Air Logistics
Process-driven solutions that keep you in control
Our Web-enabled standard reporting tools provide collected operational data in an organized, easy-to-understand format. Our standard package includes several pre-programmed scorecards and statistical reports, such as:

- Summarized lane performance
- Financials
- Key performance indicators
- Key performance indicators
- Transit metrics

Also, KN Login Reporting offers integrated customized reports so you can:

- Evaluate supply chain performance against defined business rules
- Generate analytics using Business Objects™

We capture and validate operational information related to your business processes through Kuehne + Nagel's global logistics network. With KN Login, this information is put to work for you, providing:

- Detailed milestone information
- Detailed milestone information
- View-and-search options by customer references
- Commercial document imaging
- Proactive event management and alerting
- Dashboard visibility which can be configured to an individual user's needs
- Ability to integrate with your enterprise resource planning (ERP) system

Web-based visibility, monitoring and reporting Kuehne + Nagel ensures availability and accuracy of information reports through our standardized global operational platform, electronically integrated with carriers and other third parties. Providing streamlined visibility, monitoring and information management that drives efficient transportation, order and inventory flows.
The Kuehne + Nagel Advantage

We collaborate with our customers to understand their supply chain requirements, delivering logistics solutions with tangible business value.

The value we provide to our customers

Kuehne + Nagel delivers integrated solutions across the supply chain that turn companies’ logistics challenges into real competitive advantages.

With more than 63,000 employees at 1000 locations in over 100 countries, the Kuehne + Nagel Group is one of the world’s leading logistics companies.

Our strong market position lies in the seafreight, airfreight, contract logistics, overland businesses, with a focus on providing IT-based supply chain management services.

We are one of the world’s top global airfreight forwarders, with a full range of air logistics solutions and streamlined visibility and monitoring via KN Login.

We were the first logistics provider Cargo 2000 Phase 2 certified across our worldwide network.

Our approach

Kuehne + Nagel adds value to our customers’ supply chains by:

• Deploying a best-in-class, globally standardized, monitoring and operating system at all locations

• Managing all operations through a consistently applied, worldwide Quality, Safety, Health and Environmental (QSHE) program

• Delivering our world-class suite of information value products, monitoring and reporting tools

• Working closely with our customers, carriers and suppliers to ensure maximum satisfaction

• Cultivating a corporate culture dedicated to excellence and continuous improvement

• Acting as a socially and environmentally responsible employer and business partner, including ISO 14001 environmental management certification and participation in the Clean Cargo Working Group

Our ability to leverage these capabilities makes Kuehne + Nagel the premier choice to address your air cargo requirements.
Effective supply base management is a key component of any successful organization's business strategy. Given Kuehne + Nagel's annual air cargo volume – more than 1,000,000 tons across international key markets – having an effective, focused supplier and partner management program is essential.

That's why -- across the globe -- our airfreight experts closely manage Kuehne + Nagel's supplier base to ensure that our own and our customers' requirements are mutually understood, transparent and achievable.

Our ability to successfully manage business partners and suppliers has made Kuehne + Nagel one of the industry's premier air logistics providers.

Our approach encompasses:

- A preferred carrier program, focusing our activity with core carriers who meet our specific criteria
- Globally standardized carrier-performance monitoring tools
- Dedicated procurement- and supplier-management teams
- Standardized worldwide quality, safety, health and environmental carrier evaluation program
- Specifically developed customer, Kuehne + Nagel and carrier operating procedures
- Measurement criteria for e-commerce projects, such as "e-freight" and Green initiatives

Proactively managing procurement and performance through a comprehensive carrier and supplier program building and reinforcing partnership.
The Kuehne + Nagel suite of airfreight products

With our automated, standardized invoicing and our all-inclusive pricing that even includes fuel and security, you will be billed exactly as quoted.

*KNExpress*
Premium, performance-guaranteed express airfreight product

*KNExpert*
Consolidation service for fast, cost-efficient time-defined delivery

*KNExtend*
For time-extended supply chain requirements

Whatever your cargo needs, Kuehne + Nagel has just the right solution for you – time-defined airfreight products for all incoterms (even door-to-door), to ensure maximum flexibility, regardless of size and weight. Your shipment will be specially labelled in all our operational systems as well as on the air waybill for easy cargo identification, and actively monitored from end-to-end on the basis of its Cargo 2000 route map. So you get to take advantage of our industry-unique features, including a delivery time promise as well as visibility and tracking of all movements. With our global network of over 85,000 possible lanes, we get your shipment where it needs to be – when you need it.

Our value-added, specialised solutions are tailored to your freight needs.

KN FreightNet
Streamlining and simplifying your airfreight shipping process

**Change is in the air**

KN FreightNet uses the latest web technology to offer you a seamless, one-stop solution for all your airfreight needs. At its heart is a powerful simplicity that will support your business decisions, save time and add value. It is so quick, that enquiries regarding transit times and airfreight shipment costs are answered in seconds.

Kuehne + Nagel provides integrated global logistics solutions based on quality and operational excellence. It is our mission to become an extension of your business. KN FreightNet provides everything you need to manage your airfreight shipments, in one place. Sophisticated in its simplicity, KN FreightNet enables you to get quotes, book shipments and track your freight in three easy steps.

**KN FreightNet Benefits at a Glance**

- Binding, all-inclusive quotes within 60 seconds - including fuel/security surcharges
- Instant, online booking without the need to retype any shipment data
- Quotation and booking templates for recurring routes
- Real-time shipment tracking that enables full visibility
- Access to Kuehne + Nagel’s suite of 3 airfreight products to ensure your air cargo travels the safest, speediest and most cost-effective way possible
- Dedicated support team working on a global toll-free number
Cargo Screening Program

Improving security standards and processes
The U.S. Transportation Security Administration [TSA] established a system for air-industry security screening of all cargo transported on passenger aircraft by August 3, 2010. The TSA's approach to this 100-percent screening mandate has sought to balance industry operational requirements with passenger and public safety.

A key component of this strategy is the Certified Cargo Screening Program [CCSP]. This voluntary program is designed to enable vetted, validated, and certified supply-chain facilities to screen air cargo prior to delivering it to the air carrier.

Kuehne + Nagel: Certified since January 2009
Kuehne + Nagel participated in the TSA screening technology pilot program from the outset. As a result, we were able to provide developmental input, to help drive the program. Kuehne + Nagel were among the first entities operating multiple TSA-approved “Certified Cargo Security Facilities” [CCSFs].

As a response to the regulatory mandate, Kuehne + Nagel made significant investments in non-intrusive screening technology, including X-ray equipment and explosive detectors, as well as in personnel, training, enhanced facility security, program administration and chain of custody procedures. This ensures a minimal physical impact to our customers’ cargo, while enhancing our ability to screen high volumes, effectively and securely.

All of our U.S. gateways, as well as selected strategic locations, were certified as of January 2009 and have since been tendering “screened” cargo.

Ensuring passenger and public safety through the deployment of stringent security processes

Certified Cargo Screening Facilities

www.kuehne-nagel.com   |   11
Leading the way

As the first forwarder to be Cargo 2000 Phase 2 globally certified, we manage every airfreight shipment against plan – on a door-to-door basis – through:

- **Global Coverage**: All of our locations are Cargo 2000 Phase 2 certified
- **Systems**: Every airfreight shipment is systematically planned and managed against a route map. This covers all lanes to and from all Kuehne + Nagel locations
- **Exception Management**: Our team and your staff have visibility to all unplanned events, defined by Cargo 2000 exception codes. Using these standardized codes eliminates ambiguity about shipment status, speeding resolutions and aiding root-cause analysis
- **Predictability**: Since every shipment is managed against its individual plan, reliability is significantly increased

Methodology

For every consignment, Kuehne + Nagel issues an individual, precise transport schedule, called a “route map.” We monitor and control your shipment using this plan.

Our globally standardized operating system manages and maintains profiles for all Kuehne + Nagel stations, worldwide.

By combining these station profiles with carrier issued flight schedules, our system calculates when each milestone should be completed. This results in a unified “plan” connecting forwarder, handling agent and hauler activities.

An automated alert is sent to all of our stations involved with the shipment, if a scheduled milestone is missed. This enables immediate action to ensure goods reach the final destination, as promised, and that an updated plan is provided.

Bottom-line results

With Kuehne + Nagel’s Cargo 2000 Phase 2 approach, you’ll have:

- Ability to improve supply chain planning
- Enhanced control
- Higher visibility and security
- Clear identification of responsibilities along the transport chain
- Improved transparency and service levels for you and your customers
Performance Management

Your challenge

Our customers are challenged with reducing the cost of logistics operations at all levels. Performance stability and predictability can significantly impact those efforts.

As a responsible partner driven by a commitment to reliability, Kuehne + Nagel continuously manages operational activities down to the lowest level across several key areas.

This focus encompasses:

• Cargo 2000 performance
• Systems usage
• Availability and quality of data
• E-commerce
• Carrier performance against plan
• Productivity
• Capacity availability and utilization
• Claims ratio
• Green initiatives

Our commitment

Kuehne + Nagel can manage strictly defined customer deliverables based on our ability to:

• Provide detailed insight to global transactional activities – a capability unique within the industry
• Manage each transaction in accordance with our Cargo 2000 route map planning
• Systematically deploy data management and reporting tools running parallel to customer-specific comparison metrics
• Systematically compile carrier/lane and service scorecards
• Analyze reports detailing the effectiveness of our operational teams

Kuehne + Nagel's performance management approach is based on transactional management monitored against stringent business performance metrics.

Increase business performance by monitoring, measuring and managing.
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Driving Business Performance

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For time-extended supply chain requirements

Consolidation service for fast, cost-efficient time-defined delivery

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www.kuehne-nagel.com   |   5
Benefit from our global network

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Visibility, Monitoring & Reporting

Tailored to your needs

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The Global Logistics Network
Integrated logistics solutions with over 1000 locations in over 100 countries

North America Locations

Canada:
Alberta
Calgary
Edmonton

British Columbia
Kitmat
Vancouver

Manitoba
Winnipeg

New Brunswick
Woodstock

Nova Scotia
Halifax

Ontario
Fort Erie
Kitchener
London
North Bay
Ottawa
Toronto
Windsor

Quebec
Montreal
Quebec

México:
Baja California Norte
Mexicali
Tijuana
Campeche
Ciudad del Carmen
Colima
Manzanillo
Coahuila
Ramos Arizpe
Distrito Federal
Ciudad de México
Guadalajara

USA:
Alabama
Huntsville
Mobile
Arizona
Phoenix
Tempe
Tucson
California
Fontana
Hayward
Los Angeles
Ontario
Ottawa
Rancho Cucamonga
Rialto
San Diego
San Francisco
Torrance
Whittier
Colorado
Denver
Connecticut
Hartford
Naugatuck
Florida
Davenport
Miami
Orlando
Tampa
Georgia
Atlanta
Forest Park
McDonough
Stockbridge

Illinois
Alsip
Chicago
Indiana
Indianapolis
Kentucky
Louisville
Louisiana
New Orleans
Maryland
Baltimore
Massachusetts
Boston
Franklin
Scituate
Michigan
Detroit
Temperance
Minnesotta
Minneapolis
Mississippi
Southaven
Missouri
Kansas City
St. Louis

Nevada
Las Vegas
Reno
New Jersey
Cranbury
Ewing
Jersey City
New York
Blasdell
New York City
New York JFK
North Carolina
Charlotte
Durham
Raleigh
Ohio
Cincinnati
Cleveland
Columbus
Sheffield
Oklahoma
Tulsa
Oregon
Portland
Pennsylvania
Carlisle
Philadelphia
Pittsburgh
Puerto Rico
San Juan
South Carolina
Charleston
Greenville
Tennessee
Memphis
Nashville
Texas
Austin
Dallas
El Paso
Houston
Laredo
Lewisville
McAllen
Utah
Salt Lake City
Virginia
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Washington
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Kent
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