

2003  
SPRING



# The SDS Journal

## Newsflash...

### Meet the Domestic and International Mail Team



**Pictured left to right: David Lowe, Marcus Lowe, Daryl Weill, Jerry Sarro**

When a client is looking for cost savings on international mailings, fulfillment services and database management, who do they call?... "SDS's" Domestic and International Mail Team headed by David Lowe, Vice President. David joined SDS in the Fall of 2000 bringing with him over 25 years experience in the international mail industry. He started his career in the British Postal Service and prior to coming aboard SDS, ran his own mailing/distribution business. From mailing annual reports to inserting, labeling, sealing, and poly wrapping international mail,

Dave Lowe and his team have the experience to accomplish our clients mail and distribution requests.

Every Tuesday by 6:30 AM, the SDS Mail Team receives nearly 5,000 copies of a condensed version of a British newspaper for distribution. In order to get the paper into the mid-afternoon mailstream, this group folds, polybags, addresses and sorts all 5,000 copies while multi-tasking other clients' work

Recently, an urgent call came from a prospective client, Paul Vento, *(continued on page 3)*

**Late Night Air Courier Service**  
**Pick up by 11:00 PM**  
**\$115.00 -1st 5 lbs. to Most Major Cities**  
**Call 718-784-5586 Ext. 2**

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## SDS Services

- 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
- Warehouse Logistics & Distribution
- 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.**



Industry Issues

## Teamsters Reach Tentative Agreement

The International Brotherhood of Teamsters has reached a tentative five-year contract agreement with the nation's major trucking companies. This was after the membership voted to authorize a strike if contract talks failed. The Teamsters union, which represents 65,000 workers at the nations' largest less-than truckload freight carriers, said they have attained a comprehensive health-care plan and boosted wages - the two major issues. Industry officials said customers' rates would increase 4% this year and that costs associated with the new contract wouldn't boost rates further. The current labor agreement is due to expire March 31, 2003.

## UPS Imposes 5% Penalty for Late Payments

UPS has announced a new penalty on customers who pay their bills late. A fee of 5% on any unpaid shipments went into effect early January for many small customers, while the largest customers would get a reprieve until early July. The enforcement of this penalty could help reduce accounts receivable and cut collection expenses.

## Air Cargo Security Lax on Passenger Planes

The General Accounting Office released a report by Sens. Kay Bailey Hutchinson (R., TX) and Dianne Feinstein (D., CA) stating that despite improvements in air passenger and security post 9/11, the same can't be said for cargo transported in the hulls of most passenger aircraft. Much of the nearly \$12 billion of air cargo shipped annually isn't screened for explosives. The GAO report noted that about 22% of the total air cargo is carried in the hulls of passenger aircraft; when in fact the number is nearly half with the remaining 50% shipped by major integrator companies.

The Transportation Security Authority, the new agency formed after September 11 to oversee airline security, is responsible for improving both passenger and cargo screening. The GAO's report noted there is passenger side improvement but the TSA hasn't made significant strides in the cargo side. The TSA generally agrees with the GAO and would continue to build a comprehensive plan for air cargo security. The agency plans to increase inspections of air cargo facilities for possible security lapses.

The GAO report has identified two weaknesses to the air cargo system such as:

1. There are still ways to get explosives aboard aircrafts using the air cargo system.
2. Many employees handling air cargo are not subject to background checks. SDS will keep you informed on new rules and regulations as the TSA is developing a more secured system.

## Tips for Travel – Are you Prepared

The TSA has a comprehensive travel guide for the flying public. You can learn about the new airport security measures and discover a list of timesavings tips, a list of (Prohibited and Permitted Items) and other information that will help guide you smoothly through the security process. Do you know what shoes you can wear that will help you through security more quickly (Travel Preparation)? Do you know that you can bring a paper cup of coffee through the passenger checkpoint but not a can of soda (Security Procedures)? To become more prepared go to [www.TSA.gov](http://www.TSA.gov), Travelers & Consumers. Enjoy your trip.

SDS News

## Two New Service Agreements Kick Off 2003

We would like to thank Con Edison and the United Nations Population Fund for selecting Security Delivery Service to provide Mail Pick Up/Delivery and Warehouse/Distribution service respectively. Both these opportunities came through the competitive bidding process which gave SDS the platform to describe our solutions in a standardized structure showing creativity and value add for the client. If your firm is contemplating or preparing a RFP for transportation/logistics services, please remember to include SDS as a bidder for your project.

## Enhanced Web Service at SDS Warehouse Facility

*In The SDS Journal, Summer 2001, we announced the purchase of a 47,000 square foot warehouse in the Ironbound section of Newark, NJ. This fully alarmed and racked building is getting a lot of action from our clients interested in warehousing and using the distribution services. As of January 2003, clients can view their inventory, place orders and receive confirmations all through the web. This service will help in inventory management and be a convenience for users. For more information on SDS's warehouse/distribution service, please contact the Sales Department at 212-391-3969.*



## Zahorodny Promoted

Tony Racioppo, President & CEO announced the promotion of John Zahorodny to Senior Vice President of Security Delivery Service, Inc. John is responsible for the management of the interstate trucking and domestic and international air courier and freight division. He has been with SDS for over 10 years and has played a major role in the company's growth. Congratulations to John.



## Upcoming Conferences

NY Metro/NE Region Periodicals Focus Group yearly meetings, April 3 - Boston, July 17 and October 9 - New York City. Contact Lrooke@email.usps.gov for more information.



The National Postal Forum, the premier educational event and trade show for mail professionals, is April 13 - 15 in New Orleans, LA. To sign up go to [www.npf.org](http://www.npf.org).

The 25th MAILCOM Conference & Exhibition May 6 - 9, 2003 at the Atlantic City Convention Center, NJ. For more information go to [www.mailcom.com](http://www.mailcom.com).

## Meet the Domestic and International Mail Team

(continued from page 1)

President of ProForma PrintGraphics, New York City and Verona, NJ- a leader in printing and promotional items. He had less than two weeks to provide his client with 500 "hangover" kits for a conference. Dave got the call to bid the fulfillment work which consisted of multiple items placed in a kit with a seal closure. The challenge was to have all the items shipped from around the country to SDS, have Dave's team make the kits and get them out on a shorten schedule. All but two of the items were received on a Monday so rather than wait for the remaining items to arrive on Tuesday, they completed the partial work. As we know, Tuesday is the newspaper day. Fortunately, the remaining items arrived early so the Team was able to complete the fulfillment job while simultaneously completing the newspaper work. Said Paul Vento, "I met SDS through a mutual client and because of their outstanding service and industry knowledge will continue to work with Dave Lowe and his team on my projects. We worked very well together under difficult time constraints for my customer's benefit." Hats off to the Mail Team. To learn more, please call 718-784-5586 Ext. 4.

## Current Clients - Expedite Your Requests

After your account is opened and you have new job, please call the particular operations department directly. This will ensure that your request is immediately handled. Please cut this out and save for reference.

### SDS IMPORTANT NUMBERS

**Headquarters**  
Main Number 718-784-5586

**Local Messenger/Trucking**  
Ext. 1

**Interstate Trucking/Air Freight/Courier**  
Ext. 2

**Postal Pickup/Delivery (LANE)**  
Ext. 3

**International Mail Operations/Fulfillment**  
Ext. 4

**Administrative**  
Ext.5

**Warehouse Operations**  
973-621-6010

**Sales**  
212-391-3969



**Reminder: April 6 - Daylight Savings Time Begins. Turn clocks ahead one hour.**

The SDS Journal designed by fs Creations, Inc. - [www.fscreationsinc.com](http://www.fscreationsinc.com)



## TIPS from Us to You



**Service Levels for International Mail - Your Choice.** Do you have printed matter that needs to be mailed internationally? SDS has three service levels for you:

1. SDS Direct 2-5 Day Service
2. SDS Priority 3-7 Day Service
3. SDS Economy 5-14 Day Service

Call the Mail Department for more information 718-784-5586 Ext. 4.

**Did you know that New Jersey is the third largest industrial hub in the nation after California and Illinois?** And that a warehouse/distribution center just west of the Hudson River is ideally located for proximity to New York City with good roads, rail and air connections.

SDS has a Newark, NJ facility just minutes from New York City for your warehouse/distribution needs. Call our Sales Department for more details 212-391-3969.

**Sign Up, Join the MSMA.** Network with others in your field; learn more in mail systems management. The NY chapter has over 300 members. This chapter can help you with industry trends and new techniques. For more information, please call Tony Racioppo, MSMA's Vice President - Chapter Development 718-784-5586 Ext. 5.

## New Business and Sales Contact

### Sales Office

Tel. (212) 391-3969 Fax (646) 728-0291

Christine Brooks, VP Sales & Marketing

CBrooks@sdsexpress.com

Anthony Donofrio, Account Executive

ADonofrio@sdsexpress.com

## 2003/04 US Postal Holidays

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

Memorial Day 2003	Monday	May 25
Independence Day 2003	Friday	July 04
Labor Day 2003	Monday	Sept. 01
* Columbus Day 2003	Monday	Oct. 13
* Veterans Day 2003	Tuesday	Nov. 11
Thanksgiving Day 2003	Thursday	Nov. 28
Christmas Day 2003	Thursday	Dec. 25
New Year's Day 2004	Thursday	Jan. 01
Martin Luther King's Day 2004	Monday	Jan. 19
President's Day 2004	Monday	Feb 16

*\* SDS is opened on these holidays. If you have a special situation, please contact the appropriate Operations Manager.*

## SDS Milestones



Some SDS staffers are celebrating anniversaries with us this Spring.

### Happy Anniversary to:

Bill Guido . . . . .	9 Years
Mike Martin . . . . .	7 Years
Ana Quevedo . . . . .	7 Years
Daryl Weill . . . . .	7 Years
Bob Sheehan . . . . .	4 Years
Richard "Dias" . . . . .	3 Years
Rodney Sparks . . . . .	3 Years
TC Dixon . . . . .	3 Years
Anthony Donofrio . . . . .	2 Years
Joe Harris . . . . .	2 Years
Mafalda Da Costa . . . . .	2 Years
Manuel Serrano . . . . .	2 Years
Mike Torruella . . . . .	2 Years
Patrick Bamberg . . . . .	1 Year
Mark Brown . . . . .	1 Year
Carmen Castro . . . . .	1 Year
Nereida Concepcion . . . . .	1 Year
Roland Dudley . . . . .	1 Year
Charles Edwards . . . . .	1 Year
Neil Engel . . . . .	1 Year
Evelyn Espinal . . . . .	1 Year
James Hudley . . . . .	1 Year
Jay Walle . . . . .	1 Year
Daniel Williams . . . . .	1 Year

We're also celebrating many birthdays.

### Happy Birthday to:

Tracey West . . . . .	03/11
Jonathan Kollock . . . . .	03/14
Stanley Grantham . . . . .	04/07
Owen Davis . . . . .	04/12
Patrick Bamberg . . . . .	04/27
Dania Lora . . . . .	05/03
Dina Diaz . . . . .	05/07
Enrique Figueroa . . . . .	05/08
Bob Killian . . . . .	05/08
Robert Townsend . . . . .	05/11
Andre Alizyam . . . . .	05/15
Oscar Torres . . . . .	05/16
Michael Kiznick . . . . .	05/20
Ana Quevedo . . . . .	05/23
Steven Clement . . . . .	05/29

