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### Relationships

For Cargo Brokers, our clients are more than a tracking number. We are partners, ensuring that questions are answered, freight is moved efficiently, deadlines are met. We foster strong relationships with our business partners, carriers and international agents. These partnerships ensure that clients receive Cargo Brokers service from door to door.

### Reputation

"I have some dollars, but only one good reputation. I can lose some of my dollars, but not my reputation." – Cargo Brokers Founder Goetz Steinmetz • Today, CEO Carsten Steinmetz encourages his colleagues to do the right thing by clients, putting reputation over profit. And the logistics professionals at Cargo Brokers have ample training and experience to handle exports, imports, customs brokerage, trucking and warehousing.

### Respect

The Cargo Brokers team practices mutual respect. Clients see the collaborative efforts of the team to solve logistics problems. Cargo Brokers respects clients enough to be honest about deadlines, accurate with scheduling.

While Cargo Brokers is minding your freight, you can put your attention on your core business functions. Cargo Brokers keeps you in the loop with our professionals answering your calls and great digital communication. And we have all the relevant technology and tracking if you want to watch your shipment move on screen. No stress. No worries.

#### RECOMMENDATION

Worktools' Nancy Aukeman says to manufacturers looking to move freight: "We've been using a freight forwarder in Miami for many, many years. If you want to be sure that your containers are handled timely, that you'll be kept up to date on everything, that you've got the best pricing, I would recommend Cargo Brokers. They are awesome. I've had nothing but good experiences."



**Keep Calm and Cargo On**

# CASE STUDY: Cargo Brokers Keeps Rossini On a Roll

## Who?

Rossini custom manufactures rollers used in printing presses for packaging, for Fruit of the Loom, Lays Potato Chips and other poly bags and wrappers. HQ in Milan. Factories in Brazil, Romania, Spain and the U.S.

## What?

"Cargo Brokers handles our imports. We import raw materials from our parent company in Italy, and from our facility in Romania," said Office Manager Nancy Potter who handles logistics for Rossini North America.

## Keep Calm:

"I've had a little taste of other companies. Cargo Brokers is the best at what they do. They make my job so easy. I don't have to worry about shipments. I don't have to worry about anything. They stick with issues and situations until they are resolved. And they are resolved quickly," said Nancy.

## And Cargo On:

"There have been shipments late flying in. They got hung up in New York, and our customer is somewhere in the Midwest. Cargo Brokers has had someone go in early and sit by a gate and snatch the shipment, so that it gets to us," she said.

## Why Cargo Brokers?

Nancy emphasized, "I can't express enough how professional they are, how put together they are. They are really on top of stuff. There's no falsehood. I always feel secure in what they're telling me. They believe in being up front with their customer. They treat you like you're worth something. They are one of the few companies that says that customer service is worth something."

She said, "I turn away many forwarders on a daily basis who vie for my imports. I tell them I'm not going to switch. I'm not willing to jump ship, when I have the best of all worlds."

## Our Clients' Imports and Exports Include

### INDUSTRIAL:

- Cutters, Rollers and Engines, Machinery and Spare Parts
- Gaskets, Fenders and Headlights, Automotive Components
- Bulk Steel for Heavy Equipment
- Chemicals and Polyurethane
- Textiles and Leather, Raw Materials to the Trade

### RETAIL:

- Lighting Fixtures and Home Furnishings
- Fashion, Apparel and Jewelry
- Sewing and Needlework Accessories
- School Supplies and Printed Products
- Carpets and Flooring for Hotels and Homes

**ATLANTA • CHARLOTTE • CHARLESTON • MIAMI**

## Why Cargo Brokers?

### EXPORT OCEAN & AIR

We are your shipping department.

### IMPORT OCEAN & AIR

We work on the world's time.

### CUSTOMS BROKERAGE

Our experts make the process seamless.

### WAREHOUSING

We store and fulfill orders on demand

...All with people in mind.



www.CargoBrokers.com 1-888-SHIP-CBI