

(Article by Joe Tutino, Vice President of Agent Development, to appear in the July/August issue of Internet *Truckstop Magazine*.)

***Editor's Note: The freight brokerage firm of Network F.O.B. is growing rapidly despite the economic downturn. It has brought aboard 24 new agents with established books of business in the last five months bringing its total to 80 nationwide. Vice President of Agent Development, Joseph Tutino has agreed to share with our readers, just how it is being done.***

“First of all, we’re paying a higher than industry average commission split: 70/30. For most new agents it’s effectively a 17 percent pay raise. But that doesn’t mean a thing unless it’s backed up with a good credit rating, advanced technology and all of the vital industry broker services such as those provided by Internet Truckstop,” Tutino said.

“Experience has taught me one thing,” he noted, “that agent-support is really the key. An agent in the field who has to make two and three phone calls to ‘corporate’ -- then wait a couple of days for a response -- is dead in the water. He or she is obsolete and may not even realize it. We’ve developed an exclusive ‘ticket system’ that ensures that an agent received a reply within minutes of a request.

“A poor credit rating can cripple a brokerage company in good economic times; in tough times it’s deadly. As agents know a poor credit rating means no trucks, and its pretty tough to fix a poor credit rating.

“Another thing we do is work with a very liberal ‘agent of record’ policy. It’s a ‘point-of-contact’ system that allows multiple agents to work with the different shipping managers of large companies at various terminals around the country,” Tutino noted.

“The freight brokerage industry is changing rapidly – more rapidly than ever before -- and will never be the same again. There are going to be winners and losers.”

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