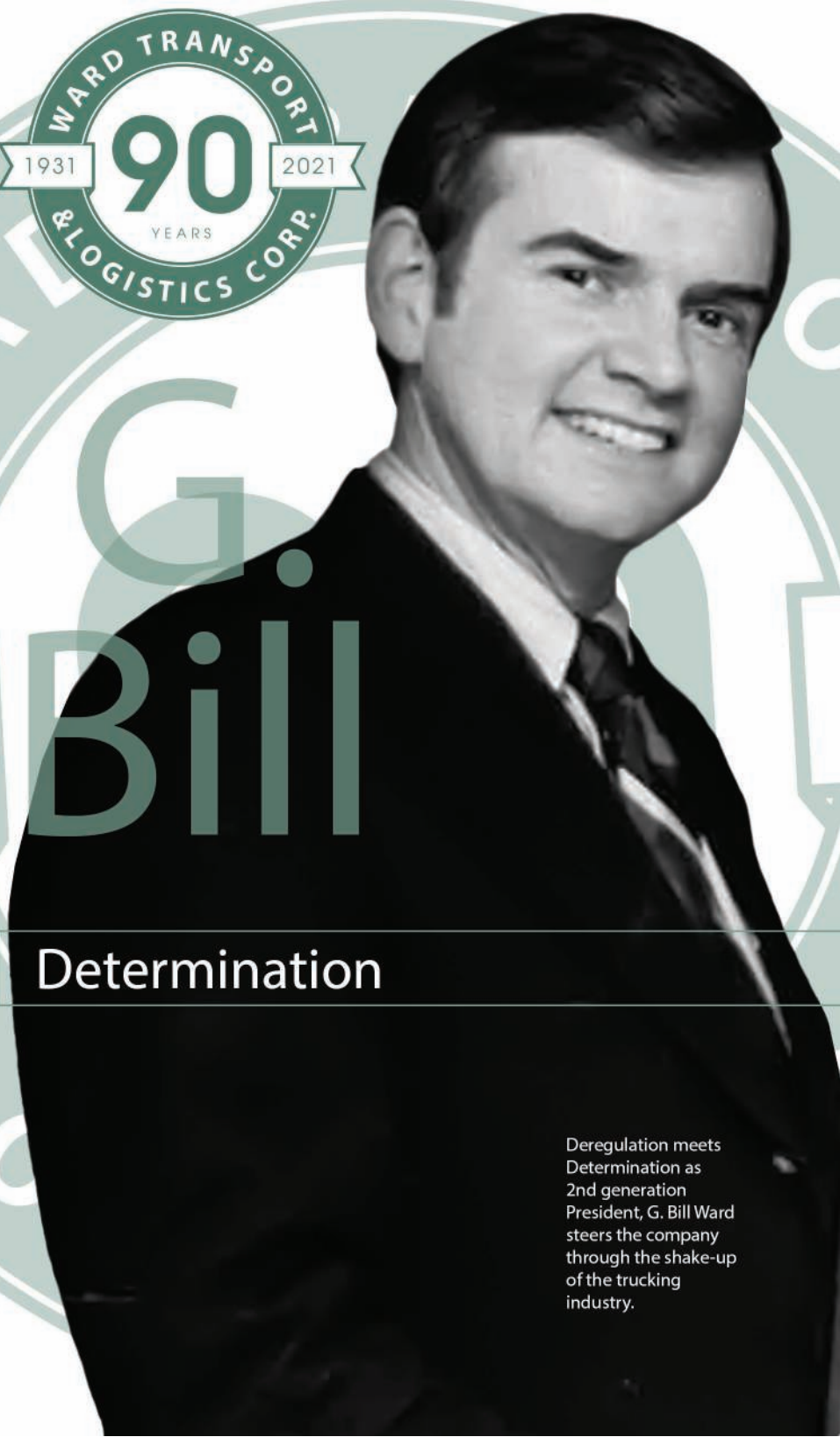
LTL

WAREHOUSING

DEDICATED

BROKERAGE

PRODUCTS



Determination

Deregulation meets Determination as 2nd generation President, G. Bill Ward steers the company through the shake-up of the trucking industry.



Rookie:

Height: 7' 0"

Weight: 5,000 lbs

Width: 3' 7"

Length: 12' w/ forks

8' 4" w/o forks

Scouting Report:

Quick and shifty. Capable of lifting its own weight in freight.

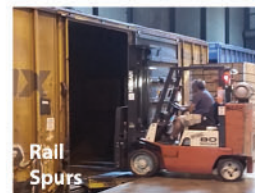
WAREHOUSING



Public/Contract
Warehousing



Food &
Pharma



Rail
Spurs



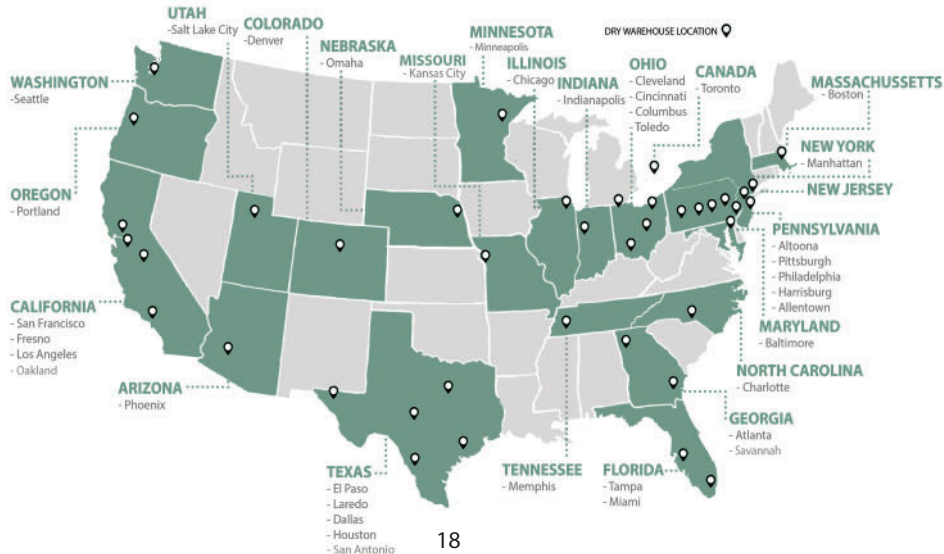
Pick & Pack
Kitting

TAP INTO OUR NATIONWIDE 40 WAREHOUSE NETWORK TODAY!

Not that you will need **40** warehouses, or maybe you do need **40** warehouses. Either way, we have **40** warehouses in our extensive U.S. / Canada warehouse network.

Sooooo, whether it's one warehouse or multiple warehouses, the Ward Logistics team will ensure seamless communication and product visibility.

Locations



Services

Our warehouse network doesn't just offer a ton of locations, it provides supply chain solutions and the logistics that provide service flexibility and business agility.



PUBLIC/CONTRACT
WAREHOUSING



E-COMMERCE
FULFILLMENT



POOL
DISTRIBUTION



TEMPERATURE
CONTROLLED



PICK & PACK,
KITTING



FOOD GRADE



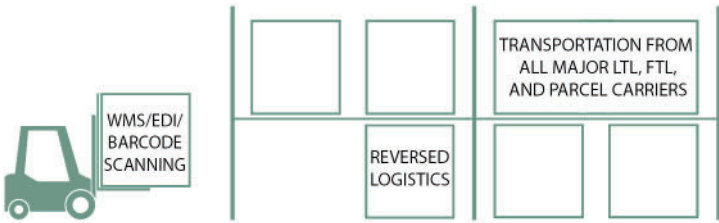
CROSS DOCK



RAIL SPUR

Oh, that's not all...

Not everybody needs everything, but everyone needs something, so we offer everything so there is something for everyone. Does that make sense?




Commodities include, but not limited to:

- AIR FILTRATION
- AUTOMOTIVE
- BUILDING MATERIALS
- FOOD/FOOD CONTAINER
- GROCERY PRODUCTS
- HEALTH AND BEAUTY
- MANUFACTURING CONTROLS
- MEDICAL SUPPLIES
- PACKAGING MATERIALS
- PLASTICS
- RETAIL AND CONSUMER GOODS
- PHARMACEUTICAL

Forklift 0215 (the horse)

"The horse" was a dependable team player for 25 seasons and was the first to have its number officially retired.





Career Stats:

Trailers Loaded 25,756 (1st)	Trailers Unloaded 23,458 (tied 2nd)	Pallets Moved 3,125,640 (1st)
--	---	---

ABOUT

LTL

WAREHOUSING

DEDICATED

BROKERAGE

PRODUCTS

ABOUT

Ward Warehouse
Command Center
with 500k square
feet of warehouse
space in Altoona, PA

LTL

Call today to
877.730.9273

WAREHOUSING

DEDICATED

BROKERAGE

PRODUCTS





International Straight Truck:

12'6" tall

26' trailer with liftgate

325 Horsepower
Cummins Engine

A DUAL THREAT!
The international straight truck has the strength to carry a full load over the road while also being nimble enough to run through tighter city spaces.

DEDICATED

What's Ours is Yours!

TRACTORS



STRAIGHT TRUCKS

TRAILERS



SPRINTER VANS

DRIVERS



Ward Dedicated Solutions removes the burden and risk of operating and owning a transportation supply chain away from companies by utilizing our teams and assets.

In today's market, there are many factors motivating companies to outsource their supply chain to transportation carriers. Such motivators are alleviating the burdens of owning equipment, maintaining driver pools, and training and onboarding new hires. Unexpected maintenance cost, unplanned risk and liability, and increased service expectations are also contributing factors.

Companies with a lack of purchasing power with equipment, fuel, and insurance will also benefit from a carrier's purchasing powers and cost savings. With our expansive terminal and warehouse network, industry leading equipment pools, and our professional driver team, we will provide a solution for any supply chain.

Benefits of Utilizing Ward Dedicated



Guaranteed Driver Availability

Utilize our team of 800+ professional drivers.



1500+

New Equipment Pools

Yearly re-investment into new tractors and trailers.



Large Network Footprint

40 million square feet of terminals and warehouses.



Assured Fleet Capacity

Have the ability to control your capacity as your business fluxes.



Eliminate Costs

Unwanted maintenance costs, increasing fuel costs, rising overhead costs, and unexpected liability.



Predictable Transportation Spend

No more guessing! Plan ahead and move forward.



Alleviate Risk & Regulatory Compliance

Sit back and relax. We got this.



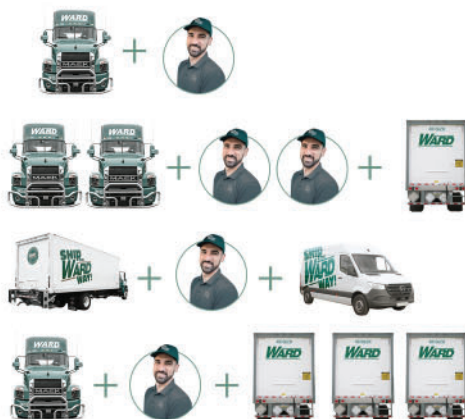
Fleet Conversion

Allow Ward to purchase your owned equipment or assume leases.

SERVICE TYPES

- Multi-Stop Routes (Static & Dynamic)
- Unattended Deliveries
- Warehouse Transfers
- Power Only
- Dropped Trailer Pools
- Specialized Pick Ups and Deliveries
- Volume and Truckload

CUSTOMIZE YOUR DEDICATED PROJECT



Whatever formula you need it to be, we have the resources to make it happen!

ABOUT

LTL

WAREHOUSING

DEDICATED

BROKERAGE

PRODUCTS

ABOUT

LTL

WAREHOUSING

DEDICATED

BROKERAGE

PRODUCTS



Bill T. Ward is the 3rd generation President who coined the phrase, "You can still talk to someone whose name is on the side of the truck."

Dedication



BRO



Freedom One:

The Freedom One trailer was signed in the summer of 2019. As a salute to our Veterans, Freedom One runs high traffic routes and parades.

Soon after joining the fleet, Ward signed another flag trailer, Freedom Two!

WARD BROKERAGE

What can't Ward Logistics do? I bet they aren't an asset based freight brokerage solution serving shippers and transportation companies all over the world.

Wrong! They are!!!!

Our team of Logistics Solutions Specialists pride themselves on experience and expertise. With an extensive transportation network of regional and national transportation providers, and a fleet of 600 tractors and 1,500 trailers, we are confident that we will have the solution for you.

We Cover Shipments Across: United States (Alaska/Hawaii/Guam) - Canada - Puerto Rico

Dial These Digits

877.730.9273

And Get Access To These



TRUCK

LTL / LTL Volume / TL



AIR



INTERMODAL



OCEAN



DRAYAGE

EXPEDITED

We know when you're in need of an expedited shipment that every second counts! That's why our **Fast ForWARD** Expedite Service is the simple solution for your time-sensitive shipments.

Available 24/7 National and International solutions in land/air/sea modes.

Around the clock service provides ease and comfort for any time critical shipments. Our carrier network offers automated tracking and tracing to keep visibility at the forefront on your most valued products.

dial **800.458.3625 PRESS 4** or email **EXPEDITED@WARDTLC.COM**

To obtain a quote for all modes of transportation or for more information regarding your shipment, please contact the following:

David Ward Vice President of Ward Logistics
Direct Line 814.941.4122 / Email: dkwardjr@wardtlc.com

Melissa Brubaker Manager of Expedited and Brokerage Operations
Direct Line 814.947.1320 / Email: mlbrubaker@wardtlc.com

Quote Direct Line 877.730.9273 / Email: brokerage@wardtlc.com



International Single Axle:

15,000 lbs

13' tall

7.5' wide

21' long

Built for speed, but limited to 68 mph with the power to handle most if not all of Ward's hauling needs.

Nobody questions this single axle's toughness as it works the weathered roads of the Mid-Atlantic.

WARD ASSURED

Guaranteed Delivery

The industry's largest percentage of next day points in the Mid-Atlantic region allows us to offer a better PM service most. Our guaranteed options provide the perfect combination of flexibility, cost, and schedule.



No, this isn't *Let's Make a Deal*. This is for real, your Ward Assured shipment is

GUARANTEED OR IT'S FREE!

FULL-VALUE INSURANCE

We will give it all back.

(not like this, visual
reference only)



3 reasons to use Full Value Insurance:

1. You're shipping high value goods and you can't get your own insurance.
2. You need higher release value on certain shipments.
3. Peace of mind that your shipment will be covered regardless of accidents, loss, or potential damages.

FULL-VALUE INSURANCE COVERAGE PROVIDED BY A FEDERAL INSURANCE COMPANY AND IS SUBJECT TO POLICY TERMS AND CONDITIONS.

WARD TMS

powered
by



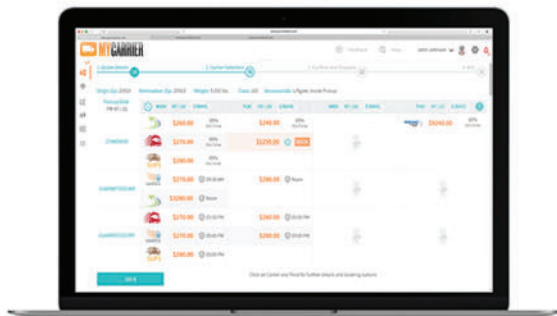
Ward Transport & Logistics has made the investment into a

Digital Shipping Solution

so you don't have to. Super simple to use and super duper simple to set-up as the average customer is fully signed up and integrated faster than you can microwave a Hot Pocket!

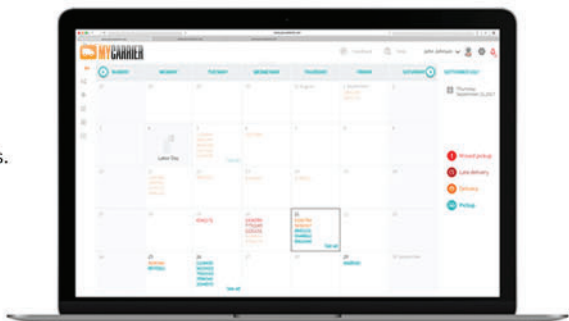
Quote

- View your negotiated carrier rates in one location.
- Analyze and compare your carriers' levels of service: Standard, Guaranteed and Expedited.
- Quickly identify which carrier service standards and price best match your customers' needs.



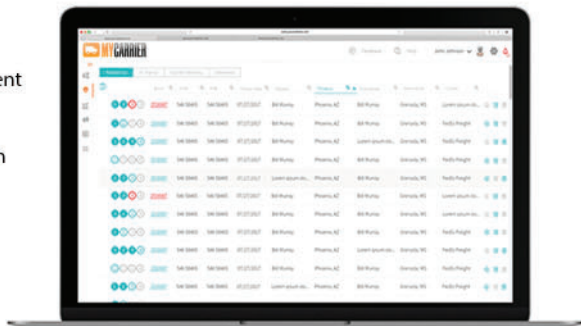
Ship

- Logistical planning calendar home page view.
- Identify customer shipping deadlines.
- See when shipments are scheduled for pick-up.
- Manage shipment deliveries and exceptions from a single page.



Track

- API tracking set up allowing for current up to date information.
- Share information automatically with customers to keep them informed.
- Review all carriers tracking information in one login.



Direct

YOUR carrier relationships,
no intermediaries.



Modern API

Connect directly to your
carriers.

PROTECT FROM FREEZE

Baby, it's Warm inside!

Available from
November 1 - April 30

SureTemp®
Pallet Cover

SureTemp® Reversible Pallet Cover with Black Nylon/Aluminum outer linings is our most versatile and reliable passive temperature protection pallet cover designed for LTL or FTL protection against both cold and heat.

This reversible pallet cover combines thermal efficiency for cold protection when using the heat absorbent black nylon material on the outside and reversed for heat protection when used with the reflective, reinforced pure aluminum foil on the outside.

A hollow-fiber insulating fill, available in different fill weights/lofts is also used to add thermal protection for both uses. The durable, outer black nylon and reinforced pure aluminum foil linings are designed to make this pallet cover excellent for re-use.



WHAT WE'RE OFFERING

1. Thermal protection for commodities with a freezing point of 32 degrees F or lower.
2. Service available from November 1 - April 30.
3. Service Monday - Friday with weekend protection provided for Friday pickups.
4. Applies to direct next day service lanes only.

HOW WE DO IT

1. Hundreds of durable pallet covers proven to withstand below zero temperatures.
2. Trailers at terminals are equipped with robust external heaters and blowers.
3. Built-in trailer compartments allow heat to be isolated to a single section of the trailer.
4. Heated warm rooms throughout Ward's Network.

VALUE-ADDED BENEFITS OF WARD'S PROTECT FROM FREEZE SERVICE

1. Shipments highly susceptible to freezing are routed in the system to deliver ASAP!
2. Shipments coded as PFF in our system are monitored throughout the day by a designated CSR.
3. Email alerts are sent when extreme weather conditions occur.


HOW TO REQUEST PROTECT FROM FREEZE SERVICE

1. Shipper must write "Protect from Freeze" or "PFF" on the bill of lading.
2. Service can be requested by calling customer service, scheduling a pick-up online, or an API or EDI transmission.

SHIPPER PLEASE NOTE

Freight charges are PREPAID unless marked collect.
CHECK BOX IF COLLECT ☐

GUARANTEED DELIVERY
AM ☐ PM ☐
TIME DEFINITE: _____



STRAIGHT BILL OF LADING
ORIGINAL - NOT NEGOTIABLE

DRIVER NO. 2208

ALT-001-1320601

PCS. 1 Count No H.U. 1 ERS


WARD TRUCKING

BILL OF LADING NUMBER

DATE: 11/01/16 P.O. NO. SHIPPER NO.

SHIPPER (FROM):		CONSIGNEE (TO): WARD TRUCKING	
ADDRESS: ABC PAINTING		ADDRESS:	
3 TRUCKING ROAD		CITY, STATE, ZIP:	
CITY, STATE, ZIP: ALTOONA, PA 16602		CONSIGNEE PHONE NO.:	
SHIPPER PHONE NO.:			
▼ BILL THIRD PARTY FREIGHT CHARGES TO ▼			
NAME/COMPANY:		COD AMOUNT:	
ADDRESS:		COD FEE: <input type="checkbox"/> Prepaid <input type="checkbox"/> Collect	
CITY, STATE, ZIP:		IS CUSTOMER'S CHECK ACCEPTABLE FOR COD? <input type="checkbox"/> Yes <input type="checkbox"/> No	
ATTN:		REMIT COD TO:	
COMMENTS:		ADDRESS:	
		CITY: STATE: ZIP:	
FULL VALUE INSURANCE REQUESTED - Check Here <input type="checkbox"/>		INVOICE VALUE: \$ _____ (To select Full Value Insurance you must both check box & insert Invoice Value)	

NUMBER SHIPPED (UNITS)	HM*	Kind of Packaging, Description of Articles, Special Marks and Exceptions	NMFC No.	CLASS	WEIGHT (LBS) (Subject to Consolidation)
1		PALLET OF WATER	54380	60	2000
<div style="position: relative; height: 100px;"> <div style="position: absolute; top: 0; left: 0; width: 100%; height: 100%; background: linear-gradient(to bottom, transparent 49%, #ccc 49% 51%, #ccc 51% 53%, #ccc 53% 55%, #ccc 55% 57%, #ccc 57% 59%, #ccc 59% 61%, #ccc 61% 63%, #ccc 63% 65%, #ccc 65% 67%, #ccc 67% 69%, #ccc 69% 71%, #ccc 71% 73%, #ccc 73% 75%, #ccc 75% 77%, #ccc 77% 79%, #ccc 79% 81%, #ccc 81% 83%, #ccc 83% 85%, #ccc 85% 87%, #ccc 87% 89%, #ccc 89% 91%, #ccc 91% 93%, #ccc 93% 95%, #ccc 95% 97%, #ccc 97% 99%, #ccc 99% 100%);"></div> <div style="position: absolute; top: 0; left: 0; width: 100%; height: 100%; background: linear-gradient(to bottom, transparent 49%, #ccc 49% 51%, #ccc 51% 53%, #ccc 53% 55%, #ccc 55% 57%, #ccc 57% 59%, #ccc 59% 61%, #ccc 61% 63%, #ccc 63% 65%, #ccc 65% 67%, #ccc 67% 69%, #ccc 69% 71%, #ccc 71% 73%, #ccc 73% 75%, #ccc 75% 77%, #ccc 77% 79%, #ccc 79% 81%, #ccc 81% 83%, #ccc 83% 85%, #ccc 85% 87%, #ccc 87% 89%, #ccc 89% 91%, #ccc 91% 93%, #ccc 93% 95%, #ccc 95% 97%, #ccc 97% 99%, #ccc 99% 100%);"></div> </div>					



HAZARDOUS MATERIALS
EMERGENCY CONTACT NUMBER: _____

NOTE: - Where the rate is dependent on value, shippers are required to state specifically in writing the agreed or declared value of the property. The agreed or declared value of the property is hereby specifically stated by the shipper to be not exceeding \$ _____ per _____.

Subject to Section 7 of conditions of applicable bill of lading, if the shipment is to be delivered to the consignee without recourse on the consignor, the consignor shall sign the following statement: The carrier shall not make delivery of this shipment without payment of freight and all other lawful charges.

_____, (Signature of Consignor)

CARRIER: **WARD TRUCKING LLC**

DATE: _____ HV RECEIVED: _____

AUTHORIZED SIGNATURE: *Ward Driver*

* Mark "X" in "HM" Column For Hazardous Materials

WARD (SCAC)

Visit our website at www.wardtlc.com

ABOUT

LTL

WAREHOUSING

DEDICATED

BROKERAGE

PRODUCTS

ABOUT

LTL

WAREHOUSING

DEDICATED

BROKERAGE

PRODUCTS



Anchors away!
4th generation
President and
Navy veteran,
Bill Ward, Jr. brings
the discipline
and focus to drive
company growth.

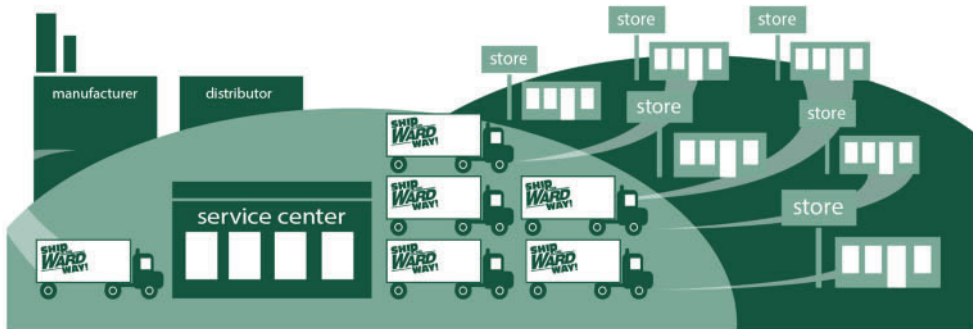
Drive



POOL DISTRIBUTION

Asset-Based Prover Servicing Over 20k Service Points

Ward Transport & Logistics Pool Distribution projects have an outstanding 99% on-time and 0% claims ratios to date! Our dedicated support teams and high-tech capabilities ensure complete transparency as we get your freight not only from point A to point B but to points C, D, E, F, G.....



Past project examples:

- ▶ 1000+ shipment rollouts for big box retailers.
- ▶ Seasonal rollouts for large novelty item distributors / manufacturers.
- ▶ New site construction for commercial fast food chains.
- ▶ Reverse logistics for distributors / manufacturers.

Each project is unique which is why our fleet is comprised of:



Reasons to choose Ward Pool Distribution:

Whoa! That's a loaded section title! We could be here all day if we rattled off all of the reasons so let us give you the cliffnotes version!

- ▶ Automated reporting and tracing
- ▶ Dedicated project team
- ▶ Direct access to our service centers
- ▶ Customized project pricing
- ▶ Tailored tracking reporting
- ▶ 100% customer retention
- ▶ Flexible service options
- ▶ Guaranteed delivery options
- ▶ Phased roll-out capabilities
- ▶ Multi-modal capabilities

"Ward Trucking has been a terrific partner with us at our office handling pool and consolidation moves. They are the best LTL carrier at timely communications and they kept us updated on everything they did. Whenever an issue appeared, they resolved it quickly and efficiently. Ward Trucking is our first choice for these projects." **Bill Tebo - UNISHIPPERS**

"Since partnering with Ward on our National Pool process, we have experienced faster transit times, reduced shipment handling, and decreased damages." **Peggy Tschudin - WIX FILTRATION**

ABOUT

LTL

WAREHOUSING

DEDICATED

BROKERAGE

PRODUCTS

CROSS-DOCK AMERICA

Services: Cross-Dock - Transfer - Store/Hold - Rework Final Mile (LTL/TL)

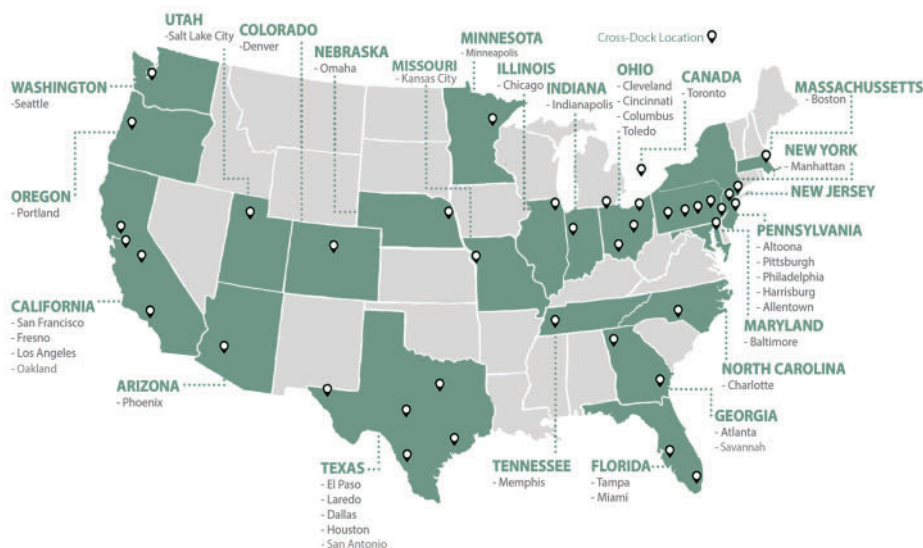
Cross Dock America's extensive warehouse network and services will get you and your freight moving no matter if your need is planned or an emergency. CDA is powered by Ward Logistics.

Our coast-to-coast locations mean you get the same customer-focused service no matter where in the country you are shipping inventory.

For short-term storage solutions, we offer access to ambient, cold storage and temperature-controlled facilities suitable for keeping even perishable or time-sensitive inventory in top shape prior to delivery.

Our Final Mile delivery service allows you to expedite fulfillment of your orders. Don't have a full freight load? Ask about our LTL services for a cost-efficient solution. Cross Dock America works with you to streamline all your freight transport needs.

Whether you're moving freight across the country or to our Canadian neighbors up north, we can help you get it there intact and on time. Call today to tell us what you need, where and when.



crossdockamerica.com

Visit our website for updated CDA locations!

877.758.1591

logistics@crossdockamerica.com

payment methods



SOCIAL MEDIA

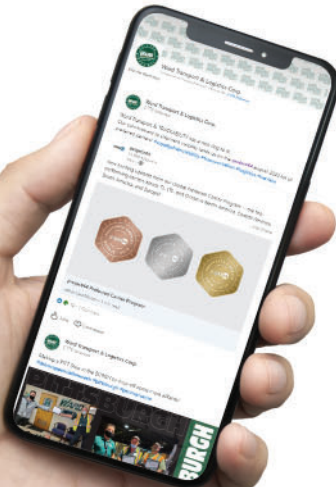
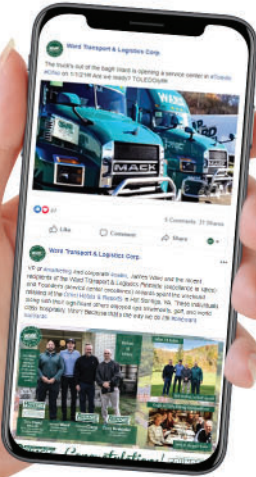
We have to ask...if you aren't following us on social media, what are you waiting for? Hop on any or all of our social media channels to stay informed and entertained.



Ward Transport & Logistics Corp

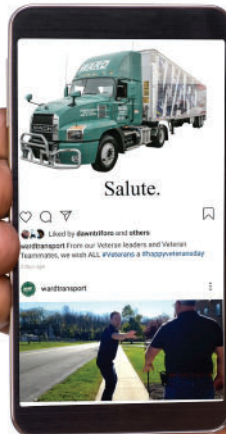


@wardtransport



Ward Transport & Logistics Corp

@wardtransport



We also have a youtube channel where you can watch all of our videos over and over and over and...

ABOUT

LTL

WAREHOUSING

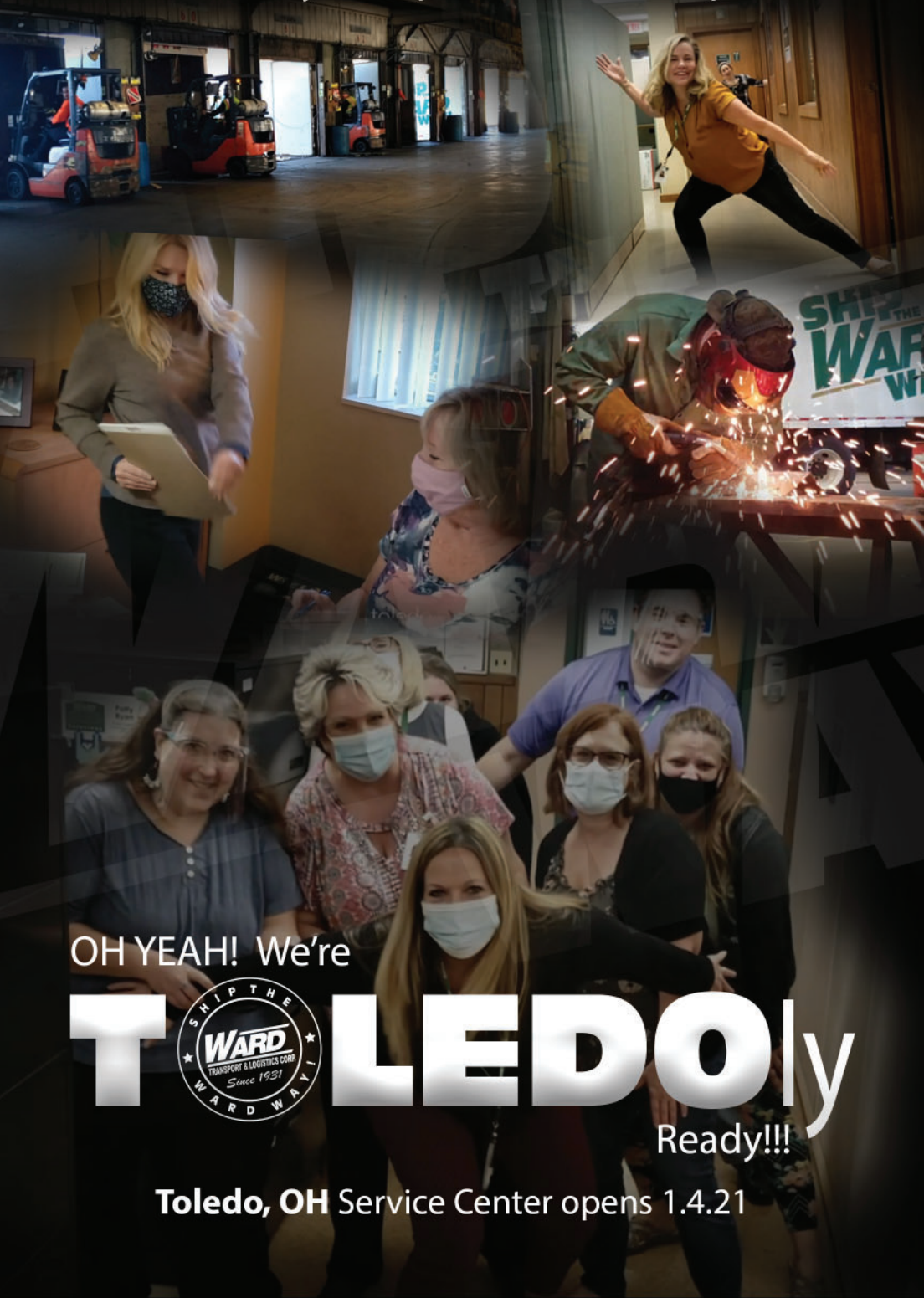
DEDICATED

BROKERAGE

PRODUCTS



Are we ready to expand Ward's footprint?



OH YEAH! We're

T  **LEDOly**

Ready!!!

Toledo, OH Service Center opens 1.4.21



CUSTOMER SERVICE

800.458.3625

WARD BROKERAGE

877.730.9273

WARD WAREHOUSE

814.944.9482

SPOT QUOTES

ratequote@wardtlc.com

WARD CANADA HOTLINE

844.900.WARD

EXPEDITED

800.458.3625 press 4
expedited@wardtlc.com

CROSS-DOCK AMERICA

877.758.1591
logistics@crossdockamerica.com

WARDTLC.COM

