

AUTHORIZED AGENT  
**England**  
LOGISTICS



# England Carrier Services Relationship Impact

In the volatile, complex, and dynamic world of freight, finding the right carrier for a lane can be difficult.

By leveraging deep carrier relationships with business coaches, other agent networks, and the England Carrier Services carrier network, England Logistics agents have access to a vast network of vetted, professional carriers and deep ties in a relationship-driven industry.



## BUSINESS COACHES

With its deep roots in the industry, the England Logistics Authorized Agent program offers a unique benefit: a seasoned team of business coaches with decades of industry experience.

Here are just a few benefits that business coaches offer:

### *Increased Retention*

One agent enjoyed the business of an industry-renowned, large client for some time. When this client struggled to penetrate a collection of new locations, their relationship with the agent became rocky, and their shared business was in jeopardy.

Fortunately, a business development coach had a uniquely positive relationship with the agent's client for several years. The business development coach stepped in, mediated the misunderstandings of the relationship, and positioned them for future success.

Since the critical conversation between the business development coach, the client, and the agent, the relationship has yielded over \$248,000 in margin.

### *Optimized Pricing*

After some time in their professional relationship, an agent was inclined to request better pricing from their carrier.

Sensing the situation's sensitivity, the agent recruited the help of a business development coach they knew had a fantastic relationship with the carrier.

When the business development coach initiated a conversation with the carrier, they discovered that the agent was overdue for a price increase. However, because business had been good, they withheld the hike.

The business development coach negotiated with the carrier to keep prices stable. Because the carrier greatly respected the business development coach, they agreed to maintain the pricing.

Following the conversation, business between the agent and the carrier increased by 80%.

### ***Better Communication***

A spontaneous adjustment of a shipment class sent an agent into frustration. They were becoming weary of a carrier's seeming unpredictability.

The agent contacted a business development coach for help as the communication gap grew.

The business development coach used his years of experience with the carrier to facilitate an elucidatory meeting between the agent and the carrier. The carrier explained its rationale for dynamic pricing, and the agent felt relief in understanding. New expectations were established, and the relationship was saved.

Since the conversation, the client has increased margin by 24%.



## **OTHER AGENT NETWORKS**

Agents of England Logistics also benefit from the carrier networks of other agents.

When one agent tried to curate an RFP for a midwestern customer, they struggled to find a carrier in their network to cover the client's lane.

Knowing that a more seasoned agent had a carrier network of impressive depth, this agent contacted them and relayed the customer's request. This seasoned agent had several carriers capable of covering the lane at an outstanding price.

This lane grew into more lanes, eventually amounting to \$19,000 for the agent.



## **ENGLAND CARRIER SERVICES**

England Carrier Services is a division of England Logistics offering factoring services, tire discounts, and fuel discounts. Because of the nature of their business, England Carrier Services has 260,000 carriers in-network.

One prominent client possessed a total supply chain of hundreds of lanes. Despite their scope, this client had repeated difficulty filling one unusual lane.

An agent of England Logistics called on the England Carrier Services network of carriers. Through their relationship with England Carrier Services, they found several carriers capable of fulfilling the lane.

Agents of the England Logistics Authorized Agent program have access to a uniquely extensive and devoted network of carriers.

Business coaches can leverage their industry expertise to fortify carrier relationships. Agents can be confident that their cohorts can support them with their own networks. Through England Carrier Services, agents have access to one of the largest carrier networks in the nation.

To have more relationships with carriers of better quality, [click here](#) to learn more about the **England Logistics Authorized Agent program**.