



J.B. Hunt

# Residential Delivery

Final Mile Services

Our business is moving yours.™





80+ cross docks.

Serving 98% of the population, making your customers 100% happy.

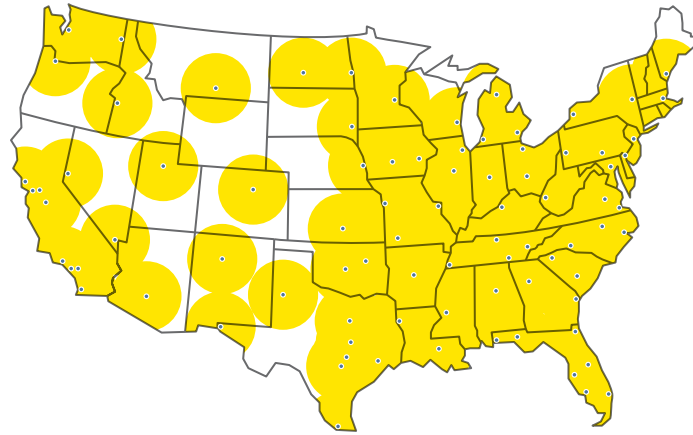
#### Simple delivery?

The word “simple” doesn’t apply when it comes to delivering products to your customers’ homes. That’s why some of the world’s most recognizable brands have outsourced their complex transportation solutions to us.

We’re J.B. Hunt Final Mile Services. We bring a coast-to-coast network of equipment, technology, cross docks and, most importantly, a strategy to every customer. As one of the largest final mile providers, we have the resources to tackle the biggest transportation and logistics challenges. But we’re also nimble and responsive; we can scale our solutions to fit your needs, whether it’s two trucks or two hundred.

For your residential needs, let Final Mile Services do the heavy lifting. From appliances, furniture and electronics, to building supplies for the construction site, Final Mile Services delivers with the right combination of people, equipment and expertise.

J.B. Hunt offers one of the largest nationwide, final mile cross dock networks. With 80-plus locations totalling more than 900,000 square feet of space, our cross docks reach 98% of the U.S. population. Whether you need the coverage now, or you just want to be ready for future growth, we offer a wide range of services and professionally trained company drivers and installers operating late model equipment.



- > Company drivers
- > Late model, company equipment
- > Scheduled appointments
- > Call-ahead services
- > Curbside delivery
- > Threshold delivery
- > White glove service
- > Installation
- > Product unpacking/assembly
- > Haul-away/debris removal
- > Customer surveys
- > Real-time shipment tracking
- > Bar code reconciliation
- > Signature capture
- > Online proof of delivery

### Leave the driving and complex delivery to us

When you partner with Final Mile Services, you put all the risk and responsibility squarely on our shoulders. No more worries about accidents, unsafe drivers, liability or DOT compliance. That leaves you more time to focus resources on your core business.

### That's smart and savvy

Our drivers are uniformed company employees who are capable and well-trained. They have the know-how to assemble an outdoor patio set or set up a home entertainment system. They clear away the packaging, haul away the old appliance and leave your customers' homes as neat as when they arrived.

We call ahead and schedule appointments, show up on time, are courteous, and appreciate that the "final mile" is the last opportunity to keep your customers happy.

We finish up with a phone survey within minutes of departure.

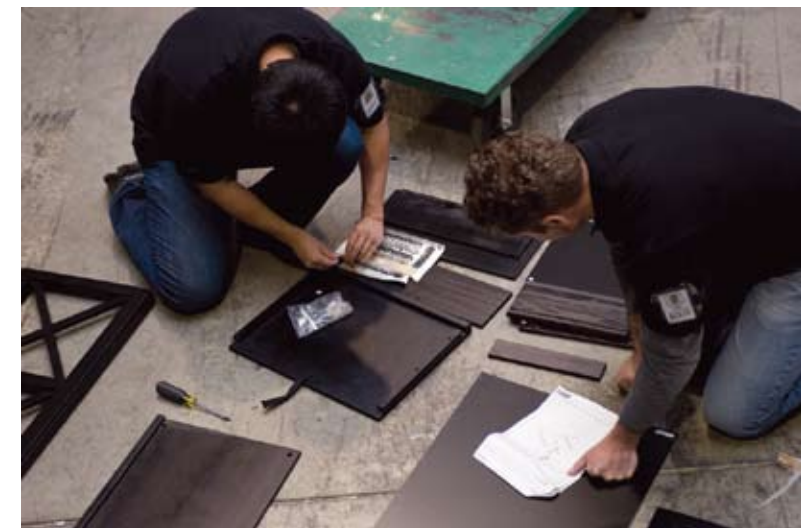
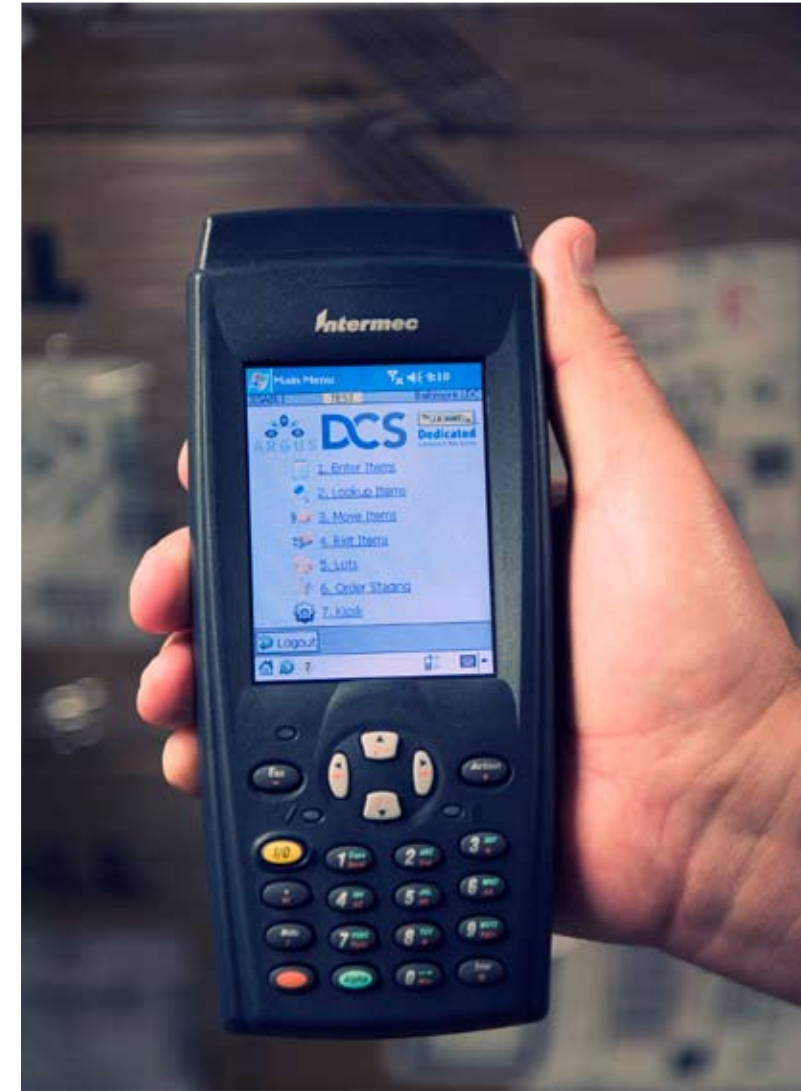
If there's a problem, we'll respond immediately and effectively.

All of this is done because we are an extension of your brand. Your customers deserve to be treated in a manner that protects and enhances your investment in their brand loyalty.

In this age of e-commerce, your business shouldn't be limited by your ability to efficiently deliver goods. We have the capacity to grow with you, and our flexible contracts make it easy to expand our services to match your needs.

### Our technology. It'll move you.

Innovation and practicality unite for systems that enhance your operation. With a deep inventory of logistics systems already developed, and a serious engineering and information systems team, we offer both standard and custom-designed solutions to increase visibility and control. Signature capture, tracking, bar code scanning, scheduling and inventory management are just the beginning.





### Nationwide distribution and delivery

With 98% of the nation's population served by our cross dock network, no other final mile provider can match our reach.

We offer an array of delivery services. Off-site assembly and deluxing puts your product in the best possible light. Other services include storage, pool distribution, inventory management, package labeling, receiving, product pick-and-pack, blanket wrap, consolidation and more.

Whatever your needs, we'll make your final mile challenges ours and package services for the best supply chain solution.

### We deliver value to every partnership

Customer Value Delivery® (CVD) is a proprietary methodology that defines our passionate pursuit of continuous improvement. CVD is our roadmap for creating customer value and anticipating your needs.

Understand. Deliver. Measure. Communicate. Anticipate: The five stages of CVD ensure a continuous development program that matches your requirements with our services.

Accountability accompanies each and every account. Unique key performance indicators are established, reviewed and adjusted as needed.

### Let's get started

No one is a better partner at controlling costs, increasing productivity and adding value to every customer relationship. We're a solutions-focused company that's big enough to tackle any problem while remaining responsive to your needs.

With J.B. Hunt Final Mile Services, your last mile will always be our first priority.

Our business  
is moving yours.™



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[www.jbhunt.com](http://www.jbhunt.com)