





## **Today's Definition**



 A shipper can be any entity that is engaged in the movement of freight, whether manufacturer, distributor, third party logistics provider or a 'carrier' using another mode as a means to provide service to their customer.

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## What are Shipper's needs



- A goal of a shipper is quite simple
  - Turn product or service into cash!
- To achieve this goal there are three common requirements
  - Capacity
  - Performance
  - Cost
- Shippers with different needs will prioritize these differently.

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## What is the Shipper Perspective



- Investment will keep up if there is a demand for the service.
- Economic growth in a consumer economy means increased goods movement – an opportunity for all transportation providers
- Shippers will always look to meet the demands of their customers
- Shippers will utilize the transportation mode that allows them to meet their customer's needs
- What will it take to meet this demand?

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### The social/political drivers



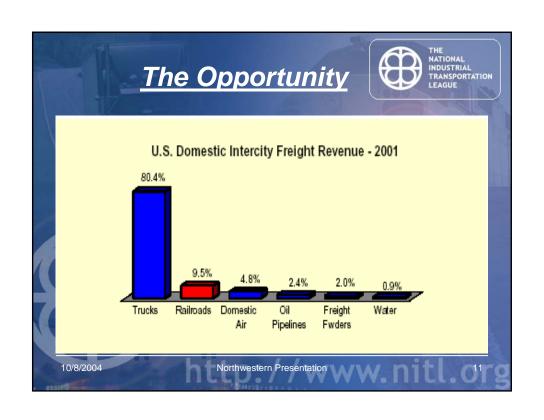
- Infrastructure demands
- Energy demands
- Labor/Management Issues
- Regulatory Policy
- Environmental Policy
- Security Concerns
- Government Fiscal Policy

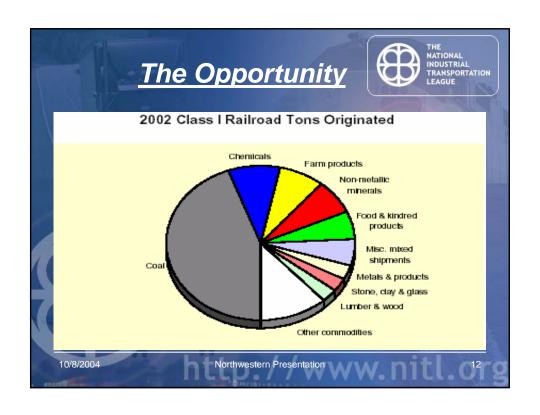
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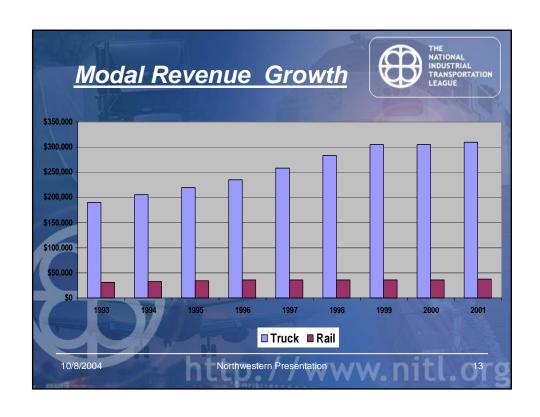
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# The Opportunity Past trends – growth between 1980 & 2000 Commodity growth in that time frame Intermodal Coal Is it sustainable? Does it warrant continued investment? Commodity loss in that time frame Merchandise Consumer Products Where will growth come from in the next 15 years?











# Concerns • Rates are not the issue - Shippers will pay for value • Value consists of: - Focus on Customer Needs - Consistent Service - Competitive Pricing - Marketing Innovation - Competitive Choices • Can the current model sustain itself?

