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Success Starts with Planning

- Planning – Critical to include your Forwarder
- Process – How Forwarders can help
- Protocol – Potential Down Falls if not followed
- Problems – How your Forwarder Reacts
- Pricing – The sooner the better

Planning

How to Include your Forwarder?

- Providing time lines, pieces, weight, & dims

Why should you include your Forwarder?

- Insight into Airport Locations & Available Airport Facilities
- Securing proper space on direct flights, avoiding connecting flights, using correct routing
- Answer any questions or concerns early on

Process

How Forwarders Can Help

- TSA & Security Concerns
- Recommended Packaging & Labeling Instructions
- Equipment, Man Power & Station Facilities

Protocol- Potential Down Falls

Questions to be Asked-

What does your client expect?

Do they want to interact with the Forwarder?

What Special Instructions will need to be followed?

Is Temperature a factor?

Is Weather a factor?

Facility Requirements?

Budget & Quoting?

Return Order Processing?

Problems- Proactive or Reactive

When Problems arise is your Forwarder Proactive or Reactive?

Key indicators- Back up Routing Plans?

- Resources-
- Capable to react from any city?
 - Equipment Available along route?
 - Knowledgeable about Airline Strengths & Weakness?
 - Consistent Staff & 24 Hr. Availability
 - Consistent Up Time on Critical Applications

Pricing-

Sooner the better

- Time = Money – The more time a forwarder has to react the better...the less time means much more in price
- Do you qualify for Volume Pricing?
- Who is responsible for auditing set tariff's and quotes?
- Has your forwarder provided you with set pricing and explained your tariff.
- Does your client have a budget, do they know that freight is usually not included in the price.
- Is your forwarder proactive on helping you cut costs? Do they understand your clients and how to make recommendations to stay in budget.
- Does your company have other divisions that ship out other product, tradeshow booth's, or equipment? If so this will help in Horizontal Growth for your forwarder and provide better discounts for your division.

Thank You

Please feel free to join us for lunch,
visit our table or contact us via
telephone at
(800) 651-0423