

TC06 CHICAGO MEETING

Customer Service

GPG-Finest in Business Fertilization



- ▶ Opening Comments from the Chairman
- ▶ Review the Agenda & Housekeeping
- ▶ Anti-Trust Review
- ▶ Roundtable Introductions
 - ▶ Name, Responsibility
 - ▶ What is Your expectation of this Customer Service Meeting?

GETTING STARTED

- Growth: Margin First then Revenue
- Spot Market Indicators Increased Rate
Visibility
- Truck Capacity Tightening (Independents?)
- Driver Community Shrinking (Qualified
Drivers?)

CRITICAL OPPORTUNITY –
DEMAND & GROWTH

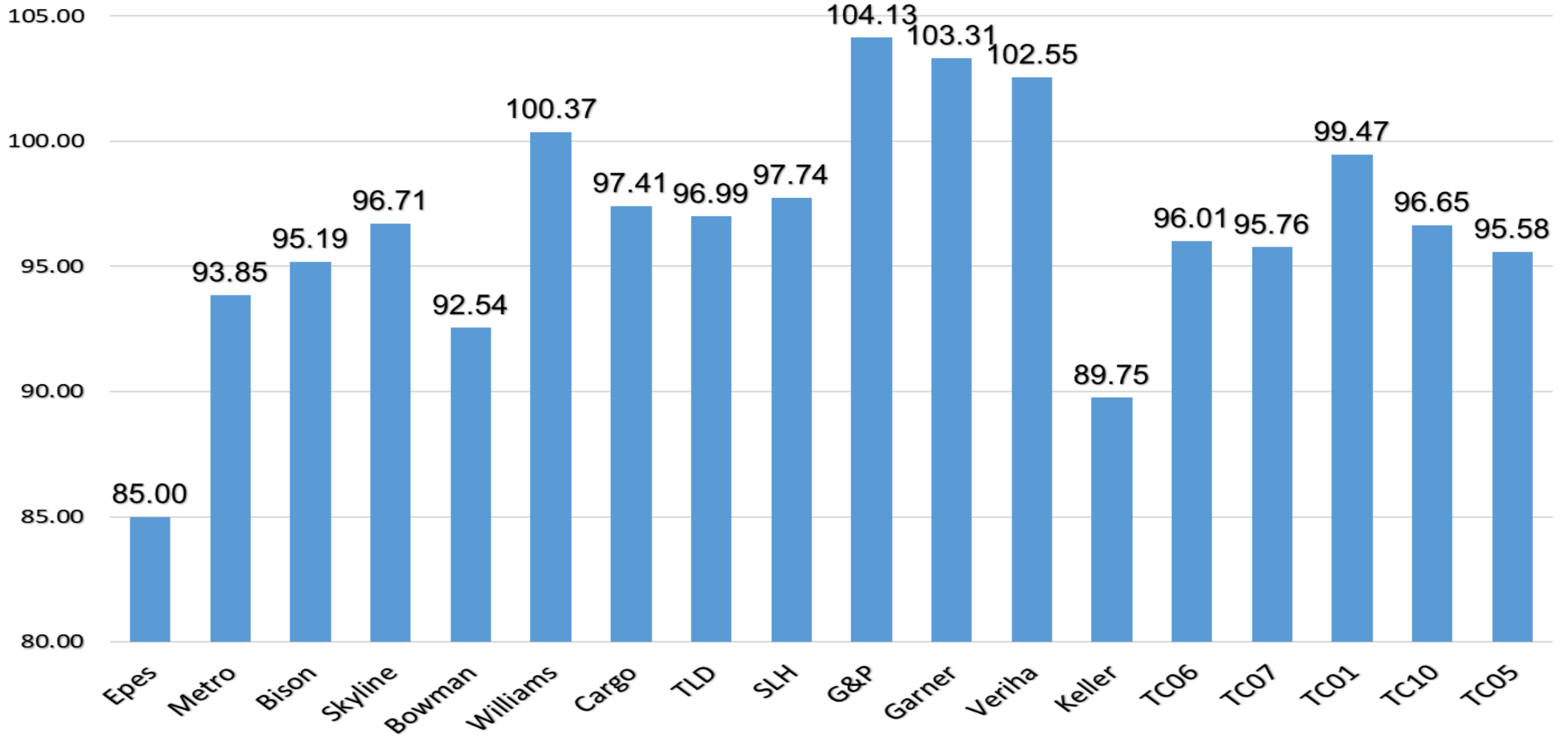
- ▶ How are you reviewing your current Capacity opportunities in the face of a higher demand?
- ▶ What is your Forecast for Growth in your Top Line Revenue in 2018, and why?

“HOT TOPICS”

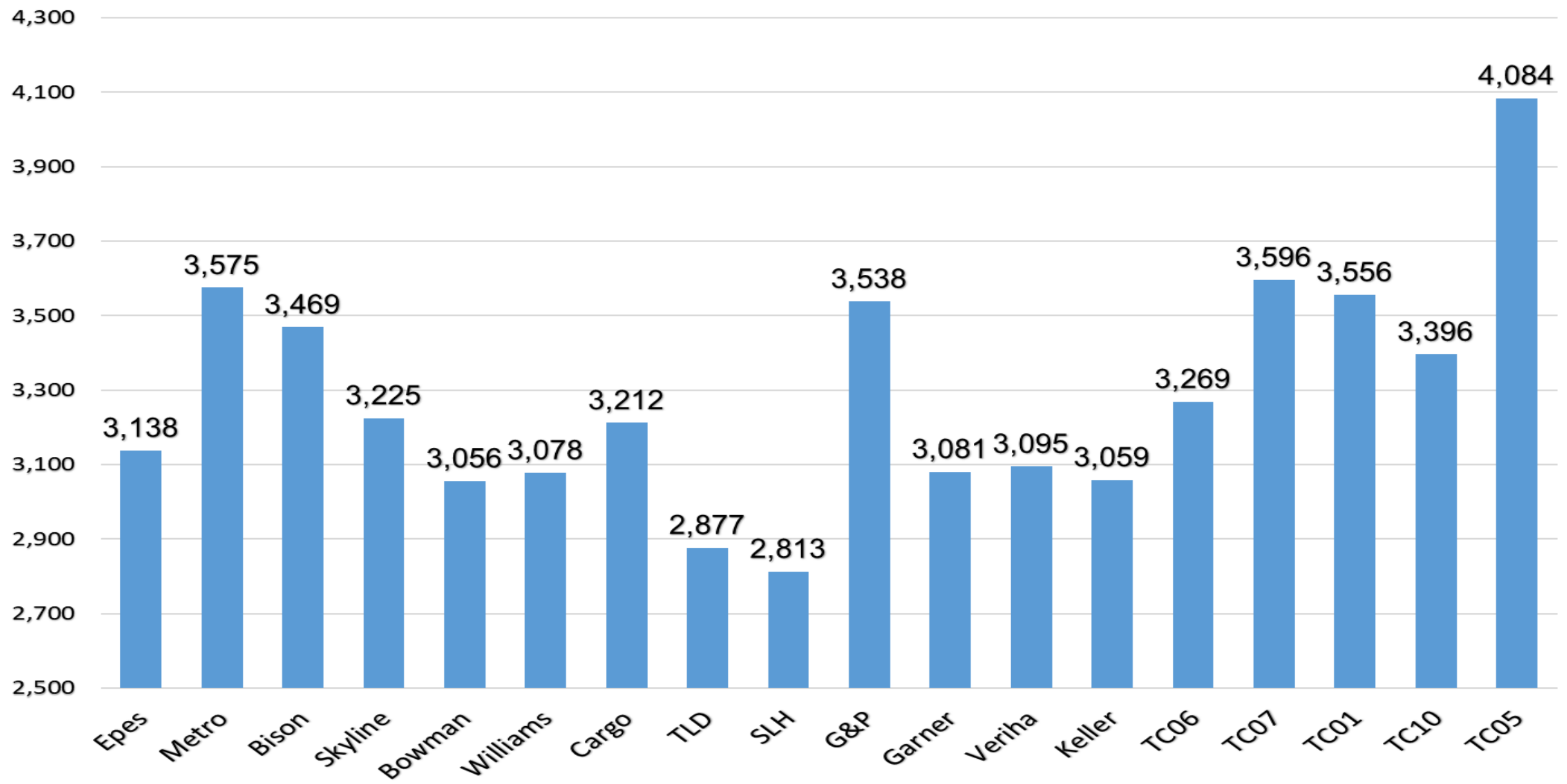
- ▶ Revenue and Gross Margin, and efficiencies. Please review the **JUNE COMPOSITE.**

COMPOSITE REVIEW

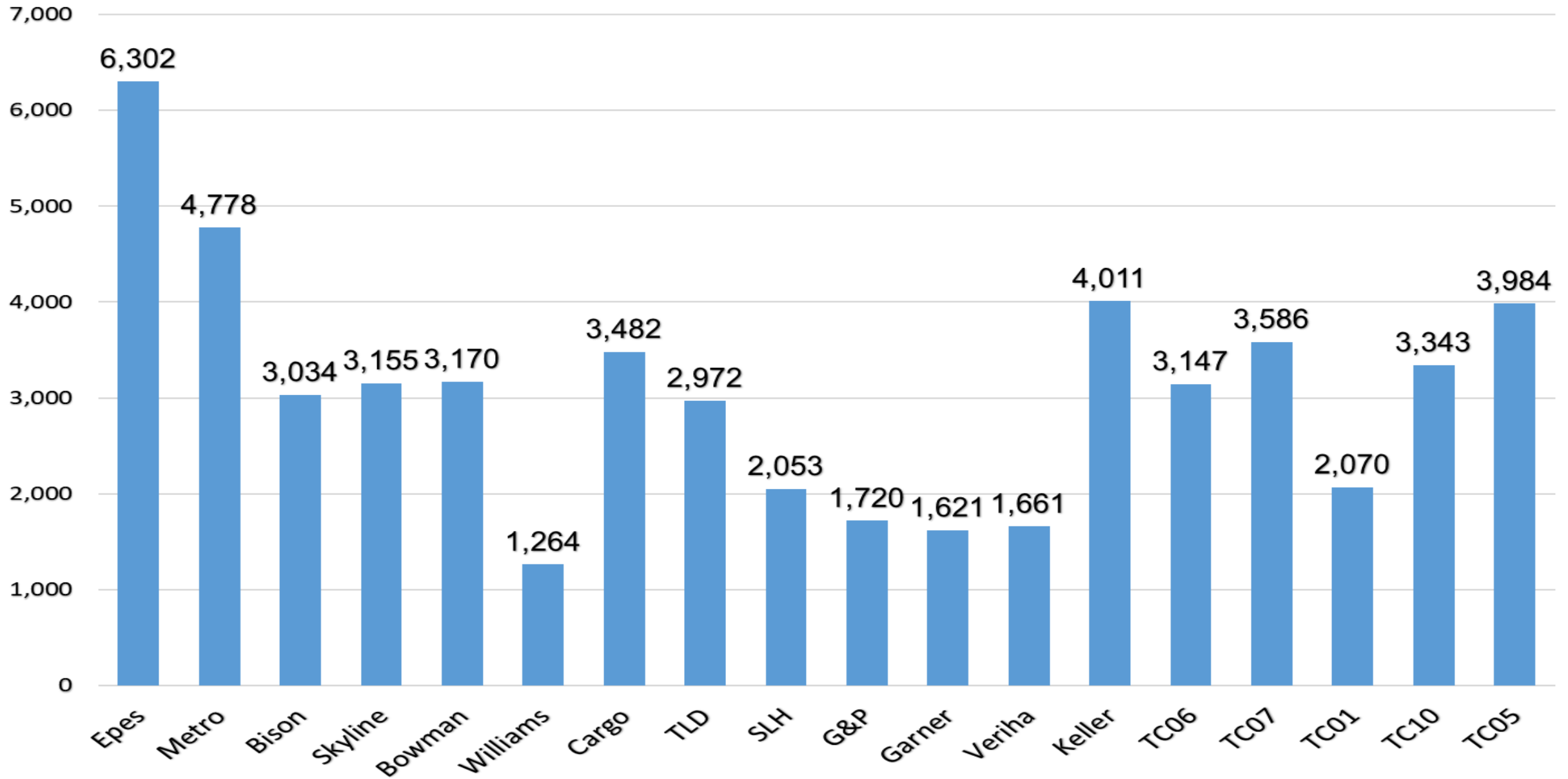
■ OPERATING RATIO (TOT) ROL12



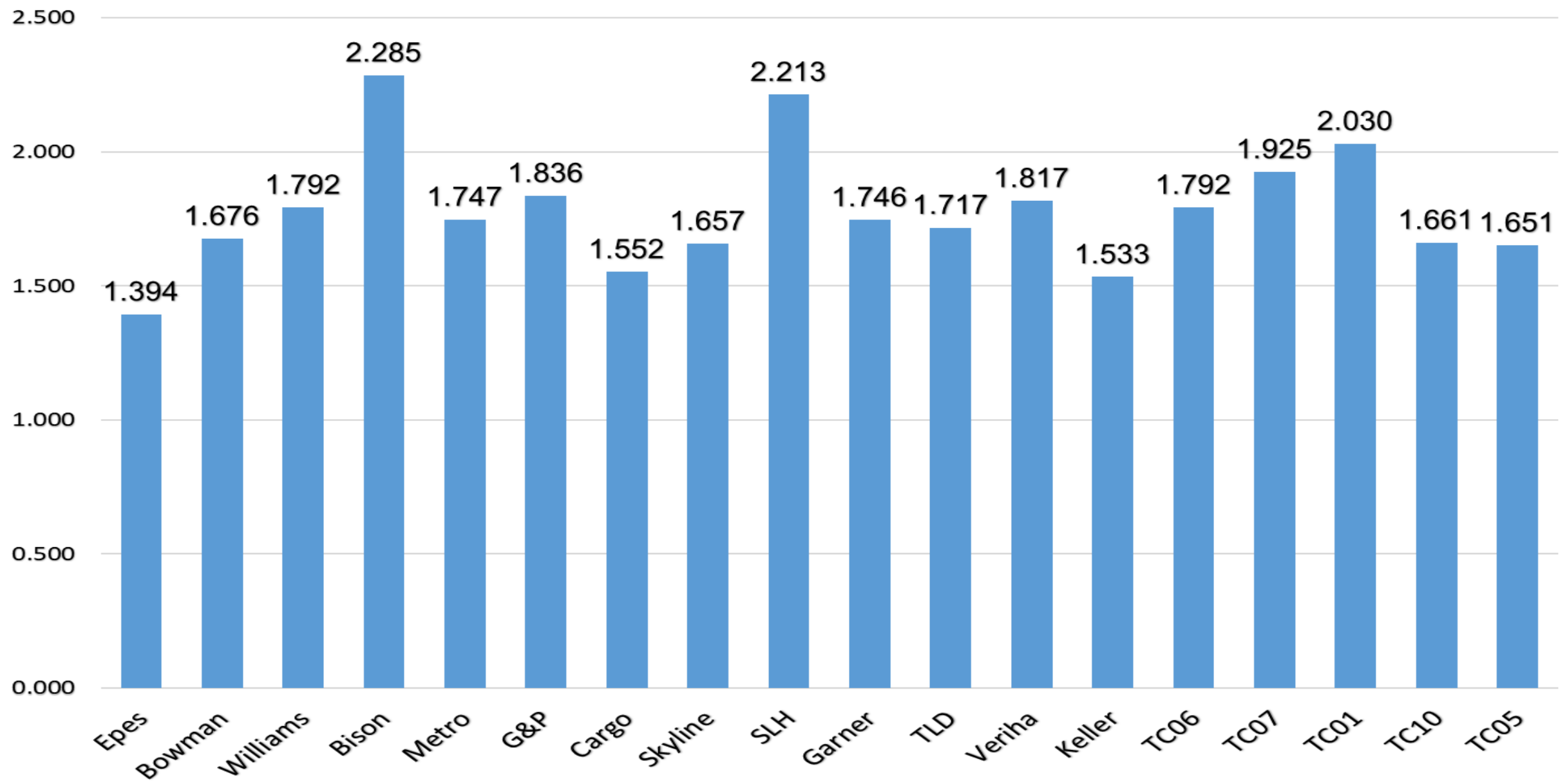
■ TOTAL REVENUE/DRIVER/WK (TOT) ROL12



■ TOTAL GROSS/NON-DRIVER/WK (TOT) ROL12



■ TOTAL OP EXPENSES PER MILE (CF) ROL12

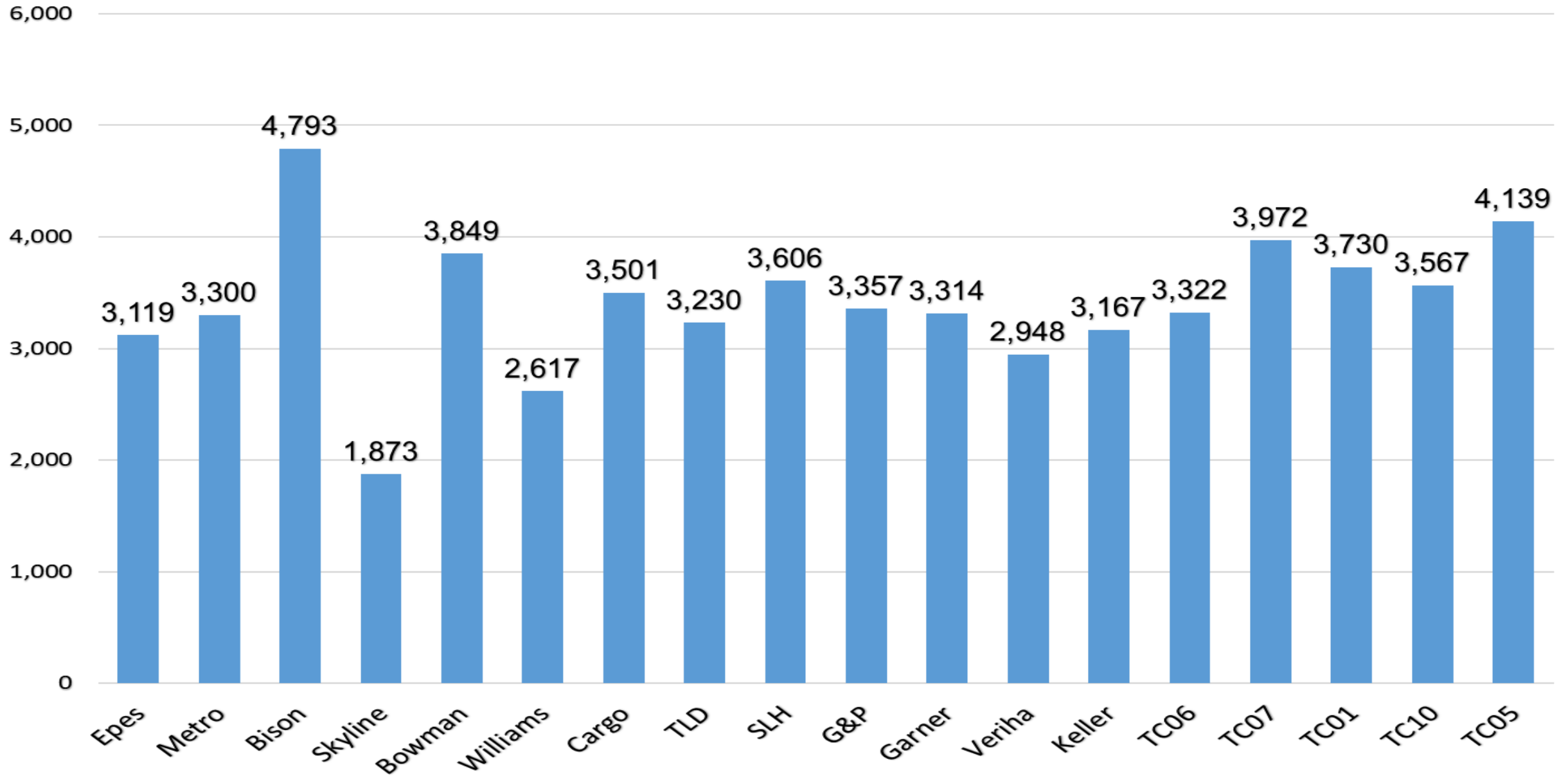


- ▶ Each Carrier will put \$40 in the Pool; after all presentations we will vote for the top 2 Presenters, and they will split the pool 60/40. Good Luck!
- ▶ 7 Minute Presentation – O&A to Follow.

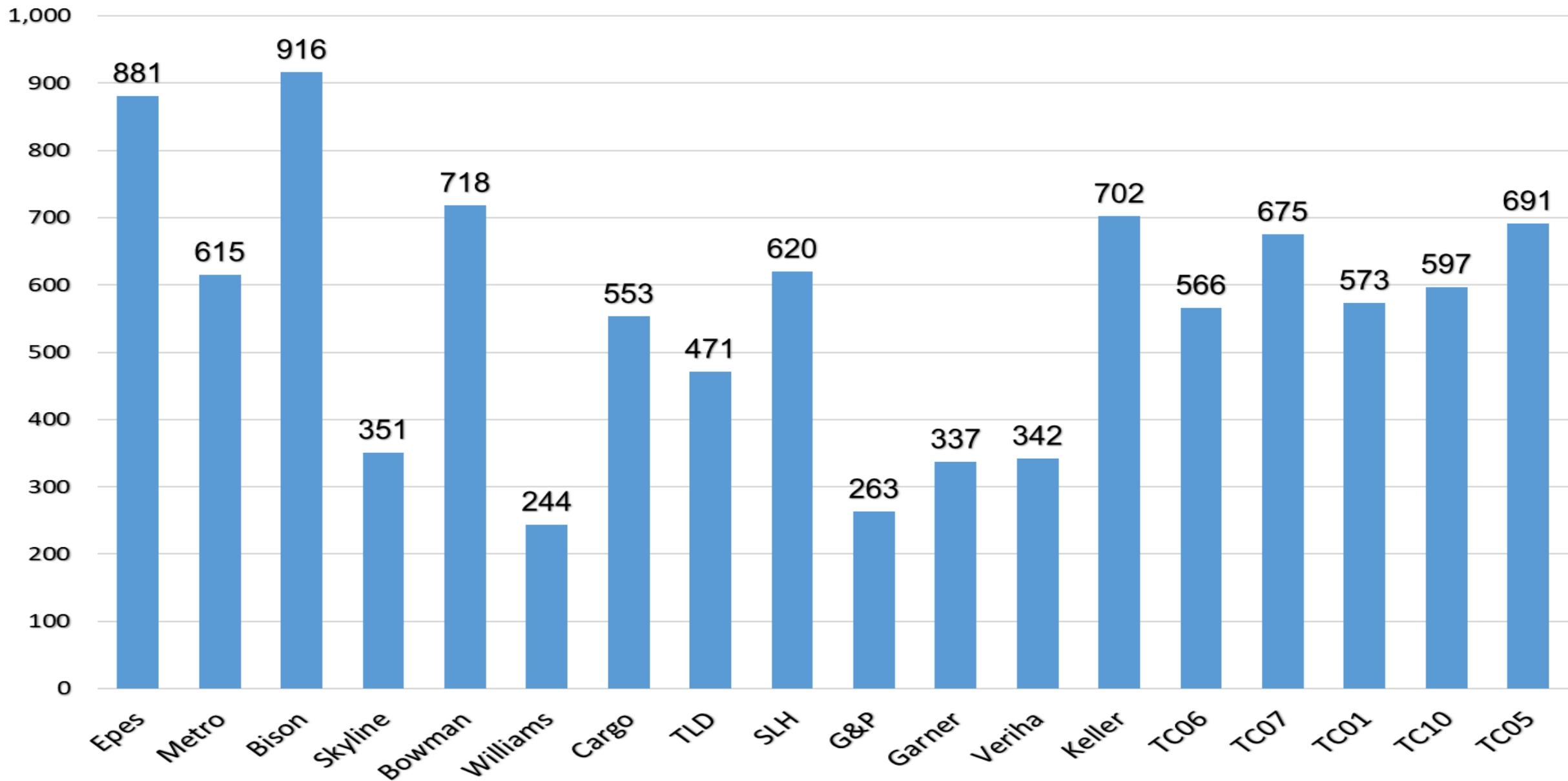
BEST IDEA SESSION

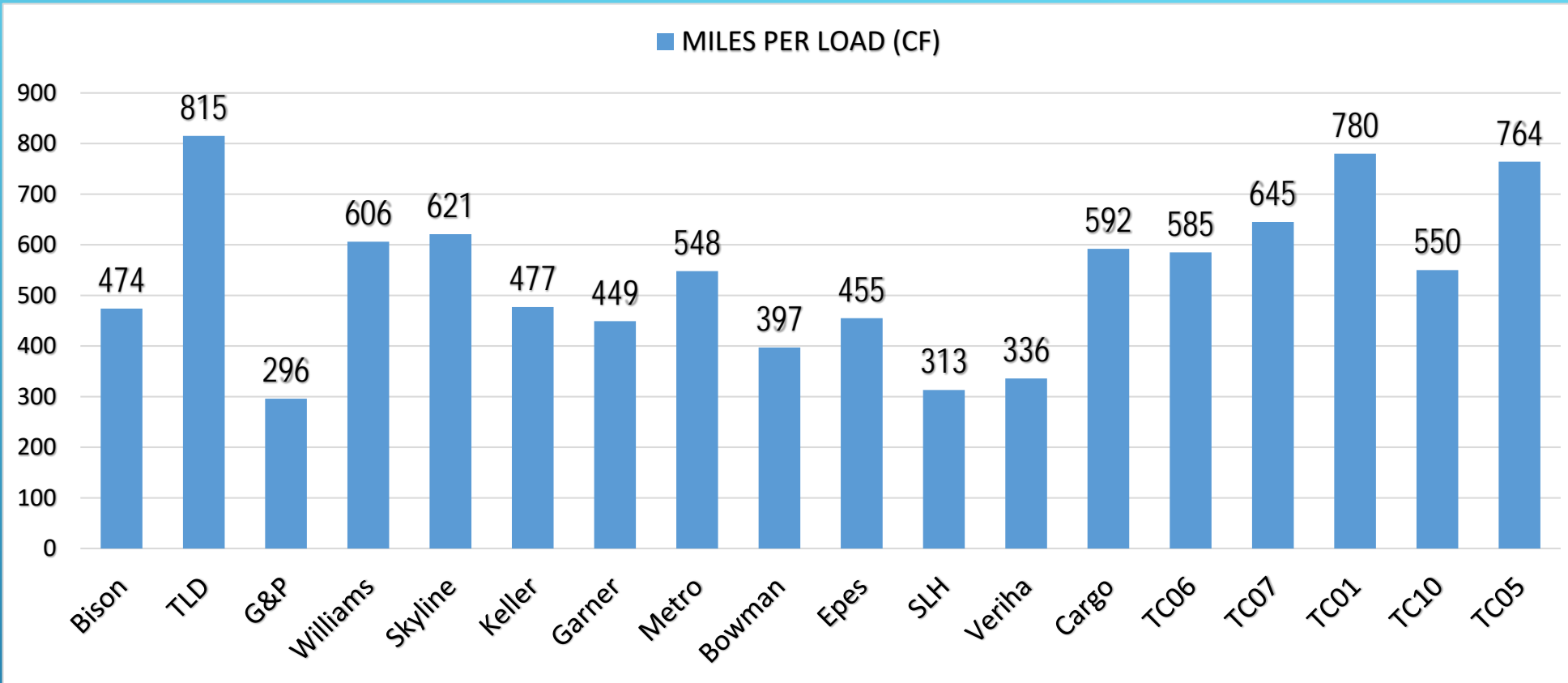
CUSTOMER SERVICE STRUCTURE

REVENUE/TRUCK/WEEK (TOT) ROL12

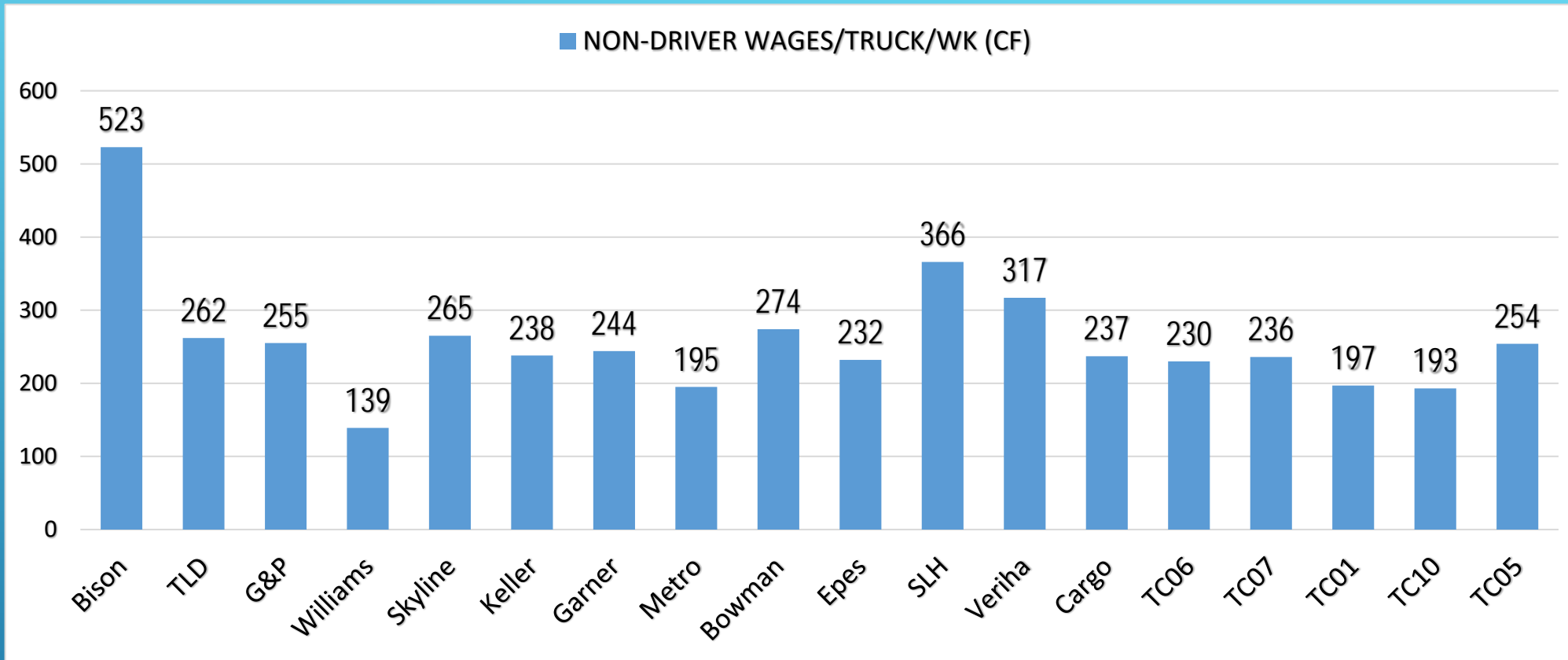


GROSS/TRUCK/WEEK (TOT) ROL12





CF MILES/LOAD



CF NON-DRIVER WAGE/TRUCK

- ▶ Sales Department Leader and who do they Report to?
- ▶ Number of Outside Salespeople and Territory, National or some other responsibility
- ▶ Internal Sales Structure – Customer Service
- ▶ Customer Service Personnel Breakdown
 - ▶ Customer Inside Sales
 - ▶ Appointment Planning
 - ▶ Scorecard Adjudication & Handling

CUSTOMER SERVICE/SALES ORGANIZATION STRUCTURE

- ▶ How many customers are assigned to a CSR?
- ▶ Single point of contact for the customer?
- ▶ How often does your customer service people have direct contact with the customer on a weekly basis?
- ▶ Customer online tracking tools employed?
- ▶ Knowledge of profitability do Customer Service have?
- ▶ How is the CSR incentivized?

CUSTOMER SERVICE AGENTS

- ▶ Do you have a specific process on how Annual Bids are handled?
- ▶ Accessorial Handling: What is the Process? Automated? Telematics use? TMS used?
- ▶ What processes have you put in place to reduce Appointment Fees?
- ▶ Who reviews contracts?
- ▶ Contract Management – who keeps contracts, and at what point does legal get involved?

CONTRACT HANDLING

- ▶ Are Account Teams developed before, and who is picked for those Teams?
- ▶ Specifics of a new customer or new lane communicated to operations?
- ▶ How is Operations consulted before a new account or new lane is added?
- ▶ When servicing a new location, how do you qualify the location for serviceability by your equipment?

CUSTOMER ONBOARDING PROCESS

ADJOURN – DINNER @ GIBSON'S

- ▶ Old Business – TPP Questions?
- ▶ New Business/Membership Attendance
- ▶ Meetings:
 - ▶ **April 30th – May 1st: Cargo Site Visit**
 - ▶ Need Topics & Attendee Number
 - ▶ Need Fall Date
- ▶ New at InGauge
- ▶ Member Takeaways from Yesterday?

1705 Ops-Benefits
1611 Ops-CSR
1605 Ops-Driver
1511 Maintenance

GROUP ADMINISTRATION

TAKEAWAYS FROM YESTERDAY

What was the Key Thing you will take away from our Meeting?

- ▶ Technology for track and trace for Customers?
- ▶ On Time Service Tracking: policies and procedures to ensure on time delivery for high-service expectation customers.
- ▶ How are Customers defining and measuring on time delivery (self-reporting, independent verification, etc).

CUSTOMER SERVICE TRACKING

- ▶ How well are these defined?
- ▶ How do you Track Their Compliance?
- ▶ How are you discerning where to give more Capacity in light of their Past Commitment adherence?

CUSTOMER COMMITMENTS

- ▶ What's your Process in Evaluating your Customer's Financial Performance?
- ▶ Credit Insurance and who do you use (D&B lookup, Coface, Ansonia, CompuServe, etc.)?
- ▶ How and who is performing risk scores for A/R limits?

REVENUE ASSURANCE

- ▶ Are your Customers asking for more Transparency, and what is your plan for that?
- ▶ What are the New Challenges that EDI, Commitments, and On-Time Delivery Affect Operations Efficiency?
- ▶ How are you identifying and Loading New EDI Customers?

EDI & WEBSITES

ADJOURN – THANK YOU

Safe Travels and Thanks for the Business.