



## **2012 SCTC Carrier of the Year**

Each April, SCTC announces the Carrier of the Year award at the DFA/SCTC Annual Conference. This year, SCTC utilized the results of the 2012 SCTC Carrier Performance Survey sent out to members in January 2013 to determine which steamship line would receive this award.

The 2012 SCTC Carrier of the Year award was given to Hamburg Süd for being ranked as the #1 steamship line in the following areas:

- Documentation Accuracy
- Freight Billing Accuracy
- Equipment and Space Availability
- Problem Resolution
- Customer Service Practices

“We are very proud and happy to receive the Carrier of the Year award from such a wonderful group of shippers. In today’s market, ‘competitiveness’ is often perceived as just a price point. HSDG believes, however, offering an equally sharp service environment is what assures long term success for us as well as our valued clients. HSDG winning the 2012 Carrier of the Year award not only endorses that philosophy, but raises the bar for our partnerships each year thereafter. We will continue to deliver the best service and in turn we hope to continue carrying ever increasing volumes of your beautiful, tasty and healthy fruits and nuts. We wish all of the DFN community and us a record crop this autumn.” said Oli Reichl, Assistant Vice President, Commercial with Hamburg Süd.

SCTC appreciates Hamburg Süd providing our members with stellar customer service throughout 2012 and we look forward to a prosperous 2013!