



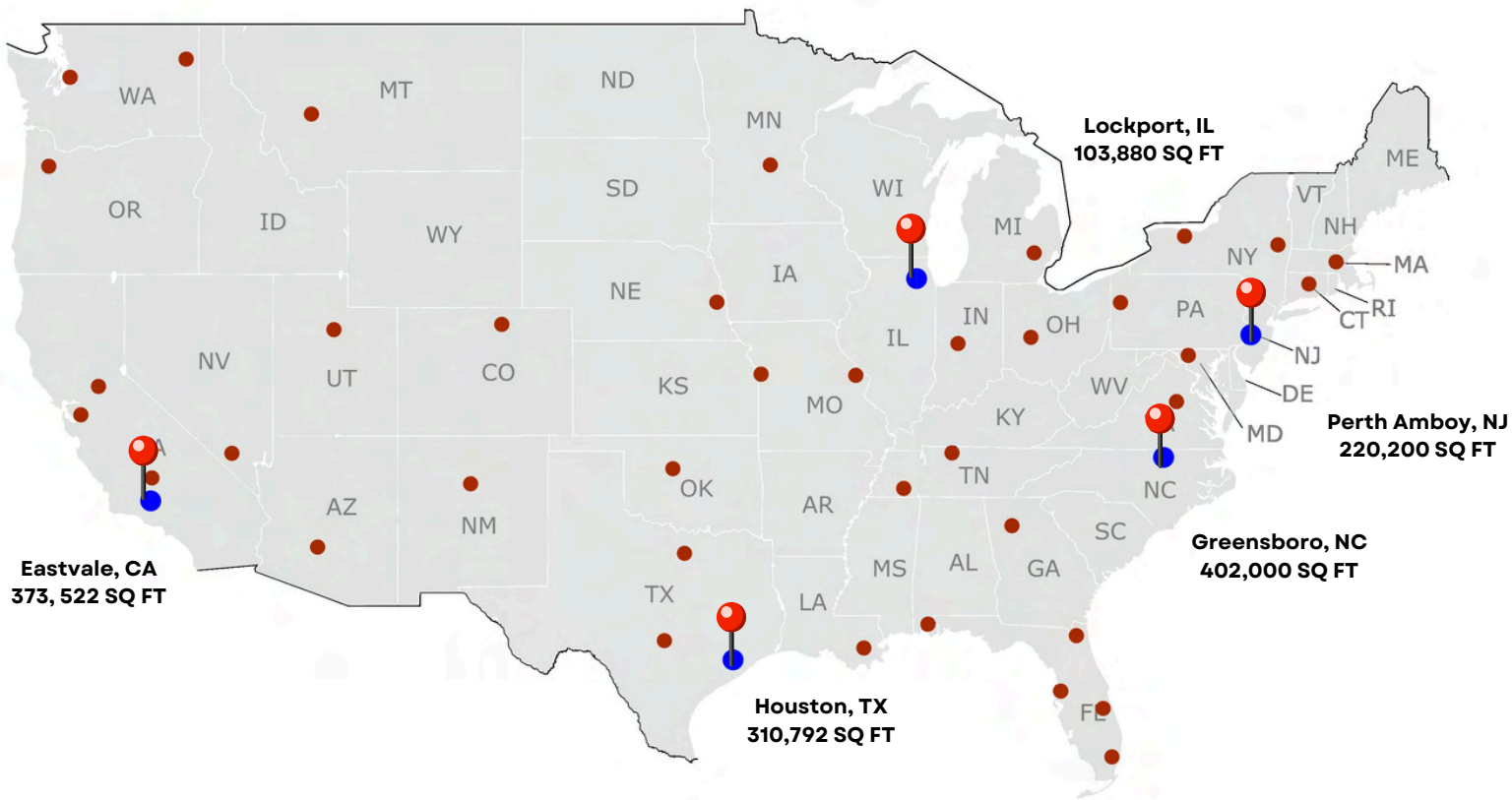
# METROPOLITAN WAREHOUSE & DELIVERY

*Serving customers  
across the U.S. since 1989*



# Metropolitan's Robust Delivery Network

2.9M SQ FT Across 40+ Hubs



At Metropolitan, we ensure memories are delivered one piece of furniture at a time—on time, every time.

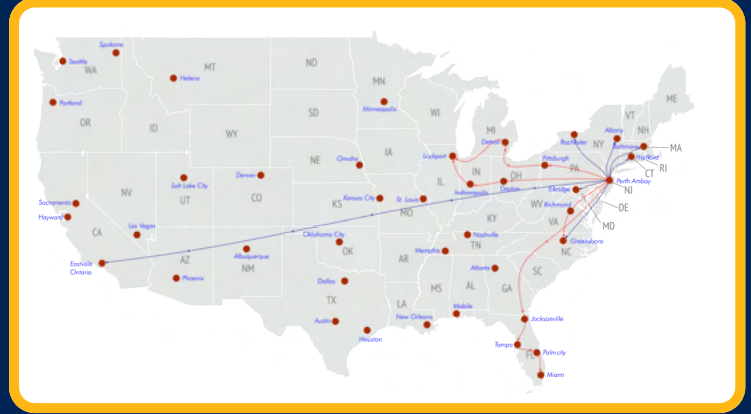
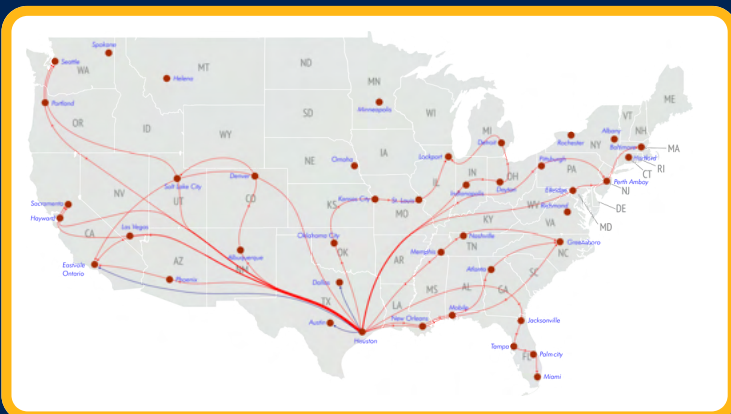
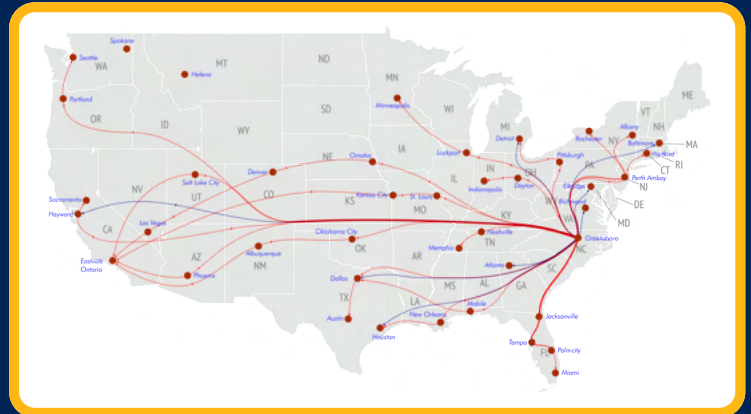
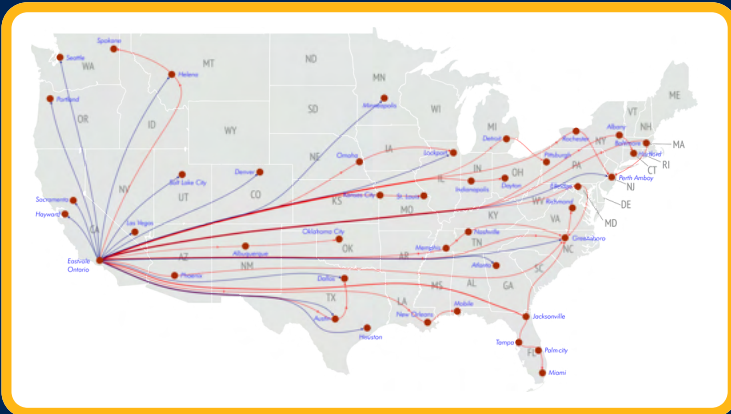
With 30+ years of experience, we specialize exclusively in the furniture industry, offering end-to-end solutions—from storage to shipping and reverse logistics.

Our 2.9M sq. ft. warehouse space across 40+ facilities uses advanced technology for optimized logistics. Strategically located centers streamline eCommerce delivery and white-glove services, ensuring efficiency and customer satisfaction.



# THE METROPOLITAN ADVANTAGE

Our asset-based model with 40+ nationwide hubs ensures efficient, direct-to-client service, minimizing damage risks, and eliminating middlemen for seamless communication and operations.







At Metropolitan, B2B, B2C, and 3PL form the cornerstone of our logistics expertise, ensuring streamlined deliveries, enhanced customer experiences, and optimized warehousing solutions.

## **Expert Handling and Efficient Logistics: Ensuring Safe, Cost-Effective Deliveries**



Dedicated linehaul and final-mile trucks ensure timely deliveries



No forklifts are used, team specializes in furniture handling using hand trucks



Trailers are loaded with similar products to minimize damage



Pallet-free operations cut costs, lowering freight rates for customers



# WAREHOUSING AND 3PL SOLUTIONS

The advanced warehousing capabilities are a vital pillar of our logistics solutions, strategically located near major ports to optimize efficiency and streamline operations.



## **Inbound**

Paperwork,  
placement, returns



## **Put Away**

Placing items in  
pickable locations



## **Warehousing**

Safe storage until  
fulfillment is needed



## **Picking**

Pick and pack,  
adhering to labels



## **Outbound**

Loading items  
for pick up

## **What Can You Store With Us?**



Packaged  
furniture products



Well-packaged non-  
furniture items that  
are hand-movable





# DELIVERY SERVICES TAILORED TO YOUR NEEDS

Metropolitan specializes in handling furniture and other big and bulky products, reducing damage and inefficiencies while ensuring smooth operations.

## Service Levels at a Glance



### White-Glove

Full-service delivery with unpacking, assembly, and debris removal



### Threshold

Delivery to the first dry area inside home with appointment scheduling



### Doorstep

Delivery on the doorstep without an appointment



### Room of Choice

Delivery of product in the customer's selected room



### B2B Delivery

Dock-to-dock delivery service to commercial locations



### Reverse Logistics

API-powered returns with repackaging options



# WHAT CAN YOU SHIP WITH US?

## Packaged Furniture Items

We specialize in shipping boxed furniture, such as sofas, beds, and chairs. Our service is also ideal for well-packaged, irregularly shaped home furnishings, including rolled carpets.

## Other Commodities

We ship appliances and electronics up to threshold service as long as they are in their original packaging. If you have non-furniture commodities, please be sure to ask our team, as we can accommodate specialized exceptions based on your needs.

Contact us if you are looking to ship other commodities not listed here.







# PROPRIETARY SOLUTIONS FOR SEAMLESS SERVICE

Metropolitan leverages advanced proprietary solutions to streamline operations, enhance customer support, and simplify claims management.



## Pinnacle Platform

A web-based order management system that streamlines shipments from quoting to billing. With XML, CSV, EDI, and API integration, it serves as a central communication hub.



## Claims

A single platform for filing, tracking, and resolving claims with transparent reporting. High-volume accounts can save time and costs with the Claims Rebate Program.



## Customer Service

As an asset-based company, Metropolitan eliminates middlemen for faster service. Executive Account Managers oversee KPIs, conduct reviews, and create custom reports.





# TECHNOLOGY-DRIVEN LOGISTICS SOLUTIONS

## Flexible Solutions for Streamlined Integration

### Pricing Quotes



Web Portal

### Order Registration



Web Portal

### BOL / Labels



Web Portal

### Shipment Tracking



Webhook

Tracking Page

### Appointment Scheduling



### Invoicing & Warehousing



## Seamless Connections with Leading Platforms

project44



MERCURYGATE

GENESYS™

LOGIWA

CommerceHub

nuVizz

shopify

SPS COMMERCE



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CASTLERY

ROVECONCEPTS

HAVENLY

**URBAN OUTFITTERS**  
urbandoutfitters.com



KATHY KUO HOME



# MEET OUR LEADERSHIP TEAM

Shawn  
Khan



**Chief Executive Officer**

Founder with 30+ years of experience in transportation and warehousing.

Peet  
Van Der Schyff



**Chief Financial Officer**

30+ years of financial leadership with global logistics experience.

Ali  
Jabbari



**Chief Revenue Officer**

Backed with 15+ years of experience in eCommerce, logistics and transportation.

Sabrina  
Rivera



**Vice President,  
Customer Success**

Brings 20+ years of executive leadership experience in customer success.

Mark  
Alltop



**Executive Vice President,  
Final Mile Delivery**

With over 18 years of expertise in logistics and supply chain management.

Todd  
Voda



**Executive Vice President,  
3PL & Warehousing Operations**

Extensive experience spanning over 25 years in senior operations management.



# **METROPOLITAN WAREHOUSE & DELIVERY**

**VISIT OUR WEBSITE TO LEARN HOW WE CAN  
SUPPORT YOUR BUSINESS NEEDS**



**Scan the QR code or visit  
[www.gomwd.com](http://www.gomwd.com)**