

# NATIONWIDE DROP COVERAGE WITHOUT COMPROMISE

Convoy Go is the nation's first drop service with primary, backup, and spot capacity. It is backed by thousands of smart trailers and the 400,000+ Convoy power-only carrier network across the US.



Maintenance facilities partnership:  
**800+ across US**



Average call back time for in-app Roadside Assistance (RSA) requests:  
**8.2 minutes**



Carrier quality and compliance:  
**16% lower crash rate**

## Age of Fleet

Where possible, we add newer trailer models to the Convoy trailer pool such that downtime is minimized. As a result, the average age of the Convoy trailer pool is 5 years.

## 24/7 customer service

Convoy provides 24/7 coverage to ensure that a damaged unit is assigned to an agent to minimize the impact it has on your freight operations.

## Real-time tracking

Trailers in the Convoy trailer pool are Telematics-enabled, offering unmatched visibility into unit location and cargo status. We monitor data to ensure that trailers are accounted for and are checked in under the correct Standard Carrier Alpha Code (SCAC).

## Pre & Post trip inspections

Using the Convoy App, carriers are required to inspect and report any damages pre and post trip. If a repair is needed, our fleet care team automatically routes additional capacity to your facility to minimize any impacts on your freight operations.

## Active damage handling

We route trailers to the nearest maintenance shop and/or offer 24/7 roadside assistance to carriers to ensure on-time delivery or pick-up. Our team can work with our vendor to dispatch repairs directly to your facility, for on-site repairs, to save time.

## Best-in-class maintenance standards

- Pre and Post trip inspections
- Annual FHWA Inspections
- Quarterly DOT Quality Inspections
- Convoy App for carriers to instantly report any damages or repairs needed
- 24/7 service center to manage the maintenance repair process
- Fully automated system for routing additional trailers to fulfill deficits caused by damaged trailers
- Damage handling for empty and en-route trailers at maintenance facilities and on-site by maintenance technicians
- Data leveraged approach to holding our providers and vendors accountable to repair SLAs
- Functionality and flexibility to build processes to meet unique customer needs with-in yard management/trailer health