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EMPLOYEE PROFILE

Joshua Bergren



Joshua Bergren was born in Dallas, Texas and grew up in Flower Mound, a suburb of the Dallas-Fort Worth, metro area. JB, as he is called, graduated from the University of North Texas in 2015 with a bachelor's degree in kinesiology and health and a minor in marketing.

Before college, he started his professional life in logistics working for his dad. After college, JB worked for Cardinal Logistics and later moved to Echo Logistics as a carrier manager. He was hired on at LinkEx in May 2019 to work in the LTL department before quickly transitioning to handle ad hoc quoting in truckload.

JB recently proposed to his long-time girlfriend and they have set a wedding date for October of this year. In his down time, he enjoys working out, playing with his dog, spending time with friends and playing video games.

We are lucky to have such a bright and hard-working young man on the team as he has added a lot of value to the group. We appreciate his daily dedication and effort.

2019 GAME CHANGERS

- January: Mark Murphy
- February: Daniel Garcia
- April: Nancy Flanagan & Rodrigo Parra
- May: Jo Sanders
- June: Talina Seu
- July: Mike Hayes

- August: Mary Ferrarov
- September: Josh Ingram
- October: Timothy Woodard
- November: Felicia Rogers & Kathy Galloway
- December: Gerri Burton

EXECUTIVE FORUM

Take Care of One Another

Happy new year and welcome to a new decade. Last year is already well into our rearview mirror, but I did want to take a moment to reflect. Since the acquisitions, 2019 represented our best year, both from an earnings and revenue perspective. A big thanks and congratulations to the entire team! Not a day goes by that I am not thankful for being affiliated with the LinkEx team.



As I previously mentioned, if we take care of our customers, everything else will take care of itself. It really is that simple. Consistent with our core values, we have continued to invest in our employees. The Dallas team is now on the Saia health benefits plan, which, quite frankly, is not only the best plan in the industry, but marketplace as a whole. We continue to invest in our flex warehouse model and now have over 100 third party warehouses to help support our customers' needs. We are handling all residential deliveries

for the Saia Garland terminal with LinkEx assets and will soon be adding the Dallas and Fort Worth terminals. IT continues to support and invest in our infrastructure. We have added talent in both our Atlanta and Dallas operations. We have built out a true consolidation and distribution model that positions us well to capitalize on opportunities with some of the nation's Fortune 500 companies, particularly the retail sector. We now have 11 logistics sales executives representing, promoting and growing LinkEx. The list goes on.

Needless to say, 2019 was an exciting year for LinkEx and it positions us well for the future. Previously, I mentioned that we must continue to take care of our customers and everything will take care of itself. Let me take that a step further. It starts with taking care of one another.

2020 highlights so far:



Saia Annual Conference: Elevate 2020 - Focused on one team!
David Miller and Bill Lealos' breakout session: Specialty Products / LinkEx

Meeting with the new Logistics Sales Executives (LSEs):
Steve Arnold (PDX), Sean Cronan (CIN), Scott Colavecchi (HST, DLS), Nick Florin (NWB), Jon Gefvert (JAX), Benji Law (ATL), Wil Serrano (HBG), Bill Vanatta (CLT), Jeff Volker (CGO), Greg Walker (NOL, KCY), Greg Wright (LAX)

As always, thanks for your continued efforts!



David T. Miller
Vice President and General Manager, LinkEx



■ SERVICE SPOTLIGHT

Saia Brokerage

by Karen Thompson, Director of Operations, LinkEx Atlanta

This past year was one of growth for the Saia Brokerage Division of LinkEx. We increased load count by 81% and gross revenue by 44%. Both were a large contributing factor to our securement ratio, which increased by 8% over the previous year, as we held strong at securing 38% of what LinkEx quoted.

While this is exceptional in the brokerage industry, we recognized areas where we needed to be more strategic, which is why in late 2019 an Inside Sales Department was established. Danielle Johnson, Sales Development Representative, has done an excellent job following up on previously missed opportunities and business is growing as a result. We look forward to expanding this division in the first and second quarters of 2020 as we continue to work closer with Saia's field and inside sales teams.

While LinkEx does an exceptional job in the industry, at the moment, we are still a very small player in the brokerage world. As we move ahead into 2020, recognizing this will be a challenging year for our industry, we also expect it to be a year of opportunity and growth for LinkEx as we continue collaborating more with Saia. We'll partner to identify opportunities that will include pool distribution, air freight, international service, white glove, expedited, and contractual business.

During this first quarter, LinkEx created a carrier relations specialist position and Thomas Molloy will lead this initiative as we strengthen our relationships with our carriers, identify key lanes, and establish preferred pricing to continue driving the Saia/LinkEx customer relationship as well as our other house accounts. The preferred pricing initiative with our carriers will be one of the key components to our growth in 2020.

■ CORPORATE CALENDAR

Employee Birthdays

JANUARY

Carlos Guzman	Melchor Lim	Thomas Molloy
Christopher Shields	Roma Hernandez	Wanhdee Vongkaeo
Daniel Anaya	Shandria Hill	Susan Kourill
Jose Antonio	Shanna Mcgrone	
Mary Shokpeka	Talina Seu	

FEBRUARY

Daniel Garcia	Lakeidra Williams	Teofilo Cardenas
Dennis Denson	Megan Lawson	Wilfredo Serrano
Gene Ausburne	Meridith Mckim	William Vanatta
Jo Sanders	Robert Perschall	Jalyn McCain
Keith Shaver	Tamyka Farrar	

MARCH

Amarie Baldwin	Carmen Lee	Silverio Garcia
Anastasio Perez	Fernando Ramos	Tracy Hughes

Employee Anniversaries (Years)

JANUARY

Carmen Lee (12)	Karen Thompson (6)	Mary Shokpeka (7)
Christopher Olson (20)	Latoya Crowley (8)	Nancy Flanagan (2)

FEBRUARY

Charice Seegars (1)	Landon Clement (4)	Rene Sanchez (2)
Demarcus Coats (8)	Leo Gallegos (5)	Robert Peters (5)
Deven Seu (1)	Loretta Sansom (3)	Tracy Hughes (20)
Felixberto Parras5 (5)	Mark Murphy (6)	
Kathleen Burkett (6)	Melchor Lim (5)	

MARCH

Benjamin Garcia (2)	Felicía Rogers (12)	Mary Merlino (4)
Daniel Garcia (2)	Kamarcus Howard (1)	Mary-Susan Ferraro (3)

■ MARKET INTEL

What should we expect in 2020?

by AD Perez, Director of Operations and Customer Service, LinkEx Dallas

Last year will be remembered as a tough year for the trucking industry; however, as the year ended, signals were mixed for the industry, leaving many wondering what we should be expect in 2020.

Mixed signals in 2019 included declines in key sectors, growth in truckload volumes, and a decrease in freight rates across the board. Largely, this was caused by too much capacity being added to the market in 2017 and 2018, after which, in 2019, the freight market slowed down.

To an outsider, the opening paragraph probably makes the trucking industry sound brutal and unforgiving, where "only the strong survive." I find it hard to disagree with the outsiders and till this day have not identified another industry where the booms are as dramatic as the busts. But, since I am an industry veteran, the opening paragraph brings hope.

All insiders of the trucking industry agree on one thing: capacity drives price and since capacity availability is expected to be more constrained in 2020 compared to 2019, the industry anticipates rates to rebound. According to DAT data scientists, spot market van rates should bounce back 4 to 6% in the second half of 2020. And, while contract rates lost 2% from the huge gains in 2018, these prices should climb again in 2020.

A few early key indicators that have taken place in 2020 that support the constrained capacity and rate increase outlook are carriers seeing double digit increases in their primary coverage policy quotes and much higher umbrella coverages. The industry anticipates that many smaller to medium carriers will struggle to

even find coverage.

More motor carriers closed their doors in the first half of 2019 than in all of 2018.

This trend has not slowed thus far in 2020 as truckload demand continues to trend upwards. This could be a sign that freight rates may have hit rock bottom already.



The Federal Motor Carrier Safety Administration's (FMCSA) Drug and Alcohol Clearinghouse came online January 6, and carriers must query a driver, if they choose to hire him. A driver's drug and alcohol incident history is now public record. When you add this to the fact that the FMCSA updated its policy on random substance testing to 50% of drivers employed, it means that the chances of a driver with an alcohol or drug problem being caught has just dramatically increased.

In the near future, analysts expect banks to tighten lending. All indicators mentioned have and will continue to purge capacity out of the industry, which is a positive in regards to rates. Analysts state these trends will cause the spot market to heat up this year and, as shippers scramble for capacity, rates will accelerate. They warn this time around we won't see an instant correction with capacity coming back quickly due to bank lenders, freshly burned from 2019, and will be looking to mitigate their exposure to trucking companies.

So, what should we expect in 2020? For one, truckload shipments will cost more. Look for this rebound to start taking effect by mid-2020.

■ COMPANY NEWS

Sales Realignment Growth Strategy

by David Miller Vice President and General Manager, LinkEx

Last year, we had four national account executives (NAE) solely representing LinkEx. Saia had eight North American market specialists (NAM) working within 13 regions. The NAM's responsibility was to work closely with Saia account executives and NAEs in an effort to promote and grow Saia specialty products, Saia's most profitable service offerings. LinkEx was considered one of those specialty products.

This year, we've combined three of our LinkEx NAEs with the eight NAMs and created a new position, logistics sales executive (LSE). Fifty percent of the LSE's responsibility will be to continue selling Saia specialty products and 50% will be selling LinkEx services. This realignment gives us greater coverage with 11 now covering 13 regions. The Saia regional sales managers (RSM) will also play a critical role because they will drive growth. Therefore, the LSEs will report to the RSM within their respective region. They will have a dotted line to me as I will remain actively involved in assisting their LinkEx sales efforts and Director of Specialty Products and Inside Sales Bill Lealos will continue to have corporate oversight of the Saia specialty products.

Needless, to say, we now have more resources than ever before. In the future, it is our goal to have an LSE

for each of the 13 regions. The LSEs will work within a defined Saia region, enabling us to have greater sales concentration, more touches with the prospective customer and therefore, a shortened sales cycle. To say that I am extremely excited about this realignment would be an understatement. We now have more boots on the ground working closely with the Saia sales team in an effort to grow LinkEx.

Bill Lealos and I had the opportunity to facilitate a two-hour breakout session at each of the recent Saia annual meetings. We presented a full overview of both specialty products and LinkEx to the entire sales organization. During January, our management team hosted all 11 LSEs, along with Bill Lealos and Vice President of Marketing and Customer Service Brian Stupp, at LinkEx's corporate office. We spent a very productive week together collaborating and providing additional training on each of our core competencies. The 11 LSEs are now out in the field aggressively selling LinkEx. This realignment further validates our parent company's commitment to LinkEx and our growth. Let's ensure that we are always supporting the efforts of our LSEs. They are critical to our continued success.