

THE JOURNAL

Meet Your Customer Service Team

When you need that special envelope or package picked up or delivered by hand or truck, **SDS** is only a phone call away. Our professional team is trained in customer service management. They understand your needs and will work with you to make sure that your job is handled



SDS Customer Service Team (left to right):
Robin Rogers, Rodney Sparks, Ana Torres, Xavier Soto, Richard Diaz, Robin Talley

with the highest level of quality. This team meets on an on-going basis to

review client feedback and service levels to ensure that you receive unparalleled service in a friendly,

professional manner. Rodney Sparks, the Tri-State Operations Manager, states, "What differentiates **SDS** is the variety of services we offer and the professionalism of our customer service team. We work hard to help our customers". *A helpful hint – in order to process your job more efficiently, remember to give your customer service representative your account number when you first call.* Now you can put the face to the pleasant, friendly voice. You can reach the Customer Service Team at (718) 784-5586 Extension 1.

Enhanced Sales and New Business Staff

Over the years, **SDS's** customer base has grown and we thank you for your business. In order to better serve your needs, we have added seasoned personnel with over 50 years of combined courier industry experience. **SDS** welcomes Account Executives Victoria Vanderstine and Anthony Donofrio in Sales, and Richard Steimle, Vice President of New Business



(left to right)
Rich Steimle, Vicki Vanderstine, Anthony Donofrio

Development. Vicki Vanderstine comes to us with sales, marketing and business development experience from *FedEx, TNT and Royal Mail.*

Anthony Donofrio worked in sales and operations with such firms as *Archer Courier Systems, Air Traffic*

Consultants/Sureway Air Traffic, OCS America, Federal Express and Velocity Express. Rich has operational and management experience with *Riom, Archer Management Services, Inc,* and *Pitney Bowes Management Service.* He is working with Joe Vaccaro, CMDSM, in New Business Development and Consulting Services in Logistics and Mail Distribution Management. This Sales and New Business Development Team will be working to expand and achieve new growth and enhance our customer service to all our clientele. To reach this team, call (718) 784-5586 Extension 5.

Please be sure to visit our website at www.sdsexpress.com.

Email Communication and Electronic Billing

In order to keep our customers informed and receive correspondence more quickly, **SDS** will be adding an Email Client Notification System. News may include updated and timely information regarding holiday schedule changes, new Federal Regulations, local news affecting service and the ability to receive **SDS's** quarterly **Journal**. We also offer you the opportunity to receive your billing

electronically. To sign up for speedy communication and receive this newsletter electronically, please forward your email address to Christine Brooks, VP Sales and Marketing at CBrooks@sdsexpress.com. To arrange for electronic billing, please contact Bill Guido, Controller, at (718)784-5586 Extension 14 or email BillG@sdsexpress.com.

E-mail for Sales and New Business

- **Joe Vaccaro**, *CMDSM Senior VP, Strategic Planning, New Business Development* JVaccaro@sdsexpress.com
- **Christine Brooks**, *VP, Sales & Marketing* CBrooks@sdsexpress.com
- **Rich Steimle**, *VP, New Business Development* RSteimle@sdsexpress.com
- **Anthony Donofrio**, *Account Executive* ADonofrio@sdsexpress.com
- **Victoria Vanderstine**, *Account Executive* VVanderstine@sdsexpress.com

Newsletter Suggestions

The **SDS Journal** is our way of communicating a variety of current topics of interest. Many of you have complimented us on this quarterly and we truly appreciate your input. To make this more interactive, we would like to get suggestions from you, our valued customer, on news stories. Let us know of any topics that you would like to share for publication such as trade or company news, guest articles, promotions, etc. Forward your comments to Christine Brooks at CBrooks@sdsexpress.com.

Sometimes--What Goes Up Does Come Down... Jet Fuel Charges

As automobile fuel costs have been decreasing, so have jet fuel costs. Jet fuel prices have plunged as much as 50% from a year ago. American and European air carriers that imposed surcharges as jet fuel prices rose to nearly one dollar a gallon cut them back or eliminated them completely. **To coincide with this price reduction, SDS has eliminated surcharges on all air prices!**

A Call For More Stringent Air Cargo Security

The Air Pilots Association is lobbying Congress and regulators for more stringent security regulations for air cargo. The Airline Pilots are requesting that mail and freight transported on passenger planes receive the same security rigor as checked luggage. They also have voiced that all-cargo planes should increase security and perhaps have identical security requirements as those followed by the airlines and Indirect Air Carriers.

The Transportation Security Administration (TSA), the new government oversight unit, has as its first priority, the deadlines for screening passengers and their luggage. However, the TSA has "improved cargo security requirements" under a one-year deadline. The Administration is looking to pilot a program on cargo security similar to the passenger security program now in place at BWI airport in Baltimore. The Airforwarders Association Security Committee is considering a response to this report. The Association is working closely with the FAA, Cargo Network Services, the Air Transport Association and other industry groups to provide insight and comment as an industry to possible Federal government security regulations. **SDS** holds membership in each of these associations, as well as others, and will keep you informed of any new developments.

TIPS FROM US TO YOU

Save time and money on your order by providing an **SDS** Customer Service representative with a complete description of the commodity for delivery -- in particular, those out-of-the-ordinary cartons or special handling items. Having this information upfront will help expedite your delivery.

Do you exhibit at **trade shows** or hold **company events** in other cities? If you do, then you know that transportation is not only the biggest decision to be made, but can be time-sensitive as well. Traffic managers and trade show planners should select carriers who have experience in trade show transportation and can also provide shipping for small packages and rapid delivery. Ask us how we can make your next trade show a success. Call or email John Z at (718) 784-5586 Extension 2 or email JohnZ@sdsexpress.com.

Sending your mail by air in bulk shipments, and then adding less expensive foreign postage once it gets there, can expedite your mail delivery and be more cost effective. Also, every country has its own version of address format. If you are considering any large international mailings, call **SDS's** mail expert, David Lowe, at (718) 784-5586 Extension 4 or email DaveL@sdsexpress.com

Security Concerns Shift After 9/11

September 11 has prompted an increased emphasis on companies to protect its employees and to continue to conduct business. Employee safety is paramount. Security experts have offered the following measures to office tower managers:

- Create a central delivery/drop-off point for all packages, & don't permit messengers on upper floors
- Establish a visitors desk where a dedicated staff will phone employees who have guests
- Install electronic video cameras and turnstiles in the lobby
- Distribute key cards to employees
- Search bags of maintenance workers and guests without exception

SDS is in the process of working with tower managers in their effort to protect the building tenants. For more information, call Joe Vaccaro at (718) 784-5586 Extension 5.



S **DS** is a full-service transportation company providing fast, reliable and economical service in the following areas:

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

2002/03 Postal Holidays

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

Memorial Day	Mon. May 27
Independence Day	Thurs. July 4
Labor Day	Mon. Sept. 2
Thanksgiving Day	Thurs. Nov. 28
Christmas Day	Wed.
Dec. 25	
New Year's Day, 2003	Wed. Jan. 1



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Security Delivery Service, Inc.®
Logistic and Transportation Solutions

SDS Milestones

Some **SDS** Staffers are celebrating anniversaries with us this Spring. They are:

- Bill Guido..... 8 years
- Daryl Weill..... 6 years
- Ana Quevedo..... 6 years
- Robert Kersten..... 6 years
- Bob Sheehan 3 years
- Turhan Dixon 2 years
- Richard Dias 2 years
- James Wheatly 2 years
- Rodney Sparks 2 years
- Manny Serrano 1 year
- Linda Hall..... 1 year
- Anthony Donofrio 1 year
- Joe Harris..... 1 year
- Mafalda Da Costa 1 year
- Michael Torruella..... 1 year
- Carol Reynoso 1 year
- Calvin Minor 1 year

We're also celebrating many birthdays. Happy Birthday to...

- Tracy West..... 3/11
- Tom Romano 3/13
- Jose Martinez..... 3/15
- Tirrell Acevedo 3/29
- Robert Kersten..... 3/30
- Stanley Grantham 4/07
- Owen Davis..... 4/12
- Dania Lora 5/03
- Dina Diaz 5/07
- Enrique Figueroa 5/08
- Bob Killian 5/08
- Andre Alisyam..... 5/15
- Oscar Torres 5/16
- Michael Kiznick 5/20
- Ana Quevedo..... 5/23
- Steven Clement 5/19