

TO: All Greenheck Representatives  
FROM: Sue Wirkus  
Manager, Customer Care  
DATE: July 27, 2020  
SUBJECT: Transportation Industry Update



Greenheck implemented several processes over the past year to remain the company that is easiest to do business with. Increasing capacity to improve lead time has made a tremendous difference in getting products out the door. We worked with our carriers to increase the level of on-time deliveries to 97.5%. The improved tracking capability enables you to see orders in real-time every step of your order's journey. Now, during this pandemic, Greenheck team members went to extraordinary lengths to ensure critical shipments arrived when needed. We remain committed to your success.

Despite our best efforts, there may be some transportation challenges ahead, particularly for LTL shipments.

- Spiking volumes in LTL networks leading to an increase in late, short, and damaged shipments across all carriers
- Carriers working to call back dockworkers and drivers from furloughs to match recent volume spikes
- Unexpected delays at LTL terminals due to sporadic terminal shutdowns and deep cleaning in response to positive COVID cases

We continue to monitor these developments to minimize the effect on orders. Here is what we are doing:

- Maintaining a continued focus on on-time shipping
- Evaluating carrier performance and adding higher-performing carriers to our transportation network
- Monitoring the performance and financial health of our carrier partners
- Updating contingency plans in the event of a carrier default
- Maintaining service on our eight daily pool runs, bypassing intermediate LTL terminals

Our logistics team has engaged in active daily mitigation to ensure a high level of delivery service each day since the COVID-19 pandemic started and will continue doing so. We remain committed to respond quickly to your shipment inquiries and inform you of any changes.

Please contact your regional sales team with any concerns regarding tracking information.

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