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MCAA's 2013 Annual Meeting • May 8-11, 2013 in New Orleans, LA

Inside:

Landmark IC Legislation Introduced!

IC Myths Busted

Rick McClelland's Industry Perspective

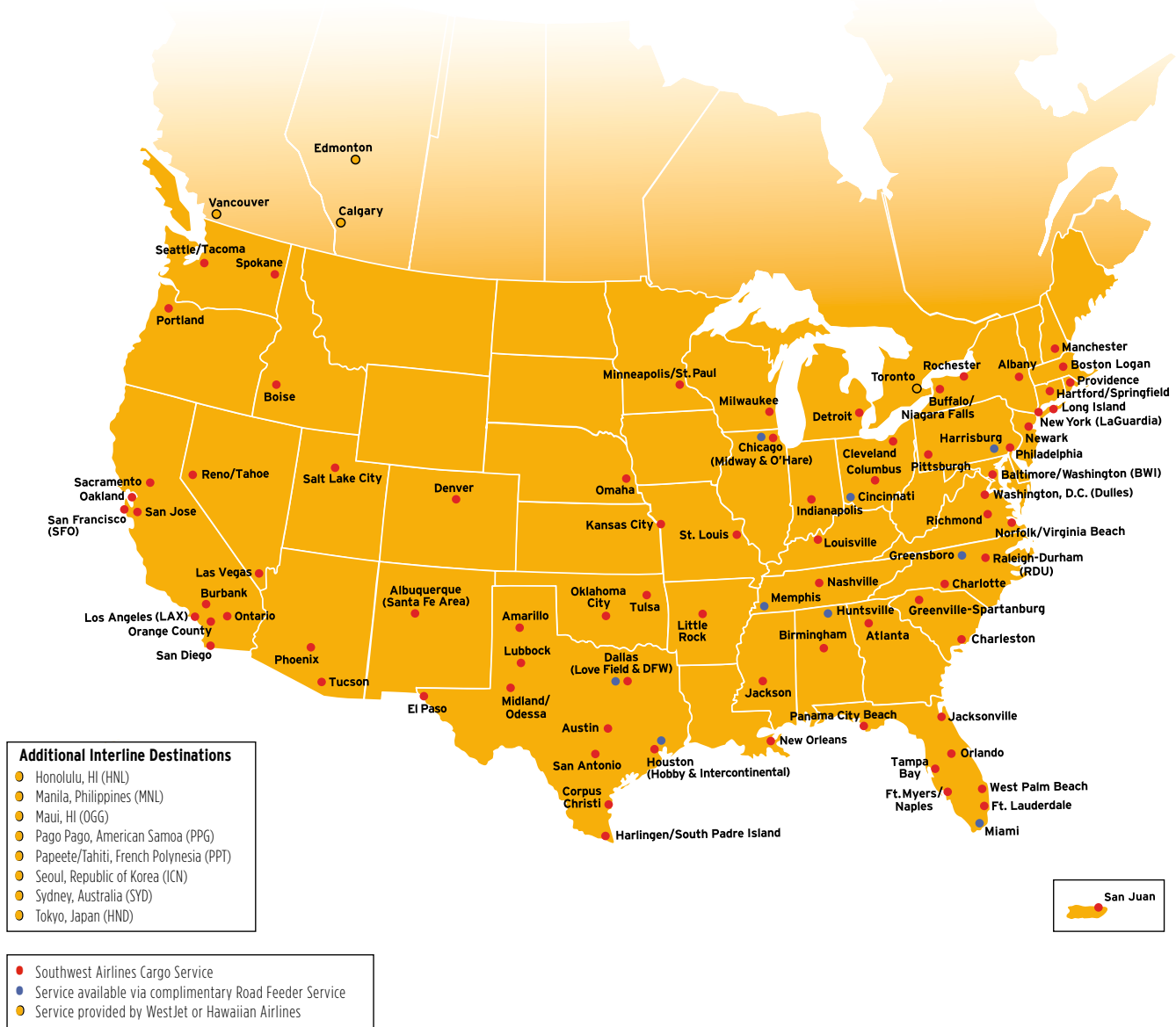
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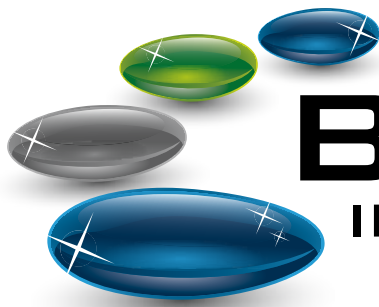
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National Press Building • 529 14th Street, NW, Suite 750
Washington, DC 20045

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POSTMASTER: Send address changes to Time Critical Journal of Commerce, National Press Building, 529 14th Street, NW, Suite 750, Washington, DC 20045.

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Rob Johnstone,
Priority Express
President MCAA

**It's about investing
in your network.
And that network
will be the lifeblood
of your business - a
way to maintain and
grow your business,
today and tomorrow.**

Why Go to the May Convention?

Twenty years ago, I was considering getting into the courier business. A friend suggested I talk to Mike Gualtieri, a successful operator of several courier companies and a past president of MCAA. I did, and it was the best move I ever made. One of the most important things he told me was, "Join MCAA and go to the convention". Fortunately, I listened.

Soon after that meeting, my partner and I started in the business, and we took Mike's advice to attend the convention, even though we thought we couldn't afford it. It was one of the best business decisions we ever made, and *still today, we can't afford to miss it.*

Sure, it costs some money to travel and pay the registration fee, but I would challenge you to view your attendance as an investment rather than an expense. You are investing in your network, and this includes customers, prospects, vendors, and peers in the business. You should be able to pick up at least five to 10 solid new contacts; more if you are the Zig Ziglar of networking!

It's about investing in your network. And that network will be the lifeblood of your business - a way to maintain and grow your business, today and tomorrow. Do you have a question about a new insurance requirement from a prospective customer? Are you considering adding warehousing as a new line of business? Do you need advice on that bid you are working on? Or a shoulder to cry on? Then it's your MCAA network that will make the difference for you. You'll have an opportunity to network formally and informally. And sometimes, your best networking will happen when you sit down at a presentation – believe me - I know. At the last convention, I sat down next to someone who has spent \$100,000 with our company since that meeting. Bang! My travel and registration was paid for 20 times over with just that one interaction!

OK, so how do you develop this network at the convention? Some attendees are experts at networking. They connect with current contacts and meet tons of new people. Some attendees are not so comfortable jumping in and meeting new people. That's okay! We have a roadmap for you to follow. Start by attending the opening night networking education session led by MCAA PR Director Andrea Obston. She'll give you helpful tips that will help you make the most of the networking opportunities at this convention. You'll be able to dive in and leave the convention with more contacts than you've ever imagined.

In this issue, you'll get a sneak peak at what the MCAA Annual Meeting has to offer. I urge you to check out the panels, the Courier Focus Groups and the networking opportunities that it has to offer. Come join us and I know you'll find that it will be a worthwhile investment of your money. Twenty years ago, that's exactly what it was for me.



Bob DeCaprio
Executive Director

We have a great program designed to help grow existing lines of business and explore new and profitable markets opening up to the customized delivery industry.

REGISTER NOW

I don't think anyone could have stated better than President Rob Johnstone (page 3) how attending the MCAA convention can help your delivery business. His personal testimony is compelling, and I always feel proud to be part of this organization when I hear stories such as his about ways that companies have benefitted from attending our annual meeting. If you haven't done so, do yourself (and me) a favor by registering for this year's show, which takes place May 8-11 in New Orleans. We have a great program designed to help grow existing lines of business and explore new and profitable markets opening up to the customized delivery industry. In addition to basic operational sessions on warehousing and airport work, we will also offer the latest on implementation of the Affordable Care Act (coming soon--whether you are ready or not), same-day and retail, and a very illuminating discussion on how your major customers view the industry. All of these sessions are designed to increase your business and anticipate the ever changing nature of the industry. We also will be making a major announcement on the future direction of the association. MCAA needs to keep up with the times every bit as much as your company does. The Board has been mulling this over for two years, so make sure you attend our business meeting to find out what the future holds for the organization. Register online at MCAA.com.

Thanks for reading, and I hope to see you in May!

A handwritten signature in black ink, appearing to read "Bob DeCaprio".

REGISTER TODAY!

For MCAA's Annual Meeting May 8-11, 2013 • New Orleans, LA

Visit MCAA.com for more information!



Welcome New Members

Courier

A1 Delivery Services, Inc.

Mr. Raymond Evans
5322 Elm Street
Houston, TX 77061
revans@a1delivery.com
(281) 802-9849

Anderson's Delivery & Courier

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Conner Logistics, Inc.

Mr. Dave Conner
4603 N. Brawley Ave., Suite 103
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dave@connerlogistics.com
(888) 939-4637

Downtown Delivery USA, LLC

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409 N. Spruce Street
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Henry Industries, Inc.

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bchenry@henryind.com
(316) 641-9009

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bmw@rapidsameday.com
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(800) 492-7558

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John Benko



Shawn Swearingen

Government Affairs Achieves Milestones this Year

We have a great government affairs packed magazine issue this time around. In addition to my update we have the regular updates from the MCAA state associations and an article just on the MCAA Government Affairs milestone. Special to this issue we have an op-ed piece written by MCAA's lobbyist in California Chris Micheli co-authored with Jennifer Barrera, policy advocate with the California Chamber of Commerce. In addition to all of this, we have a "Top 5 Myths of Independent Contractors" shared with MCAA by the Chairman of the Dart Transit Company, Don Oren. So make sure your cup of coffee is topped-off as there is some great reading ahead!

MCAA has been able to arrange a very impressive array of speakers and education content for the previous Government Affairs Lobby Days.

6th Annual MCAA Lobby Day

MCAA Federal lobbyist Rich Meade and I are working to finalize guest speakers for another great MCAA Lobby Day on March 12th. Not only will attendees be hearing the latest insight on federal legislative matters but speakers will be discussing the developments out of the Department of Labor. As in the past, Lobby Day is a great opportunity for MCAA members to travel to Washington, D.C. to meet with their elected officials. This will be the sixth consecutive year where members like you have joined together in D.C. to not only walk the halls of Congress and educate their elected leaders on their business and industry, but to catch up and share experiences from their state advocacy efforts.

MCAA has been able to arrange a very impressive array of speakers and education content for the previous Government Affairs Lobby Days. Past congressional speakers have included Congressman John Tanner (D-TN), Congressman Tim Walberg (R-MI), Congressman Bill Cassidy (R-LA), Congressman Jim Barrow (D-GA), Congressman Dave Reichert (R-WA), Congressman Tom Price (R-GA), Congresswoman Ginny Brown-Waite (R-FL), and many congressional policy staffers. Other speakers have included Internal Revenue Service trial lawyers, tax policy experts with the National Federation of Independent Businesses, and several representatives from D.C. lobbying firms. We are also establishing meetings during Lobby Day this year with committee staff and congressional members with oversight of the federal Department of Labor concerning their proposed study.

Federal Department of Labor Worker Classification Study

The Department of Labor (DOL) released in January a proposal for a study on worker classification. There is an open public comment period on the proposal to survey employees on general employment laws and classification. For purposes of the study and in general, worker classification is understood by DOL as determining who is an employee and who is not.

The study is slated to conduct extended interviews with 10,060 workers. Also, the study will survey 100 executives but will conduct in-depth interviews with only 20 of them. The DOL's proposal also notes that misclassification results in a loss in overall unemployment insurance revenue due to underreporting of at least \$200 million dollars annually, as well as unpaid revenues to the federal government of more than \$2.7 billion dollars per year in unpaid Social Security, unemployment insurance, and income tax.

This worker classification study is part of the continuing focus on independent contractor (IC) misclassification. According to the proposal, misclassification allows employers who misclassify workers “to achieve significant administrative and labor cost reductions, giving them a profound advantage over employers that properly classify their workers as employees.” MCAA will be submitting comment on the survey before DOL’s deadline on March 12, 2013.

National Labor Relations Board & the Recess Appointments

On January 25th, 2013, the U.S. Court of Appeals in D.C. issued a decision in *Noel Canning v. NLRB* that President Obama’s recess appoints in January 2012 were constitutional. According to the Court’s decision, the NLRB lost its quorum on January 3, 2012 when the President violated the Recess Appointments Clause of the U.S. Constitution. However, since the Court’s ruling, the NLRB is continuing to issue decisions. Anyone facing an adverse decision issued by the Board since that time may appeal the ruling to the D.C. Circuit Court.

The National Labor Relations Board (NLRB) is an independent federal agency that is charged to enforce the National Labor Relations Act. The NLRB is comprised of 5 members and acts as a quasi-judicial body in deciding cases in administrative proceedings. The President appoints the NLRB members to 5 year terms who must be approved by the Senate.

The Court of Appeals announced that it has temporarily stayed its decision pending rehearing and they expect an appeal from the President’s administration. The exact future is not entirely clear to map. The current thoughts are it will be early next term when the Justice Department will request the Supreme Court to hear the case. If the Supreme Court does hear the case and uphold the decision then all of the prior decisions by the current NLRB will be nullified.

The MCAA is a member of the Coalition for a Democratic Workplace (CDW), and they report to us that they expect the Administration to petition for Supreme Court review. Be sure to look to the MCAA Government Affairs Newsletters for continuing updates on this and all issues concerning government affairs.

Outside the Beltway

As you’ll also see in the “State Update” section of the magazine not all of the newsworthy items are happening at the federal level. In April, hearings are scheduled to begin in the Massachusetts Delivery Association’s case against the MA Attorney General in regard to the independent contractor law. Even though this case is being tried in the Commonwealth of Massachusetts, this is a Federal case that can have ramifications across the country either way the case is ruled. With this in mind the MDA and MCAA ask for your help in their legal fight; contact me at sswearingen@mcaa.com for more information on how you can help.

Recently harmful legislation was introduced in Washington State and then immediately scheduled for committee hearing. MCAA submitted written testimony to the committee before the hearing started. But I would also like to thank those association members in the state who had answered the call for help and contacted their elected officials about how this proposed law would impact their business. The legislation would not only drastically alter the definition of independent contractors for all industries in the state of Washington, it would also open up class action lawsuits much like is happening in Massachusetts.

There is some light in the state legislatures this session in Connecticut. The Connecticut Messenger Courier Association (CMCA) is doing a great job building coalitions and introducing beneficial independent contractor legislation for the trucking and courier industries. The legislation is based off of the National Coalition of Insurance Legislators (NCOIL) who MCAA collaborated with two years ago to establish the draft language.



Follow Us on Twitter and Government Affairs Newsletters!

Be sure to look for continuing Government Affairs updates via the MCAA Twitter account (@MCAAGovtAffairs) as well as on the MCAA website and email alerts.

If you have any questions on the MCAA Government Affairs activities or would like to become more involved, please contact Shawn Swearingen at sswearingen@mcaa.com or Bob DeCaprio at bdecaprio@mcaa.com. **MCW**

Donate to the MCAA Advocacy Fund and help support your industry!

Landmark Independent Contractor Legislation Introduced



I

112TH CONGRESS
2D SESSION

H. R. 6653

To amend the Internal Revenue Code of 1986 to provide standards for determining employment status, and for other purposes.

IN THE HOUSE OF REPRESENTATIVES

DECEMBER 12, 2012

Mr. PAULSEN introduced the following bill; which was referred to the Committee on Ways and Means

A BILL

To amend the Internal Revenue Code of 1986 to provide standards for determining employment status, and for other purposes.

1 *Be it enacted by the Senate and House of Representa-*
2 *tives of the United States of America in Congress assembled,*

3 **SECTION 1. SHORT TITLE.**

4 This Act may be cited as the “Independent Con-
5 tractor Tax Fairness and Simplification Act of 2012”.

6 **SEC. 2. FINDINGS.**

7 The Congress finds the following:

8 (1) Independent contractors play a vital role in
9 our economy.

U.S. Representative Erik Paulsen (R-MN) introduced landmark independent contractor legislation on December 12, 2012. The legislation, spearheaded by MCAA, was walked down to the Clerk’s desk to be officially introduced by Representative Paulsen after many months of review by stakeholders and other interested parties. The measure was introduced as House Resolution 6653, the Independent Contractor Tax Fairness and Simplification Act of 2012. HR 6653 amends the Internal Revenue Code to provide standards for determining employment status and protect the ability for all industries to determine independent contractor status. Championing such legislation has been a long sought after goal of the association.

From the D.C. office we spread the news far and wide to all of the members and those that dedicated their time in helping make this possible. The process to reach introduction has been an up-hill battle at times but the association was able to reach something that was thought impossible by the members only a short time ago: a broad based coalition for language that will benefit all industries that utilize independent contractors in their business model. *Thank you to all of the members of the MCAA for their active participation, to the MCAA Government Affairs Committee for their guidance and input, and to the Advocacy Fund donors for their continued support.*

This is the first of many milestones and there will be much more work ahead. MCAA’s goal is to get the legislation passed by Congress and enacted into law. As the bill was introduced at the end of the 2011-2012 Congressional sessions, it does not carry-over into the 2013-2014

Congressional sessions.

MCAA federal lobbyist Rich Meade and Shawn Swearingen have been to Capitol Hill several times already since the start of the new session as MCAA lines up re-introduction support in the House and the Senate. Interest has been building from the House Ways & Means Committee while Representative Paulsen continues to be the champion on the issue. The education of elected officials and making the case for the need of the legislation will continue through MCAA’s 6th annual Lobby Day. Previous attendees have done outstanding work laying the foundation for the introduction of HR 6653. Returning and new Lobby Day attendees along with the rest of the industry now have something to point to when they visit Capitol Hill. **MCW**

Thank you to Advocacy Fund Contributors that have contributed in 2013!

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Thank you!

Industry Infographic Unveiled!



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CUSTOMIZED DELIVERY INDUSTRY REPRESENTS

\$8.7 BILLION ANNUAL REVENUE

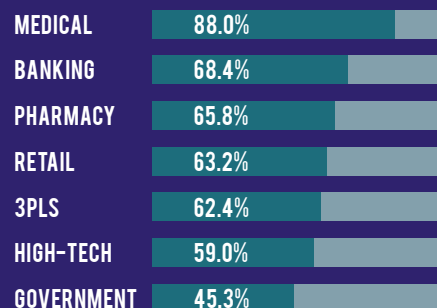


NUMBER OF FIRMS IN THE US:

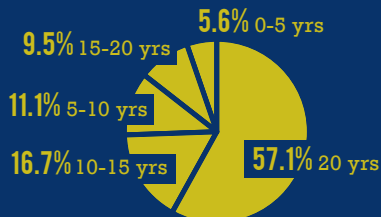
OVER 7,000



INDUSTRIES WE SERVE



LONGEVITY OF AN MCAA MEMBER BUSINESS



0%

OF INDUSTRY THAT SAYS
INDEPENDENT
CONTRACTORS
ARE IMPORTANT
TO THEIR BUSINESS MODEL



YES 89.6%
NO 10.4%

PREFERRED BUSINESS MODEL*

DRIVER FLEET



*Some companies utilize multiple models.

AVERAGE NUMBER OF DRIVERS: MCAA MEMBER COMPANY



If you would like a copy of the MCAA Infographic, please contact MCAA at (202) 591-2460 or at info@mcaa.com.

California Should Enact a Bill for Good Faith Reliance on Written Advice

By Chris Micheli and Jennifer Barrera

In an effort to improve the California business climate, we advocate that the Legislature adopt a bill to provide regulated businesses in the state with an opportunity to seek and rely upon written advice provided by regulatory agencies. This will be an incentive for businesses to comply with California's myriad of complex and sometime overlapping statutes and regulations. This is a better approach than having businesses be subject to litigation and enforcement actions.

With California's 500-plus administrative agencies, departments, boards, and commissions, the state's businesses should be able to seek written determinations from their regulator, who is responsible for interpreting and enforcing the laws. If businesses cannot turn to their respective regulatory agencies for guidance on complying with laws, to whom should they turn? And when they get written advice, why shouldn't they be able to rely upon it? Unfortunately, today those businesses are not given any protection or benefit if litigation is ultimately filed to challenge the state agencies' written advice.

To resolve this issue and provide needed certainty for California businesses, the Legislature should enact a measure to provide businesses operating in California with the security to know that, if they seek and receive written advice from state agencies regarding how to comply with the law, they can actually rely upon that written guidance. We believe this policy would provide credibility to California's state agencies charged with the responsibility to interpret and enforce such laws.

There are a number of instances already in the law where similar protections are afforded. For example, a taxpayer may be relieved of all taxes, interest, and penalties if they can demonstrate that the taxpayer's failure to remit taxes was based upon the taxpayer's reasonable reliance upon the written advice of the chief counsel of the Franchise Tax Board or Board of Equalization. Similarly, the Fair Political Practices Commission shall provide written guidance within 21 days of a request and that written advice is an absolute defense against any enforcement action under the Political Reform Act.

This proposed legislation is based upon the federal Portal-to-Portal Act which provides an affirmative defense for employers who rely in good faith upon the advice, opinion letters, and guidance of the Department of Labor regarding the Fair Labor Standards Act. In its findings and declaration of policy regarding the Portal-to-Portal Act, Congress recognized that "uncertainty on the part of industry," as well as "the difficulties in the sound and orderly conduct of business and industry," could negatively impact commerce. The same rationale holds true at the state level for businesses that are heavily regulated by administrative agencies.

Uncertainty for California residents regarding the correct application of California's numerous laws and regulations detrimentally impacts the state's economy and is a significant burden for those trying to conduct business in this state. Providing certainty through legislation will assist in relieving this burden on employers, thereby producing a better business environment, growth in the economy, and improve public perception of our government.



Chris Micheli is a Principal with Aprea & Micheli, Inc., a Sacramento-based government affairs firm, and has been a lobbyist for over seventeen years. He represents the MCAA in California.



Jennifer Barrera is a Policy Advocate with the California Chamber of Commerce where she handles labor and employment, taxation, and civil liability issues. She previously practiced labor and employment law for eight years. **MCW**



California High Court To Decide Viability of Newspaper Carrier Class Action

California – The California Supreme Court will decide whether the existence of a common policy alone is sufficient to allow plaintiffs to proceed in a class action. In *Ayala v. Antelope Valley Newspapers, Inc.*, a group of newspaper carriers alleged that they had been misclassified as independent contractors. In September, a federal court found that the carriers could proceed as a class because company policies regarding the carriers' job requirements applied to the entire group. The federal court's ruling effectively ignored what previously had been a roadblock to class certification – namely, the fact that the carriers, despite common job policies, had each performed their jobs in different ways. If the California Supreme Court upholds the federal court's decision, such a ruling would lower the class certification threshold and make it easier for plaintiffs to proceed as a class.

Ten Year Truck Driver Database Recommended

U.S. – The NTSB recently recommended bulking up the employment screening process for commercial truck drivers. The recommendation calls for the Federal Motor Carrier Safety Administration to create a national CDL database that would contain ten years worth of drivers' records. Employers would be required to screen potential drivers through the database

prior to hiring. The effort is aimed at increasing safety; however, industry insiders doubt the ability of the database to effectively screen out problem drivers.

Obamacare Will Increase Classification Audits

U.S. – Although the IRS has been targeting classification issues recently, this scrutiny is only expected to intensify once the employer pay-or-play rules become effective on January 1, 2014. One of the biggest audit triggers regarding worker classification is when a worker who was a W-2 employee is suddenly paid on a 1099. Companies that are audited and found to have misclassified employees may be subject to back taxes and surcharges associated with Obamacare.

DOL To Survey Employees Regarding Classification Issues

U.S. – The U.S. Department of Labor has proposed an employee survey, which would collect information about workers' understanding of their employment status and employment laws. It is suspected that the survey is the first step in the agency's attempts to re-propose the previously tabled right-to-know regulations. The right-to-know regulations would require employers to explain classifications to their workers under the Fair Labor Standards Act.

Iowa Partners With The DOL On Classification Issues

Iowa – Iowa recently entered into an agreement with the U.S. Department of Labor, being the 14th state to partner with the DOL on classification issues. In September 2011, the DOL's Wage and Hour Division began working with the Internal Revenue Service as part of an amped up effort to target classification issues. To-date, the Wage and Hour Division has collected \$9.5 million as a result of its targeting efforts.

Luxama v. Ironbound Express, Inc. et al., Civil Action No. 2:11-cv-02224 (D.N.J. June 28, 2012).

New Jersey – A federal trial court in New Jersey has dismissed a lawsuit brought under the federal Fair Labor Standards Act (FLSA) by a group of drivers against a trucking company, holding that the drivers are not employees but independent contractors.

FordHarrison Partner Salvador Simao served as lead counsel for Ironbound Express prior to joining FordHarrison. During that time he filed a motion to dismiss requesting that the court find the drivers to be owner operators and not employees. Almost a year later the court issued its decision dismissing the matter and adopting Mr. Simao's position that the drivers were contractors and not employees.

In reaching this decision, United States District Court Judge Esther Salas analyzed six factors: the degree of the company's control; the owner-operators' opportunity for profit or loss; the owner-operators' investment in equipment; whether the owner-operators possessed a special skill; the permanence of the working relationship between the company and the owner-operators; and whether the services rendered by the owner-operators were an integral part of the company's business.

The court found that four of the six factors weighed in favor of the owner-operators' status as independent contractors. The court held that the company's setting a work schedule and requiring the owner-operators report to a given location at a given time was not the degree of control required to establish an employer-employee relationship. Additionally, the court found that the owner-operators exercised control over their work because they determined driving routes, the method of securing the load, and the maintenance, repair, financing, and insuring of their vehicles. The owner-operators also possessed an opportunity for profit and loss because they were paid on a per trip basis and had the ability to acquire additional trucks and employ drivers. The owner-operators also invested in their own equipment through the structure of the lease agreement. The court further held that the owner-operators satisfied the requirement of having a special skill because they possessed commercial drivers' licenses.

However, the length of the working relationship between the company and the owner-operators (ranging from three to eight years) and the exclusive nature of the owner-operators' relationship with the company weighed in favor of an employer-employee relationship. Additionally, the court found the owner-operators' services to be an integral part of the company's business, which also weighed in favor of classifying the owner-operators as employees.

In sum, four of the six factors weighed in favor of finding the owner-operators to be independent contractors. The court determined that "the circumstances of the whole activity" weighed against a finding that the owner-operators were employees and dismissed their complaint.

The Bottom Line: The Luxama decision is good news for the transportation industry, which has been under pressure recently regarding the status of owner-operators as independent contractors. It is important for transportation firms that use owner-operators, either directly or indirectly, to review and revise their lease agreements. Doing so will allow companies to avoid costly litigation and attempt to have the matters dismissed on the lease.

The content of this article is intended to provide a general guide to the subject matter. Specialist advice should be sought about your specific circumstances.

It has never been more important for employers to remain vigilant, informed, and assertive about all of these matters. If you have a specific question about any of these summaries, or if you have other labor or employment related questions, please contact the authors, Peter P. Perla, Jr., Esq. and Erin L. Henderson, Esq.

Peter P. Perla, Jr. is a partner in the law firm Jasinski, P.C. and has been practicing law since 1996. Erin L. Henderson is an associate at the law firm Jasinski, P.C. and has been practicing law since 2007. Jasinski, P.C. has been representing employers in employment litigation and labor law matters since 1990. The firm's practice is devoted to labor negotiations, resolving contractual labor disputes, employment litigation, and advising and training employers in the area of employment and labor law. Jasinski, P.C.'s response to combating the growing number of lawsuits is to mount a cost-effective, but very aggressive defense, against what in many cases amounts to frivolous allegations. This approach involves tried and true methods of what we like to call "risk management from a legal perspective."

*Mr. Perla is licensed to practice law in New Jersey and New York and has defended lawsuits on behalf of employers that have been filed in these states as well as California and Florida. Ms. Henderson is licensed to practice law in New Jersey and New York and has defended lawsuits on behalf of employers that have been filed in State and federal court. **MCW***



TOP INDEPENDENT CONTRACTOR 5 MYTHS BUSTED

MYTH #1:

Using independent contractors is an unfair business advantage.

TRUTH: Everyone would use IC's if it were an advantage.

Truth is, employee drivers and independent contractors both have advantages and disadvantages, and that's why the customized logistics and delivery industry has used both business models for over 100 years. Here's how the two models compare.

Employee Drivers

- **Forced dispatch** - the courier can operate more efficiently because it can tell the worker when and where to work, and how to do it.
- The courier can purchase vehicles to its own specifications for optimal efficiency.
- **Lower pay** - usually one-quarter to one-third of independent contractor gross, depending on freight.
- **Benefits** - the employer dictates what benefits are available to the driver.

Independent Contractors

- **No forced dispatch** - the courier cannot force a contractor to accept freight. The courier has to come up with incentives to get freight moved and will not be as efficient in moving freight.
- **Higher gross pay** to compensate for equipment, fuel, maintenance, labor, profit, etc. Pay by the job, mile, or percentage.
- **Benefits** - the contractor is free to select benefits that are best for the contractor from a wide variety of sources.

MYTH BUSTED

MYTH #2:

Lease purchase plans should not be affiliated with the motor carrier.

TRUTH: Literally thousands of individuals have become independent business owners due to carrier sponsored lease purchase plans.

- Leasing vehicles is a popular and legitimate option to ownership.
- Many of these individuals would not have qualified for traditional bank loans.
- The carrier is motivated to have successful contractors.
- The carrier is in a unique position to evaluate the individual's probability for success, usually based on factors such as safe operation and work ethic, rather than credit.
- The carrier is able to purchase tractors at more favorable prices and will pass along some of the savings.
- The lease must be "bona fide," that is it must be real with economic substance.
- Just because the carrier has some affiliation with the leasing company doesn't mean the lease isn't "bona fide."

MYTH BUSTED

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MYTH #3:

Independent Contractor status is used to evade taxes.

TRUTH: IC's pay **different taxes**, not less

Independent Contractors are small business owners, and they pay taxes on their profit.

In the customized logistics and delivery industry, companies' issue 1099's to report gross earnings to the IRS and state Departments of Revenue, so independent contractors can't evade income or Social Security taxes. In fact, Independent Contractors pay twice as much in Social Security and Medicare taxes as employees. To cover their operating costs, couriers pay much more to independent contractors than to employee drivers. Independent contractors gross 3-4 times more than an employee driver. This means that courier costs aren't lower, either.

Employee Drivers pay:

- Federal Income Tax
- State Income Tax
- Social Security Tax
- Medicare Tax

Independent Contractors Pay:

- Federal Income Tax
- State Income Tax
- Social Security Tax (double)
- Medicare Tax (double)
- Diesel fuel tax
- Excise tax and Sales tax on tires and equipment
- Federal Heavy Vehicle Use Tax

Truth is, the 1099 system works! Independent Contractors pay their fair share.

MYTH BUSTED

MYTH #4:

Carriers use Independent Contractors to lower their cost.

TRUTH: Cost for employee drivers and IC's are about the same. Both have advantages and disadvantages.

- Independent contractors don't cost more and they don't cost less – they cost different.
- Most large trucking and courier companies are primarily employee driver fleets.
- If independent contractors were cheaper, big companies would use them.
- Contractors receive more per mile, but they provide the vehicle, and pay for their own benefits, fuel and maintenance.
- The courier has a smaller capital investment.

The following chart shows typical carrier cost.

Cost	Employee Driver	Independent Contractor
Pay	\$0.30-\$0.40 per mile	\$1.00-\$1.50 per mile
Employee Benefits	\$0.09-\$0.11 per mile	Self employed -- Contractor pays
Fuel	Company pays	Business expense -- Contractor pays
Vehicle	Company pays	Business expense -- Contractor pays
Maintenance	Company pays	Business expense -- Contractor pays

Did You Know?

Independent Contractors are more experienced and have fewer accidents than employee drivers (based on actual experience).

Did You Know?

Many large trucking companies began as Independent Contractors operating a small business.

MYTH BUSTED



MYTH #5:

Independent Contractors are like
“Smokey and the Bandit”

TRUTH: They are professionals operating a business.

Meet Bob Towey – Passionate Independent Contractor

As a teen, Bob spent a lot of time at the Ford car and truck dealership his father managed.

When he was old enough, Bob acquired his CDL so that he could retrieve trucks that were acquired by the dealership.

Bob had the option of following in his father's footsteps with Ford, but he loved driving so much that he decided to pursue a driving career and went to work for Hardware Hank as a Teamster.

Because of his background with Ford dealerships, Bob also had a goal to own a business. To prepare himself he studied business for a year at North Hennepin Community College where he learned the basics of entrepreneurship. In 1992 he made the leap. He cashed out his retirement plan and used the proceeds to buy his first truck. Within a few months he contracted with Dart Transit as an independent contractor.

Bob Towey's Career in a glance

- Age: 60
- 2 million accident-free miles
- 30 year driving career – 10 as a company driver, 20 as IC
- Former Teamster
- Investment: \$102,000 for new truck
- Key Quote: “I like calling my own shots!”

“I might have been better off financially if I had stayed with my driving job, but I hated it,” he says. “I’m a lot happier as an independent contractor. People who run their own small businesses don’t always do it for the money. It’s the personal gratification of accomplishing something on your own. That’s true for me. I like calling my own shots – picking my own truck, deciding on repairs, when to take time off, deciding my own schedule.”

“To me, being an independent contractor is not a job. If you really love what you’re doing, it’s not work anymore. You’re in it for the whole experience.”

MYTH BUSTED

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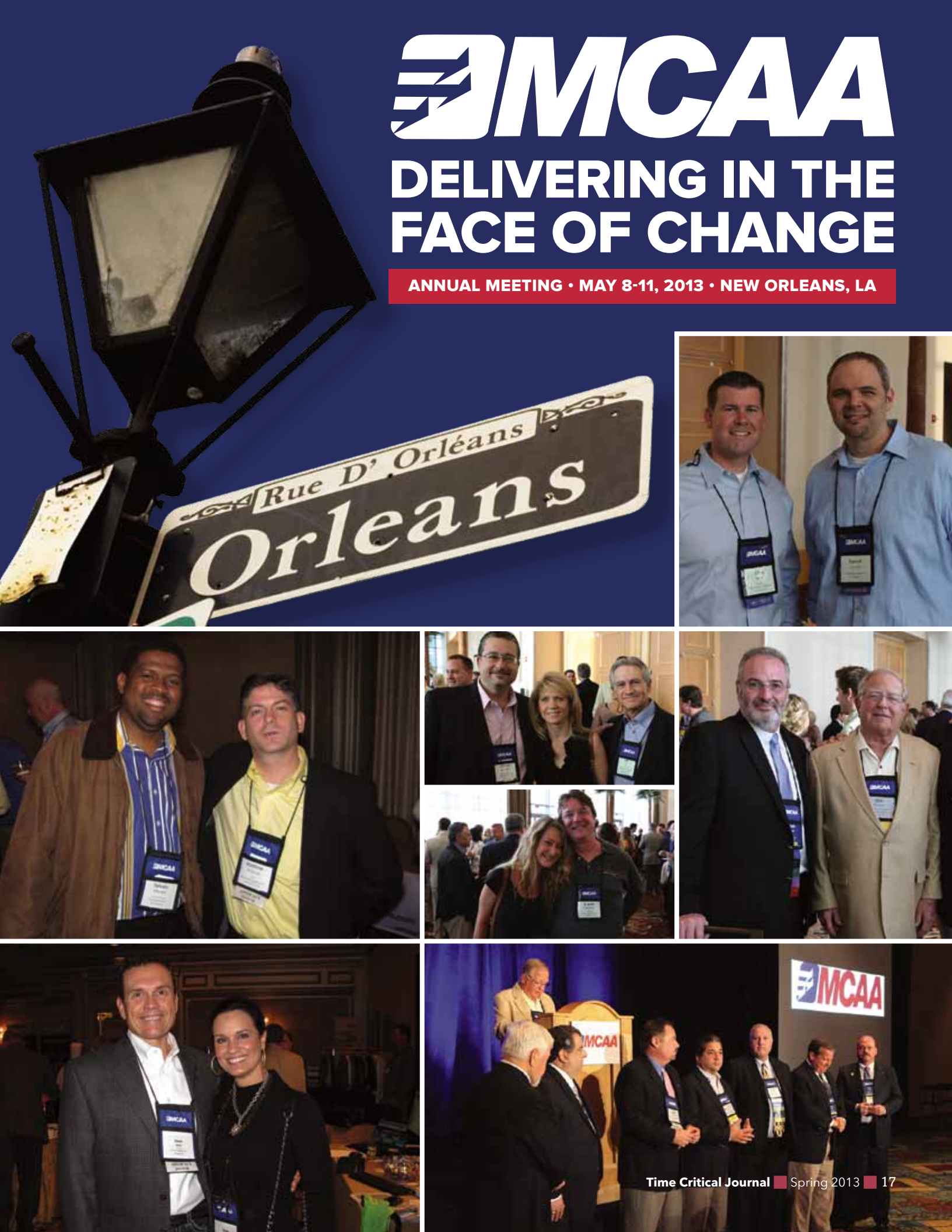
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Wednesday, May 8

8:00am - 1:00pm

Golf Tournament - TPC Louisiana

Beverage Cart sponsored by Relay Express

1:00pm - 2:00pm

Golf Lunch

9:00am - 12:00pm

New Orleans Super City Tour

5:00pm

Registration opens

6:00pm - 6:30pm

First Time Attendee Networking Workshop

Led by Andrea Obston, Director of Public Relations, MCAA

6:30pm - 7:30pm

First Time Attendee Reception

Special session for first time attendees to get the most out of their meeting experience

Sponsored by Complete Innovations

7:30pm - 9:00pm

Grand Opening Reception - Exhibit Hall

Thursday, May 9

8:00am - 9:00am

Meet the Candidates Breakfast

Sponsored by Datatrac

9:00am - 10:15am

MCAA Annual Business Meeting

- Board Election
- State of the Association Update
- Special announcement!

10:15am - 10:30am

Vendor Break

Sponsored by Xcel Delivery Services

Thursday, May 9 Continued

10:30am - 12:00pm

KEYNOTE "The Price of Leadership"

Presented by Ret. Lt. General Russel Honoré

Sponsored by Key Software Systems



Gen. Russel Honoré is a no-nonsense leader on a mission to help the U.S. recapture the spirit that made it great. He shares with audiences his deeply-held principles for leading in the 21st century, where unpredictability and volatility – from Wall Street, to Main Street, to what he calls "Railroad Street" – are ever present. Leaders from all fields and those who aspire to be will benefit from his insights on how the U.S. can be more economically resilient, why today's leaders should invest in the success of their subordinates, why you should never allow yourself to shrink from acting out of fear of criticism, and finally, why we should save our best leadership for at home.

12:00pm - 1:00pm

Lunch

1:00pm - 2:00pm

Panel Session - Opportunities in Warehousing

Moderated by: Steve Howard, Esquire Express, Inc.

As the small package and paperwork segments of our industry dry up, many couriers have found real prospects to expand their businesses by getting into warehousing. This panel will explore the business opportunities and challenges involved in adding this line of business. We'll look at archival records storage, cross dock operations and true warehousing. We'll also explore how providing these services can expand the delivery side of your business.

2:00pm - 2:30pm

Vendor Break

2:30pm - 4:30pm

Courier Focus Groups - An Exchange of Ideas that Promotes Learning from the Experiences of Colleagues

One of our most popular tracks. Take part in MCAA's Courier Focus Groups to share information with other attendees on best practices. Share your experiences and network with attendees and panelists.

4:00pm - 6:30pm

Vendor Meetings

6:30pm - 8:00pm

Networking Reception

Friday, May 10

8:00am - 9:00am

Breakfast

9:00am - 10:15am

Panel - How to Get More Airport Work

Moderated by: Brandon Fried, Executive Director, Airforwarders Association

As more and more couriers look for ways to expand their businesses, many look to airport work. This panel will explore ways of entering this business, give you tips on making your company an attractive agent to forwarders and provide insights into building long-term relationships with forwarders. You'll find out about the advantages of being an Indirect Air Carrier (IAC) and learn which shippers to approach for this kind of work.

Friday, May 10 Continued

10:15am - 10:45am

Vendor Break

10:45am - 12:00pm

Presentation: Legal Issues in Transportation & Implementation of the Affordable Care Act

Presented by Greg Feary, Scopelitis, Garvin, Light, Hanson & Feary, P.C

What are the latest legal and regulatory issues that could affect the way you run your business? Noted transportation attorney Greg Feary will discuss recent changes and their implication for those in the transportation business including: health insurance (implementing Obamacare), workers compensation, non-trucking and auto liability policies and captive insurance for motor carriers. This is a presentation that anyone involved in the business of transportation and logistics needs to attend for the long-term health of their business.

12:00pm - 1:00pm

Lunch

12:00pm - 1:00pm

Legislative Update Luncheon hosted by Advocacy Donors

1:00pm - 2:00pm

A Huge Opportunity: Retail And Same Day Delivery

Presented by Jim Tompkins, President & CEO, Tompkins International



Amazon, online shopping, technology, and the supply chain have all reached a tipping point where retail shipping finds itself at a crossroads. Delivery companies are reacting to the shipping needs of the retailers, as customers demand free same-day or next-day delivery. Now is the time for delivery and logistics companies to ensure their resources meet the needs of the future of shopping and shipping.

Friday, May 10 Continued

2:00pm - 2:30pm

Vendor Break & Prize Give-away

2:30pm - 3:30pm

Presentation: How Customers See You

Presented by: Kim Royster, Pulse Group, MCAA Market Research

Author Andrea Obston, Director of Public Relations, MCAA

What if you could sit across the table from some of your best customers and hear what they think of our industry? In this panel, you'll be able to do just that. MCAA commissioned a research study which gave us the inside information on how customers see the industry, how they look at us as providers and what they want from our members today and within the next few years. You'll also find out what they think is the number one need that our members address for them, find out about their biggest concerns, and learn how they see us in relation to other providers and find out the negatives they perceive about our members and drivers. The panel will discuss the marketing implications of these findings and explain how they led to the association's new brand.

6:00pm - 7:30pm

Networking Reception

Saturday, May 11

9:00am - 10:30am

Closing Brunch

Photography sponsored by CXT Software

Room Keys sponsored by Brightstone Insurance Services

2013 Registration Rates	Early-Bird Deadline April 5
Member - 1st Attendee	\$695
Member - Additional Attendee	\$595
Non-Member	\$895
Spouse Fee	\$495
Member Exhibitor (Booth space, includes one registration)	\$1,550
Member Additional Exhibit Attendee	\$450
Non-Member Exhibitor (booth space, includes one registration)	\$1,950
Non-Member Additional Exhibit Attendee	\$500
Second Booth Space	\$1,100
Golf Tournament Fee	\$200
Rental Clubs	\$70

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MCAA has obtained a special group rate of \$209.00 single or double per night, exclusive of applicable taxes. This room rate is available until Friday, April 14th, 2013, based upon availability. To make your hotel reservation, call (800) 325-3535 or (504) 525-2500 and reference MCAA.

Please note: Registration to attend the meeting does not serve as a hotel confirmation.

REGISTRATION

April 5th is the Deadline to Register at Early Bird Rates! After this date, registration fees will go up \$100, followed by an additional fee for on-site registrants.

SPONSORSHIPS

Is your company looking to increase its profile within the courier industry? The MCAA Annual Meeting offers several functions that allows direct, intensive exposure to this important audience. **Please contact Bob DeCaprio at (202) 591-2460 or email at bdecaprio@mcaa.com if you are interested in sponsoring an event.**



Leadership in the New Normal

The Morning Sun
January 6, 2013, Ed Fisher

Lt. General Russel L. Honoré (Ret.)
Commander of Joint Task Force Katrina
and Global Preparedness Authority

In his book, *Leadership in the New Normal*, Russel L. Honoré, U.S. Army Lt. General, Retired (with Jennifer Robison, Acadian House, 2012) identifies the ever-changing complexities of international dependence on trade for sustained well-being as just that: the New Normal.

Born in 1947 in Lakeland, La., the eighth of 12 children in a poor family, he attended Southern University and A&M College in Baton Rouge. He completed ROTC and entered the U.S. Army as an infantry officer. He rose swiftly through the ranks and in 2004, became the 33rd commanding general of the U.S. First Army at Fort Gillem, Georgia.

In this position, he coordinated the U.S. military's preparedness and response to Hurricane Charley, Frances, Ivan, and Jeanne. "When Hurricane Katrina struck the Gulf Coast in 2005, Honoré was designated commander of Joint Task Force Katrina. Honoré's arrival in New Orleans came after what was widely believed to be a poor performance by the Federal Emergency Management Agency (FEMA). Honoré gained media celebrity and accolades for his apparent turning around of the situation in the city as well as his gruff management style which contrasted with what many felt were the empty platitude of civilian officials." (www.thehistorymakers.com .)

He traces the major changes in technology from steam engines to the Industrial Revolution, electricity, radio, aircraft, television, nuclear energy, the computer, and social media. Change occurs at a quicker pace and we must adapt to the New Normal of rapid change if we hope to maintain our prosperity.

He names three streets: Wall Street for the rich, Main Street for the middle class and Railroad Street for the poor. He would like to vacate Railroad Street through education and opportunity. He took every advantage open to him to advance and make himself valuable. Becoming valuable is key to moving away from Railroad Street.

A successful leader is one with talent in applying human skills, infrastructure, and raw materials to the achievement of a strategy. Further, the leader must inspire the entire organization by example and by explaining the strategy: every member must clearly understand the tasks expected of him or her, and how that task contributes to the success of the entire organization. One of the factors in the recent recession was a failure of leadership. Too many in key positions had only their own wellbeing in mind and only the size of the salaries of top management mattered. Most employees were made to feel unimportant, leading to the loss of loyalty.

Businesses cannot operate in isolation. Vertical integration is fading as tasks are outsourced to other businesses in the quest for efficiency. However, this means a failure at a vendor's shop or in the logistical chain can have devastating effects on satisfying customers' demands, so crucial to success. "In most cases, an organization's leaders aren't the ones making contact with the customers or the contingency; it's the frontline workers. In the New Normal, companies are a lot better off if their people understand what has to be done and why, and if they have some leeway to make some decisions regarding the how." Good businesses make opportunities for workers to advance, making them more valuable and making them feel more appreciated.

The chief goal of a business should not simply be more profit. This leads to a quicker-and cheaper spiral that inevitably diminishes the value of the good or service in the eyes of the

customer. The real purpose of a business is to find the right problem and solve it better than your competitors. "The importance of customer care in the New Normal cannot be over-emphasized. Without customers, no business would exist. Retaining a solid base of faithful customers is a life-or-death matter for every business."

As we struggle with the Fiscal Cliff and the stalemate congress, we must not become discouraged. The US business world cannot make reliable plans to expand in such uncertainty. However, business leaders cannot simply sit back and do nothing. They should be looking for new problems and prepare to solve them. This will lead to an improving economy, more employment, and fewer people living on Railroad Street.

*General Honoré will be the Keynote speaker at MCAA's Annual Meeting in New Orleans – don't miss his speech on "The Price of Leadership," Thursday, May 9th at 10:30am. **MCW***

The real purpose of a business is to find the right problem and solve it better than your competitors. "The importance of customer care in the New Normal cannot be over-emphasized."

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Mastering Customer Expectations for Delivery

By Jim Tompkins, CEO,
Tompkins International

Consumer expectations are changing online and in-store, as multichannel shoppers seek the best prices, convenience, selection and experience. Being able to respond to these changing expectations is critical for the success of retailers and all organizations involved in the retail supply chain.

Getting the right products at the right time to the right destination affects all four of these consumer expectations. In addition, technologies such as Distributed Order Management and demand-driven supply chains also have major impacts on filling the continuously evolving customer expectations.

Finally, with Amazon moving forward with fulfillment centers close to major metropolitan areas, allowing them to shift to same-day and next-day deliveries, customer expectations are challenging retailers to adjust their supply chains to provide same-day and next-day deliveries. Amazon continues to push these boundaries, and businesses need to respond. To learn more view the The Amazon Effect video.

Amazon's major retail competitors are aware of the impact its many innovations and consumer-focused delivery options could have on their survival. Wal-Mart and other large retailers have been testing same-day delivery programs in a few major metropolitan areas in the US. These deliveries could be from fulfillment centers to customers or from forward fulfillment centers (stores) direct to customers.

Due to the explosive need for same-day and next-day delivery options, logistics and shipping companies are entering new territory. Companies such as FedEx and UPS have been benefit-

ting from this boost in shipping and delivery, but it is also time for smaller, regional companies to get into the game.

With continued growth in online sales, the continued growth of Amazon Prime, and the continued expectations for faster delivery, 2013 will see a growth in opportunities for courier business to expand their same-day and next-day delivery services to both online and instore retailers. Many times, regional couriers have better pricing and more flexible delivery options. And companies seeking faster shipping methods and localized relationships will continue to reach out to couriers to provide these services.

To achieve ongoing success in servicing retailers, couriers need to create new service offerings, enhance creativity in how to address this business, and add appropriate technology to facilitate communications.

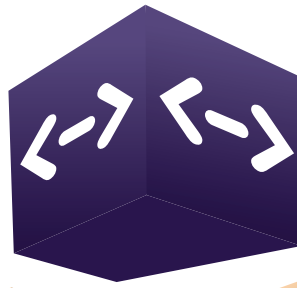
Responding to customer demands and expectations is critical to business survival today. Understanding how to position logistics and delivery options to attract and keep customers will be a big driver to the success of courier businesses going forward.



*Jim Tompkins will be presenting on "A Huge Opportunity: Retail And Same Day Delivery" at MCAA's Annual Meeting in New Orleans – don't miss his presentation, Friday, May 10th at 1:00pm. **MCW***



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New Orleans

Charlie Wolfe Style



Those who know New Orleans just know where to go. To prepare those of you attending the MCAA Annual Meeting for your time in New Orleans, The Time Critical Journal interviewed someone with deep roots in the city: MCAA Board Member Charlie Wolfe.

A third-generation New Orleanian, Charlie's moved with his parents to their home city after living in the Houston, TX, area for a few years. Charlie's lived most of his life in NAWLINS, as the natives call it, with only a few years away from the city. "I may have lived in another city, but I think it's safe to say I'm basically from New Orleans. There's just something about this place that draws you back no matter where you wander," he says. "It's the biggest little city in the world. What makes it unique is a sense of family. Here, your friends are your family. It's just part of the culture. We have friends that are very close to us, and our kids refer to them as 'Aunt' and 'Uncle.' I think that attitude typifies the city. Everyone knows about the music, the food and the partying. And don't get me wrong, they are wonderful. But what makes this city feel different is that attitude of welcome and a feeling that when you come here, you're family."

New Orleans is a very culturally diverse town, deriving its unique character from a rich gumbo that combines the best of the groups that have left their imprint on the city. Within its 350 square miles, you'll find the influences of the Creole, Cajun, French, African, Irish, Italians and Germans who've made The Big Easy their home.

So, how to you get a handle on a city that sometimes feels more like a foreign country than most of the U.S.? Charlie Wolfe created a two-day tour that he says will help you to leave the city understanding its true soul instead of just getting a tourist's snapshot.

Day #1

Start your day in the traditional heart of New Orleans, the French Quarter. "Everyone knows the French Quarter at night for its vibrant music and bar scene," says Charlie, "But you should also see it during the day for its beautiful, elegant homes that are there and just beyond its borders. The French Quarter during the day is a whole different word than at night."

Start your morning in the heart of the historic French Quarter with a genuine New Orleans ritual: Breakfast at Brennan's. "Breakfast at Brennan's is a tradition for local New Orleanians and visitors from around the world. It's expensive but worth it. Everyone should experience it once in their life-

time. It's a fine dining breakfast," says Charlie. He especially recommends Eggs Hussard. This Brennan's Original is the restaurant's take on Eggs Benedict. Poached eggs sit atop Holland rusks and Canadian bacon and are topped with Hollandaise sauce. Marchand de Vin sauce is added to create this interesting breakfast dish. He also recommends an old "classic Creole breakfast dish," Brennan's famous Grillades and Grits, a veal dish that is seared and then slow cooked in a rich Creole sauce, fine herbs and freshly ground pepper. After that you can walk off breakfast as you enjoy the French Quarter by day. If you walk a couple blocks away from the well-known landmarks such as the St. Louis Cathedral, Jackson Square and Bourbon Street, there's a living, breathing old-world neighborhood that features amazing architecture, gardens and magical courtyards," says Charlie. Those who couldn't resist the charm of this "neighborhood" include Brad Pitt and Angelina Jolie, who have a house in the French Quarter.

Later in the afternoon (if you can), hop a streetcar uptown to cruise along St. Charles Avenue. "Everyone thinks the French Quarter is the focal point of New Orleans, and it certainly sets the stage for the town, but as you will discover, Uptown New Orleans has its own charm. As you ride through the Garden District with its beautiful oak trees and multimil-

lion dollar homes, you will see this other side of New Orleans.”

Hop off the streetcar at the Columns Hotel. Sit on the front porch for a drink called a Sazerac. This is a New Orleans variation of an old-fashioned cognac or whiskey cocktail and is sometimes referred to as the oldest known American cocktail. It has its origins in pre-Civil War New Orleans. Incidentally, if you're at the Columns on a Sunday, their Sunday Jazz Brunch is a favorite among locals and visitors and has long been a New Orleans tradition.

To continue your late afternoon/early evening tour, get back on the streetcar and continue moving uptown to Riverbend. This is where the Great Mississippi bends and where St. Charles Ave. turns into Carrollton Ave. Get off at Oak Street and stroll the four blocks to Jacques-Imo's Café. Locals know it as one of the hottest tickets in town for anyone looking for “real Nawlins' food.” “It's a super-casual, high energy, eclectic food place,” says Charlie. After dinner, cap your evening off with a trip a couple of doors down to the Maple Leaf Bar. “This is a late-night spot where you never know what kind of local music will be playing,” he says. “The atmosphere there is laid back and fun. Hang out there until you're almost ready to call it a night. Then cab it back to the French Quarter to see it at night. Don't worry about the time. There's always something going on in the Quarter, with music and fun spilling out of every doorway. Stroll through the Quarter to enjoy all that it offers at night and into the wee hours of the morning.”

Day #2

Start Day #2 as most New Orleanians have since 1862, with beignets and café au lait at Café Du Monde. While definitely a touristy thing to do, Charlie still advises experiencing this historic landmark.

To round out your New Orleans experience, Charlie advises taking a tour of the areas affected by Hurricane Katrina. It will truly give you a sense of just how far the city's come since the catastrophe. “Katrina changed the face of this city, and its recovery is truly a tes-

timony to what makes NO special,” he says. “You need to see it to believe it, so rent a car and go to some of the areas most affected.” Go to the eastern end of the city, to the Lower Ninth Ward and over the industrial canal where one of the levees broke. You'll pass Fats Domino's house, which was destroyed by eight feet of water during Hurricane Katrina and then suffered more damage in Hurricane Rita. Today, one of his two side-by-side houses in the city's Ninth Ward has been restored. You can then drive down Lakeshore Drive along Lake Pontchartrain and go into the neighborhood of Lakeview. The levee breach along Bellaire Dr. is marked by an historical marker. This is where a large portion of the city began filling up with water.

For lunch, stop at one of the city's famed po'boy shops. A po'boy is a sandwich made with locally baked French bread loaves that have been a tradition since 1929. It originated as a very cheap sandwich (Poor Boy) that consisted of French bread, roast beef gravy and only the “debris” of the actual roast beef. Other popular versions are made with battered shrimp, oysters, soft-shell crab, catfish, andouille sausage and spicy Italian sausage. Charlie recommends the Parkway Bakery & Tavern or Domilise's Po-Boy shops. “This isn't fancy dining,” says Charlie. “You sit at the bar, have a couple of beers and enjoy your roast beef po'boy as the gravy runs down your hands,” he says.

After that, head back to a different part of Uptown New Orleans and tour Magazine Street, famous for its many antique shops. If you need a mid-afternoon refresher, pick up a snoball at Plum Street Snoball. One of the oldest snoball stands in the city – it dates from 1945 – it offers 11 flavors of this local, frozen, slushy specialty that include strawberry, bubble gum, cherry, spearmint, grape, chocolate cream, coconut cream, cream ice cream, ice coffee cream, nectar cream and sugar-free pink lemonade.

Next, head back towards Downtown New Orleans to Mardi Gras World. It's located on the East Bank at the end of Convention Center Blvd. Tours of this attraction allow you an up-close look at

that most iconic of New Orleans traditions, Mardi Gras. You'll learn about the floats, the artwork and get a real feel for Mardi Gras. The museum is open seven days a week from 9:30 AM to 4:30 PM. Tours are offered every 30 minutes, with the last tour starting at 4:30 PM.

To round out your second evening, Charlie says it's a must that you experience one of the city's fine dining restaurants. “There are so many restaurants in and around the French Quarter,” he says. One of his personal favorites is Bayona, which is actually located in a small 200-year-old French Quarter cottage. There's always the city's two most famous French Quarters establishments: Antoine's, and Arnaud's. Antoine's, established in 1840, is the country's oldest family-run restaurant and is famous for its French Creole cuisine. Located steps off of Bourbon Street in the heart of the French Quarter, Arnaud's has been offering classic Creole Cuisine since 1918. Want something less traditional? Try one of Charlie's favorites, Brigtsen's Restaurant in Riverbend. The Times-Picayune restaurant critic Gene Bourg described Brigtsen's interpretation of Creole/Acadian food as a “reaffirmation that Louisiana cooking is America's most durable and satisfying...” and “...the place against which all other restaurants serving South Louisiana cuisine have to be measured.” Located in a little house, the restaurant serves one of Charlie's newest favorites, a butternut squash shrimp bisque that he describes as “awesome.” While the town is known for its Cajun and Creole favorites, Charlie points to a new wave of other culinary influences that have spiced up The Big Easy more recently.

Want to know more about New Orleans? Come and experience it yourself. Registration is now open for the MCAA Annual Meeting in New Orleans May 8-11. Join us as we experience the food, the music, the architecture and the history that is New Orleans. Charlie urges everyone who comes to the Annual Meeting to come to his town and savor them all. Register today at www.mcaa.com. We'll see you in New Orleans!

MCW



In New Orleans, It's All About Family.

QCS Logistics Is All About Both



The story of QCS Logistics is the story of New Orleans. “When I think of what makes New Orleans what

it is, I think of the city as one big family. We are all about home and family here. This is a small city where one degree of separation is the norm,” says Jason Burns, partner & VP of Business Development at QCS Logistics and a native-born, native-bred New Orleanian. This MCAA board member may have tried his hand at a Northern lifestyle for a few years, but when the city and his family needed him, he moved back to the Big Easy and has never regretted it.

“My dad built this company in a way that’s very much New Orleans style,” he says. “He is very connected to the city, the political landscape, the social and nonprofit scene and the ‘who’s who’ of the city. It’s what’s helped us grow to serve the Gulf Coast after starting as a local bank delivery service less than 30

years ago.”

Jason’s dad, Ronald V. Burns, Sr., started a same-day messenger courier company in 1984 that he called Quick Courier Services, Inc. The company was originally founded to serve the delivery needs of the local financial services industry but later expanded its services to other industries such as healthcare, payroll processors, and law firms. With a fleet of only two cars, three drivers, and a great deal of hard work, QCS became the largest minority-owned and -operated company within the state and the second largest courier service in the New Orleans Metro area.

It is the growth of that company that epitomizes New Orleans because it was based on the shared sense of family that makes the Crescent City special. Jason tells the story this way:

“My dad was originally in banking as a VP for Liberty Bank & Trust. Today, that bank is the third largest minority bank in the country (Ronald is currently on

the Board of Directors). But he had the entrepreneurial spirit and wanted to start his own company. So, he left the bank to start a payroll service, Payroll Plus, in 1983. He kept up his connections with the bank though, and shortly after he started Payroll Plus, they offered him a personal services contract to manage their courier operation. He didn’t know it at the time, but that was to be his first courier contract. He really enjoyed the courier business; in fact, he soon realized he liked it a lot more than the payroll business. So, he sold Payroll Plus in 1984 and went back to his personal connections in the banking and business community to build up the customer base for his new courier business.”

As an illustration of just how connected his father was in the community, Jason talks about one of his father’s big initial breakthroughs for the courier company: “My dad was waiting in line at the grocery store. He was juggling both the payroll service and his courier work for

the bank. He ran into a friend from elementary school. They start asking each other what they were doing. When my father said he was doing deliveries, his friend jumped in to help. It turns out he was a manager for Radio Shack. He said, 'We spend a lot of money with couriers. I'm going to send you the vendor packet for Radio Shack.' It was a 50-page document and my dad was grumbling about it because of how difficult it was to complete, and in the first month, it netted him all of \$150 worth of business for all that paperwork. But that changed quickly. Within six months Quick Courier Services was doing \$60,000 a month in business for Radio Shack. They'd worked their way up to becoming one of Radio Shack's primary couriers. They started servicing more Radio Shack locations. That's when he sold the payroll business and incorporated Quick Courier Services. It was November 1984."

For a while, the company had just the bank business and deliveries for Radio Shack. The staff consisted of Ronald and his secretary (a woman who's still with the company today). They soon hired a part-time sales guy.

"My dad built the business through all his community involvement. He was on so many boards. He just started networking. It's just what we do in New Orleans and for a N.O. native, that comes quite naturally."

Along the way, there were plenty of bumps in the road, and it was often friends and family that made them bearable. Jason tells of one incident that stands out: "My dad wanted to do work for the Louisiana Lottery. He'd won the bid and just had to go to the state Capitol to sign the paperwork to get on the list of approved vendors. But when he got to the purchasing agent's office, the agent saw he was black and said, 'There must be a mistake.' He sent him away without allowing him to sign the final paperwork. My dad said to himself, 'I can't drive back to New Orleans without this contract.' While he stood in the halls, trying to decide what to do, he

ran into an old acquaintance who was former Governor Edwin Edwards' right-hand man. He told the man what happened, and two days later, he received the signed contract. Once again, it was the personal relationships that made the difference."

Today, QCS Logistics provides expedited delivery and warehousing solutions in southeastern Louisiana and the Gulf Coast region. The company specializes in providing hot shot courier, medical courier, white glove home delivery, freight distribution, and warehousing services. The primary industries they serve are

"When I think of what makes New Orleans what it is, I think of the city as one big family."

healthcare, pharmaceutical, auto parts, critical parts, financial services, and home delivery.

Jason's part in the business is also about family and home. He, along with his mother (Sheila) and a long-time family friend (Warmoth Guillaume), are key players in today's QCS Logistics as it moves towards the future. Jason left N.O. in 2002 to play football at Vanderbilt University in Nashville, Tn. After earning his degree in 2006, he relocated to Philadelphia, Pa., to work in the parking industry. "I fully figured I'd come back to New Orleans later in life, but I didn't expect it to be so soon after college," he recalls. "It was the tragedy of Hurricane Katrina that actually drew me back. After the devastation, there was a lot of rebuilding activity around the recovery effort. There were a lot of questions about how the city was going to come back; how was it going to look. I was in my apartment in Philly. I was seeing stories on TV about the changes New Orleans was about to undergo. I

can remember saying to myself, 'When I think about the changes in the city, I want to be a part of it. I don't want outsiders to dictate how this city's going to be.'

"It was around the same time that I was thinking about making a career change. I was looking for jobs in Philadelphia. My dad called and asked me if I'd ever thought about coming back home and working in the courier business. I'd always thought I would, but not that early in my career. I was 22 at the time, and coming back home was the last thing on my mind. But I said I'd come interview for the job. I flew back home and sat down with my parents to discuss the business. I had been making deliveries for them since high school, but I really didn't understand the business all the way through. My dad suggested I look at a large courier company in Philly to get some ideas of how a big courier operates. It inspired me. When I visited that company, I saw what we could be. I was impressed. It was a huge operation with a big warehouse. My eyes lit up. I said to myself, 'There's no reason we can't do this.' The thought of it brought energy and excitement to the table. I was all in."

But there was still the matter of family. How does a 22-year-old man, who's been living independently, come back home to the family business and the family home? Very carefully. "To make it work, we had to have some ground rules," he says. "We sat down as a family and negotiated the Family Ground Rules. These were our Rules of Engagement. They came about because we talked to others in family businesses, all kinds of family businesses. I talked to sons and daughters who worked with their parents, too. I knew we needed those rules. My dad and I are too similar. I knew I was going to make a lot of changes and he wasn't ready for that. I knew there would be conflicts, so I knew we needed those ground rules, especially since I was going to start off living at home (that lasted six months). The rules were:

1) This is business; not personal

2) We will still want to have a relationship outside work so that when we go home we won't talk shop all the time

3) My mom would play mediator.

They've been helpful, although we have been known to break them."

Looking back, was the draw of New Orleans and the draw of family good or bad for Jason? "This whole experience has been good for me. Not only did I get a chance to come home and get to move my family's business organization into new ways of doing things, I also got a chance to return to New Orleans and help in the rebuilding of my beloved city."

In a way, the QCS Logistics' story is the story of New Orleans. "Everything here in New Orleans is family. Everything is personal," says Jason. "There are no strangers in New Orleans. That's what surprised me in Philly. You'd ride the train and no one would speak to each other. In N.O., it's embedded in people – you just speak to everyone."

He looks back on the changes the business has undergone since he returned in 2008 and is proud to have been a part

of them. "We've grown over 60 percent over the last three years. We now work with 75 drivers, as opposed to the 25 we used to. We service four different markets all along the Gulf Coast."

And the family relationship has changed, too. "The dynamic has changed with my parents," says Jason. "When I first came home, I really was young and inexperienced. I wanted to try every idea out there. My parents and Warmoth had been running the business for 25 years, and I just wanted to make all kinds of changes immediately. I questioned everything across the board, and that was a problem. I needed to respect their years in the business and to learn what I needed to learn. And sometimes, they had to learn from me. They had to get over what I call the "Meatloaf Syndrome." Here's the story behind that: One night a mother and daughter were fixing meatloaf. The mother cut the ends off the meatloaf before she placed it into the cooking pan. Her daughter asked, 'Why do we cut sides off?' Her mom's answer was, 'I don't know. I learned it from my mother. Let's call grandma.' Grandma

said she did it because her mother taught her to do it. So they called Great Grandma, who said, 'I don't know why you all do it. I did because my pan was too small.' So, the lesson here is that often people do things and they don't know why, other than it's just the way they've always done it. I've been challenging the Meatloaf Syndrome around here. Yes, there were arguments and moments when my mom had to step between us, but now that my dad's seeing the business change and the success we've achieved, he trusts me more. He told me the other night that he's not as worried about the future as he once was. We really have a dynamic team that has played a crucial role in our growth."

Jason sums up his journey back home this way: "This has been a real blessing. "I was able to come back home; help rebuild my city; help re-energize my family's business and help bring them both to another level. For New Orleans and QCS Logistics, the future looks very bright." **MCW**

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Out of the Blue – Into the Black?

By Andrea Obston, Director of Public Relations, MCAA

The call comes out of the blue. It's the big one. It's the client you've had on your wish list for years. Or who's in the market segment you've been aspiring to enter. Or it's the headliner you've always wanted to work for.

But, there's a catch. They just want to try you out; to "see if this works." The problem is that you know the short-term approach won't cut it. Your experience tells you that a random act, on a short-term basis, most probably won't solve the problem. They need a car, but they only want to buy a wheel. If you sell them a wheel, they'll still have to walk to work.

Do you take on the project hoping it will grow into a long-term relationship where you can really strut your stuff? Do you hope that "to know you is to love you"? The answer is yes and no. It depends on what the client hopes to accomplish and whether it's realistic for you to deliver it within the restrictions of the project.

Here are a few guidelines to make that decision.

Take the time to understand why.

Find out what the client's goal is for the project. If the goal is unreachable within the timeframe, tell them and explain why. If the client's unmovable, respectfully decline to take on the project.

Your reputation is everything. If you're seen as an organization that makes promises you can't deliver upon, you won't recover -- even if the "promise" was the client's idea. In the end, they won't remember that the unreached goal was theirs. They'll only remember that you didn't reach it.

Turning down a job under these circumstances is something you have to do carefully. If you look like it's "my way or the highway" you'll never see them again. If you honestly tell them that you can't deliver what they want up and live to your own standards, they may come back to you some day. You need to make it clear that walking away from the job is your issue and not theirs. If you do

it right, they'll be impressed with your honesty and ethics. I've actually turned down clients under these circumstances and had them come back when they had the ability to get into a long-term business relationship.

Find out if the goal can be scaled back.

If a client's never used a service like yours, they may not understand why their expectations are unrealistic. Offer them an alternative that gives them a similar benefit. For example, we had a client that wanted to establish their reputation as a thought leader in eldercare. What they really wanted was for us to get them a story in the AARP magazine. But that was simply not possible with a short-term effort. Instead, we got them a story in a trade magazine that's more focused called "Selling to Seniors." Once we got that, we secured the reprint rights and put the story on their website, giving it more viewers than just the readers of that one magazine. That moved them along the path to their goal and was a more realistic short-term deliverable. We promised; we delivered and we used the delivery to show we were capable of more.

Avoid short-term projects that require you to short-circuit your process.

You know your business. A prospective client doesn't. Do not let them talk you out of following your time-tested way of doing things.

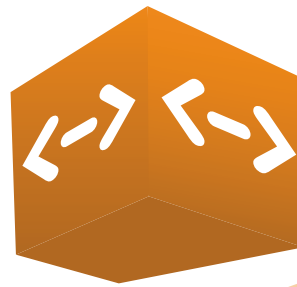
We have a process we follow that lays the groundwork for every project we take on. And every time we've allowed a client to talk us out of following it, we've been sorry. There's a reason most service providers like us have a step-by-step process for approaching a new project -- it works. And if you skip steps, the final product will suffer. For example, when we do Plans of Work we have a method for getting both the insiders' view of the company and the outsiders' view. A good brand is built on both. A few years ago, we had a client that refused to ask members of their board to provide input into the discov-

ery process we use to get the insiders' view. They felt it was asking too much of the board and would be an imposition on their time. We argued against it, but they overruled us. When we presented the final Plan of Work, the board sank it. They spent 45 minutes telling us why it wouldn't work. Whose fault was that? Mine. We didn't follow our process and the results felt wrong to those who needed to feel comfortable with them. Shame on me.

Measure twice. Cut once.

The real purpose of accepting a short-term project is to prove your worth. You want to make the client realize that "there's more where that came from". To do that you've got to make the needle move. Even a little. And you've got to prove you moved it. That means finding a metric you can measure before and after you do the job. Make sure the metric is something the client thinks is important. Get their buy-in ahead of time that such a measurement is a good way of gauging success. For example, did they have 100 followers on their company Facebook page before the effort and 150 afterwards? That's nothing breathe-taking, but it is a 33 percent improvement. It moved the needle in the right direction, right? By the way, once you've bragged about the metric, make sure the client knows it's just the tip of the iceberg.

The bottom line is this: short-term assignments can be a way into a prized client relationship or aspirational market segment. They can also do serious damage to your reputation. Establish guidelines. Create realistic expectations. Make sure to broadcast your results. And if you know in the beginning that you can't make these happen, walk away from the assignment. Every one of us who have been in business for a while has a "little voice" inside us that takes the measure of a client or a project early in the process. Listen to that "little voice". He knows what he's talking about. Listen and learn from him, or both of you will be sorry. **MCAW**



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Right People On The Bus. Wrong People Off The Bus.

BY RICK MCCLELLAND

When I was about 30 years old, I was hired by a large corporation as General Manager for one of their companies. The company I was hired to run was in the trucking business and transported lumber, building materials and paper products throughout eastern Canada and the eastern seaboard of the U.S.

The business wasn't growing or making much money, but the parent company was financially healthy and very committed to the trucking operation. So a business turnaround was required – and I had time to develop a plan.

During my first few weeks on the job I started to meet with the key people in order to get the lay-of-the-land from those who had some history with the business. I wanted them to share their views about the company's strengths, weaknesses and limitations and also hear their opinions regarding the most important opportunities.

Late one morning, while meeting with the Operations Manager, the receptionist informed me that there was a driver in the reception area who wanted to talk to me. The operations manager looked surprised and confused and asked the

receptionist who the driver was. She gave us his name and the manager immediately got up and said, "*I'll take care of it*". He said the driver lived in a town 60 miles away and that talking to him would be a waste of my time. He said he would speak to him and send him on his way.

I had not been with the company very long, but I knew that the drivers were owner-operators, which meant they had the wherewithal to purchase, operate and maintain expensive heavy equipment. Some of the drivers operated tandem axle tractors. Others operated tractors and semi-trailers on behalf of the company; which was pretty significant and impressive as far as I was concerned. I was not prepared to send the driver away. While I found it strange that the driver would just "show up", I thought the least I could do was meet him and see what was on his mind. I was not inclined to send a signal that he wasn't important enough to warrant any of my time and not even say hello.

I told the operations manager it would be a good time to break for lunch and asked the receptionist to invite the driver in. The operations manager left my office looking a little perturbed.

A few moments later, the driver was in my office. He was in his late 20's and hauled truckloads of wood pulp (raw paper) for one of our largest accounts. After we introduced ourselves and exchanged some small talk he said, "So what are your plans? What do you want to do with the company?" As you might expect, I said I didn't know yet! He said he had some ideas – and asked if I wanted to hear any of them? I asked him to proceed.

He talked for about 30 minutes and here is the essence of what he shared with me about the customer he was assigned to:

- We hauled 48,000 pound loads of raw paper for the client and charged \$1,300 per-truckload, or the equivalent of 2.7 cents per pound.
- The maximum gross vehicle weight allowed by the government had recently been increased which meant carriers could now haul more freight on their vehicles.
- Aluminum had become viable (strong enough) for tractor and trailer frames. Carriers that utilized the lighter aluminum equipment could increase their payloads.
- If we went with aluminum equipment and took advantage of the heavier weight limits we would be able to carry 60,000 pounds per load (25% more!)
- If we (a) got the client to agree to allow us to charge 2.7 cents per pound instead of the per truck load rate and then (b) increased the payload to 60,000 pounds, our rate per load would go up by 25%.
- Our client would benefit by being able to ship more product per load.

I was quite amazed that the driver had these insights and told him so. He responded by saying that he spent lots of time talking with people in the shipping department each time he was there to load his truck and that he paid attention to the different types equipment being operating on the highway. He also said that he had 8 to 10 hours every day to **THINK** as he drove up and down the highway!

After the driver left, I took the necessary time to check into the ideas and opinions he shared with me in order to determine if they were valid. Bottom line? **He was right about everything.** Things had been changing relative to the capability and weight of aluminum equipment and the weight of the loads you could now carry on the highway – and management hadn't reacted in any way or taken advantage. Surprisingly,

neither had any of our competitors.

So I met with our controller and we started running some pricing models in accordance with the driver's suggestions. As soon as we had a rate schedule we were happy with, I set up a meeting with the customer in order to introduce myself and also ask if it would be possible to change the pricing from a per-load rate to a per-pound rate, as long as we didn't increase their cost per pound. The client called back in about a week - and agreed.

Then we went around to every other wood pulp mill in our geographic coverage area and sold many of them on the same model. Implications? We tripled the size of the company during the next 3 years and profits took off like a Lear jet! We were also able to increase driver compensation, which helped us attract many additional drivers and expand our operational capacity.

A little while later, I asked the driver to come inside and work in operations. I thought we could use an "innovator" on the payroll. (Right people on the bus) He agreed and became a great addition to the staff. And the operations manager was terminated; since he continued to demonstrate that he was the type of person who was sure drivers weren't worth listening to. (Wrong people off the bus)

That all happened more than 30 years ago and the experience really had an impact on me. It taught me that the people who are closest to the work and closest to the customers usually have many ideas about improving service or reducing costs or growing the business. Leaders just need to listen. In fact, there may not be a better way for a leader to invest his or her time. And the experience taught me that it is critical to let nothing get in the way of the process of creative thinking and that people should be encouraged to **THINK** and bring their ideas forward.



About the author: Rick McClelland is a veteran in the "mobile workforce" business having spent 40 years in the transportation and logistics industry. Rick is the former Chairman and CEO of Dynamex Inc., the leading provider of same-day transportation services in North America. He is currently an advisor and consultant in the delivery industry and welcomes you to reach out to him if you have a question about this article.

Rick can be reached at: rickmcclelland1@gmail.com. **MCW**

We tripled the size of the company during the next 3 years and profits took off like a Lear jet!

Kevin M. Phillips Joins the Scopelitis Law Firm

Experienced Litigator Brings Warehouse Liability Practice To the Transportation Law Firm's Chicago Office



Kevin M. Phillips has joined the law firm of Scopelitis, Garvin, Light, Hanson & Feary in its Chicago office, effective January 11, 2013.

Mr. Phillips' practice is concentrated in all aspects of warehouse legal liability, including property losses, general liability, regulatory compliance, enforcement of warehousemen liens, and review of storage contracts. He represents warehousemen, shippers, carriers, and freight forwarders in tort,

contract, bailment, warranty and statutory-based actions.

Scopelitis is a full service law firm that serves the trucking, transportation, and logistics industries from its offices in Indianapolis; Chicago; Washington, D.C.; Los Angeles; Detroit; Chattanooga; Spokane, and Dallas/Fort Worth.

"Kevin's warehouse practice will serve as a valuable resource for our transportation clients with diverse operations, including logistics," said Greg Feary, President of the Scopelitis firm and one of its Managing Partners.

In addition to his litigation practice, Phillips drafts, negotiates, and reviews warehousing and transportation documents, including warehouse receipts, bills of lading, freight contracts, standard contract terms and conditions, security agreements, and tariffs. He also has experience instituting and enforcing warehousemen's liens and the recovery of unpaid storage charges.

Phillips earned his law degree in 1996 at the John Marshall Law School in Chicago, and his undergraduate degree in 1993 at The George Washington University in Washington, D.C.

Phillips is a member of several warehouse associations, including the International Warehouse Logistics Association (IWLA), where he serves as Claims and Litigation Counsel for the Association and its members, the Warehouse Education Research Council (WERC), and The International Association of Refrigerated Warehouses (IARW).

He is a member of the Illinois State Bar, the U.S. District Court for the Northern and Central District of Illinois, the U.S. Court of Appeals for the Ninth Circuit, and has practiced pro hac vice in a number of courts throughout the United States.

Scopelitis, Garvin, Light Hanson & Feary, P.C., was founded in Indianapolis in 1978 by Alki Scopelitis and Norman Garvin. From its inception, the firm served the transportation industry. The firm successfully broadened its focus as it prepared for transportation's federal deregulation in the early 1980's and state deregulation in the 1990's.

The firm began adding practice areas in response to the legal needs of the transportation industry, to include corporate and business transactions, mergers and acquisitions, insurance law, workers' compensation, personal injury/property damage defense, labor and employment law, employee leasing, business litigation, taxation, and motor carrier compliance matters. **MCW**

Capital Express Expands Midwest US Network

Capital Express Incorporated, the leading Midwest provider of customized, same day delivery solutions, announced in December 2012 that it has purchased certain assets of Kansas City based Logistics Resources, Inc., operating commercially as AB Express. The acquisition of AB Express's customer distribution networks and customer relationships enhances the Company's Midwest presence and provides Capital Express with new customer relationships. This positions Capital Express to continue to provide its customers with superior service, coupled with added density in the markets serviced and additional regional service areas.

Capital Express Inc. Founder and CEO Monte O'Hara commented, "We are excited to be formalizing what has historically been a close working partnership with AB Express and its owners, Peter and Nora Sykes. AB Express's service offering, customer relationships and geographic footprint help us expand our existing Capital Express network and provide services to a new set of customers. Our expanded industry experience and network creates the ideal platform for meeting our customers' needs. We look forward to continuing to provide great service to the AB Express customer base".

AB Express is the third acquisition Capital Express has completed in the Kansas City market since 2006. The Company continues to evaluate acquisitions of customized, same-day delivery companies as key component of its growth strategy.

The terms of the acquisition were not disclosed. **MCW**

In Memoriam



FLORES, LENA, age 55, passed away January 9, 2013 after a long battle with Cancer. She was co-owner of Time Courier, Inc., dba CitySprint 1.800.Deliver in Dallas, Texas and a long-time member of MCAA. Those who knew her would describe her as intelligent, fun-loving, and generous; a one of a kind individual with a vibrant personality. Lena had a passion for learning and teach-

ing. The business fueled her passion for coaching and teaching the staff and drivers about the importance of integrity and delivering quality service above all else.

She volunteered in various organizations such as Junior Achievement and her son's school. Achievements include: full track scholarship to college; held various state records in running the 3k, 5k and 10k events; Bachelor of Science Degree in 1980; Co-founder of Striders Courier, Inc. in 1984 and in 2001 purchased CitySprint 1.800.Deliver in Dallas, Texas.

Next to her faith, Lena's family was most important to her. Time spent with them was precious and always full of fun and adventure. She is survived by her life partner and son.

MCW

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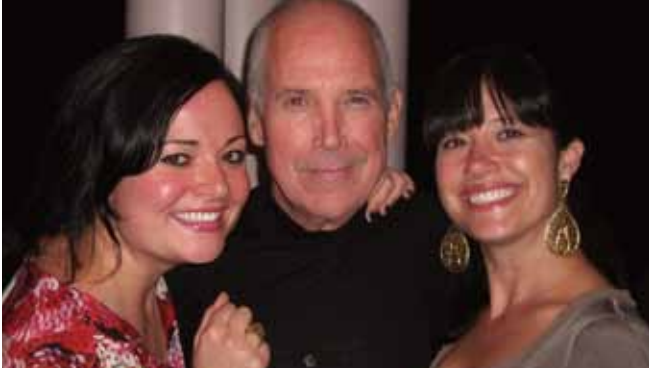


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ExpressIt Delivery - The Next Chapter! Some things will never change.....



Michael Shaughnessy and his daughters

ExpressIt Delivery has excelled in providing same day courier service in the New England area for over 35 years. We have proudly maintained some of the same customers for over 18 years. We pride ourselves on honesty and communication. Our customer relationships are our top priority. That will never change!

Our father Michael Shaughnessy was the owner and President of ExpressIt Delivery. His hard work, core values and integrity made ExpressIt the company it is today. Our Dad passed away this past July from a courageous battle with Cancer. ExpressIt Delivery was a family owned business and will continue on within our family.

Growing up in the courier industry, we were taught that customer service, attention to detail and constant communication is what sets you apart from the competition. He believed in ExpressIt, his team and his daughters to carry on in this battle we call the courier industry.

Our team takes tremendous pride in our entire operation, which is something that has kept us in business for over three decades. As a locally owned business since 1981, we are proud of our record of fast, reliable service. We are the local partner of choice for a broad range of businesses – from small companies to worldwide delivery services.

ExpressIt is strong and we are digging our heels in for a long ride. We are ready to work hard, show up every day and expand our services to a new set of customers. We launched a new and improved website this fall - www.expressitdelivery.com.

Finally, we are very excited to join the courier industry and look forward to meeting with colleagues both locally and throughout. **MCW**

USA Couriers Provides Comprehensive Island Care in Puerto Rico

While many may go to Puerto Rico to swim in the tranquil waters, USA Couriers went to work. With couriers in San Juan, Guaynabo, Manati, Aguadilla, Mayaguez, Ponce and virtually everywhere else on the island, USA Couriers provides fast, immediate and professional service.

Life Sciences Labs performing diagnostic, blood and specimen processing are accomplished more efficiently and cost-effectively on the US mainland rather than in PR. This creates the need for numerous daily air shipments both in and out of PR. USA Couriers is certified as an Indirect Air Carrier and together with its vast network of 4,500 couriers combines the power of Air and Ground shipping to care for numerous shipping needs on and off the island.

“Some areas of PR can be quite remote” says Kris Wiegman, President of USA Couriers. “Achieving speeds in excess of 40mph in some areas is impossible due to road conditions” she relates. This requires that USA Couriers have their people on stand-by at all locations on the island to accommodate late afternoon pick-ups from remote medical facilities. “Thankfully our experienced crew in PR is very flexible and often performs near miracles” reports Wiegman. “It’s not unusual to get a request at 4:30 in the afternoon to pick-up a specimen by closing time of 5:00pm in an area like Aguadilla”. USA Couriers network in PR routinely gathers 50 to 100 items for flights leaving that evening on strict flight schedules. **MCW**

DMC Logistics Hire Jon Schwarz as Director of Sales



DMC Logistics, a regional logistics and expedited delivery company in its 27th year of business has hired a new Director of Sales. Jon Schwarz has 18 years of logistics experience in operations, dispatch, and account management. Jon will be responsible for the development and performance of all sales activity. **MCW**

QCS Logistics Hires David Domingue as Operations Manger



QCS Logistics recently hired David Domingue to serve as its new Operations Manager. David, a native of New Orleans, comes to the QCS team with several years of management experience in both transportation and real-estate, working at United Parcel Service (UPS) and Latter & Blum, respectively. In fact, David's career began at UPS under the mentorship of QCS partner & GM, Warmoth Guillaume. David and Warmoth's relationship dates as far back as high school, but the two really became brothers during their days delivering packages for "Big Brown".

"Being back in the transportation industry is a natural fit for me. I enjoy the constant changes, dynamic environment, and the fact that no two days are alike. Also working with my long-time mentor adds another layer of joy & fulfillment as we utilize our past experiences to be successful in the same-day delivery industry", said David.

Warmoth echoed his sentiment, adding, "When we began our search for this position, I knew David was the perfect person. I had first-hand knowledge of his tenacity, dedication and problem-solving skills; the hardest part was convincing his wife that he would be coming home a little late some nights; she was actually OK with this. We are a family business and I'm thrilled to have my brother join us on our journey to the top!" **MCW**

Courierboard Expands Find-A-Driver Program with New Features for Recruiters

Courierboard announces that it has expanded the features available to driver recruiters using its Find-A-Driver platform. Courierboard offers courier companies a recruiting platform that provides access to a large database of courier drivers with online profiles.

Courierboard's courier company members post driver wanted ads directly from their Courierboard Premium account, which are then viewable on Courierboard's separate site for drivers: CBDriver.com.

Courier companies get responses from new drivers who visit CBDriver looking for driving opportunities, as well as from drivers already registered with CBDriver who receive email alerts notifying them immediately when new ads are posted in their area. Over 1,500 new drivers register and respond to driver ads on CBDriver every month, which has grown CBDriver's driver membership to over 60,000.

New features added to Courierboard's Find-A-Driver recruiting platform include:

1. Drivers responding to ads are asked to complete Courierboard's custom driver profile that provides recruiters with standardized information including name, email, phone, location, type of vehicle (car, minivan, cargo van, etc.) make of vehicle, mileage, insurance company name, DBA name (if any), EIN (yes/no) and experience. Courierboard's profile includes pre-screening questions (DUI's, accidents, felonies, etc.), which cuts down on responses from drivers with unsatisfactory records.
2. New online comments section for recruiters to add notes about each driver who has responded to their ads.
3. Enhanced Export to Excel functions of all driver responses for easy review and sorting of driver profile information, links to resumes and recruiter comments.

Hundreds of courier companies use Courierboard to post driver wanted ads every day. Our goal is to make the job of recruiting drivers easier and more cost efficient as you use Courierboard to post Driver Ads to fill your seasonal and ongoing driver vacancies throughout the year. For more information or to schedule an online demo of these new Driver Recruiting features, please contact Courierboard at 1-800-220-5998 or info@Courierboard.com. **MCW**

CXT Software Announces Record Attendance at User Conference

Attendance at annual customer event exceeds 2012 record



CXT Software, a leader in providing automation technology to expedited delivery and last-mile distribution businesses, kicked off the new year with record attendance at the 2013 CXT Software User Conference. This year's event was held January 4-5 at the Pointe Hilton Tapatio Cliffs Resort, Phoenix, Arizona.

"The number of delivery companies represented at our 2013 user conference was up 20% over our record-setting 2012 event," according to Jim Luciani, CXT Software's Vice President of Sales and Marketing. "While it was a great opportunity for us to catch up with so many of our customers, the strong attendance created an even greater opportunity for our customers to network with each other while expanding their knowledge of our products and services."

"MGC selected CXT Software as our delivery software vendor this past year, based not only on their product offerings but also on their company culture—I can honestly say that this year's conference reinforced both of the reasons we chose CXT," explains Nathan Friday, Business Development Director at Mid-Georgia Courier, Inc. "The content presented by CXT team members highlighted the company's clear and progressive approach to providing top-tier software solutions and industry-leading customer service. And leveraging top-tier IT capabilities is extremely important to MGC's business model—it gives us an edge over our competitors. CXT Software has become a critical part of that edge."

"Learning about a single new feature paid for the conference for me," noted Ryan Jacobs, Project Manager at NOW Courier, Indianapolis, IN. "I am excited to take the items that I learned at the User Conference and implement them in our business. With two software updates from CXT each year, it seems there is always something new to learn that can help our business run more efficiently."



The CXT Software User Conference is an educational and networking event that allows users to gain insight into the company's product direction and to learn more about how to leverage the X Dispatch product suite to maximize operational efficiency. **MCW**

First Delivery Service Opens Third & Largest Warehouse

First Delivery Service, based in Tempe (Phoenix) Arizona has expanded its logistics capacity by opening its third and largest warehouse last October. The site is now 75% full and running smoothly. "Our customers are delighted with our high-touch service", said David Sellers, President. "We have added staff and we see Logistics as a key part of our future expansion strategy".

With the increasing demand in the industry for faster response times for parts delivery, logistics clearly serves the need. First Delivery understands this. Combining logistics with time-sensitive, on-demand courier service was a logical step for First Delivery, who has now been providing logistics service to customers for ten years.

In Arizona, First Delivery has been providing continuous, uninterrupted courier service for 32 years, 24 hours a day, 365 days a year. First Delivery Service provides on-demand courier service throughout Arizona and in the San Francisco Bay Area (including San Jose and Oakland) as well as Seattle Washington. To learn more, see our web-site at www.FirstDeliveryService.com. **MCW**

CMS Continues to Provide Solutions

Contractor Management Services is the nation's full-service leading Independent Contractor Management (ICM) provider, with a proven track record of providing solutions for the inevitable challenges Companies face when rightfully embracing the use of Independent Contractors (ICs). CMS has worked with hundreds of satisfied Contracting Companies and tens of thousands of ICs throughout North America. CMS continues to lead the industry with its highly effective ICM Power™ Solutions. ICM Power™ is CMS' proprietary product offering designed specifically for ICM and functions to assist in greatly reducing exposure with legal challenges and on-going administrative burdens that come along with properly managing ICs. Visit us online at www.icmpower.com to discover how CMS allows both Contracting Companies and ICs to Stay

Connected. Stay Compliant. Stay Contracted. **MCW**

QCS Celebrates Ground Breaking on New Hospital



QCS Logistics Founder/CEO, Ronnie Burns, recently celebrated the groundbreaking of a new hospital in New Orleans, La. Mr. Burns, who serves as the Chairman of the Hospital Services District board, along with Mayor Mitch Landrieu, City officials and other board members, recently broke ground on the \$130 million project.

New Orleans East Hospital (formerly called Methodist), was destroyed in 2005 by Hurricane Katrina and left approximately 80,000 residents without nearby access to a full-service hospital.

"As a member of this community, I understand the importance of getting quality health care for my neighbors. We are happy that we remain on track and on task. The groundbreaking paves the way for a first class hospital for the citizens of New Orleans East, the Lower Ninth Ward, and Gentilly. I look forward to continuing my work with the Mayor to restore a full service hospital for our community," said Ronnie Burns. **MCW**

CXT Software Expands Technical Support Team

Ryan Kuhl and Daniel Sherr To Help Support a Growing Customer Base

CXT Software, a leading provider of software applications for expedited delivery and last-mile distribution businesses, announced today that Ryan Kuhl and Daniel Sherr have joined its Services Team as Technical Support Specialists.

"CXT Software has always made it a priority to provide professional, responsive software product support services to its customers," according to Shaun Richardson, CXT Software's Vice President of Services. "The addition of Ryan and Daniel to our team enables us to continue providing quality support to a growing customer base."

"I couldn't be more excited to be a part of such a highly-regarded and innovative team," adds Ryan. "I'm very impressed with character of this group, and I felt welcome right away." Ryan lives in the Phoenix area and enjoys playing and watching baseball, football, and the occasional round of golf. He is also a home and car audio enthusiast.

"I eat, sleep, and breathe computers--I'm glad to be in a position to use the skills I have developed over the years to help others," notes Daniel. "I'm thrilled to work for a company that not only says it's all about customer care, but also wholeheartedly means it." Daniel lives in the Phoenix area as well and spends his spare time reviewing films, cooking, and writing.

CXT Software's Services team provides implementation and technical support services to expedited delivery companies using its market-leading X Dispatch software suite across the U.S. and Canada. **MCW**

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TransTek Opens New Offices in CO



TransTek, a leading provider of Parcel and LTL Distribution in Colorado and Wyoming, has opened up new offices and cross

docks in Grand Junction, Colorado and Gypsum, Colorado to better serve customers in Central and Western Colorado.

"TransTek has been widening its' services the last few years and is offering a Night Distribution as another option for our customer that complements our Next Day Distribution system." states Paul Steffes, President and CEO of TransTek. "This expansion accentuates our commitment to offer our very best in Customer Service and infrastructure to assist our customers in meeting their Supply Chain goals."

For more information contact Richard Ziemba at TransTek at 303.371.3003 x117 or rziemba@transtekonline.com **MCW**

SCI and Wireless Consulting Partner to Deliver Value and Savings to SCI Clients and Drivers

Subcontracting Concepts (SCI), the nation's leading third-party administrator of Independent Contractors in the Courier Industry, is pleased to announce its partnership with Wireless Consulting Inc. (WCI), the leading provider of wireless consulting and management of fleet cellular phone bills and equipment in the courier industry.

The partnership allows SCI clients and drivers access to WCI services and special discounts on cellular bills and equipment. WCI clients will have preferred access to SCI's programs and service offerings.

"This partnership represents a tremendous opportunity for our clients and drivers. The ability to take advantage of WCI's best in class customer service and special program savings provides substantial value to both our clients and drivers," said SCI Director of Sales Kirk Godby, adding, "In addition, this partnership will open additional co-marketing opportunities between our companies."

"Having a direct relationship with SCI adds great value to our company and our customers who use Owner Operators," said WCI CEO Victor Picone, adding, "SCI is the leader in the Third Party Administration space and their programs and services offer a win-win situation for everyone involved."

About Subcontracting Concepts Inc. (SCI)

SCI is a contract administrator and has been providing administrative services to the trucking and courier industries since 1995. Their team has over 100 years of experience in the courier industry, providing advice and guidance in decisions clients need to make each and every day. SCI works together to develop relationships that not only strengthen the Owner Operator model but provide more freedom.

To learn more, please visit <http://www.scicourier.com> or call (518) 746-4040

About Wireless Consulting (WCI)

Wireless Consulting (WCI) is a full service wireless communications company that specializes in significantly reducing wireless expenses for courier companies. They have been members of the TCLA, NYSCA, OSTA, FMA, and MCAA for the past 8 years. They currently manage over 100 courier companies around the US. WCI is currently saving clients 20% to 40% on their monthly cell phone bills and valuable administrative time by identifying and implementing opportunities to optimize wireless services and equipment. To learn more, please visit <http://www.wcinc.net>, or call (516) 322-6109. **MCW**

Gulf Parcel Services Continues to Service Texas

Gulf Parcel Service has served Texas since 1971 and is an established member of the local courier and expedited transportation industry. Locally owned and operated, Gulf Parcel satisfies customer's transportation needs turnkey. With a professional, uniformed driver fleet and established partner carrier network, Gulf Parcel can handle freight from boxes to truckloads; locally or nationwide. Gulf Parcel offers an online solution for customers to place, track, or obtain POD documents for their orders. Hours of service are 24 hours a day, 7 days a week and 365 days a year.

Gulf Parcel considers customer satisfaction to be first priority. The customer service representatives monitor all shipments from start to finish, allowing customers to receive email shipment notifications REAL TIME. If the shipment needs to be there today, Gulf Parcel can make it happen.

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City Express, Inc. Acquires Additional Space



In December 2012, City Express, Inc. in Marietta, Georgia a member of the MCAA acquired 5,000sq ft. of additional Warehouse space at a new location. This warehouse space is in addition to their already 2,500sq ft. or warehouse space in their current location.

This new warehouse space will allow City Express, Inc. to pick/up additional customers that have a need for Warehousing, Distribution, Critical Parts Storage, and Facilities Management and expand its Logistic/Courier reach in the metro Atlanta area and throughout the Southeast.

This new warehouse is Climate controlled. With High tech state –of –the-art security system and Bonded for your convenience.

Critical Parts Storage

City Express Inc. is your one-stop shop for all of your critical parts storage requirements. We will warehouse these items and inventory the parts to your company's specifications. At your request, our courier and freight services divisions will expedite these parts and deliver or ship them anywhere you wish.

Warehousing

Large or small, short term or long term, let City Express Inc. handle all your warehousing needs with the same dependability and standards of excellence that we are known for in all our services. City Express Inc.'s warehouses are equipped with state-of-the-art surveillance and alarm systems, together with a professionally trained staff.

Facilities Management

Are you spending valuable time and money maintaining your own warehouse? We can help. Let City Express Inc. reduce your operating expenses, saving you precious time to focus on your core business, by managing your warehouse for you. The only thing you stand to lose is a recurring headache.

Distribution

Allow us to consolidate your courier and freight needs with product distribution through our multiple Regional locations. **MCW**

Hot Shot Services Delivers Community Involvement

Awarded as "New Mexico Private 100" by Moss Adams, LLP



**HOT SHOT
SERVICES, INC.**
THE DELIVERY COMPANY

Hot Shot Services, Inc. owner and chairman Kim Householder is heard regularly in any department of HSS asking "Who are you delighting today?" For over 20 years HSS continues to delight an ever growing, diverse customer base while providing for kids and animals, too.

Awarded in 2012 by Moss Adams, LLP as a member of The New Mexico Private 100, Hot Shot Services, Inc. has been cited for their role in fostering local economic growth as well as for contributing their resource of employee volunteers and logistics coordination for Albuquerque's annual KOATs for Kids Drive and Run For The Zoo. The award recognizes the top 100 privately held companies in New Mexico and was announced last November in the Albuquerque Journal's Business Outlook.

Hot Shot Services, Inc., the delivery people, provides supply chain expertise and e-commerce same day delivery nationally for clients as various as the semiconductor industry, office supply and home appliance companies, to human organ transport and live animal delivery.

Hot Shot Services' coordinated network of national warehousing provides for focus on on-site inventory management and time critical shipping. "We consider each of our deliveries time-critical," says CEO Kristin Browning-Mezel. "Delivery of a human organ can save a life. Delivery of a machine part to Intel can save huge expense in production down time and related costs. Replenishing inventory for a company and providing their product to their customer require a 'high touch'."

Hot Shot Services, Inc. has corporate headquarters in Albuquerque, NM and delivers nationally through coordinated warehousing in New Mexico, Arizona, Idaho, California, Oregon, Texas, Vermont, Massachusetts and New York. **MCW**

Hackbarth Delivery Service Awards Nursing Scholarship

The Lucille Hackbarth Memorial Scholarship Awarded to Latasha Hawkins



Latasha Jones Hawkins on left, Rob Hackbarth on right)

February 1st was a special day for Hackbarth Delivery Service's corporate headquarters. The Lucille Hackbarth Memorial Scholarship was awarded to a caring, intelligent and determined nursing student from the University of Mobile, Mrs. Latasha Hawkins. She is an exemplary student as well as a caring co-worker at the company's 24 hour KYSO® Service Center. In fact, she is one of the original team members for the dispatch center and has shown the same enthusiasm for excellence at work as she does at school and within the community. Latasha works full time as the weekend lead dispatch and coordinator for Hackbarth, while during the week she makes her rounds completing student nursing clinicals in various hospitals throughout the area. Latasha is happily married to Jay Hawkins, a loving mother of two teenage daughters, active in her church and she gives back to many different communities in need.

Lucille Hackbarth, affectionately known as Lucy, was in her 40's when she worked her way through nursing school and spent the next 40 years caring for others. She would often go to work on her days off, tending to her patients and comforting them. Lucille raised four children, cared for her ailing mother and took care of her extended family while attending nursing school. Rob learned from his mother that

perseverance is belief in oneself combined with hard work. He learned that it is never too late to follow one's dreams. This award is a way for Rob to honor his mother and all the gifts she gave him and to others. The Lucille Hackbarth Memorial Scholarship is awarded to students in the field of nursing who have shown determination, excellence and outstanding commitment for their field. Latasha's steadfast dedication exemplifies Lucille Hackbarth's perseverance and nurturing spirit.

Hackbarth Delivery Service is honored to present this scholarship to a very deserving nurse. Rob said, "If my mom was here today, she would be very proud of you Latasha. I am proud of you as are all of us here. I know, without a doubt, you are going to be a wonderful nurse. The care you give for others is an example to us all." When asked why she chose nursing, Latasha said, "It was a calling. I was very close with my grandmother and held her as she passed away. It was difficult for me and I wanted to help others, to care for them and minister to them." Latasha has two semesters remaining before she advances with her nursing degree. She will continue to work with Hackbarth Delivery Service at the KYSO® Service Center until graduation.

The Lucille Hackbarth Memorial Scholarship is granted to one student on a yearly basis in the amount of \$1000.00 and is open to students in the field of nursing. Award is granted at the sole discretion of Hackbarth Delivery Service and may be withdrawn at will. Only students enrolled in accredited nursing programs with a GPA of 3.0 or higher may apply by submitting an essay of 1000 words or less detailing why they deserve the award. Submissions for the 2014 year will be accepted from July 1 through September 30, 2013. Mail questions and submissions to: Kim Sweet, PR & Marketing Director 3200 Executive Park Circle in Mobile, Alabama 36606 or emailed to kosweet@hackbarthdelivery.com Hackbarth has been delivering Knock Your Socks Off-KYSO® service as a source solutions provider for all transportation, logistics and warehousing needs since 1975. **MCW**

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GPX employee provides assistance beyond shipping packages



Joe Parisi, account executive for Greyhound Package Express (GPX) in Chicago, knows the importance of making sure his clients' packages safely arrive on time. A stellar delivery record for GPX clients can result in return business for the company and strengthens the relationship between an account executive, such as Parisi, and the vendor.

In fact, when a good relationship exists between the account executive and the vendor, sometimes assistance can take place beyond simply shipping packages. Case-in-point is the help Parisi provided to Kim Jozaites of MSI Testing and Engineering. Jozaites' company has used GPX for its shipping needs for three years to overnight test results from steel mills on which they perform analysis from around the country.

Parisi, a member of the Italian American Executives of Transportation (IAET), seized upon an opportunity to help Jozaites' daughter, Karli, with college expenses by informing her of a scholarship opportunity the IAET had available. Jozaites had her daughter apply for the scholarship, which Karli received at the IAET's dinner and awards banquet held in November.

"I can't thank Joe enough for letting me know about this scholarship opportunity for my daughter," Jozaites said. "Without his help this would not have been possible. Now my daughter has some much needed money to continue her education at Illinois State University."

"I'm just glad I was able to help," Parisi said. "We have some wonderful people that we work with and it's good to be able to help them beyond shipping packages when there is a chance to do so." **MCW**

SCI and Integrity Medical Courier Training Partner to Deliver Medical Courier Training for SCI Drivers



Subcontracting Concepts (SCI), the nation's leading third-party administrator of Independent Contractors in the Courier Industry, is pleased to announce its partnership with Integrity Medical Courier Training the leading provider of medical courier training in the courier industry.

The partnership allows SCI clients and drivers to order industry standard training for all medical, HIPAA, and OSHA procedures and requirements directly through SCI with the option of paying through a settlement deduction. In addition, SCI clients will now have access and full visibility to uploaded medical certifications and expiration dates.

"We are extremely excited to partner with Integrity Medical Courier Training, which allows SCI to provide a valuable service to our clients and Owner Operators who serve the medical industry" said SCI Director of Sales Kirk Godby, adding, "The integration between the two companies strengthens the Independent Contractor model, and allows our clients to take advantage of another valuable SCI service offering that SCI can manage and administer."

"Establishing a relationship with SCI is a perfect match for our company and it allows us the opportunity to deliver our courier training through the proper channels," said Integrity Medical Courier Training CEO Ken Arnold, adding, "Both companies are committed to making this process simple and easy, and this is a tremendous step for the industry." **MCW**

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Washington Express, DC's Oldest and Largest Courier, Continues Aggressive Brand Diversification

Washington Express, a 30 year old courier firm, with offices in the nation's capital, Maryland and Virginia, has been adding new and non-traditional delivery services as fast as their clients ask for them - sometimes even before being asked.

From congressional line standing and Federal courthouse legal filings for customers across the country, to expedited business visa and document legalization to the company's newest venture, same-day flower deliveries, the list continues to evolve. These services either didn't or couldn't exist 10-15 years ago.

According to Washington Express CEO, Gil Carpel, "Our same day on-demand delivery portfolio of services other than local courier, which might have accounted for five percent of our volume a decade ago, now represents nearly half (40 percent) of what we do. And Washington Express continues to grow because of it."

The 24-hour a day, seven-days-a-week operation is one of the 10 largest on-demand couriers in the country. With up to 2000 local deliveries a day, branded deliveries are still the company's bread and butter. Yet the internet, 9/11 and emerging digital technologies have converged to both force and fuel Washington Express' expansion.

Carpel says that, "a lot of people predicted that the internet and email might supplant the courier business especially when you add the new security concerns after 9/11. The future for local courier companies was unpredictable.

"Yet it was those things that spurred us into looking for more efficient operating technologies and leaner operating systems including tracking and financial efficiencies we achieved. All have benefited our clients while also allowing us to explore and capitalize on new opportunities that fit our business model and brand."

Nearly every service (with the exception of the flower deliveries - beginning in the Spring) can now be ordered, tracked, paid for, even modified online at washingtonexpress.com, or washingtonexpressvisas.com. **MCW**

CXT Software Reaches Supply Chain Integration Milestone

Company connects expedited delivery firms to 100 distribution and third-party logistics partners



CXT Software, a leader in providing automation technology to expedited delivery and last-mile distribution businesses, announced today that it has reached the milestone of integrating its X Dispatch product suite with 100 distribution and third-party logistics (3PL) partners. These integrations enable CXT Software customers to receive orders electronically from their customers via Advance Shipping Notices (ASNs) and provide parcel-level status and proof of delivery feedback.

"As our customers continue to expand into last-mile distribution and logistics, CXT Software has continued to integrate with additional distribution partners," explains Dave Martin, CXT Software's Engineering Manager. "Our X Stream technology enables us to build robust connectors to pharmaceutical, office supply, veterinary, automotive, furniture, and electronics distributors, as well as third-party logistics providers, consolidators, and online retailers. From complex two-way EDI and XML feeds to basic CSV imports, X Stream handles them all."

"The ability to connect our customers to a large number of shipping partners opens up distribution opportunities for our customer base," adds Darin Soll, CXT Software's Chief Executive Officer. "Using our X Route and X Mobile products in conjunction with our X Stream integration platform enables CXT Software customers to meet the real-time parcel tracking, chain of custody, and proof of delivery requirements of the last mile of the supply chain."

X Stream, X Route, and X Mobile are components of CXT Software's market-leading X Dispatch product suite. **MCW**

MobileTek Releases MobileTek Web 2.0

Key Software Systems, developers of Xcelerator & MobileTek, announced the release of MobileTek Web 2.0, providing seamless driver communication with active GPS and signature capture for Smartphones and Tablets.

"We've added some features to MobileTek Web that are enhancing the user experience and providing more real time detail," says Charlie Pisciotta, Partner. "Reviews on MTWeb 2.0 have been incredible."

MobileTek Web 2.0 utilizes Microsoft HTML 5 technology which allows for rich content to be exchanged with virtually any Smartphone or tablet. Even more exciting, is that MobileTek Web's scalability is unmatched, as it's not specific to any one particular Operating System. MobileTek Web 2.0 is currently running on Apple iOS, Android, Blackberry, Windows Phone, Nooks and even Kindles.

"This new MTWeb version has gained nice momentum with our customers" say's Chris Miller, System Architect and Partner. "It's very simple to deploy, expands the options our customers can use for devices, and gives the user a graphically pleasing and easy to use interface."

Xcelerator & MobileTek are enterprise-class software solutions designed by Key Software Systems, for today's transportation, logistics and warehousing company. For more information, screen shots and detailed descriptions, visit www.KeySoftwareSystems.com or call 732-409-6068 to speak with a representative.

MCW

Key Software Systems leads pack as #1 Software Provider to the MCAA.

Key Software Systems, developers of Xcelerator & MobileTek, were happy to see the results of the 2012 MCAA Survey, which saw Key Software Systems leading the pack as the #1 software provider to the MCAA.

Company President, Charlie Pisciotta adds "We were very happy to see those results. We do everything we can to push ourselves to be the best in service, support and of course software development, and it's really nice to see the hard work of our team pay off." Charlie continues "We're also proud of the fact that our customers feel that way about us. They have continued to pass along the good word through word of mouth and referral and that speaks volumes."

"Our goal is to continue to supply our customers with technology and service that can help them to perform better and reach their goals quicker. If we help them to reach their goals, we'll reach ours" adds System Architect and Partner, Chris Miller. "Thank You to all of our customers who helped to make us #1."

Xcelerator & MobileTek are enterprise-class software solutions designed by Key Software Systems, for today's transportation, logistics and warehousing company. For more information, screen shots and detailed descriptions, visit www.KeySoftwareSystems.com or call 732-409-6068 to speak with a representative.

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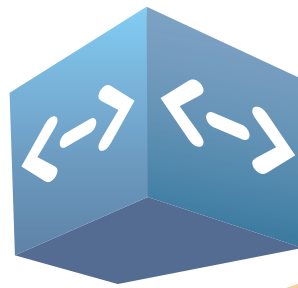
In 1976, the 1-2-3 Messenger Service interviewer in Los Angeles convinced me that energetic on-demand drivers in their own cars could make more money than for the accounting job opening that I wanted.

After energetically driving 6 months with about 60 other drivers, I worked in the headquarter offices, learning most of the other jobs and was promoted to managing 5 in accounting.

In 1977, I asked the owner if he wanted to open a 1-2-3 branch in Ventura, where I was moving an hour away. He said no, because there was not enough business there. Since I discovered a United Courier branch in Ventura and am an optimist, I opened Central Courier Service.

At the end of 1982, I bragged to my wife that Central earned more net income than General Motors, Ford and Chrysler combined (of course, they all lost millions that year).

I hope my wife is still proud of me as I help manage 60 drivers from Orange to Monterey Counties providing a wide variety of same day deliveries. **MCW**



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Faces in the Crowd

QCS Logistics' Jason Burns attends Presidential Inauguration



Jason Burns, QCS partner and VP Business Development, and his wife Bridget, recently attended the second Inauguration Ceremony of President Barack Obama in Washington, DC. The couple had an opportunity to meet with Louisiana Congressman Cedric Richmond and visit some of the historic monuments and museums in the nation's capital. "Having an opportunity to witness history was truly a rewarding experience for my wife and I, one that we'll never forget. Regardless of one's political views, being a part of that day was a reminder of how fortunate and blessed we are to live in the greatest nation known to man!" **MCW**

QCS Logistics' Sheila Burns Elected to Serve on Two New Orleans Boards



Sheila Burns, VP of QCS Logistics, is taking community service to another level. Sheila, a long-time advocate of volunteerism, was recently selected to serve on two of New Orleans most prominent boards; the New Orleans Chamber of Commerce (NOCC) and the New Orleans Tourism Marketing Corp. (NOTMC).

Mrs. Burns was elected by her peers to the serve as the Secretary on the executive board of the NOCC and appointed by Mayor Mitch Landrieu to the NOTMC board, which was instrumental in planning Super Bowl XLVII. Burns stated, "It's an honor to be in a position to give back to those organizations that have supported our businesses throughout the years. Volunteering is the rent we pay for the blessings we've received during our lives and I'm excited to do my part." **MCW**

We welcome your submissions to this column!

Inc. Magazine Features QCS' Super Bowl Work



Even though our beloved Saints didn't come close to playing in Super Bowl XLVII, QCS still managed to participate in the big game by partnering with the NFL for its warehousing and expedited delivery needs. QCS was featured in Inc. Magazine's story titled "Getting a Piece of the \$430 Million Super Bowl Pie" (see article online at <http://www.inc.com/april-joyner/small-business-new-orleans-super-bowl.html>). Through the NFL's Emerging Business program, QCS delivered corporate gift bags, industrial supplies, and NFL Play60 equipment throughout Super Bowl week. "Without this program, we would have never had an entry point for introducing our services," said Jason Burns, VP of Business Development. "Working with the NFL was a great opportunity to prove that small businesses can make big things happen. Our team did an excellent job of managing multiple projects in a short time-frame. We are looking forward to future opportunities with the NFL and other sporting events that come to New Orleans." **MCW**

QCS Goes To Hollywood



Quentin Tarantino's recent box office sensation, "Django Unchained", features one of QCS' finest drivers, Escalante Lundy. Django, which was filmed in the New Orleans area, stars Escalante as "Big Fred", a Mandingo slave fighter who is owned by Leonardo DiCaprio's character, "Mr. Candy". In a very gruesome but thrilling scene, Escalante's character is subjected to a "fight until death" match with another Mandingo fighter. You'll have to go check out the movie to see what happens, but we'll just say that we're glad Escalante is on our team. To see an exclusive interview of Escalante discussing his experience on the set of Django, go to YouTube and search for "Escalante Lundy Django". The entire QCS team congratulates Escalante on his success and we look forward seeing you on the red carpet soon! **MCW**

New York State Messenger & Courier Association



Members of the Government Affairs Committee (GAC) of the New York State Messenger & Courier

Association recently met with Assemblyman Keith Wright in his district office. Assemblyman Wright is the Chair of the Assembly Labor Committee as well as Assistant Majority Whip and the chief sponsor of the Transportation Industry Fair Play Act, a bill that would substantially reduce or eliminate the use of Independent-Contractors in the transportation industry in New York State. His bill passed out of his committee last session and will be reintroduced in January.

The GAC discussed the courier industry in general and our specific concerns with the bill as written. Future discussions are planned. This meeting would not have been possible without the assistance of our new lobbying firm, Empire Strategic Planning. They arranged the meeting and attended along with the GAC. Based on the issues we are facing, it is clear that retaining a high caliber lobbyist like ESP was not a luxury but a necessity for the NYSMCA.

On January 30, 2013, the NYSMCA held its first business meeting of the year. The seminar titled, "Emergency Management and Disaster Preparedness" focused on the impact of Hurricane Sandy and what precautionary measures our members should take in order to prepare themselves and businesses in advance. NYSMCA also had a legislative update from our lobbying firm, Empire Strategic Planning, about what they've been doing on our behalf and what looms for NYSMCA in 2013. If you would like to contribute to the NYSMCA Advocacy Fund, please contact Scott Gerard at sgerard@nysmca.org. **MCW**



From left to right are:
Assemblyman Wright, Bobby Logan, Errol Cvern and Mark Chiusano

Connecticut Messenger & Courier Association



The CMCA held its first meeting for 2013 on January the 29th in Hamden, Connecticut. It was resolved by the membership to once again partner with the Motor Transport Association of

Connecticut to introduce a bill in the Connecticut Legislature establishing a set of standards for both motor carriers and courier companies which will for all intents and purposes replace the "C" part of the "A,B,C" test which the Connecticut Labor Department now uses to establish individuals as either employees or independent contractors.

The CMCA negotiated a "Declaratory Ruling" from the Connecticut Department of Labor in 1994 which laid out certain operational and administrative standards for courier companies operating in Connecticut that wished to utilize independent contractors. However, a State Superior Court decision of a number of years ago which had nothing whatsoever to do with the transportation industry negated many of those standards. The CMCA has been meeting with the CT DOL over the past two years to establish an mutually approved operating contract and "Affidavit of Independent Status" which would protect the courier industry as much as possible from the adverse effects of the aforementioned Superior Court ruling. Our proposed legislation will codify both the provisions established in the Declaratory Ruling as well as some of those contained in the documents negotiated with the DOL over the past two years.

This will be the second attempt at establishing legislation, and the CMCA is confident of our success this time around. Last year, our legislation was opposed by the Department of Labor Commissioner and blocked by Speaker of the House and the Senate Labor Committee Chairperson from coming to the floor for a vote. The blocking effort was undertaken because these individuals realized that we were going to prevail if indeed the bill came to the floor for a vote. All three of these individuals no longer hold their former positions (or any position, for that matter), so our primary opponents of last year are gone. Lastly, the CMCA would like to express its sincere appreciation to the MCAA for its contribution to this legislative effort.

Two meetings will be held at the Connecticut Legislative Office Building on March the 28th and May the 22nd, after which the members will be meeting with their elected representatives to discuss the IC legislation in particular as well as other proposed legislation that concerns the CMCA. The final meeting of the year will be held on September the 26th. **MCW**

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Massachusetts law appearing in Washington state?



On Jan 31st 2013, the Washington State legislature held a committee hearing on HB1440. This bill aiming to address the "underground economic activity" along with the millions of dollars of lost revenue to the state. It places specific emphasis on worker misclassification issues, illegal deductions, and failure to pay wages owed.

Under HB 1440, an individual who performs services for remuneration would be automatically presumed to be an employee, and a business asserting otherwise must prove independent contractor status by a preponderance of evidence. Interestingly, the bill includes a three prong test nearly identical to that of the current Massachusetts law to establish worker classification.

HB 1440 includes extensive penalty provisions including for assisting in, or inducing the formation of a corporation, partnership, limited liability company, or other business entity for the purpose of circumventing this legislation. Furthermore, the Department of Labor and Industries may investigate retaliation and order an employer to pay a civil penalty of \$1,000 to \$10,000 per violation; pay an aggrieved employee the greater of \$10,000 or treble damages; or reinstate the employee. An interested party or aggrieved individual may file suit, including a class action.

Washington HB 1440 is further demonstrates that we must associate our efforts beyond our differences and across state lines to combat the harmful legislations that represent a threat to our industry as we know it.

To that effect, The MDA expresses its support for Massachusetts House Draft 3198 proposed by the Massachusetts Trucking Association (MTA). HD 3198 would substitute the current 3 prong test with a common sense 7 factor test specific to the trucking and messenger/courier industries. The MDA is closely monitoring HD 3198's progress and asks the MA industries reach out to their elected officials in support of this bill.

A clear pattern of worker misclassification legislations is emerging across states. If you have postponed your support to the Massachusetts Delivery Association (MDA) now is the time to act. We ask for your support. **MCW**

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California Delivery Association



CDA members continue to be busy in California... we've been watching new bills introduced in this legislative session, working on our 2013 Convention/Business Expo, hosting "Lunch & Learns" in various California cities, expanding our new website, attending NFIB events, while continuing our new member outreach, and providing ever changing industry information for CDA members.

Wow, that was a long one sentence paragraph, generally considered to be a "no no," but it was needed. As of this date February 4, our legislators have introduced 450 bills that the CDA reviews. February 22 is the last day for new bills to be introduced, and I expect we'll see close to 2,000 additional bills hit the committees. We have one of the most, if not the most, prolific bill producers in the country. Some of these are well intentioned, some just so the author can get self-serving recognition and others just downright bad for doing business in this state. It is imperative that we remain alert and be aware.

CDA members are cultivating a relationship with various legislators including Diane Harkey, Joel Anderson, Katcho Achadjian, Ronald Ongtoaboc, among others. One of the interesting findings is that many of the Assembly members are small business owners, and the newer ones are much more receptive to ideas no matter their party line. Hopefully they won't get beat down into submission, and can tactfully introduce some new thinking and legislation for California.



Jonathan Hesse, CMF Delivery, & California Senator Joel Anderson



Donna Springer, Go Getters;
Diane Harkey, California Assembly; Andrew Brady, King Courier

CDA members JR Dicker, Andrew Brady, and Donna Springer recently attended an NFIB event held at the State Capitol, where about 200 attendees and legislators got a chance to meet and greet. April 23, is the NFIB's "Day At The Capitol" which is always well attended by NFIB members and legislators. Later in the day, the group breaks out to meet with legislators or staff members for some "one on one" advocacy. We find that our alliance with the NFIB provides us with a good watch dog on state issues, as well as introductions at the state level.

Our own Go-Getter, Donna Springer, has been very busy with the "Lunch & Learns." She and others are traveling the state to meet members and prospects to share association news and find out what's going on with their businesses. The information Donna is getting with this year's schedule should help us provide some new ideas and directions for the association.



Lunch & Learn, Burlingame, CA

The 2013 Convention/Business Expo will be held at the Sheraton San Diego Hotel & Marina, September 20 - 21. This is a great location for some networking, learning, and seeing some of San Diego's treasures. If you are into fishing or just want to be on board, we have another opportunity for you. Last year's fishing event was well received and the bite should be fantastic at this time of the year. Check our website for more information as it gets added. Also while you are on the site, sign up for our email newsletter. This

is where we periodically send out event and industry news. You do not need to be a CDA member to receive the newsletter.

President, JR Dicker – Gold Rush Express, had an opportunity to attend Florida's recent conference and reports what a good job was done, and how much he was able to learn by being around so many new people. New ideas and new ways are always important in this ever changing industry. JR is also happy to be part of the MCAA's state associations group. This is another opportunity to get to know others and what is going on in their respective areas.

Please enjoy some of our pictures, take some of your own, and come visit us in San Diego.

Dan Bender

CDA Executive Director **MCW**



Andrew Brady, King Courier) John Kabateck, NFIB CA
Executive Director; JR Dicker, Gold Rush Express

Florida Messenger Association

Florida Messenger Unveils New Logo



The Florida Messenger Association (FMA) is excited to unveil its new logo. FMA board member Thomas Jowers led the charge to create a new logo that would be representative of the association's progression towards development and growth. Chosen from a field of worthy contenders, the logo, with its vivid colors that shift from dark to light, symbolizes the bright future of both the association and the same-day delivery industry in Florida.

As FMA members work together, they will find ways to improve how business is conducted throughout the state, making each company more profitable for owners and independent contractors alike. All industry partners who do business in the State of Florida are encouraged to take an active role in advancing the objectives of the association and contributing to its bright future!

Florida Messenger Association Names New President



The Florida Messenger Association (FMA) recently selected Tim Petty, of Pettyco Express to succeed outgoing President, Harold Boyett, of Blue Streak Couriers. Thomas Jowers, Vice President/COO of Advantage Delivery and Logistics, will assume the role of Vice President.

Tim founded Pettyco Express in 1988 and it grew rapidly from a startup company to its current 22-door facility capable of facilitating everything from a single envelope to shipments up to 45,000 lbs.

"I am excited for the opportunity to serve as president of the FMA. This is the best and most challenging business around. I love the new technology provided to our industry and look forward to continue growing the FMA to a higher level," Petty said.

Tim has been actively involved with the FMA since its reemergence three years ago as well as a member of the Messenger Courier Association of America (MCAA) for the past 12 years. Tim is presently serving his 3rd term as President of the Transportation Club of Jacksonville and has also served as President of the Northside Business Leaders, being voted member of the year 2 consecutive years.

Outside of his career, his passion for the past 18 years has been teaching the college and career class at his church, where he also serves as a Trustee.

Jowers began his career in logistics in 1994 serving as a service facilitator at what was then known as U.S. Delivery. Shortly thereafter, he became the Director of Logistics for Dedicated Services, Inc. After the company was purchased, Jowers stayed on as Director of Logistics for what became Noble Logistic Services.

After a few years Jowers was offered a position as a partner with Advantage Delivery & Logistics where he remains. "Jowers has been instrumental in the planning and execution of the past two very successful FMA meetings and will undoubtedly bring a lot of experience and enthusiasm to his new role," Boyett offered.

FMA Holds Successful Winter Meeting

In late January, nearly 100 representatives from same-day transportation companies, vendors and business associates from around the country gathered at the Sheraton Lake Buena Vista Resort in Orlando, Florida for the Florida Messenger Association's 2013 Winter Meeting. The two-day event featured a vendor exposition, round table discussions and keynote speeches by nationally recognized business experts, as well as updates on the organization and future plans from outgoing FMA president Harold Boyett of Blue Streak Couriers.

Attendees were also treated to an appearance by special guest Jeff Atwater, Chief Financial Officer of Florida. Atwater, who stopped in Orlando specifically to attend the conference, spoke about the value of small businesses to the state's economy and what Florida legislators are doing to ensure their continued growth.

Atwater praised small business owners for their determination, intuitiveness and ingenuity. "In the past several years, we lost 170,000 small businesses which couldn't survive," he said. "And those of you who are still in business had to use every possible skill set you have to survive in this economy."

Atwater assured FMA members of his office's continued commitment to seeing small businesses in Florida succeed. "We've raised the exemption on corporate taxes for small businesses, reduced property taxes and reduced spending," Atwater said. Translation: smaller government, reduced taxes and lower debt means a better atmosphere for small businesses to thrive.

Day two of the conference proved equally inspiring for participants with the recognition of Dan Schutt of DoubleTime Transit as the "Spotlight Courier" and a dynamic presentation by international keynote and motivational speaker Andre J. van Rensburg and his business philosophy, TEAMS (Together Everyone Achieves More Success).

A native of South Africa, van Rensburg used his personal experience and knowledge of animal behavior in the African bush as a metaphor for team-building in the corporate world. Using powerful video of elephants, cheetahs, impalas – and other creatures in the wild – he demonstrated the importance of territorial awareness, maximizing individual personal strengths, creating rituals to strengthen the pack through social interaction, trust, focus and team maintenance.

Other conference speakers included Steven Pletcher, a partner in the law firm of Scopelitis, Garvin, Light, Hanson and Feary, whose presentation, "Affordable Care Act: Facts

& Fiction,” addressed the key features of the law as they relate to small business; and Mardy Sitzer of Bumblebee Design & Marketing, who spoke on the importance of social media platforms including Facebook, Twitter, Linked-In and Google+, as well as blogs and e-newsletters, to promote business, interact with customers and create goodwill.

FMA members and vendors also participated in two sessions of round table discussions, covering topics such as expanding your business into new market verticals, as well as responding to the challenges of the lackluster economy.

In his last official capacity as FMA president, Boyett addressed the group about future plans of the association before handing over the reins to incoming president Tim Petty of Pettyco Express, whose term began January 25, 2013.

“I am honored to have been the leader of this wonderful organization over the past year. There is so much excitement within our group about the great plans we have for 2013. I look forward to leading the legislative efforts this year as I transition into the position of immediate past president and chair of the Government Affairs Committee” said Boyett.

Attendees had nothing but positive comments about the conference, including Steve Howard of Esquire Express/Esquire Logistics who called it, “an amazing event for anyone in the expedited transportation industry,” and Mike Milam of Runabout Couriers who praised the content and camaraderie.

In the end, the event exemplified FMA’s mission to improve and advance the common business interests of messengers, couriers, and transportation services, and their companies in Florida. **MCW**

Ohio Same-Day Transportation Association



On February 5, 2013, OSTA’s president Jeff Thomas, Lobbyist Kristen Brinkman, and Attorney Guy Cook met with the Ohio Trucking Association’s (OTA) Legal Counsel, Sherri Warner, to discuss the current drafting of the previously introduced 129th General Assembly Ohio House Bill 522 for reintroduction in the current 130th Ohio General Assembly.

OTA is a nonprofit, full-service trade association formed to promote and protect the interests of the trucking industry in Ohio. OTA has over 800 company members, including both Ohio-based and non-domiciled carriers. Currently, 54% of current OTA members operate 15 or fewer vehicles. OTA

is affiliated and recognized as the State Association for the American Trucking Association (ATA).

OTA Attorney Warner outlined the OTA’s challenge with the proposed legislation, and offered some possible alternative approaches to addressing the concern.

As a result of this meeting, OSTA has agreed to re-draft the Bill to address OTA’s concerns. OTA has agreed to review the amendments to the Bill and if such amendments are in agreement, OTA will consider taking a supportive position of the legislation before the General Assembly. OSTA Lobbyist Brinkman states “OTA has well-respected presence at the Ohio Statehouse and with state and federal regulatory agencies.” Currently, OSTA is hopeful to reintroduce the amended Bill during the First Quarter of 2013.

For those who may be interested in joining OSTA, have questions regarding future meetings, or current Ohio legislation, please contact OSTA at <http://ohiosamedaytransportation.org/> **MCW**

Maryland Same Day Messenger Courier Association (MDSDMCA)



The Maryland State Legislature is now considering Senate Bill 698 – Labor and Employment – Maryland Earned Sick and Safe Leave Act, which has just been introduced and referred to the Senate Finance Committee for consideration. This legislation is extreme and seeks to have government interfere, dictate, and control day to day work place policies and procedures for sick leave for employees. The bill as introduced exempts nobody: everybody that has employees regardless of the numbers, regardless of the nature of business or work, regardless of whether you are a retailer, wholesaler, a manufacturer or a distributor and even regardless whether you have a collective bargaining agreement you are in this bill. The bill also includes employees of state and local government and its departments and agencies. After carefully reading this bill, we believe that there is absolutely no way to fix it or make it workable and it absolutely should not be proposed or made into law for the private work and business sectors. MDSDMCA members were encouraged to write, on their own stationary and in our own words, to communicate with the members of the Senate and House Committees where this Bill resides, as well as to other Senators and Delegates who may not be on these two committees but who we know to express our views. **MCW**



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SPRING CLEANING

BY REED HITCHCOCK

Whether you are responsible for a fleet of sleek, late model delivery vehicles or you're an independent contractor running your own six year-old Prius, it is critical – and will save you money in the long run – to keep your fleet up to snuff. Grease Monkey Garage has always found that in addition to regular oil changes every three months or 3,000 miles (yes, even you guys who run synthetic!), an annual “spring cleaning” will help keep all the cogs turning and save you the lost time and money that can result from a broken down vehicle.

While the following is by no means an exhaustive collection of preventive maintenance tips, it should certainly provide a solid foundation for a regular maintenance regimen that will help keep your car – or your fleet – on the road and generating revenue for you.

Lubrication: The Basics



We all know the drill: change your oil regularly. It seems like a no-brainer, but it's amazing how many people and fleet managers fail on this basic maintenance item. Your oil gets contaminated not just on the basis of what type it is and how long it's in the engine, but also (and more importantly) by the use your vehicle gets. In the case of delivery profession-

als, our vehicles are subjected to what is considered heavy use by normal standards – lots of stop and go, long idle periods, and, well, let's face it, we can be a little harder on our vehicles than the average commuter.

There is a lot of hype, some of it true, about the benefits of running synthetic oil in your vehicle. In fact, many late-model vehicles specify it. Anecdotally, we have heard stories of folks running synthetic who were able to extract tens of thousands more miles from the motors than evidence would have otherwise suggested was possible, and we do believe that there are substantial long-term benefits to running synthetic, but in a harsh driving environment it still needs to be changed just as often as good old fashioned dino juice.

Oil, however, is not the only lubricant in your vehicle. As part of your spring cleaning, a flush of your brake fluid, power steering fluid, and coolant will also help extend the life of your vehicle and its various systems. Over the course of a year, again given the type of driving that the average delivery professional engages in, these fluids break down and absorb substantial amounts of dirt and moisture. Sure, it will cost you a bit more money than just having the oil changed, but compared with the cost of replacement components aged prematurely by old fluids that have degraded the cost is negligible.

Systems Check

Beyond fluid changes, in areas where it is not mandated by state regulation, an annual inspection of your brakes, steering components, suspension, lights, heating/ventilation, and even your horn will help you to ensure that your vehicle is in top shape to take you through another twelve months of reliable delivery service. Again, skimping in the short run will potentially cost you big in the longer term.

Now that you've read it, it's time to go put these tips into action! Take some time this spring to go over your routine maintenance and save some time and money in the coming year – you won't regret it!





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*Good for the calendar year of 2013. Regular dues schedule applies thereafter.

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