

EXCEPTIONAL CUSTOMER SERVICE.

Con-way Truckload's customer service begins long before your freight reaches its destination. An initial discussion with your salesperson is followed by booking your load with a courteous and efficient customer service representative. Before pickup, you will receive a follow-up call to obtain directions and other important information. You can always track your load online and confirm that your shipment has been safely delivered.

COMPETITIVE ADVANTAGES

**It's Our People. Our Processes.
Our Industry Knowledge.**

Put them all together and you'll see why so many companies choose Con-way Truckload for their transportation needs.

CON-WAY TRUCKLOAD'S TECHNOLOGY

Con-way Truckload equips our drivers with on-board communications technology — a key factor for our consistent, reliable service. With Con-way Truckload as your transportation provider, you are assured of:

- Rolling ETA that continually monitors on-time status
- GPS digital communications system
- Instant access to freight location and scheduling

CON-WAY TRUCKLOAD'S EXPERTISE IN MEXICO

With decades of experience in Mexico, Con-way Truckload* offers:

- Strategically located sales offices in Mexico
- Offices fully staffed with bilingual customer service representatives
- Large terminal facility located in Laredo, Texas
- Carrier tracking for every load in Mexico
- Through-trailer service to and from Mexico

Con-way Truckload works with a network of more than 80 Mexican carriers to meet your specific freight delivery or pickup needs throughout Mexico.

*Con-way Truckload and its subsidiary



EMPHASIS ON SAFETY

Our safety department focuses on continuous training and awareness to make safety a priority throughout our company.

CERTIFIED QUALITY

Con-way Truckload is committed to constant improvement. In 1995, Con-way Truckload (CFI) was the first U.S. dry van truckload carrier to be ISO 9002 certified. In 2003, we earned the ISO 9001-2000 certification.

STATE-OF-THE-ART TECHNOLOGY

Con-way Truckload has invested in advanced technology so that our customers can have instant access to information about their loads and their accounts online at www.con-way.com and www.con-way-mx.com.

MODERN FLEET

Con-way Truckload's fleet of Kenworth and Freightliner tractors are the newest in the industry. Our stringent maintenance program and extensive terminal network keep our trucks, and your shipments, on the road.

WHY SELECT CON-WAY TRUCKLOAD OVER OTHER TRUCKLOAD CARRIERS?

HISTORY

Con-way Truckload joined forces with CFI in 2007. CFI was founded in 1951 with two trailers and one owner-operator. Since then the company has grown into a world-class carrier that transports all general commodities from cookies to computers.

RELIABILITY

Shippers know they can depend on Con-way Truckload to consistently deliver goods safely and on time throughout North America.

PEOPLE

We have the best drivers, maintenance crews, salespeople, customer service representatives, fleet managers and dispatchers in the industry.

EQUIPMENT

Con-way Truckload's fleet is the newest and best-maintained fleet in North America, featuring Kenworth and Freightliner tractors.

FINANCIAL STABILITY

Con-way Truckload is part of Con-way, Inc. (NYSE:CNW), a \$4.7-billion freight transportation and logistics services company that provides services from more than 500 locations across five continents.



TECHNOLOGY

Satellite tracking and proprietary computer software give us a rolling ETA so we always know where your shipment is. You can access the status of your freight online at www.con-way.com (English) or www.con-way-mx.com (Spanish).

INTERNATIONAL EXPERTISE

In addition to providing service to and from Canada, Con-way Truckload (formerly CFI) was one of the first carriers with through-trailer service to and from Mexico.

DEPENDABILITY

Dedicated Con-way Truckload employees exceed customer expectations 24/7. We've received industry recognition for those achievements.



NEVER SETTLE FOR LESS.



24 | 7 ACCOUNT EXPERTISE.

CON-WAY TRUCKLOAD'S CUSTOMER SERVICE REPRESENTATIVES ARE AVAILABLE AROUND THE CLOCK TO ANSWER YOUR QUESTIONS AND TO ENSURE YOUR SHIPMENT REACHES ITS DESTINATION ON TIME.



→ OUR EXPERIENCED PEOPLE KNOW YOU

Our customer service groups specialize in geographic service areas, as well as specific accounts. All Con-way Truckload customer accounts have a primary and secondary representative to ensure your shipment arrives on time.

→ BILINGUAL CUSTOMER SERVICE REPRESENTATIVES TO ASSIST YOU

Mexico is an important market for Con-way Truckload and our customers. Our bilingual customer service representatives are ready to answer questions and provide assistance in either English or Spanish.

→ WE ANTICIPATE THE DETAILS

Con-way Truckload pays attention to details others might overlook.

- Our dispatchers continuously monitor weather conditions. If there are weather delays in your area, we will reschedule pickups to ensure on-time delivery.
- Continuous system information updates allow for fleet managers to quickly know if a change in scheduling is required.
- If a bill of lading is different than planned, our drivers are trained to alert Con-way Truckload of any changes, and a customer service representative will call you to verify the correct information before the load is dispatched.



→ LIVE OPERATORS

Unlike many other carriers, our friendly staff still answers the phone to provide courteous, 24/7 assistance.

→ CON-WAY WEB TOOLS

- Use our online load booking system at www.con-way.com.
- Check the latest status on your current load or review past shipments.
- View delivery receipts, bills of lading, and shipping orders for any load shipped with Con-way Truckload within the last year.
- Obtain accurate rates from Con-way Truckload to ship your loads anywhere in North America.



**WE KNOW OUR SUCCESS
DEPENDS ON YOUR
SATISFACTION.
SINCE 1951, THAT'S WHAT
WE'VE DELIVERED.**

Con-way
TRUCKLOAD

Never Settle for Less.