


*“Bringing order  
and efficiency to  
transportation  
and logistics.”*

# CLIENT SOLUTIONS PORTFOLIO



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# YOU WORK HARD FOR EVERY CENT THAT YOU EARN...



...and that's why at ICC Logistics Services, we deliver cost-saving and profit generating solutions that keep your hard-earned money where it belongs: **in your business.** How do we do this? Simple!

- ☑ ICC consistently lowers your transportation and logistics costs. **PERIOD.**
- ☑ ICC ensures that your company receives the best possible service from your transportation and logistics partners.
- ☑ ICC continually audits all processes to completely erase inefficiencies.
- ☑ ICC gives you web access to your real-time shipping data - one click and you have all of the information you need to track, control, and plan.
- ☑ ICC shows you where the hidden profit potential is in your logistics plan, and shows you how to exploit it.

At ICC, our bottom line is simple: **we improve *your* bottom line.** We simplify your logistics and transportation systems. We save you time, resources, and effort. We increase your profits by reducing your costs. We work hard so that you can focus on what's really important: **growing your business!**

The background of the top section is a collage of three images: an airplane on a runway, a cargo ship at sea, and a semi-truck with a red container. The text 'SERVICE LINES' is overlaid in a large, bold, orange font across the center of these images.

# SERVICE LINES

At ICC, our services deliver measurable value to our clients.

⇒ **PARCEL CARRIER NEGOTIATION SERVICES**

ICC clients receive the *lowest carrier rates* possible through expert-level negotiating.

⇒ **PARCEL CARRIER AUDIT SERVICES**

ICC clients receive full refunds for late guaranteed deliveries & improperly rated invoices.

⇒ **FREIGHT RATE NEGOTIATION SERVICES**

ICC clients enjoy cost-saving freight rates on single and multi-year/multi-carrier negotiations.

⇒ **CONTRACT MANAGEMENT SERVICES**

ICC clients benefit fully from carrier contracts. We handle the entire contract mgmt. process.

⇒ **FREIGHT BILL AUDITING SERVICES (BOTH PRE AND POST AUDIT)**

ICC clients save millions of dollars annually with our freight bill auditing services.

⇒ **FREIGHT PAYMENT SERVICES**

ICC clients *never* worry about late payment fees. Our expertise saves time and money.

⇒ **FREIGHT CLAIMS PROCESSING SERVICES**

ICC clients recover lost profit through our high impact claims processing service.

⇒ **ROUTING GUIDES AND SUPPLIER CHARGEBACK SERVICES**

ICC clients recover lost profit through our high impact claims processing service.

⇒ **EDUCATION/TRAINING SERVICES**

ICC clients increase capacity to manage logistics through our expert on-site training.

# CASE

## CASE STUDY: IMPLEMENTING STANDARDIZED COST SOLUTIONS

### Results for our Client:

- ✓ Developed Landed Freight Program to drastically reduce furniture dealer shipping costs
- ✓ Created incentive for dealers to order larger quantities of product at lower costs
- ✓ Harmonized manufacture/dealer relationship to avoid conflict and waste

## CASE STUDY: PARCEL CARRIER NEGOTIATIONS

### Results for our Client:

- ✓ Reduced worldwide transportation costs by 20%
- ✓ Identified consolidation opportunities to reduce ground parcel shipping costs by 36%

## CASE STUDY: RECOVERING "WRITE-OFF" CLAIMS

### Results for our Client:

- ✓ Delivered full payment on more than 60% of claims that were designated "writeoffs"
- ✓ Created administrative process for fast, easy, and cost-effective claims management

## CASE STUDY: FREIGHT RATE NEGOTIATIONS

### Results for our Client:

- ✓ Reduced freight costs by over 50%
- ✓ Implemented multi-year contract to eliminate annual rate increases
- ✓ Reduced freight costs as a percent of sales by 56%

## CASE STUDY: FREIGHT BILL AUDIT AND PAYMENT

### Results for our Client:

- ✓ Reduced client freight bill processing costs by 200%
- ✓ Provided "Real-Time" data to enhance client's future business decisions
- ✓ Implemented numerous process improvements

# STUDIES

DERIVATIVES et  
**ethics** • pl. n. 1

# VALUES

ICC is a company of values. We *are* what we believe. Our reputation and performance is built on a solid foundation of:

- ⇒ **integrity**
- ⇒ **respect**
- ⇒ **quality**
- ⇒ **ethics**
- ⇒ **dependability**
- ⇒ **personalized attention**
- ⇒ **total client satisfaction**

At ICC, our values are *more* than beliefs; they're *more* than a vision of what we aim to become. Our beliefs are **who** we are. They are **why** we are.

And above all else, they are **how** we serve our clients, every step of the way. We succeed when our clients succeed.

**equality** • n. 1 the  
symbolic expression

*“What distinguishes ICC Logistics Services from the rest of the field is their desire to understand their customers business enabling them to be more proactive to ever changing industry conditions. They are always able to adjust their processes to meet my company's requirements, which is invaluable. Recommending ICC to another potential client is one of the easiest things I could do.”*

**Rita Hoffman**  
Vice President of Operations  
Murray Feiss Imports Corporation

*“ICC is an essential part of our business. They've helped us streamline our freight management process and driven expense out of our business. The ROI of working with ICC is immediate.”*

**Jon Lidz**  
Principal  
Lion Button Company

*“I have been a client of ICC Logistics for several years now, and I am extremely satisfied with the savings that they have earned for my company. I highly recommend their services to other businesses so that they may also reap the benefits of this quality service.”*

**Gary Anzalone**  
Principal  
Precision Engraving

*“I have worked with ICC Logistics for over ten years at three different employers. They have worked in both a support role in extensive RFP processes, as well as performing freight audit and payment for freight budgets in excess of \$30M. I have found everyone in the organization to be conscientious, competent and caring, qualities lacking in many companies lately. Personally I have found Mr. Nuzio, ICC's president, to display a very high level of integrity. The combination of all these qualities are the reason that ICC has been able to perform timely and accurate freight audit and payment that have pleased me as well as earned the highest compliments from our carriers. I highly recommend that anyone considering outsourcing any process that ICC offers as a service, to give them serious consideration as a candidate.”*

**George Ehrlinger**  
Director Distribution  
E-Z-EM Manufacturing

# OUR CLIENTS SAY...