

SCHUSTER SALES TEAM

JEFF ARENS AND STEVE SCHUSTER



OUR TEAM

- **STEVE SCHUSTER, PRESIDENT AND CEO**
- **JEFF ARENS, VICE PRESIDENT**
- **TODD PETERS, SENIOR DIRECTOR OF OPERATIONS**
- **ALL OF THE CUSTOMER SERVICE DEPARTMENT**
- **SCHUSTER DRIVERS**

ACCOUNT MANAGEMENT

- MAJOR ACCOUNTS ARE DISCUSSED INTERNALLY DAILY
- CUSTOMER SERVICE WORKS WITH ACCOUNTS ON WHAT LANES ARE NEEDED AND HITTING COMMITMENTS
- OPERATIONS HELPS TO MATCH CUSTOMER AND DRIVER NEEDS ON LOADS

COMMUNICATION WITH CUSTOMERS

- **FACE TO FACE MEETINGS ON CURRENT FREIGHT MARKET**
- **DISCUSSIONS ON COMMITMENTS AND DEDICATED OPPORTUNITIES**
- **HELPING CUSTOMER TO SEE THE IMPACT ON CAPACITY FROM ELD'S AND DRIVER SHORTAGE**
- **WORKING ON WAYS TO MINIMIZE THE IMPACT ON THEIR CAPACITY**

TARGET & COMPENSATION PLANS

- ALL PARTIES INVOLVED IN SALES HAVE INCENTIVES TIED TO REVENUE
- INCREASES IN CUSTOMER RATES INCREASE EMPLOYEES ANNUAL COMPENSATION
- NOT HAVING DEDICATED EXTERNAL SALES EMPLOYEES ALLOWS OPERATIONS TO CONTROL WHAT FREIGHT IS NEEDED