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# ***Dynamic Customer Proposals***

Jenny Hunter – Customer Service Manager

The logo for Duncan & Son Lines is a green, stylized banner with a white background and a green border. The text "DUNCAN & SON LINES" is written in a bold, green, sans-serif font with a slight shadow effect.

## ***DUNCAN & SON LINES***

- Established in 1943  
(75 Years in 2018!!!)
- 4<sup>th</sup> Generation Owners
- \$70M+ Annual Revenue
- 220+ Power Units
- 1200+ Chassis (Trailers)
- 300+ Employees
- Headquartered in Buckeye, AZ
- 25 Acre Terminal in Phoenix, AZ
- Ports of LA/Long Beach to/from Phoenix
- 60% of miles are CA

# Steamship Lines

- Maersk
- ~~MSC~~
- CMA CGM
- COSCO
- Evergreen
- Hapag-Lloyd
- OOCL
- Hamburg Süd
- ~~Yang Ming~~
- ~~NYK Line~~
- Mitsui O.S.K. Lines
- United Arab
- Hyundai
- K Line
- Pacific International Lines
- ~~Zim~~
- Wan Hai Lines

# *Old Proposal Factors*

- Lane
- Volume
- Accessorials
  - Triaxle
  - Other Services

# Today's Proposal Factor:

## **EXPORTABILITY**

- Shipment Type
  - Import
  - Export
- Size
  - 20'
  - 40'
  - 40' HC
  - 45'
- Type
  - Dry
  - Reefer
  - Open Top
  - Garment
  - Flat Rack
  - Tank
- Free Days
  - Demurrage
  - Per Diem
- Lane
  - <30 miles of Terminal
  - >30 miles of Terminal
- Delivery
  - Drop and Hook
  - Live Load/unload
- Weight
  - Requires Triaxle?
- Customer Demographics
  - Steamship (volume)
  - Container Owner (export opportunity)
  - Broker/Forwarder/NVOCC
- Consignee

# *Proposal Goals*

- Dynamic Customer Specific Proposals
  - Solve Customer Specific Needs
  - No Need to Combine Pricing for Good and Bad Business
  - Steer Customers to Better Solutions/Options
  - Incentivize Customers to Win/Win Agreements
  - **Balance Exports with Imports**
- Dynamic Tariff Proposals
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  - Incentivize Customers to Win/Win Agreements
  - **Balance Exports with Imports**



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***Thank You***

Jenny Hunter – Customer Service Manager