

# Deliver on the Details.

That's All We Do.

LOGISTICS

TRANSPORTATION

WAREHOUSING &  
CROSS-DOCKING

DELIVERY

INSTALLATION



*The Difference is in the Details*

*"It's  
Mrs. Jones'  
Day"*

Delivery that enhances customer loyalty.  
Processes that enhance profits.

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*The Difference is in the Details*

## We've been delivering more since 1991.

**When your company needs to move merchandise**, Diakon Logistics is here to free you from transport and logistics headaches by delivering on the details — each and every time.

Nationally recognized as one of the leading third party logistics providers in the U.S., we work with some of the most prominent retailers in the country, handling more than 1.5 million residential, business, and job site deliveries every year. Dedicated resources, innovative technology, and experienced professionals combine to meet your dynamic supply chain requirements with the promise of a flawless logistics and delivery experience.



### Here's what sets us apart:

#### **Customer Focus**

Our commitment to you and your customers rules everything we do. Around here "It's Mrs. Jones' Day" every day and this statement signifies a customer-centric approach that we never stray from.

#### **Performance-Based Incentives**

Our delivery professionals are compensated with incentives that are directly tied to reaching your performance standards. Product installations, complex set-ups, returns management, reverse logistics, and haul away services are all designed to deliver significant cost savings and improved efficiencies, and more importantly, satisfied and repeat customers.

#### **Technology**

We use the latest technology and inventory control programs to provide real-time updates, item-level scanning, inventory management systems, automated routing and scheduling, and customer satisfaction reporting to create a flawless service experience.

*"With Diakon Logistics we were able to turn our delivery service from a cost center to a profit center." – Jerome's Furniture*

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## Why Diakon?

**Work with an industry leader.** We're honored to serve leading local, regional, and Fortune 500 companies across the United States.

**Rest easy and save money with detailed analytics, tracking, and strategic support.** Our industry-leading technology and customized services work together to boost profitability and efficiency.

**Strengthen your customer relationships while supporting your core business.** We become the face of your brand where key impressions are made – and we strive to make your business stronger with courtesy, efficiency, and accuracy.

## We serve more.

Diakon Logistics supports your brand image and your corporate profits. Our services are tailored to your preferences and include:

- ▶ Logistics
- ▶ Transportation
- ▶ Warehousing & Cross-Docking
- ▶ Delivery
- ▶ Installation

## You succeed more.

Local, regional, and national retailers of all sizes appreciate our reliable service and scalable solutions. Costco, Ethan Allen, GE, Home Depot, Sears, Serta...these and other leading companies depend on Diakon Logistics. So can you.

**In 1991, we served Sears in one location. Today we serve them across the country.**

*"Diakon Logistics has tailored their services to our changing needs – since 1991."*

*– Sears*

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## What We Do

### Transportation

**Moving your merchandise has never been easier.**

Simplify every aspect of transportation and logistics as you gain the benefits of a dedicated transportation fleet along with the flexibility and cost-effectiveness of an outsourced provider. At Diakon, we will customize transportation solutions to meet your needs— whatever your needs may be.

- ▶ Represent your brand to customers and partners with on time, courteous and professional transportation services.
- ▶ Gain end-to-end efficiencies, from the warehouse to the end user.
- ▶ Track and analyze data with technology that allows for efficient routing and work flows.
- ▶ Encounter seamless transitioning of your important merchandise.
- ▶ Transport merchandise wherever your customers are located—locally, regionally, and nationally.



### Warehousing and Cross-Docking

**Stress-free replenishment handling.  
At your service.**

Keep your focus on what you do best and meet customer expectations by turning over your replenishment handling to us. Our experience in warehousing and cross-docking will keep your merchandise flowing smoothly through the supply chain as you experience the benefits of improved inventory management, reduced operating costs, and faster cycle times. We offer support for inbound logistics, distribution, and aftermarket services.



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#### **Our warehousing and cross-docking services include:**

- ▶ Inventory control
- ▶ Receiving
- ▶ Storage
- ▶ Deluxe/repair
- ▶ Light assembly
- ▶ Reverse logistics

## **Delivery**

### **Make each delivery a special one.**

When customers invest in a “big-ticket” item, the buying experience doesn’t end when the credit card is swiped. Merchandise delivery is one of the final impressions your company will make in the purchase process and we strive to make it a flawless one. Focused on big-ticket purchases, our delivery services are based on a dedicated model where we operate as your “in-house” delivery department in all the ways that matter.



Our outbound logistics services allow you to create cost-efficient, flexible supply chains, which enable you to provide exceptional product delivery to each customer. And our delivery solutions are designed to help you service existing and new markets from store, phone, and internet-based retailing.

*“The delivery team was first class and so was the furniture. We are looking forward to our next delivery.” – Ethan Allen customer*

#### **Our delivery options are tailored to your needs:**

- ▶ White Glove Delivery for High-End Merchandise: “White Glove” implies something special. Our White Glove Delivery Service achieves that extra-delicate handling and care that distinguishes your retail services.
- ▶ Standard Delivery Services: If you have merchandise that is not as fragile, or if your focus is more on cost efficiency, our Standard Delivery services can be tailored to balance cost effectiveness with service quality.

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- ▶ Inside-the-Home Delivery Services: For “big ticket” items, dropping a product off at the doorstep just isn’t enough. Many customers need the product placed inside the door in a secure area.

*“Our delivery team was very polite, professional and on time. We couldn’t have had a better delivery experience.” – El Dorado customer*

**“It’s  
Mrs. Jones’  
Day”**

*We complete thousands of deliveries each day, yet we strive to make each one special. That’s why we developed the “It’s Mrs. Jones’ Day” concept. With this thought in mind, our delivery professionals approach each delivery as though it is their only delivery. In doing so, we leave your customers with a lasting positive impression.*

## Installation Services

### Give your customers the complete service experience.

Going beyond deliveries, we offer proven capabilities that combine delivery and installation to create the turnkey approach your customers demand. Our professionals install major appliances, including dishwashers, microwave ovens, refrigerators, ovens, washers, dryers, and air conditioners to deliver a seamless solution for retailers nationwide. And we do it all with the promise of leaving your customers delighted with the results.



### Count on our skilled technicians to perform a wide range of installation services, including:

- ▶ Simple installations involving hook-up of the product to an existing electric, gas, or water connection.
- ▶ Complex/licensed installations that requires work performed by our licensed installers and/or that requires alteration of the existing location of the appliance.
- ▶ Aftermarket services to plan, implement, and control the flow of products back up the supply chain.

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## How Can We Help You?

Let us handle the details behind your logistics efforts.

- ▶ [Explore our Services](#)
- ▶ [Request a Quote](#)
- ▶ [Talk with Us](#)
- ▶ Call: (877) 700-4297

▶ [Request a Quote](#)