

Creating Value for Our Customers



Value Is About More Than Just Price

What does “value” mean to you? Lowest price? Highest quality? Something else? If you are not exactly sure, know that you are not alone. Recent conversations with some of our current and prospective customers remind us that the value of an After-Payment Freight Audit, especially an **AMTR** Audit, is not always well understood.

To explore the idea of value, we will begin with price. It is often said that “price” is what one pays for a given product or service while “value” is what any given product or service is worth. Worth can be measured in many ways—in financial terms, productivity terms, emotional terms, etc. When shopping for an After-Payment Freight Audit, it is important that customers consider both price and value. At **AMTR**, our price comes in the form of a percentage of freight overcharge recoveries, but we work hard to create additional value for our customers beyond the basic audit by: 1) establishing close, personal relationships with our transportation experts, 2) providing customer-specific audits and analysis, 3) offering best-practice and optimization recommendations, 4) committing time to problem investigation that customers cannot, and 5) offering comprehensive claims management to name just a few.

So, when considering After-Payment Freight Audit services, be wary of making decisions based on price alone. Think about what the services mentioned above would be worth to your company. Get “Smart” and explore the value **AMTR** can offer your company today!

You Pay for What You Stack & Pack

If you’re versed in the transportation industry’s current state, you have likely heard the phrase “capacity crunch.” With the experts predicting that there will continue to be significant increases in goods moved by truck, carriers are monitoring and adjusting their shipments to ensure that the capacity available is strategically being used. When it is not, a shipper is going to pay for the unusable area in which no other freight can be loaded by the carrier. This scenario often occurs when products or palletized shipments are tall, wide or long.

Even though customers may have agreed upon pricing with carriers, they will be subject to the carrier’s rules tariff in which there are exceptions that may apply if the shipment qualifies. Within the tariff, there may be clauses that allow the calculation of the shipment’s required cubic footage to actually be 96 inches high or wide. Also, when a shipment requires 20 feet or more of floor space or weighs 20,000 pounds or more, or when an article of the same dimensions hypothetically cannot be placed in the same trailer, the shipment may be subject to a capacity load charge. Carriers often have rules stating that, for a certain amount of cubic footage, a minimum density must be met. When the minimum is not met, the carrier will apply charges to the freight bill to reflect the minimum density. This is referred to as a density minimum charge shipment. Shippers could also be facing lineal foot charges if a shipment reaches a certain length in the trailer. This could be very costly, as it is often based on a certain rate per mile.

The rules mentioned above can quickly result in higher shipping costs. Capacity rules are sometimes concluded by stating that if applicable pricing calculations result in lower charges than the customer’s specific pricing does, then the greater of the two charges will apply. Understanding the qualifiers, determining configurations, pricing calculations and any exceptions that exist can easily become overwhelming. Our “Smart” Auditors handle these types of invoices on a daily basis and can determine if you are being overcharged. Let **AMTR** ensure that you are only paying for what is applicable to the shipment and nothing more.

Come See Us at These Upcoming Events!

NEARS September 21-23
nears.org

SEARS September 27-29
serailshippers.com

SWARS October 5-6
swrailshippers.com



Who Has Time to Read Fine Print?

We do!

Increasingly, tariffs and contracts are created either automatically or by copying and pasting bits and pieces. Either way, **AMTR's** expert auditors spend a great deal of time auditing the contracts and tariffs themselves, in addition to auditing freight bills and freight bill data. There are instances where errors in the actual contract or tariff occur. This is a practice unique to **AMTR's** "Smart" Audits. Carriers usually have no knowledge of these errors until claims are filed on our client's behalf. Writing contracts and tariffs is not an easy job, especially given the volume of tariffs and contracts that a carrier has to create and update on a daily basis. Undoubtedly, the writers are overwhelmed and rushed; however, customers are usually the ones who suffer for it, and in many cases only a trained and experienced freight cost auditor can discover all of these issues. Let **AMTR** invest our time into saving you money.

Trucking Trends Trucking Ahead

On August 4, 2016 the American Trucking Associations (ATA) released the newest edition of the only existing trucking almanac—ATA American Trucking Trends 2016. The report concluded that there was positive growth in employment, number of drivers, trucking revenue and truck sales in 2015.

According to the ATA report, trucking accounted for \$726.4 billion in gross freight revenue (81.5% of the nation's freight in 2015); trucks hauled 10.49 tons of freight (70.1% of domestic freight tonnage); and 3.63 million Class 8 trucks in operation. These significant figures verify the necessity of truck drivers and companies to keep driving the economy. "While the first half of 2016 has been challenging for the industry, trucking is coming off two very strong years and we are optimistic about the future," stated ATA Chief Economist Bob Costello.

You can find more information about Trends at trucking.org.

Shippers stay aware of **NMF** changes that have occurred in recent supplements.

Learn more at:

http://www.amtr.com/2016/08/25/smart-answers-a-response-to-nmfc-supplement-2-bill-of-lading-changes/#.V9_n4_krLcs

Quote

Time is more valuable than money. You can get more money, but you cannot get more time.

Jim Rohn

Industry News

Staying on Track with New Options

BNSF Railway has announced a new service option to allow intermodal customers to transport freight between Texas and the Pacific Northwest beginning September 12. With extended access to the largest markets in Texas, this new service will be available for domestic containers, trailers and temperature-controlled freight and is part of BNSF's continued focus on expanding network capacity and service capabilities for their customers.

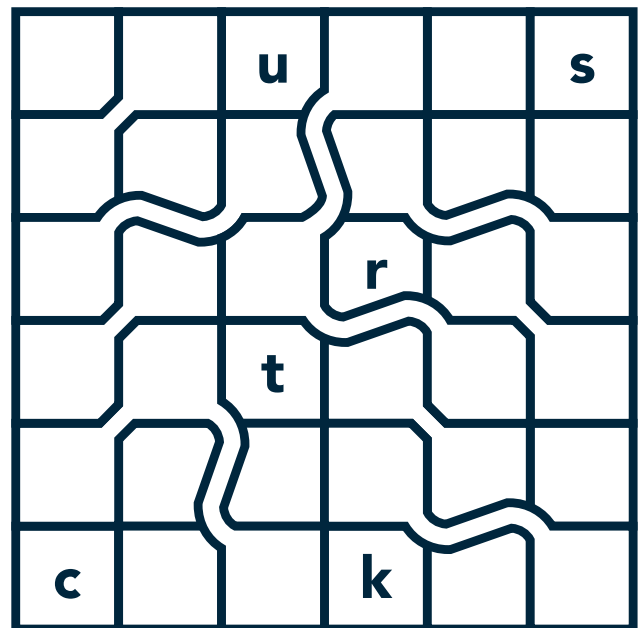
This new, faster service offering is the first of several new scheduled projects to be rolled out over the next year. Shippers should stay aware of new service offerings, as they might lead to cheaper and timelier opportunities.

American Truck & Rail Audits, Inc.

September 2016 Brain Teaser

TRUCKS

Complete the grid with the letters **t, r, u, c, k, s**. There is only one of each letter within an entire row and within an entire column. All connecting squares have the same letter.



Find the solution for this brain teaser at amtr.com/brain-teasers