

2002

FALL



# The SDS Journal

## Newsflash...

**SDS is now open 24 hours a day,  
7 days a week.**

## In Remembrance - September 11 - One Year Later!



As the world is taking a moment to remember the shocking and devastating events of September 11, we, at Security Delivery Service, once again, extend our deepest sympathy and most heartfelt condolences to all who have suffered and those who still suffer as a result of this most horrific destruction.

Since that mournful day, we all have learned of the courage and bravery of so many which speaks to the extraordinary strength of the human spirit. May that spirit continue to lift us up as we celebrate the lives of those who are no longer with us. And, may the American courage and unity lead us to a brighter future.

## Stories Inside...



- In Remembrance - September 11 . . . . 1  
One Year Later!
- WTC Pieces Shipped to Florida . . . . 2  
for Tributes
- Package Intercept Program - . . . . . 2  
Protect Tenants and Buildings
- Airlines Vote 20% Rate Increase . . . . 2  
for Volumetric Shipments
- Security of the Mail . . . . . 2
- New Postal Information. . . . . 2
- Announcing A New Domestic . . . . . 3  
Air Courier Service
- SDS Staffing Promotions and Additions . 3
- Join the NY Chapter of the MSMA . . 3
- Tony Racioppo Receives . . . . . 3  
Leadership Award
- Marcus Lowe Receives USPS'S . . . . 3
- SDS Family Happenings . . . . . 3
- TIPS from Us To You . . . . . 4
- 2002/03 Postal Holidays . . . . . 4
- Reminders . . . . . 4
- SDS Milestones . . . . . 4

## SDS Services

- Rush Trucking & Messenger
- Tri-State Same Day Delivery
- Late Night/Overnight Domestic Air Courier
- Same Day Domestic Air
- Domestic & International Courier
- Domestic & International Air Freight
- Domestic & International Mail & Fulfillment
- Mail Distribution to/from Post Office
- Interstate Trucking
- Warehousing & Ocean Freight Services
- Hand Delivery

## SDS Info...



Corporate Headquarters  
 52-09 31st Place  
 Long Island City, NY 11101  
 Tel. (718) 784-5586 Fax (718) 472-3441

41 Goble Street  
 Newark, NJ 07114  
 Tel. (973) 621-6010 Fax (973) 621-7310

## ALERT...



**In the event of telephone service interruption at SDS' Corporate HQ, please call our Newark, NJ office at (973) 621-6010. Your business is important to us.**



## WTC Pieces Shipped to Florida for Tributes

SDS had the honor of shipping steel pieces of the former World Trade Center to the Florida city of Parkland for use in commemorating September 11. Vice Mayor Robert Marks requested and was granted by Mayor Giuliani to receive artifacts to be used in the new construction of municipal and religious buildings as a sign of unity with the people of New York and a tribute to the victims and heroes of September 11. Marks' request stated, "As the walls of our new building rise, so symbolically shall the World Trade Center also rise". Marks said, "The City of Parkland greatly appreciates the highly efficient work performed by SDS to facilitate our receipt of these special and now historic pieces of the World Trade Center."

New York City has received over 100 requests for memorial steel from places as near as Long Island to as far as Rome. Those who are interested in the WTC pieces of history must sign a waiver saying they would not be used for profit and only for educational, historical and memorial purposes. John Z, SDS's VP Domestic and International Logistics, "In all my years' experience of shipping items around the world, these steel pieces were the most reverent." SDS was pleased to participate in this special delivery.

## Package Intercept Program - Protect Tenants and Buildings

The events of September 11 have driven businesses to seriously consider how they are protecting their people and facilities while continuing to conduct business. Employee safety is paramount. Security experts have offered many suggestions to office tower managers and SDS has a service for the primary solution:

**Create a central delivery/drop-off point for all packages and don't permit outside messengers on upper floors.**

SDS can open a Package Intercept Center for your building which can:

- **Achieve tenant security satisfaction**
- **Control outside delivery traffic**
- **Enhance overall building security**

A collaborated package intercept management system can give tenants peace of mind. For more information, please call Rich Steimle at 718-784-5586 Ext. 236.

## Industry Issues

### Airlines Vote 20% Rate Increase for Volumetric Shipments

The Airlines have unexpectedly voted to increase the charges for volumetric shipments by as much as 20% this October. The carriers identified that shipments are increasingly volume-big rather than weight-big. The airlines voted to change the low-density cargo conversion factor from 6000cc to 5000cc without industry consultation. What this means to forwarders and shippers is that starting in October, they will pay 20% more for the shipment of products which are substantially wrapped in lightweight but bulky protective packaging like the polystyrene boxes which typically accompany hi-tech equipment such as lap tops, mobile phones and perishables etc. If this rate goes into effect, the end result will be higher costs to the customer.

### Security of the Mail

The anthrax mailings last year has intensified mail center security. To help address this concern and that of the overall security of mail centers, the USPS has prepared a best practice report for Mail Center Security. This report is a summary of well-developed mail center security procedures that can be used by small or large centers. Since needs and resources often vary, every suggestion may not apply to all businesses. It is advisable to determine which suggestions are appropriate for your organization and to review your mail center's procedures on a regular basis to identify ongoing improvements. Topics covered include *General Mail Operation Preventive Recommendations*, *Employee Security Procedures*, *General Safety and Security Procedures for Incoming/Outgoing Mail Areas*, *Access to Information – Education and Communication* and *Guidelines for Mail Center Theft Prevention*. To find this report go to [www.usps.com](http://www.usps.com) - Security of the Mail - Best Practices for Mail Center Security.

### New Postal Information

When the new Postal rates took effect, the flat rate for domestic Priority Mail is the 1 lb. rate and the flat rate for Domestic Express mail is the 1/2 lb. rate. Express Mail and Priority Mail flat rate packaging provided by the Post Office must be used; the contents of the flat rate envelope must be confined within the envelope with the adhesive provided on the flap as the main means of closure. The flap must be able to close and adhere to the envelope, tape may be applied to reinforce the envelope provided the design of the envelope is not enlarged by any means. Any amount of material can be mailed in these special envelopes. For more information on mail and fulfillment services, please contact David Lowe, VP Domestic and International Mail Operations, at 718-784-5586 Ext. 40.



## Announcing A New Domestic Air Courier Service

In these difficult economic times, many of our customers are looking harder to reduce costs. To help our customer's achieve this goal, SDS is introducing a new domestic air courier service. If you are interested in this cost-savings service, please call.

**Late Night/Overnight** with rates starting at \$59.95 for the 1st lb., later pick-up times and earlier delivery times to most major cities.

– call John Z at 718-784-5586 Ext. 50.

## SDS Staffing Promotions and Additions

Please welcome our newest employees in Sales, Warehouse and Distribution and Domestic and International Logistics Departments; Sonya Eider-Orley, Raymond Torres and Michael Sun respectively. Account Executive, Sonya Eider-Orley comes to SDS with air freight sales experience at Virgin Atlantic Cargo. Sonya is responsible for the management of current clients and the growth of new business. Ray Torres was promoted to manager of the Newark Warehouse and Distribution facility. He has experience in warehouse storage and distribution and is familiar with our clients having been a house driver with SDS for the past two years. Michael Sun joins the Domestic and International Logistics Department as a freight forwarder. Prior to coming to SDS, Michael worked at International Logistics Express, Inc. and for transportation companies in Shanghai. He is a graduate of the State University of New York-Maritime College and is fluent in Mandarin and Shanghaiese.

You may have noticed a new voice when calling the main SDS telephone number. Evelyn Espinal is the new receptionist who welcomes you and directs your calls.

In the Domestic and International Mail Department, Donavon McFayden joins the team to help administer the daily mail and fulfillment operations and lastly, Turhan Dixon was promoted from messenger to house driver.

## Join the New York Chapter of the MSMA

Interested in learning more in mail systems management? Join the over 300 members of the NY Mail Systems Management Association and network to help you with developing trends and new techniques in the mail industry. For more information logon to [www.nymsma.org](http://www.nymsma.org).

## Awards

### Tony Racioppo Receives Leadership Award

Tony Racioppo, SDS's President, was given an award for his leadership as President of the New York State Messenger & Courier Association at their annual summer meeting in June. A new president will be elected at the September meeting. For information logon to [www.nysmca.org](http://www.nysmca.org). Congratulations to Tony!



### Marcus Lowe Receives USPS's Mailpiece Quality Control Specialist Certification

Marcus Lowe, Manager of SDS's Domestic and International Mail Operations, has achieved the certification as a Mailpiece Quality Control Specialist from the U.S. Postal Service. What this means for our customers is SDS has a design expert who can create a mailpiece that:

- Fits the customer's needs
- Qualifies for the best postage rate possible
- Qualifies for expeditious processing

Poor mailpiece design can result in processing and delivery delays with additional costs. If your company distributes large mailings and is interested in working with a quality technician for planned mailings, please contact SDS's Domestic and International Mail Operations at 718-784-5586 Ext. 4. Job well done, Marcus!

## SDS Family Happenings

Wedding bells rang three times in June for SDS' employees. In the Messenger Division, Jonathan King was married on June 3 and Calvin Minor on June 11. From the Domestic and International Logistics Department, James Wheatly was married on June 19. In our Customer Service Group, best wishes to Ada Torres, who became a grandmother with the birth of her grandson, Jaden, 6 lbs. on May 27. In the Domestic and International Logistics Department, congratulations to Dania Lora on becoming a naturalized citizen this Spring and our sincere condolences to Tony Gaeta on the passing of his mother.

## TIPS from Us to You



### Web Order Works

Are you looking for instant job tracking for your messenger and trucking requests? Through SDS's website, a customer can, in "real-time" order entry, track and receive reports. No more guessing where in the process is your job. When you web order, a customer receives a job tracker number with the option to track orders by tracker number, day, and reference numbers. A summary report is available with up to 30 days of information to be produced in Microsoft Excel format.

### Save Money with LANE Mail Pick-up/Delivery Services

SDS's LANE Division has over 50 years experience in mail pick-up and delivery. Not only can we help you be more productive in the pickup and retrieval of your mail but we also can provide scheduled routed courier and passenger van shuttle services between inter-company locations. Many of our customers are pleased to work with LANE. As one customer noted, "the LANE drivers are courteous, very knowledgeable and the service is cost-effective, as you do not charge a fuel surcharge".

### Distribution Hub Conveniently Located

Do you need a warehouse and/or distribution center within quick and easy access to the metropolitan area? SDS has the distribution hub for you. We can pick up your product anywhere in the world and deliver it to our warehouse near Newark Airport. Our knowledgeable staff will professionally manage every phase of the handling and distribution of your inventory.

For more information, please call the Sales Department at 212-391-3969.

## 2002/03 Postal Holidays

There will not be any mail pick-ups on the following holidays. Should you require a "special" pick-up on any of these days, please call Ray Mendoza at (718) 784-5586 Ext. 3, and he will make the necessary arrangements.

Labor Day	Monday	Sept. 2
Thanksgiving Day	Thursday	Nov. 28
Christmas Day	Wednesday	Dec. 25
New Year's Day 2003	Wednesday	Jan. 1
Martin Luther King Day 2003	Monday	Jan. 20
President's Day 2003	Monday	Feb. 17
Memorial Day 2003	Monday	May 26
Independence Day 2003	Friday	July 4

**\* Reminders:**

October 27 - Daylight Savings Time ends – Turn your clocks back one hour

November 28 - SDS will be closed in observance of Thanksgiving

To receive a SDS Journal by email, please forward your email address to [CBrooks@sdsexpress.com](mailto:CBrooks@sdsexpress.com)

## SDS Milestones



Some SDS staffers are celebrating anniversaries with us this Fall.

### Happy Anniversary to:

Tony Racioppo	28 years
John "Z" Zahorodny	10 years
Nelson Sanchez	5 years
Rosendo Alvira, Jr.	5 years
Dania Lora	3 years
Tom Davis	2 years
Albert Amador	2 years
Robin Rogers	2 years
David Lowe	2 years
Marcus Lowe	2 years
Enrique Figueroa	2 years
Raul Ramirez	2 years
Ray Mendoza	2 years
Ada Torres	2 years
Cristina Rosario	2 years
Tanu Tacneau	1 year
David Gregory	1 year
Bruce Betts	1 year
Owen Davis	1 year
Robin Talley	1 year
Christine Brooks	1 year

We're also celebrating many birthdays.

### Happy Birthday to:

David Amador	9/05
Richard Dias "Dias"	9/11
Sonya Eider-Orley	9/17
Reggie Knight	9/19
David Gregory	9/27
John "Z" Zahorodny	9/29
Calvin Minor	10/05
Curtis Lewis	10/08
Yajaira Mejia	10/08
Rosendo Alvira, Jr.	10/20
John Racioppo	10/24
Tony Racioppo	10/28
Michael Sun	11/01
Jonathan King	11/06
Leroy Grant	11/06
Nelson Sanchez	11/08
Ray Mendoza	11/08
Neil Engel	11/08
Mark Brown	11/11
Ronald Samuels	11/14

