

THE JOURNAL

SDS, Technology, & You

Placing Your Order Just Got Easier!

SDS is pleased to let you know that you can now place your orders via the Internet! Using the LADSnet System and their new *Internet Order Processing System (iOPS)*, we are now able to provide you with even more efficient service.

Placing your order is as simple as logging on to our web site! Using your Customer ID Number and Password, you can place your order, track it, and see reports on completed jobs. Also, using the *LADS Web Track & Trace System*, you will be able to see the current status

of any job. With a click of the mouse, you can see complete details of your job, including pickup/delivery name & address, number of pieces, weight, total charges, and more.

This new technology enables us to improve on our commitment to the high quality customer service our clients have come to expect, while our ability to meet *your* needs continues to grow.

For more information, or to sign up for this service, please call one of our Customer Service Representatives.

SDS Staff Grows Newark Office Ready To Go

We are pleased to announce that Mafalda Dacosta has joined **SDS** as Air Freight Operations Manager of *Security Delivery Service of New Jersey, Inc.* Mafalda has many years of experience in the airfreight industry as Operations Manager for *MSAS Air Cargo*. Mafalda will enable us to provide the same high quality Domestic & International Airfreight Services out of Newark Airport that **SDS** currently provides from LaGuardia and Kennedy airports. Mafalda, who is married, lives in Elizabeth, NJ and has a one-year-old son. **Welcome Mafalda!**



Thanks from John Z!

It's funny how life plays its little tricks on you when you least expect it. I always thought of myself as being very healthy and fit for a 49 year-old man. Well, several months ago I was diagnosed with a brain tumor. To say the least, it was quite a shock. I immediately felt as though my doctor had given me a death sentence, and years ago it may have turned out to be just that. Thanks to today's technology, brain surgery can be performed with a 98% success rate. Most patients enjoy a 100% recovery within three months of the procedure. I am pleased to tell you that I am very happy to be included in those statistics. I would like to thank all of our customers for the thoughtful get-well wishes I received while I was recuperating. Your calls, cards and gifts made me feel so much better during a difficult time in my life. It also made me realize that not only are you our customers, but you are also our friends. **Again, many thanks to you all!**





SDS is a full-service transportation company providing fast, reliable, economical service in the following areas:

- ❖ Rush Trucking & Messenger
- ❖ Tri-State Same Day Delivery
- ❖ Same Day Domestic Air
- ❖ International Courier
- ❖ International & Domestic Air Freight
- ❖ Interstate Trucking
- ❖ International Remail
- ❖ Hand Delivery
- ❖ Warehousing
- ❖ Mail pick-up to/from Post Office

SDS Milestones...

Some SDS staffers are celebrating anniversaries with us this Fall.

Tony Racioppo26 years
John Zahorodny9 years
Nelson Sanchez4 years
Rosendo Alvira, Jr4 years
Thomas J. Romano2 years
Cedric G. Fuller2 years
Dwayne Barnes2 years
Dania S. Lora2 years
Thomas Davis1 year
Albert Amador1 year
Robin Rogers1 year
Robert Green1 year
David Lowe1 year
Marcus Lowe1 year
Maureen Long1 year
Albert Torres1 year
Enrique Figueroa1 year
Raul Ramirez1 year
Reinaldo Mendoza1 year
Ada Torres1 year
Edward Beesley, Jr1 year
Darryl Curet1 year
Cristina Rosario1 year

Happy Birthday to...

David Amador9/5
Striet Vidal Walker9/7
Richard Dias9/11
Reginald Knight9/19
John Zahorodny9/29
Richard Jones9/29
Calvin Minor10/5
Darryl Curet10/18
Rosendo Alvira, Jr10/15
Maureen Long10/22
John Racioppo10/24
Tony Racioppo10/28
Nelson Sanchez11/8
Reinaldo Mendoza11/8
Dwayne Barnes11/11
Ronald Samuels11/14

TIPS FROM US TO YOU

Shipping to European destinations such as France, Germany or Italy? Did you know that it is easier to clear shipments in London and then forward on to other European cities without going through the customs procedures a second time? Once a shipment has cleared customs in London, a shipment to any EEC (*European Economic Community*) country is considered a domestic shipment!

Does your company practice teamwork? Many companies talk about it, but few actually do it. As a leader, it is important to establish a goal that every member of your organization can understand. Then, create an environment that allows open communication and honest feedback.

Spending quality time with each of your employees has many rewards. If you treat your employees with the same respect that you would expect to receive as a manager, you can increase productivity and maintain a content and happy work force. And remember to praise your staff for a job well done!

Did you know?

- ❖ Tony Racioppo, SDS President & CEO, has been elected to the Executive Committee of the Messenger Courier Association of the Americas (MCAA). He will serve as Secretary. He also holds the position of Chairman of the Membership Services Committee.



52-09 31st. Place
Long Island City
New York 11101
Phone 718-784-5586
800-933-2147
Fax 718-784-4291
www.sdsexpress.com

SECURITY DELIVERY SERVICE, INC.
A Full Service Transportation Company