CUSTOMER SNAPSHOT: BACKHAUL GROUP - DCS

Aaron Waterman, Director of Operations for our Backhaul Group, recently shared our continuing initiative to provide value to all DCS Customers. This CVD project proves our ability as a company to help provide all customers with the opportunity to drive out empty miles, using dozens of sources for freight return with multiple offers for the same truck/lane.

OPPORTUNITY

Currently, J.B. Hunt retains over 250 customers who capitalize on the services of our backhaul team. We not only traditionally drive out the empty miles using many different sources of freight, but also compare routing, appointment times, weight, commodity, and rate to ensure we are pairing our customer head hauls with the perfect backhauls. The backhaul group works closely with our customers day to day by making sure loads are en route and not delayed. This guarantees we are not interrupting customers' outbound schedules and ensures their contracted assets are available for the next load leaving their facility.

In addition, the backhaul group works closely in the design phase by assisting in pinpointing customers' slow seasons. This offers the ability to provide work for our customer fleets during those times to ensure they are not paying for assets that are remaining idle. This was proven to be a success during the pandemic when our backhaul team helped secured round trip freight for fleets that shut down during this time.

PROCESS

Since the backhaul group is broken down by customer, each account has a specific point of contact on the team, regardless of their geographic location. During the design phase, the team will work closely with engineers to help identify static trucks and routing for the account so that we may secure backhaul and allow our customers to pay one-way rates. The backhaul team uses a bidding process during this stage, but also uses load boards scanning over 200 outside 3PLs.

The backhaul group also works hand in hand with our ICS division, emerging as one of their largest carriers. The DCS carrier pool has grown over 300% in revenue from $1.5 million in 2018 to $6 million in 2020 for our ICS division—which is the credit that is provided to directly to our customers. On average, we provide over 1,000 loads per week to our customers across the country, providing a savings of roughly $700 per load. As J.B. Hunt continues to grow its Dedicated division, our backhaul group has goals to grow 7% YOY to create more opportunity around the division.

RESULTS

By supplying our customers with the opportunity of backhaul, J.B. Hunt was able to provide:

- An estimated $28.5 million in cost savings to our customers in 2019

RESULTS CONTINUED

- An estimated $33 million in cost savings to our customers in 2020



Allow J.B. Hunt's backhaul group to ensure your trailers are never traveling empty!

J.B. HUNT
Dedicated