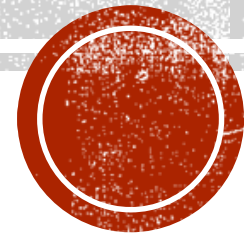


SCHUSTER CO

Driving the Best Customer Service



SALESFORCE

- Unique to our company size, we don't employ any sales personnel.

However, we do employ 10 fulltime, hands-on, witty, slightly sarcastic but extremely knowledgeable customer service representatives.

- Each account representative is fully involved in managing their customers' accounts. That includes everything from input on rates to shipping & receiving details to custom requests.



TOGETHER WITH OUR MANAGEMENT TEAM, OUR CUSTOMER SERVICE DEPARTMENT IS OUR SCHUSTER SALESFORCE.

- Giving our customer service members more control allows them to take ownership of the accounts' success. They hold bi-weekly meetings to discuss what's working and what needs improving. This allows us to spearhead issues before they result in a problem.
- The experience and longevity of our operations team reflects directly on our customer satisfaction. We are able to provide a sense of familiarity and knowledge to each individual customer account. As a result, we've also seen better driver retention due to *transparency* in loads.



ABOUT THAT TRANSPARENCY . . .

- As you all know, freight movement can be tricky at times. We want our loads to be as transparent as possible for our drivers with the hope to make for smooth and safe deliveries.

What sort of transparency do we strive for?

- Detailed load instructions & requirements
- Clear directions & accurate contact information
- Realistic timeframes & expectations

- This transparency can not be relayed to our drivers without the our Customer Service Team driving the knowledge through.

How can they provide this?

- Communication! Weekly Customer Service meetings
- Continually getting driver and customer feedback on loads
- Open discussions on future plans and how we can accomplish them
- Build strong relationships with each individual customer account



KNOWLEDGE = POWER

Schuster Sells Safe Service First



- “We deliver safety first” We promote safety through every aspect of the company. This includes keeping all our equipment up to date, fleet wide electronic logs, and tracking & monitoring of all loads.
- We’re proud of our safety record. Our drivers continuously prove they’re conscientious of their surroundings, and knowledgeable about the load they’re hauling. This results in a low OS&D ratio, giving our customers a warm and fuzzy feeling.
- **Without the guiding hands of our Customer Service Team, our drivers could very well be set up for failure. And without them succeeding on the road, we fail as a company.**

