



Supporting the Customized Logistics and Delivery Industry

# CLDA Members Take On Washington

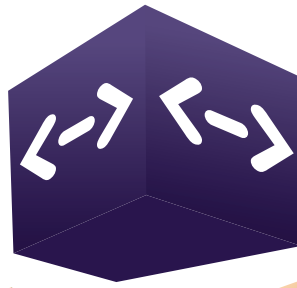
**Inside:**

- Board of Directors Election Nominee Slate
- What's Ahead for the Industry
- Rob Hackbarth on the Power of Positivity

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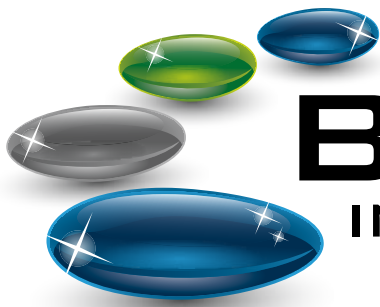
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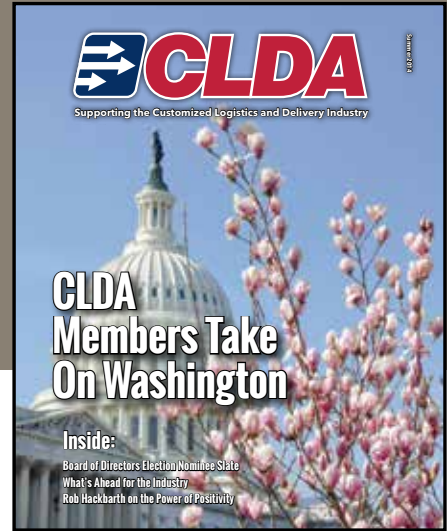
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Charlie Wolfe, Blaze Express Courier Service  
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## LETTERS TO THE EDITOR

We welcome letters on any article or issue raised in the CLDA Magazine, please include your name and company affiliation. We reserve the rights to edit all letters for length, and clarity.

Send letters to

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**Rob Johnstone,  
Priority Express  
President CLDA**

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**And, above it all,  
we are all about  
delivery – of items,  
of expectations and  
of competitive busi-  
ness advantages.**

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This is my last letter to you as president of the CLDA. It's been an action-packed two year term, filled with a lot of ups and a couple of downs. But, in general I am so proud of this organization, its members, its supporters and sponsors and the volunteers who give their time for the benefit of this industry.

I am honored to say that I was at the helm of this ship when we stepped up to a new, clearer identity as the Customized Logistics and Delivery Association. The name is a testament to who we are and how our industry has matured. The name change that we introduced at last year's Annual Meeting was about more than putting new words together. It was an acknowledgement of where this industry is, how far we've grown, who we serve and what we bring to the commerce of this nation. Our members offer customized personalized responses to business needs. Hence the "Customized" in the CLDA name. Our members have gone way beyond on-demand courier responses. They work with business partners to get things where they need to go, when they need to go and how they need to go. That's how the "Logistics" comes into the name. And, above it all, we are all about delivery – of items, of expectations and of competitive business advantages. There's the "D" in CLDA. The day I came into this office, we were struggling with who we were and how we wanted to talk about what we offer our customers. Today, the CLDA name and brand stand for a strong identity that clearly defines where we fit in the world of commerce. Leading this organization through that change is one of the proudest things I've done in my business life.

I am also honored that I was a leader in this organization as we continued to raise our legislative voice about the issues that confront our members. Over the last two years, we've taken a firm pro-business stand on the need to preserve the independent contractor model. Through our efforts, bills clarifying the definition of ICs have made their way to the Capitol and through the halls of state houses throughout the country. When our members have been threatened by anti-business legislation, we've been there. When the IC model needed a strong voice before the Senate Health, Education, Labor, and Pensions Subcommittee on Employee and Workplace Safety, we were there. And we'll continue to fight for our members' rights to succeed in business and function as important contributors to the economy of this country.

None of the accomplishments on my watch were a solo effort. I want to thank the members of the CLDA board, the Government Affairs committee, the Conference Planning committee and everyone else who continues to volunteer their time to this organization. I also want to thank the members of this association, who care enough about our industry to put their money where the mouths are – supporting our conferences, our Government Affairs fund and our association. You are the ones who keep this organization going.

I know this organization is a critical part of all of our successes. And while I'm passing the baton on to Kirk Godby, I expect to continue playing a role as it moves into the future. Kirk is someone with deep roots in our industry and I am pleased to be passing the torch to someone with his wisdom, experience and loyalty to our business.

Thanks to all of you.

**Rob Johnstone**  
CLDA President



**Bob DeCaprio**  
Executive Director

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**In this edition of the magazine, you'll get a close-up view of the industry, the attitude you need to succeed, the best way to manage your time and why you've picked a good time to be a part of the delivery and logistics industry.**

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The theme of this edition of the CLDA Magazine and our Annual Meeting are one and the same: "The Same-Day Revolution."

In this edition of the magazine, you'll get a close-up view of the industry, the attitude you need to succeed, the best way to manage your time and why you've picked a good time to be a part of the delivery and logistics industry. You'll also learn how our members are bringing their story – your story – to Capitol Hill in Washington through their visits to legislators during our annual Lobby Day.

You'll want to take a look at the Q & A session with industry veteran and CLDA board member Chuck Moyer who brings his 36 years of experience in the transportation industry to an in-depth discussion of this industry's changes, challenges and opportunities.

Former CLDA board member and motivational speaker Rob Hackbarth will give you some tips on staying positive as key to success in this business in his piece. That's an article you won't want to miss.

Then, you'll want to turn to Louis Tucci's piece about time management and exit planning. And don't forget to check out the piece by industry insider and consultant Jim Tompkins. He'll share the good news about our industry – that it's growing and that it has a bright future.

Want to know what the association's members and leadership have been up to? Make sure you read the piece about this year's Lobby Day. In April, we brought the interests and point of view of CLDA's membership to the offices of more than 130 Senators and Representatives in Washington. These members came from around the country to share their concerns with their legislators on Capitol Hill on a very personal level.

Lastly, you'll get the chance to see the people who want to move into leadership positions in CLDA in 2014. You'll find the board election slate and be able to get a snapshot of their backgrounds. We'll elect the board at the Annual Meeting.

Enjoy the Summer edition of the CLDA. It's got something for everyone – information, ideas and some tips that will help you grow your business. Think of it as a sure sign that this year's long winter is finally over.

A handwritten signature in black ink, appearing to read "Bob DeCaprio". The signature is fluid and cursive, written in a professional style.





# Welcome New Members

## Affiliate Members

### Alternative Courier, Inc.

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Phone: (805) 719-2843

### Matriarch Consulting

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Houston, TX 77090  
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Phone: (281) 865-2562

### Ryder

Mr. Raymond Viers  
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Cleveland, OH 44130  
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Phone: (937) 236-1650

## Regular Members

### AWN-Q Courier Delivery Service, LLC

Mr. Shawn McAllister  
302 W. Lincoln Highway  
Cortland, IL 60112  
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Phone: (815) 762-6876

### Blue Marble Logistics LLC

Mr. Daniel Boylan  
800 King Street, Suite 102  
Wilmington, DE 19801  
Email: dan@bluemarblelog.com  
Phone: (302) 661-4390

### CIPS Marketing Group

Mr. Michael Lynch  
13110 S. Avalon Blvd.  
Los Angeles, CA 90061  
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Phone: (310) 769-6900

### Crown Couriers Inc.

Mr. John Pitts  
11231 US Hwy 1, #159  
North Palm Beach, FL 33408  
Email: jpitts@crowncouriers.net  
Phone: (888) 357-1020

### Diligent Delivery, LLC

Mr. Vance Lane  
1152 Elk Run  
Howell, MI 48843  
Email: vrlanecpa@sbcglobal.net  
Phone: (810) 599-3116

### Lightning Messenger Express

Mr. Greg King  
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San Diego, CA 92112  
Email: gking@lightningme.com  
Phone: (858) 550-1400

### Miles Courier Logistics

Mr. Richard Knapp, Jr.  
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Murray, UT 84123  
Email: milesservice@aol.com  
Phone: (801) 266-5671

### Pathmark Transportation

Mr. Major Smith  
2875 South Mendenhall Rd., Suite 3  
Memphis, TN 38119  
Email: msmith@pathmarktrans.com  
Phone: (901) 362-1555

### PDS Courier

Mr. Jon Eaton  
2218 Kirby St.  
Dallas, TX 75204  
Email: jeaton@pdsCourier.net  
Phone: (317) 833-3961

### Prudent Air Freight Corp.

Mr. Kirk Harpell  
69 King Street  
Dover, NJ 07801  
Email: kharpell@prudentmovers.com  
Phone: (973) 366-9055

### Rockwell Corp.

Mr. Chad Condra  
1807 Elmendorf St.  
Chattanooga, TN 37406  
Email: condra@triprockwell.com  
Phone: (423) 933-3127

### Schlep & Fetch, Inc.

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### Southwest Courier & Logistics

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## CLDA Government Affairs Update



**John Benko**

This year has been far from slow for CLDA on Capitol Hill. Typically during an election year, progress and work by Congressional members grounds to a halt as they spend a majority of their time in the districts campaigning.

But CLDA has had a busy first quarter, building off of our success testifying in the U.S. Senate and the inclusion of the IC definition language in Ways & Means Chairman David Camp's (R – MI) comprehensive tax reform package, our Lobby Day attendees had plenty to discuss with their Representatives.

It is encouraging that more CLDA members are getting involved in their own states, from working with the legislature and state department of labor in New York, to testifying before a legislative committee on beneficial and clarifying language in Ohio. Association members can also work on federal issues within their states starting with inviting their elected officials to visit the facilities in their districts. Along with other members who have done this in the past, Hot Shot Delivery in Houston, Texas did this to great affect with Senator John Cornyn (R – TX) earlier this year. During campaign season (like right now!), elected officials are likely to take you up on your invitation. If you are interested inviting your elected representatives to visit your operations or would just like to meet them in the district, contact me at [sswearingen@theclda.com](mailto:sswearingen@theclda.com).

### CLDA Members Canvas Capitol Hill

With over 65 attendees, more than 130 scheduled meetings and two Congressional speakers, this year's event continued to build on past successful events. Wednesday's evening reception kicked off the event with guest speaker Congressman Erik Paulsen of Minnesota. Introduced by constituent and CLDA Board member Mark Cossack of Priority Courier Experts, the Congressman discussed tax and small business issues as well as drove the point home that attendees need to offer their elected officials a chance to meet with them in the district. In-district meetings or facility tours strengthen connections made in DC and Representatives will often take you up on the offer, especially since 2014 is an election year.

After CLDA lobbyist Rich Meade discussed the talking points in detail during the breakfast session, Congressman Todd Rokita of Indiana joined the attendees. Congressman Rokita spoke to the need of finding a balance between regulations and legislation as well as the importance of CLDA members educating their elected officials on what works and what doesn't work for the industry. Sandy Schwalbach and Linda Gosman of NOW Courier and constituents of the Congressman spoke with Rep. Rokita at length after his presentation. They were able to talk about their concerns for the economy in their state and regulations on the industry. Both Congressman fielded questions from the audience and stayed after their remarks to meet attendees. A big thank you to both of them!

In addition to seeking support of the Section 530 language that is a part of the national tax reform package in the House, attendees met with their Senators to discuss fighting two harmful pieces of legislation that would drastically alter independent contractor and mixed business models in the industry.

Thank you to all that participated this year to help make this one of the best years yet! See you in 2015!

### New Employment Guidelines Issued in New York

On April 10th, the New York Commercial Goods Transportation Fair Play Act went into effect, creating a new definition for employment for drivers of 10,001 pound and over vehicles. Through the tremendous advocacy work of the New York State Messenger and Courier Association (NYSMCA) and due to this new law, the New York Department of Labor issued new "Guidelines for Determining Worker Status" for the messenger and courier industry: <http://www.labor.ny.gov/formsdocs/ui/ia318.24.pdf>.

The NYSMCA had been working tirelessly with the New York legislature, Governor Cuomo's office and the NY Department of Labor well over the last year to seek clarification. Though the new law isn't ideal for the industry, the NYSMCA was able to seize the opportunity to obtain a new and defining guideline. If you and your company do business through the state be sure to follow read up on the changes and make decisions where need be. If you have any questions please contact CLDA at [sswearingen@theclda.com](mailto:sswearingen@theclda.com) or NYSMCA Executive Director Scott Gerard at [sgerard@nysmca.org](mailto:sgerard@nysmca.org).



## News From Around the States

Each of the 50 states is different in the organization of legislative sessions. States like New York, Ohio and Michigan carry the bills over from one year to the next, in two year cycles. Other states like Washington require bills to be re-introduced each year in each session. Some of the states that we will have a close eye include Washington, New Jersey, California, Kentucky, Minnesota and Missouri.

In Texas, despite not being in session, the Speaker of the House has charged the interim committee to “examine the issue of misclassifying employees as independent contractors on workers, employers, income tax withholding, and the unemployment insurance system.” Although this doesn’t lead to instantaneous changes in the laws, it is precursor to possible legislation being introduced in 2015 or regulator rule making. The Texas Courier & Logistics Association (TCLA) who has been at the forefront of advocacy efforts in the Texas legislature continues to lead the industry efforts there. Look for updates from the TCLA and from the CLDA regarding this interim study.

Despite the CLDA’s victory in securing Governor Christie’s (R) last year, the exact language has been reintroduced this session. The CLDA needs all of those who were active and helpful in the advocacy efforts last year to re-engage in the grassroots process and even help secure a lobbyist in the halls of Trenton.

Legislative assaults like this will not succeed as long as the industry shows a united and coordinate front.

Another state with legislation that we are monitoring closely is Kentucky. Kentucky is currently in a legislative session and has a bill introduced that would provide only vague guidance for independent contractors that could very well be more harmful than beneficial. We have been working closely with CLDA members in the state as well as with other business industry leaders to adopt our National Conference of Insurance Legislators (NCOIL) definition model bill as an amendment to current legislation. If you’d like to be engaged in any of these state efforts, contact Shawn Swearingen at [sswearingen@theclda.com](mailto:sswearingen@theclda.com).



### Follow Us on Twitter and Government Affairs Newsletters!

Be sure to look for continuing Government Affairs updates via the CLDA Twitter account ([@CLDAGovtAffairs](https://twitter.com/CLDAGovtAffairs)) as well as on the CLDA website and email alerts.

If you have any questions on the CLDA Government Affairs activities or would like to become more involved, please contact Shawn Swearingen at [sswearingen@theclda.com](mailto:sswearingen@theclda.com) or Bob DeCaprio at [bdecaprio@theclda.com](mailto:bdecaprio@theclda.com).





# LOBBY DAY 2014









# Candidate Biographies for 2014-2015 CLDA Board of Directors Election

Each year, the membership of CLDA elects individuals to serve on its Board of Directors. Earlier this year, we asked the membership to nominate members of the Association that they felt would make a significant contribution to the Board. Below you will find a list of nominees that will stand for election or reelection to the CLDA Board of Directors. Voting will take place at the Business Meeting, held as a part of our Annual Meeting, on Thursday, May 15th at 9:00am. Voting is limited to one vote per Regular member company that is current in their 2014 dues.



**(incumbent) Fred Aryan,  
Lasership, Vienna, VA**

Fred holds a B.S. in Electrical Engineering from the University of Maryland, graduating in 1985. Fred worked briefly with MCI, joining LaserShip in 1988 to lead its second facility expansion.

As President of LaserShip, Fred provides day-by-day leadership to LaserShip's twenty-four operations on the east coast. He is intricately involved in all aspects of legal, risk, contractor compliance, operations, and human resources. Mr. Aryan ensures that the services rendered meet the highest standards, and that those employed by LaserShip are empowered to fully support LaserShip's growing customer base.

Passionate about the industry, Fred is an active member of the CLDA, the MDA, the MSDMCA, and the New England IC Coalition.



**(incumbent) John Benko, Pace  
Runners, Birmingham, AL**

John has over 29 years of logistics and transportation experience, both in the Private and Public sectors. He has senior management experience with multiple airlines, 3PL and warehouse/distribution operations, along

with extensive knowledge in Air, Ground and White Glove/Threshold Logistics. In November 1999, John founded MANKO Delivery Systems, Inc. that is headquartered in Tampa, Florida.

After 14 years of success, John sold MANKO Delivery Systems, Inc. After a four month sabbatical John has reengaged in the same-day transportation industry with Pace Runners, Inc. (Pace) headquartered out of Birmingham, AL. John new role with Pace is acting as the Director of Operations.

John has always been very successful his entire career in building strong and efficient operating teams in fast paced growth environments. He has proven leadership abilities in delivering innovative solutions and consistent best in class service to all he associates and works with. His core competencies include but are not limited to long term strategic planning; short term and long term financial planning; in-depth understanding of all operational and sales aspects that are an integral part of any organization.

John's wife, Sandra and he are blessed with three wonderful children in Kyle (16); Gavin (13); and Hailey "Cooey" (10) and he attributes a large part of his success in life to the support and stability that they have always provided him at home.

Since 2007 John has served on The Board of Directors of Customized Logistics and Delivery Association (CLDA). He has chaired multiple committees including State Association; Membership; Vendor and currently chairs the Government Affairs Committee (GAC), he also currently serves on the Executive Committee for CLDA as its Second Vice President. John wants to continue to help advance the efforts and issues through GAC and if you feel that our efforts have advanced our causes in the past two years, he ask for your continued support in his reelection this year. John offers his thanks in advance for your continued support and consideration.



**(incumbent) Rick Chase,  
OnTrac, Phoenix, AZ**

Rick Chase, Chief Administrative Officer, OnTrac, has been with OnTrac since 1994. Rick has 34 years of transportation business management experience, and prior to joining OnTrac he held senior management positions with

both Roadway and Emery Worldwide. Rick has been an active member of the association for 18 years, has been a member of the CLDA Board of Directors since 2005, and is currently a member of the Government Affairs Steering Committee.



Rick chaired the very first CLDA Independent Contractor Committee which initiated the CLDA Advocacy Fund in 2006. The CLDA Advocacy Fund still finances all of the association's political action efforts which are a major endeavor and contribution of the association. Some of Rick's accomplishments on behalf of CLDA include testifying at a Nevada Senate Hearing on pending IC legislation, and testifying on behalf of the association at NCOIL. Rick holds an MBA degree in International Business from Balwin Wallace College in Cleveland, Ohio.



### **Errol Cvern, Select Express & Logistics, New York, NY**

Errol, a CPA, has been in the courier industry just over 30 years. Errol's courier career began as an owner in Contemporary Courier. That business was sold to US Delivery in 1995. Errol worked at US Delivery until he started

up Select Express & Logistics in 2001, where he serves as Select's president. Select has grown to become one of the premier delivery companies in the home delivery business providing its services throughout North America to today's leading retailers. Select has offices/warehouses in New York, Connecticut, New Jersey, Pennsylvania and Florida.

Errol has also been very involved in the New York State Messenger and Courier Association (NYSM&CA), where he is currently the association's president. This is Errol's second stint as president, the first time being from 1996 to 1998. Overall, Errol has spent over a dozen years on the NYSM&CA's board. He also sits on their Government Affairs Committee, Technology Committee and is Chair of the Education Committee.

Errol has a wonderful personal life shared with his wife Mindy of seventeen years and their three children Michael, Taylor and Alexandra. Errol takes great pride in being a member of our dynamic delivery community and hopes to be able to serve our industry well as part of the CLDA's board.



### **(incumbent) Kirk Godby, Corporate Couriers & Logistics, Austin, TX**

Kirk is a partner of Corporate Couriers & Logistics, which he founded in 1993. The company provides time critical same day delivery, scheduled route delivery, and warehousing and logistics

services within Central Texas.

Kirk is currently the Director of Sales for SCI, the leading third party administrator in the same day delivery industry.

Kirk also owns SmartIcon Technologies LLC, which is the developer of SmartLogin, a patented 1-Click Login application.

Since 2006 he has served on the Board of Directors of CLDA and currently chairs the Convention committee. He has also served on the Technology, Vendor, Magazine and Public Relations committees. Kirk received his BBA degree from Texas Christian University, and resides in Fort Worth, TX with his wife, Kelley, and two daughters.



### **(incumbent) Tom Jowers, Advantage Delivery & Logistics, Tampa, FL**

Thomas began his career in logistics in 1994 serving as a service facilitator at U.S. Delivery (later purchased by Corporate Express Delivery Systems) in Houston, TX. Shortly thereafter he

became the director of Logistics for a small company known as Dedicated Services, Inc (DSI). After DSI was purchased by Noble International from Detroit, Michigan Thomas stayed on as Director of Logistics for what became Noble Logistic Services where he developed and managed regional delivery systems all over the country, including the development of a distribution network for both Toyota and Ford.

In July of 2003, Thomas ventured into a partnership with Advantage Delivery & Logistics (ADL) headquartered in Tampa, FL where he currently serves as the Vice President & Chief Operating Officer. In addition to having developed the current corporate infrastructure, Thomas aided the firm in nearly tripling its business while expanding its coverage into 6 new states.

Placing a strong emphasis on the importance of creating strategic partnerships with customers and other carriers around the country, Thomas has spent the last few years helping to develop vendor relations that ensure strong participation and a solid membership for the Florida Messenger Association. He currently serves as the President for the Florida Messenger Association.

Thomas served in the Army prior to beginning his career in Logistics. He has been married for 13 years and has 4 children. In his spare time, Thomas coaches both Little League Baseball and Fast Pitch Softball and currently serves on the Board of Directors for a Little League.





**(incumbent) Chuck Moyer,  
Express, Franklin, TN**

Chuck has over 35 years of transportation experience and has served as a member of the CLDA Board of Directors since 1996. Chuck came to the customized logistics industry with 9 years of regional trucking and airfreight experience. His 30 years' experience in the same day sector ranges from operating as an independent contractor to all positions up to and now including CEO for Express Courier International, Inc. (Nashville, Tennessee).

Chuck started his career in the courier industry with Priority Dispatch (Cincinnati) in 1983 and joined Express Courier (Nashville) in 1993. Express is a full service same day logistics provider that operates in over 40 markets with a fleet of 1,700+ vehicles.



**Kelly Picard, Hackbarth  
Delivery Services, Mobile, AL**

Kelly Picard has been in the delivery business since 1994, and in her current role, as CEO, is responsible for strategy, leadership, growth and management of the company. She has held a variety of leadership positions, including most recently VP of Sales & COO. In her time with Hackbarth she helped orchestrate the evolution of the firm from an employee based bank courier, to that of a last mile, routed distribution and dedicated line haul carrier, growing the business from 4 locations to 25. An active member of her profession, Picard has been involved in the CLDA, ECA, HDMA, the Southeastern Warehouse Association, Mobile United, Leadership Mobile, Mobile Chamber of Commerce and the Council of Supply Chain Management Professionals.

Picard received her MBA from The Ohio State University with a concentration in leadership and her BA in International Politics and Spanish from Louisiana State University (LSU).

In addition to industry organizations, Picard is heavily involved in local community activities, participating in St. Ignatius Church, Junior League of Mobile, L'Arche, America's Distinguished Young Women, and St. Mary's Home, where she has served on Boards and advisory committees for many years.

She and her husband Larry Picard have five children and live in Mobile, AL.

Kelly is seeking a board position to continue the progress that has been made in the CLDA, and the evolution of the industry as a whole. Her goals include elevating the perceived level of professionalism of the CLDA membership, educating the public about the industry, and gaining more customer engagement on issues that affect the business. "The CLDA will remain relevant as long we continue to change and grow to meet market demands. Part of our journey must include of the users of our services, to help drive performance and future growth opportunities."



**Ryan Schwalbach, Now  
Courier & Messenger Inc.,  
Indianapolis, IN**

Ryan was involved with Now Courier, Inc. from an early age. Ryan's father, Mike Schwalbach, started the business in 1986, in Indianapolis, IN. His mother, Sandy Schwalbach, is currently

CEO. Ryan grew up helping around the warehouse and office, making deliveries during summer breaks, and finally starting his official career at Now in 2004. After working in every area of the Operation and Sales, Ryan took over as President in January of 2014. Now Courier has 8 locations throughout the Midwest, covering all of Indiana, Chicago, IL, Cincinnati, OH, and Louisville, KY. They have nearly 700 Independent Contractors, and 90 employees, to cover their 24/7/365 operations. Ryan takes great pride in his family-owned business. He plans to take what his parents started to the next level through strong partnerships, outstanding leadership, and state of the art technology.

Ryan has spent the last two years on the CLDA Technology committee, and attends the CLDA Lobby Day in Washington, D.C. regularly. He is a member of a local entrepreneur group (Penrod) which is involved in many community projects, and basketball coach to 8th grade boys. Ryan graduated from Miami of Ohio University, and received his B.S. in Operations Management in 2002. He and his wife Emily along with their dog, Duke Skywalker live in Indianapolis IN. They are expecting their first child later this year.





**(incumbent) Julie Thomas,  
Priority Dispatch, Cincinnati, OH**

Julie Thomas is Vice President and a Shareholder of Priority Dispatch. Founded in 1973, Priority grew from a small, local courier to one of the leading providers of delivery and logistics services in the Mid-West; publicly recognized for outstanding,

achievements in strategic growth, innovation, quality and leadership. Today, PDI operates daily out of Ohio, Indiana, Kentucky, Illinois and Michigan, employing 900 Independent Contractors. Priority Dispatch is one of the founding members of the CLDA and OSTA (Ohio Same Day Transportation Association). Julie has 20 years' experience in the transportation industry and has attained a successful second-generation transition. Her expertise includes strategic planning, human resources, organizational development, and process improvement.

Julie is also the President of Thomas Consulting Group, providing business consulting, coaching and training to profit and nonprofit organizations. She is the Founder and President the nonprofit Cincy Chaplains; is an Ordained Chaplain, Licensed Social Worker, Licensed Business Coach, public speaker, international teacher and serves on several Boards.



**(incumbent) Charlie Wolfe, Blaze  
Courier, New Orleans, LA**

Charles Wolfe grew up in the transportation industry. His career started while still in High School when he worked summers for his father's delivery service. In 1981 he joined the company full time. Over the years he has had the opportunity to work

in every area of the business from warehouse operations and dispatch to sales and administration. In 2008, along with his brother Paul, Charles formed Blaze Logistics, LLC and purchased the old company from his family.

Today, Blaze Express Courier Service serves Southern Louisiana and the Gulf Coast for several industries including the Medical and Pharmaceutical industries as well as several third party logistics companies. Blaze Express Courier (with the former company) was a charter member of the CLDA. Charles has supported the CLDA with its efforts of maintaining the integrity of the Independent Contractor business model. In addition to visiting with his State Senator to help defeat harmful legislation affecting worker classification, he is also a regular at the CLDA Lobby Day events to help support this cause.

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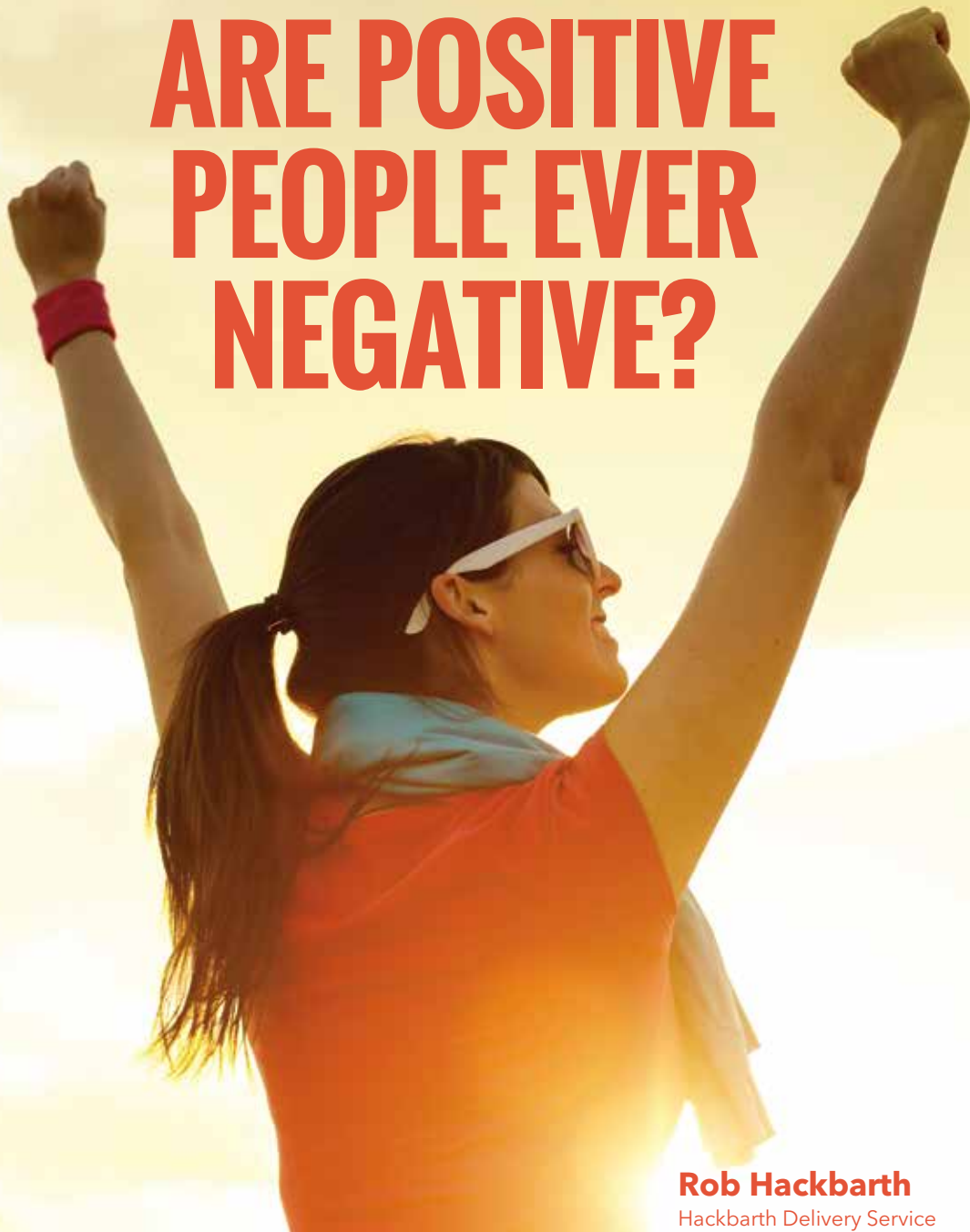
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# ARE POSITIVE PEOPLE EVER NEGATIVE?



**Rob Hackbarth**  
Hackbarth Delivery Service

**H**ave you wondered if positive people are ever negative? Do they get down or experience disappointment? Do they ever have a bad attitude?

The truth is bad things happen to everyone. All of us have challenges in life. There are disillusionments. We do not get everything we want. Sometimes we lose. We have family, friends and coworkers who suffer. There is sickness and death. What we expect does not always happen. Our deepest desires

sometimes become our largest disappointments. Life is tough.

I happen to be a very positive-thinking person. Being positive is almost a requirement when the name of your business is *"Mondays Are Great."* Because a positive attitude is expected of me, it also is important to tell you that I have my share of tough moments. I am just like everyone else when it comes to negative situations. But the difference may very well be in how I respond. And this may come as a surprise to many:

my first response to the negative is to accept it – even embrace it at times.

Positive people may make the mistake of trying to put on a happy face immediately when trouble arises. When they do this, often within seconds, it is not surprising that some people may detect a bit of artificiality. We attempt to "fake out" others with our smile and calm disposition, and even more importantly, we "fake out" ourselves! I am not suggesting that one should have a negative attitude. What I am saying is that



## A winning attitude is more comprehensive. It is a process that contains four elements: accepting reality, being positive, becoming confident and being grateful.

we need to accept the reality of what has happened. Accepting the reality does not mean this is a “final resting place.” It means we see things as they are. I have heard it said that the beginning of mental illness is when a person fails to recognize the truth of their circumstances. Being dishonest is not sound and it will hurt the long-term effort to being positive.

The paradigm shift over my life has moved me from promoting a positive attitude to pushing for a winning attitude. A positive attitude is still very important, but I now see it as a one-core element of a four-step process that I call a “winning attitude.”

A winning attitude is more comprehensive. It is a process that contains four elements: **accepting reality, being positive, becoming confident and being grateful.**

Accepting reality is the shift I have made in my life. We can win more often if we realize how things really are. In his classic best-selling book, *Good to Great*, Jim Collins points to data that shows that the great (winning) companies are those that *“Confront the brutal facts, yet never lose faith.”* These companies move past their facts because they first face them.

If you have ever seen someone smile, knowing that it was not real, you can understand the importance of starting from the true beginning of things. Simply put . . . the way things are!

A winning attitude far surpasses just a positive attitude. It takes into account the fact that we have bad moments in life. It recognizes that we must embrace the truth of our existence if we are ever

going to get to a positive place.

If I just lost a major customer, or lost a bid for major business, the last thing I want to be is positive. I am mad and upset. I am disappointed. I wonder about my own abilities. What did I do that caused me to lose? Telling me to “get a happy face” is the last thing I want to hear.

If you are responsible for a team, you should always start with where your members are. Start with reality. Begin with the current status. No one likes to be told to be positive if at the moment they do not feel that way. If something happened that was not good for me, then the last thing I want to do is to put on a plastic smile just to make you happy. I want to own my sadness for a moment. I want you to realize that I have taken one of life’s inevitable hits!

People want to know that they are heard and understood. That is a huge desire and need for everyone. I want to know that you accept me for who I am even if I can’t at the moment be all that you want me to be. Help me to win by first beginning with where I am in my journey.

If you start with the brutal facts of a person’s status, then it becomes much easier to move them later to being positive, being confident and then being grateful. This is a process that if followed will ensure you will end up winning in life.

After we accept our current status, the next logical step would be to move to the level of positive thinking. Being positive is the “glass half full” concept. It matters how we say things, the words we use. A glass half full recognizes that we are not where we want to be. It shows that our current status has been embraced. However, it points out that we do have something. No one has zero. Sometimes our glass may be only a fourth or even a tenth full. But, it does have something. All human beings have something in their glass.

From the positive position we then move to being confident, like the little train that could. We may be at the bottom of

the hill where current status is all too obvious, but we think we can get to the top. “*I hope I can*” soon becomes “*I think I can, I think I can!*” which soon becomes “*I can, I can!*” as we get nearer to the top. It is a process. The entire trip to the top is recognition of our status – what is real.

From the mountain top of confidence we move to gratefulness. We look back at our journey and realize we have much to be thankful for. We started with something and gained much. Gratefulness is what keeps us going and at the top.

You can see in this process the constant recognition of the current status. The concept of the glass half full and starting at the bottom are steps that help us recognize our current status in life.

It is okay to feel sadness, disappointment or to be upset. It is actually the first step toward a winning attitude. During the toughest times in my life, I am reminded about something important my mother taught me. When knocked down, get back up. When knocked down, recognize you are down and embrace the truth. This will enable you to get back up and win in life.

I hope you win and that you teach your team to win. Start with reality. Next, be positive. Move to confidence. Arrive at gratefulness.

### WIN!

Rob Hackbarth is the owner, founder and former CEO of Hackbarth Delivery Service, a transportation company with 25 locations in 8 southeastern states. As president of “Mondays are Great, LLC”, he is a professional speaker, writer and coach. He authored “There are No Small Moments”, which goes into second printing this year. He teaches his audiences how to succeed through simple tools based on timeless principles. His new book, “The BET”, will be published in the early part of 2014. He can be reached for questions or comments at [rob@mondaysaregreat.com](mailto:rob@mondaysaregreat.com). His website is [www.mondaysaregreat.com](http://www.mondaysaregreat.com).

# TIME: Too Much or Too Little?

Louis Tucci

L. Tucci Financial LLC

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**“To will is to select a goal, determine a course of action that will bring one to that goal, and then hold to that action till the goal is reached. The key is action.”**

**— Michael Hanson**

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If the thought, “Why exit plan when I can’t sell my business now or any-time soon?” has crossed your mind, consider the case of fictional owner Rudolfo LeMonde.

Rudolfo LeMonde’s hospitality services business had grown steadily until the last few years. Although revenues had flattened, Rudolfo maintained profitability by reducing overhead and working more hours.

This was Rudolfo’s situation when a would-be buyer approached. At age 55, Rudolfo hadn’t actively considered selling his business, but was beginning to think that life after work might have something to offer. His business wasn’t providing as much fun as his other activities, especially since business growth (and more importantly, profitability) had been slowing for the last two years.

Rudolfo scheduled an hour to talk to that interested buyer and in 60 minutes,

his eyes were opened and his priorities turned upside-down.

The buyer, a large national company seeking to establish a presence in Rudolfo’s community wanted, like most buyers, to acquire a business that could grow with little other than financial support and the synergies it brought to all of its acquisitions.

This meant it sought companies with a number of characteristics that we call Value Drivers. Some important ones are:

1. **Capable management** apart from the owner. Rudolfo’s buyer (again, like most) did not have its own management team to insert into the business. Rudolfo had not attracted or retained solid management (nor had he created a plan to do so).
2. **Strong and increasing cash flow.** Unfortunately, Rudolfo’s company had been experiencing declining cash flow.

3. **Sustainable and comprehensive systems** throughout the organization (from human resources to marketing and sales to work flow). At best, Rudolfo’s business was a hodgepodge of stand-alone, as-needed systems created over time to respond to particular emergencies, and positioned Rudolfo at all decision points.

4. **A plan to grow** the business focused on enhancing a company’s unique position in the marketplace. Rudolfo had never created a written plan, let alone identified or clarified his company’s competitive advantage.

When Rudolfo failed to satisfy the buyer’s concerns about his company’s Value Drivers, he understood that his company’s value, management systems and growth all depended on his active and continued presence in the business.

While Rudolfo had naively steered him-





self for a lowball offer, the buyer instead disappeared. In today's financial and economic climate if a buyer is willing to acquire a company that isn't a turnkey operation, it will not do so without the owner's continued involvement. Buyers do not have the time, the risk tolerance or the in-house talent to correct deficiencies.

While too many owners of outwardly successful companies share Rudolfo's fate, the heart of the problem lies in their failure / inability to do anything about it.

How long will it take you to avoid Rudolfo's fate and prepare for the sale of your company for top dollar? We don't know. But we do know that it's a lot easier to bury your head and go about working in the business than it is to devote the time, energy, and resources to prepare for your exit.

If you spend your time waiting passively for improvement in the M&A market or

for a rising economic tide to lift your boat, those events may occur. But if they do and you have not actively used your time to make your company attractive to buyers (by installing Value Drivers) your business will still not likely sell, and if it does, it will not sell at a premium compared to other companies in your sector. Creating Value Drivers takes time; time buyers are not willing to take.

For Rudolfo and for most owners, it takes at least five (and often as many as ten) years to execute an Exit Plan to make a business saleable. Factors that lengthen the Exit Planning Process include:

- Unforeseen threats posed by downturns in the economy, your health or in the composition of your management team.
- An owner's overly optimistic assessment of how rapidly the company and its employees can adapt and embrace change.

- The likelihood that you are more motivated than either your advisors or your employees to work toward your successful exit.
- The probability that everyday business crises will divert your focus from long-range planning.

Given that it takes time not only to create the plan but also to implement and to achieve measurable results, it is time for you to start planning the most important financial event of your life—your exit from your company!

“Article presented by Louis A. Tucci, L. Tucci Financial LLC, ltucci@financialprinciples.com a Member of Business Enterprise Institute's International Network of Exit Planning Professionals™. © 2013 Business Enterprise Institute, Inc.”

# WHY YOU ARE IN A GROWTH INDUSTRY:

## Good News for All CLDA Members

**Jim Tompkins**  
CEO, Tompkins International

**T**he title of this column—that is, the good news for all CLDA members—is actually disclosed at the end of this article. But first, I'd like to share a story as background to this good news.

I had a discussion with a psychologist/sociologist last week on the impacts technology is having on society. The reality is that today's 24/7 connected world has some serious implications on relationships, work/life balance, and ultimately happiness. A phrase I heard in the conversation was "living in the moment." As I dug into this phrase, I heard other phrases such as:

- "The pursuit magic moments"
- "On the spot gratification"
- "Instant gratification"
- "Instantaneous customer satisfaction"

My thoughts went back many years to the book *Future Shock*, in which Alvin Toffler predicts we were going to eventually live in what he calls a "throw-away world." As I reflected on the above phrases, while also turning my thoughts to the retail world, I began to understand where certain retail terms have

their roots, such as fast retail, fast fashion, fresh look, first impressions, and always fresh.

I get how the desire for instant gratification from the consumer translates into the "fast retail" pursuits of the retailer. But then my thinking takes a real interesting path, as I begin to understand how the desires for fast retail on the part of the merchant begets the necessity for more rotation of stock in stores. This, in turn, begets the necessity for more frequent delivery of new products to stores and more frequent updates to websites. Interestingly, these fast retail thoughts further create the need for "quick supply chains" or "responsive supply chains" to support new products in the store and then, interestingly, for "quicker delivery" of the purchased online items to the customer.

So quicker delivery expectations of online customers are a direct result of their desire for instant gratification. Of course, this is validated by the discussions we often hear about "click to doorbell" expectations (e.g., when online customers click on their computer and instantaneously expect to hear the doorbell for the delivery of the item they just

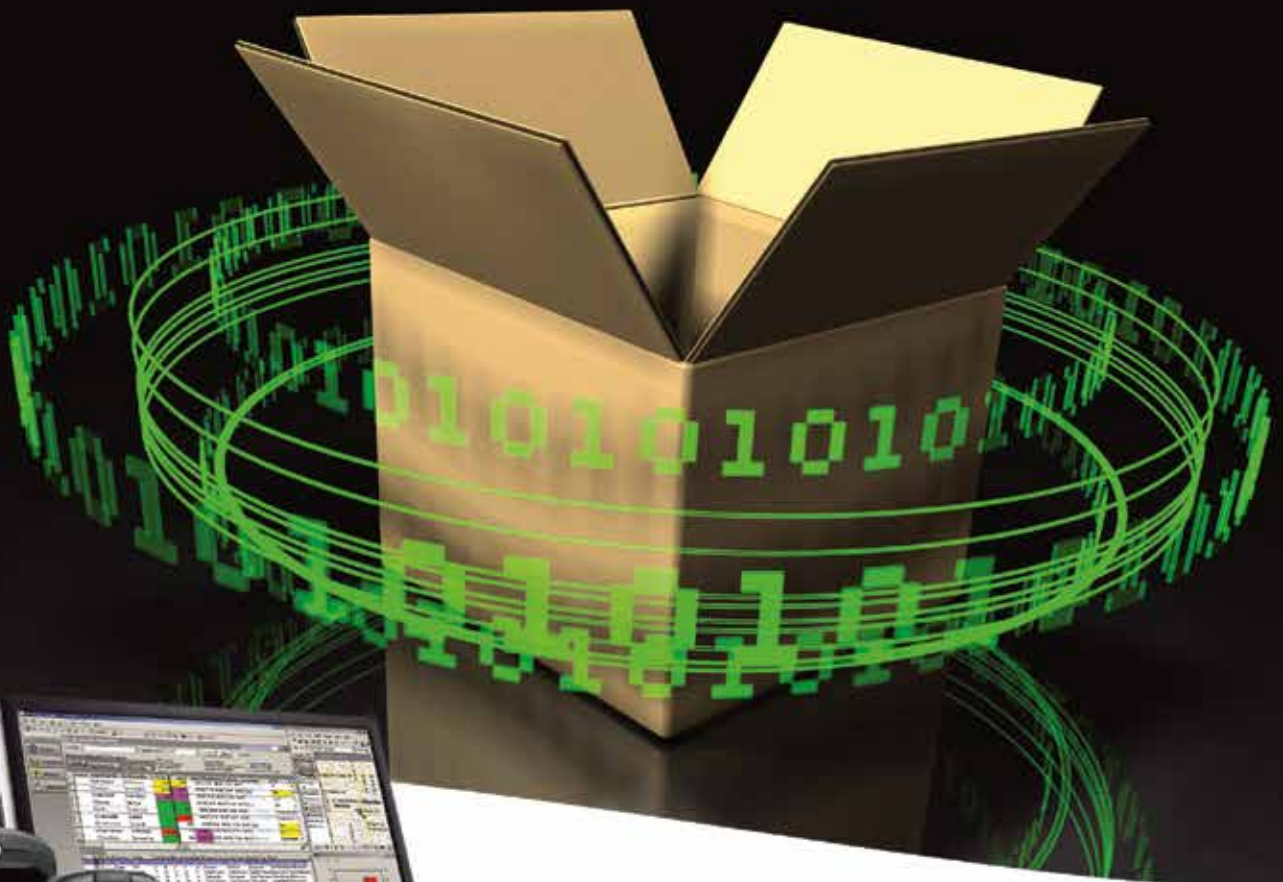
purchased). Therefore, the task for online orders is to deliver quicker. What are the options for us to deliver more quickly? I can think of two: either travel quicker or travel less distance.

Delivery to the customer by traveling quicker can only occur if we increase our rate of speed or travel by drone. (OK, just joking about the drones.) But to tell the truth, increasing the speed of travel is not too realistic either, given the huge and ongoing growth of online business. So in order to meet the requirements, we must travel less distance. This means we need to get local (GL). To GL, we need to increase the availability of inventory locally and we must deliver more locally.

A required response to the consumers' desire for instant gratification is that retailers figure out how to GL. One of the two requirements of GL is to be able to deliver more locally. Delivering more locally means we need to utilize more local delivery organizations and less nationwide delivery organizations. This is really, really good news for CLDA members. So, there you have it. The end of this column really is at the beginning and the end.



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# WHAT'S AHEAD FOR OUR INDUSTRY

A conversation with Chuck Moyer, Board Member, Customized Logistics and Delivery Association and CEO, Express Courier, Inc.  
(Reprinted with permission from eft.com.)



**C**huck Moyer has spent 36 years in the transportation industry, 30 of them in the same-day sector. A frequent speaker at industry conferences, he will be presenting at the Eye for Transport's 12th Annual 3PL Summit in June on the Future of the Same-Day Industry. In addition, he will participate in the conference's panel about small to medium enterprise logistics companies.

With his almost four decades of experience in the industry, we asked him about its changes, challenges and opportunities.

## Large shippers focused on e-commerce are changing the face of same-day. What are the challenges and opportunities in dealing with this new trend?

Delivery companies have to assess the opportunities and challenges that dealing with these shippers present. Shippers are evaluating and adjusting their business model and strategic approaches in the race to provide same-day delivery. Customized logistic companies that serve the same-day market are

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**Superior customer experience, technology and same-day delivery will be the expectation and become the new norm.**

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typically smaller to medium size enterprises with the ability to be nimble and adjust quickly to market demands. The



challenge for the carriers is to strike the right balance between capitalizing on opportunities and dealing with shippers that may need to change the business model and resource requirements without any firm commitments to their service provider. I've seen companies get very excited about large bid opportunities, invest in the resources to meet a shipper's demands. Then the shippers change what or how they want to do business with them. Shippers and carriers that share a vision, are willing to dedicate the resources, and partner will achieve success together.

### **Ecommerce and the escalating demand of same-day delivery seem to be a trend that has been covered extensively. What else is on the horizon in this industry?**

I believe that this will become the new norm and foresee significant changes in the final mile delivery model. Carriers are going to have to adjust their distribution models to remain competitive and to meet customer expectations. Trends reflect an increase in the amount of product being delivered to the end user. For example, businesses used to go to multiple vendors for their office supplies, break room supplies, cleaning supplies and their furniture. In today's environment, suppliers are adding to their service offerings and businesses can purchase everything from one provider. Our members provide the final mile deliveries for many of these suppliers. This trend impacts both miles per delivery and number of deliveries per vehicle. That necessitates a change in economics. Let's look back. In the past a cargo van might be able to hold 150 pieces. Its driver might make 50 separate deliveries a day, averaging three pieces per delivery and driving 200 miles. Now, with a higher piece count per delivery, that same driver still can only fit 150 pieces in a vehicle, but his average delivery has increased from three pieces per delivery to, say 3.7 pieces. At 3.7 pieces per delivery, he can

only fit 40 stops onto his truck where he used to make 50. Those extra 10 deliveries increase the overall miles and labor hours in delivering the same 50 deliveries. So, essentially efficiencies have decreased. That means that ultimately carriers will need to modify their distribution or delivery model to offset that addition cost, raise rates, or lose profitability.

### **Talk to us about the impact of technology**

Today, there are more technology requirements on both the shipper and the carrier than ever before. Customers' expectations in terms of technology have changed dramatically. When someone orders something today, the expectation is that it will be tracked and that they will know as soon as it's delivered. The original company and shipper expect real time updates, customer satisfaction statistics and key performance indicators customized to their needs. That means carriers need to have the resources and capabilities to provide those technology solutions.

### **Has there been a downside to technology?**

Oh, yes. I think there was a misguided idea that all you needed was technology and that technology alone would enhance customer service. It used to be that carriers wished that technology would develop to augment their customer service. They expected technology solutions to support customer service. So customer service was more advanced than technology a decade ago. But, here's what happened: technology leapfrogged customer service and the focus went toward technology and away from customer service. Technology and the laser focus on efficiency it provided hurt the customer experience. It took the personal touch out of it and in many cases customer loyalty was impacted.

Today, it is all about the customer experience. The companies that use technology solutions that enhance superior

customer service are the ones that are going to be successful in the future. Today, it's more than just on-time delivery. A delivery can be executed perfectly from a technological point of view, but if the driver doesn't make the customer feel appreciated, the customer experience falls short.

Carriers who succeed will be those that set themselves apart by giving the customer the Wow Factor. It will drive business back to them. That customer experience puts a hook into your customers. It makes it more difficult for them to switch providers. Technology drove the majority of those hooks in the last decade. The companies that enhance that customer experience through technology and personal service will exceed in building those long-term relationships with those companies and buyers in the next decade.

You want to use technology for what it's intended – to streamline processes, to provide better management reports so you can make better business decisions and to provide better controls and tracking. Technology was never intended to take away from the customer experience. It was always supposed to enhance it.

### **Can you leave us with some final words of advice about succeeding in the next few years?**

My expectation is that the changing environment will mean rapid growth for those of us in the customized logistics, same-day sector. Companies are going to have to develop business models that provide cost effective, customized solutions. They will need to operate on technology platforms that are flexible to meet the needs of shippers servicing the entire global supply chain. Superior customer experience, technology and same-day delivery will be the expectation and become the new norm.

*This column appeared in eft.com. For more information and to follow CLDA's quarterly columns go to [www.eft.com](http://www.eft.com).*

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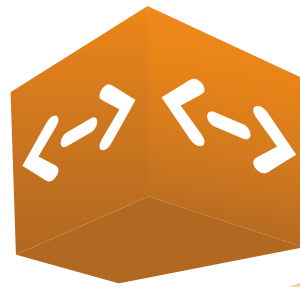
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## Cargo Insurance

**G**ood News! SCI's partner Gallagher Transportation Services has developed a program that protects against liability for cargo loss for a minimal weekly fee. The costs are as follows:

Per Occurrence Limit	Per Occurrence Deductible	Weekly Cost
\$10,000	\$500	\$7.00
\$25,000	\$1,000	\$8.00
\$50,000	\$1,000	\$9.00
\$100,000	\$1,000	\$14.00

These rates with this coverage makes this program second to none. Owner operators that have cargo insurance can significantly lower premiums for the delivery customer. Just another way SCI has got you covered.

## Growing Business

**SCI** is also pleased to announce its new affiliation with Integrity Medical Courier Training.

Integrity Medical offers owner operators comprehensive education that meets all OSHA requirements in the fast growing business of medical deliveries. With a certificate of completion from one of the several OSHA compliant programs offered by Integrity Medical Courier Training, Owner Operators can perform deliveries in this emerging field with confidence and safety.



## New Insurance

**SCI** is pleased to announce a new and improved occupational accident program offered by ACE USA Insurance and their new relationship with Arthur J. Gallagher Risk Management Services, Inc. ACE is an A+ rated carrier (AM Best) and has a long history of providing superior insurance products to the transportation industry. Gallagher also brings its 20 plus years of claim management expertise to this program.



In addition to these new partnerships, SCI is also pleased to announce its new relationship with IHA and Gallagher Transportation Services. IHA is a transportation association with over 20 years of serving the industry. Together, IHA and Gallagher Transportation Services can offer owner operators a wide range of new beneficial programs to grow and support their business.

## SCIconcourier.com

**SCI** continues to grow on the technology side. We recently released our brand new website at SCIconcourier.com.

Stop by and find out the latest in all of SCI news, as well as learn even more about our programs and the added protection having the premier third party administrator in the transportation industry on your side.

## Substitute / Helper Program

**O**ne of the programs that will undoubtedly help owner operators grow their business will be the new "Helper / Substitute" program. IHA, through Wilson Gregory, provides access to occupational accident coverage for the people that help or substitute for owner operators. The liability limits will provide protection to these individuals for minimal premium amounts. Owner operators that may have hesitated to use helpers or substitutes because of liability concerns no longer need worry.



## Pay Cards

**W**e've got them! Pay cards have become a popular request by owner operators that want more flexibility in their payment options. SCI can accommodate every owner operator with electronic payment to ensure payments are made on time every time. Owner operators no longer have to worry about lost checks, dealing with cashing paper checks, or the added expense of shipping. This is a convenient and economical program that's a win-win for everyone.



## Southwest Airlines Cargo Wins Top Prize For Excellence In Air Cargo

### Southwest Ranked Best of the Best with Customer Service, Performance, Value, and Technology

Southwest Airlines Cargo has once again become the only U.S.-based airline to earn the highly coveted Diamond Award in the "up to 299,999 tonnes" category in Air Cargo World's tenth annual Air Cargo Excellence Survey. Southwest Cargo earned high marks for its great Customer Service, Performance, Value, and use of Information Technology.

"Winning the Diamond Award for the second year in a row is a testament to the hard work of our People and all they do on a daily basis across the Southwest Airlines network," said Matt Buckley, Vice President of Cargo & Charters. "While we're honored to win the award again, our focus remains on our Customers—ensuring they receive the absolute best experience when they choose Southwest Airlines Cargo."

"Southwest Cargo achieves a level of excellence that is consistently above the norm," said Steve Prince, publisher of Air Cargo World. "This is proven annually by the ratings their forwarder customers bestow upon them for all measurements in our Air Cargo Excellence Survey."

The Air Cargo Excellence Survey winners were recently announced during the IATA World Cargo Symposium in Los Angeles. Airline winners are rated by freight forwarders. The ACE Survey, published annually by Air Cargo World, acknowledges Cargo Carriers for achievements in air cargo excellence and is based on a survey conducted by Air Cargo World of more than 600 members of the freight forwarding industries.

#### About Southwest Airlines Cargo

Southwest Airlines' Relentlessly Reliable Employees offer Cargo Customers expedited air cargo service to destinations across the map, including complimentary Road Feeder Service and interline destinations. With more than 200 million pounds of available cargo lift domestically per month, Southwest is proud to operate a majority of their Cargo Facilities from coast-to-coast, providing Customers with award-winning Customer Service. Learn more about how Southwest Cargo can help you with your shipping needs and to see Southwest's history of excellence in the air cargo industry by visiting [swa-cargo.com](http://swa-cargo.com).



## Harold Boyett, CEO, Blue Streak Couriers, Awarded CEO Nexus Cup

Harold Boyett began his career in the delivery business at UPS when he was just 18 years old. Today, Boyett is CEO of Blue Streak Couriers, a Jacksonville, Fla.-based courier service operating in twenty-six states. Since Boyett's ownership began in 2005, the company has grown and diversified significantly, and is now on course to become a nationwide transportation company.

Blue Streak Couriers was a recipient of the GrowFL 2011 Companies to Watch (CTW), a recognition program for high performing second-stage entrepreneurs. Debuting in Michigan in 2005, CTW has expanded to other states, and Boyett was among Florida's first group of awardees in 2011. "When you're standing in a room full of several hundred people being recognized, it's definitely a gratifying feeling, which reinforces your company's momentum," Boyett said. Blue Streak Couriers has won other awards, including the Jacksonville Business Journal's 50 Fastest Growing Companies for three years in a row.

Being a CTW honoree also led to Boyett participating in PeerSpectives, a roundtable system the Edward Lowe Foundation developed especially for leaders of second-stage companies. "I realized these people might be different from me, but they had valuable experiences and opinions to share," he says. In fact, Boyett credits feedback from roundtable members for helping accelerate Blue Streak's expansion.

#### About The Award:

CEO Nexus, in collaboration with The Rollins Center for Advanced Entrepreneurship, Florida High Tech Corridor Council and GrowFL, brings together leaders of established growth-stage businesses in a confidential setting to meet and learn from CEO peers who have grown their companies into more advanced stages of business development. The CEO Nexus Cup is a traveling trophy and member-recognition award, recognizing those companies that have achieved growth and entrepreneurial success, in part due to their collaboration with CEO Nexus.



## OnTime Introductory Course launched for new subscribers

Vesigo Studios has just launched the OnTime Introductory Course for new Standard and higher OnTime Courier Software subscribers. In the OnTime Introductory Course, a member of the expert OnTime Technical Support Team will walk new users through the programs and features included with their new subscription plan.

Each OnTime subscription level, Standard and higher, offers its own tailored Introductory Course to familiarize new customers with the programs and features included in their subscription plan.

The OnTime Introductory Course will be available to new OnTime subscribers during the first two weeks of their subscription. An Introductory Course instructor will contact the new account holder at the email provided to arrange a date and time to conduct the course via a web meeting.

OnTime subscribers are provided with unlimited technical support and access to our range of support resources. The OnTime Introductory Course has been designed to ensure efficiency and understanding for new subscribers by helping them to become acquainted with our programs, features, and support staff.

To find out more about OnTime, call (866) 848-5919 or visit [www.ontime360.com](http://www.ontime360.com).

## Alternative Courier Offers Relief From Ic Issues Couriers Choice Load Board Ends Employee vs. IC Hassles

Alternative Courier, Inc. has found the answer to the prayers of delivery company owners struggling with the decision to use employees – and accept reduced profits – or continue to use their ICs and take the risks involved with audits from the IRS, (IDES in Illinois) and/or DOL. By using Alternative Courier's patent pending Couriers Choice Load Board, delivery company owners can have it all: legally use IC's, satisfy clients and relieve the stress and expense that comes with misclassification of IC's as employees.

What makes Alternative Courier's patent pending Couriers Choice Load Board different is that the employee markers are eliminated, especially the one that most alerts the IRS: direction and control. The load board allows IC's to view, accept and/or bid on shipments. The android app specifies the type of delivery, pickup and drop off locations as well as the type vehicle necessary. IC's sign a contract with Alternative

Courier, provide a W9, and are vetted with regard to all insurance regulations and any required state and/or federal authorities. IC's are also rated on the load board and provisions are in place to exclude poor performers from viewing posts.

The technology, which can be tied to most courier company software, automatically enables POD's and electronic signatures.

Randy Seiler, CEO of Quick Delivery (Schaumburg, IL) and a 30-year veteran of the delivery industry, is the Couriers Choice Load Board innovator. "We've just celebrated our first year using the load board and after 6400 jobs, it has worked out beautifully," Seiler notes. "We still use a limited number of employees for those clients with special needs – like uniforms or to see the same driver on a regular basis – but I'm happy to report we've had a 99% on-time record using this system. Plus, we've found that when other companies have difficulty "hiring" we're able to bring on IC's because they like the freedom that our business model offers them."

For now, Couriers Choice Load Board is only available in Illinois, but the future holds promise for all states to avoid thousands of dollars in possible fines for misclassification.

For more information, visit the Alternative Courier website: [www.AlternativeCourier.com](http://www.AlternativeCourier.com) and for IC's, the Couriers Choice website: [www.CouriersChoice.com](http://www.CouriersChoice.com) ... or call 847-352-6768.

## QCS Logistics Now Delivers Babies



New Orleans, La – QCS Logistics Partner/VP of Business Development, Jason Burns, and his wife Bridget recently celebrated the birth of their twins. Jordyn (JoJo) and Jason Jr. (JJ) were born on March 16, 2014 at 6:03 am & 6:04 am; after 30 hours of labor (that's about \$750 bucks of waiting time)! The twins are doing wonderful; much better than their sleep

deprived but overjoyed parents. Thanks to everyone for your thoughts, prayers, and gifts!

## SCI Adds To Legal Team

SCI is pleased to announce the addition of Melanie Locke and Shannon Clarke to the SCI Legal Team. Melanie is a Paralegal and brings 21 years of experience mainly in litigation, real estate and civil laws. Shannon has worked in the insurance field for 15 years. She has been a Paralegal since 2011 and finished her Business Administration Associates Degree in 2012.

Both will assist SCI's clients with any concerns with issues that may arise, and can handle a variety of legal aspects that come into the legal department.

**Welcome to the SCI Family!**

## Key Software Systems Reveals New Website

**Key Software Systems, developers of Xcelerator & MobileTek are excited to reveal their new and improved website.**

Key Software Systems has overhauled every aspect of the site from the logo to the contact form and everything in between, using the very latest in website content presentation technology for a clean, crisp, and streamlined look and feel. Not only does the website have a brand new look that is easy to navigate but features an informational blog that will be updated as Key's new software releases happen. The new website is also fully-responsive, so it can be viewed on any device.

"With the way the company has grown to incorporate the many different improvements to carrier management software we knew it was equally important to update the look and feel of our website to better encompass everything we do. The website has a brand new look, features a blog and is extremely user friendly. We're excited about the new look and feel of our website and how it really does emulate all of the things we do as a software provider to this industry" states Charlie Pisciotta, President.

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](http://www.KeySoftwareSystems.com) or call 732-409-6068 to speak with a representative. Follow us on twitter @KeySoftwareSys.

## First Class Courier Driver Succeeds off the Road, too!



**From Chris Enke, First Class Courier:**

"One of our drivers is a fantastic amateur photographer. Mike Lennett has been in the courier business since the mid 1980's with over 2.4 million miles logged. Along his way he never misses an opportunity for an interesting photo.

Says Mike, "I keep a camera with me all the time. Either a DSLR or at least a point and shoot, because the best camera you have is the one that you have at the time you need it. It has helped me once when someone sideswiped me trying to pass me in the middle of an intersection. (he had damage, I didn't) He jumped out screaming "why did you hit me!" I pulled out a camera, took a couple photos of the site, then said "now, what were you saying?" He jumped back in his car and drove off."



Mike's photo's have been published in several magazines. This unusual shot of Baltimore appears in an upcoming issue of Baltimore Magazine. If you want to see more of his work you can go to [www.flickr.com](http://www.flickr.com) and search for Mike Lennett.



We're proud to have Mike as part of the First Class Courier team. First Class has served the greater Washington DC and Baltimore area since 1990. We specialize in Medical Courier, Radiopharmaceuticals, AOG support and NFO service from IAD, DCA & BWI."

## Hot Shot Delivery Sponsors State Troopers at "Golf Like MADD"

### Houston Courier Supports Local Law Enforcement at Charity Event

Houston courier and logistics company Hot Shot Delivery played in this year's Golf Like MADD Tournament — and brought along some friends in uniform. Hot Shot Delivery sponsored two teams, including six Texas State Troopers, at the February 24 event organized by MADD Southeast Texas. Altogether, the Hot Shot teams raised \$1500 for Mothers Against Drunk Driving (MADD) and also offered law enforcement officers the opportunity to participate in this charity tournament.



Guttenberger, Woodard, Donaldson and Yandle hit the links to support Mothers Against Drunk Driving.

"Hot Shot Delivery is a prime example of how a company can support a community, and the law enforcement officers that protect it," said Trooper Stephen Woodard. "The Troopers of the Texas Department of Public Safety Region II - Houston thank Hot Shot Delivery for its support and dedication to us and MADD during the annual golf tournament."

Founded by a mother whose daughter was killed by a drunk driver, MADD is the nation's largest nonprofit working to protect families from drunk driving and underage drinking. "We appreciate Hot Shot Delivery's sponsorship of the Troopers to play in the Golf Like MADD Tournament, along with the company's ongoing support and dedication to MADD," said Heather Smith, special events manager for MADD Southeast Texas. "All money raised stays here in Southeast Texas, and with Hot Shot Delivery's help we are able to further our important mission and working to keep our communities safe. We look forward to our continued partnership."



Hot Shot Delivery sponsored six Texas State Troopers to join this year's Golf Like MADD tournament, held February 24 at Willow Fork Country Club. Left to right: Trooper Stephen Woodard, Trooper Todd Phillips, Trooper Chris Taylor, Eric Donaldson, Ben Guttenberger, Rick Yandle and Paul Davis.

Hot Shot Delivery has provided quality same-day delivery services to individuals and businesses in Houston for the past 35 years. Its comprehensive delivery and logistics services include local courier, same-day delivery, routed and scheduled delivery, express air, process service, freight service, warehousing and third-party logistics.

## Elite EXTRA Team at CLDA Again in 2014

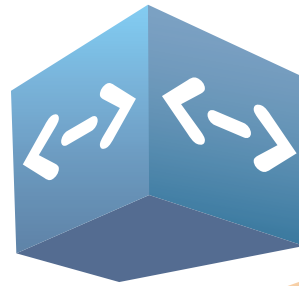
April 14, 2014 -Eau Claire, WI – New CLDA member, Elite EXTRA, is pleased to report that after last year's attendance at the annual meeting in New Orleans being such a success, they will be back for this year's event. EXTRA's Jim and Jon Ward, President and Account Manager attended the event. This year, in Scottsdale, Ariz., Andy Tyrriver, Marketing Analyst, will join both Jim and Jon.

In the year since first attending, EXTRA, the leading real-time dispatch management platform has been tweaked by the many ins and outs of the courier, carrier, and shipper industries. Further, EXTRA has partnered with multiple organizations within that space to develop an industry-specific solution. Early reviews from the beta version have been enthusiastically positive, as development cannot be completed fast enough.

"Out of the box, the feedback is that EXTRA is a perfect fit as a management solution for a carrier specializing in the same day/on demand deliveries – to manage all of their runs. Being able to build something for shippers and carriers pushed development for EXTRA to be the all-in-one solution this space needs", commented Jim Ward, President of EXTRA.

The team will be at booth 1 with live demos of EXTRA and ready to talk shop.





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- MobileTek streamlines mobile courier communications with cutting-edge technology for simplified tracking and synchronization—all in one driver-friendly and intuitive handheld device

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## CXTSoftware Announces Leadership Moves

### Business growth fuels leadership moves at CXT Software

CXT Software, a leading provider of software products that empower delivery and logistics operations, announced on April 16 a number of leadership moves driven by the company's ongoing growth.

In Engineering, Derek Figg, Vice President, Engineering, now assumes responsibility for all of CXT Software's software engineering efforts, and Robbie Reed has been promoted to Director, Nextstop Engineering.

"We completely revamped our software development methodology when we launched the project to develop Nextstop, our next-generation product line, and we recently migrated the X Dispatch team over to the same methods," according to Derek Figg, CXT Software's Vice President, Engineering. "These new development methods enable us to effectively manage an ever-growing workload of complex tasks across both Engineering teams."

"Robbie Reed has demonstrated both a high-level of proficiency in software engineering and promising leadership skills in his work on the Nextstop team," Figg continues. "He

was the obvious choice to promote into a formal leadership role for the Nextstop Engineering team."

In Sales and Marketing, Jim Luciani has accepted the challenge of Vice President, Business Development, and Tim Cocchia has been promoted to Vice President, Sales & Marketing.

"Jim Luciani's deep industry knowledge and sales experience made him the perfect candidate for our new Business Development role," explains Darin Soll, CXT Software's Chief Executive Officer. "Jim will do an outstanding job for us there."

"Tim Cocchia adds a unique blend of courier and regional carrier perspective to the team," Soll continues. "In addition, his energy level and process discipline will help drive results across our Sales and Marketing efforts."

In Product Management, Justin Dickerson has been promoted to Product Manager for CXT Software's X Dispatch product line.

"Justin Dickerson demonstrated a deep level of product knowledge as an Implementation Specialist," notes Chris Geer, CXT Software's Vice President, Product & Architecture. "In his new role, Justin will manage business requirements and project priorities as we continue to expand the capabilities of our X Dispatch product suite."

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## LaserShip Announces Major Expansion of Delivery Network

### Leading Parcel Carrier Adds Four States to Unique One Day Footprint

LaserShip, the premier last mile parcel carrier on the east coast, announced in March 2014 they have expanded their service area for their B2C ground delivery solutions by 44%. As part of their continued strategy of aggressive network expansion, LaserShip has enhanced what is already the largest one day footprint on the east coast. Included in the service expansion is the addition of four new states to the delivery network: New Hampshire, Rhode Island, West Virginia and Delaware. This service area expansion will allow LaserShip to reach an additional 8.5 million customers while offering shippers reduced transit times and more flexibility within their supply chain.

“This network expansion is an exciting part of our strategic growth plan for 2014 and demonstrates increased demand for regional solutions from our shipper partners,” explained Josh Dinneen, SVP of Commercial Strategy. “By further penetrating the population, we are widening the net for e-commerce shippers to reach more consumers, in less time, at competitive ground rates – everybody wins.”

This expansion comes on the heels of recent infrastructure growth where LaserShip expanded their operations by launching ground service in North Carolina and Jacksonville, Florida, as well as opening new sortation centers in Orlando and Charlotte. The new facilities allow LaserShip to better manage volume and offer greater 1-Day and 2-Day footprints along the east coast, and were key elements to achieving an extremely successful holiday peak season.

#### About LaserShip, Inc.

LaserShip is a parcel carrier facilitating last mile delivery to east coast markets for businesses that desire reduced transit times, greater flexibility, and the elimination of excess costs within their supply chain. Founded in 1986, LaserShip has evolved into a leading provider of same day and next day distribution services for premier e-commerce and product supply businesses. For more information, visit [lasership.com](http://lasership.com).

## OnTime announces QuickBooks integration support expansion

Vesigo Studios, developer and provider of OnTime Courier Software, has announced plans to expand OnTime’s sup-

ported versions of QuickBooks, the accounting software by Intuit. Full OnTime integration with the QuickBooks Enterprise version is expected by May 2014. Full integration with QuickBooks Online will follow.

OnTime already fully supports QuickBooks Professional 2002 and higher and partially supports QuickBooks Enterprise.

Jeremiah Tilley, Lead Software Architect for Vesigo Studios, explains the upcoming plans for QuickBooks Enterprise integration with OnTime. “Initial tests show that integration works the same as in the Pro edition and we have not seen significant issues making the connection with OnTime. Our plans are to offer support for this edition in the coming weeks.” Regarding QuickBooks Online integration, Tilley says, “We expect that to be available in the coming months.”

This upcoming expansion of QuickBooks support is another in a long line of advanced features provided to OnTime subscribers. OnTime was the first courier software to offer a pure 64-bit version. The OnTime API makes it possible to connect an OnTime account to other software systems across the internet.

QuickBooks accounting software is provided by Intuit. For more information, visit [quickbooks.intuit.com](http://quickbooks.intuit.com).

OnTime is a cloud-based, hosted courier software service that maintains its focus on technological aspects of subscribers’ businesses, allowing those subscribers to focus on management of their businesses. To find out more about OnTime, call (866) 848-5919 or visit [www.ontime360.com](http://www.ontime360.com).

## Crossroads Courier Opens New Branch



Crossroads Courier, provider of high-quality, local and nationwide same-day courier service, is excited to announcing the opening of our Las Vegas office!

**Renew Your CLDA Membership Online**  
Simply go to [www.theclda.com](http://www.theclda.com) and click on RENEW.



## Quality Transportation is a driving force in securing the well-being of a newborn through 4 day emergency dispatch operations



Quality Transportation, a leading provider of medical logistics based in Long Island City, NY, played a critical role within a prominent NY Hospital to secure

the well-being of a newborn with a life threatening condition, in need of on-going specimen testing.

Quality Transportation, the medical/laboratory courier service for a leading NYC hospital, was alerted that a newborn was in special surgery and required continual testing of specimens at a local hospital four miles away.



Pictured from Left: Quality Transportation's Bryan Spielvogel, Business Development Manger and Michael Green, Medical Courier

Immediately, Quality Transportation's on site team, led by Business Development Manager, Bryan Spielvogel, implemented an emergency dispatch plan. This required the allocation of four medical couriers to make rounds between the two hospital's central processing areas every six hours over a four day period to expedite testing. To ensure that the drivers were on-site at the right time to recover and deliver the specimens, Quality worked closely with several lab managers. Effective communication among all parties, led to a seamless process with no delays.

We are happy to report that following four days of specimen testing, the newborn was discharged from the hospital in stable condition. Quality Transportation's time-critical response and flawless emergency dispatch operations played a pivotal role in the well-being of the baby. If your deliveries require "QUALITY" handling, choose Quality Transportation as this leading NYC Hospital did. To learn more about Quality Transportation's medical delivery solutions, please call (800) 677-2838, or visit [www.qualitytca.com](http://www.qualitytca.com).

## CXT Software Releases Nextstop Mobile 1.2

### Mobile option sets and location barcode scanning added to company's next generation mobile app

CXT Software, a leading provider of software products that empower delivery and logistics operations, announced on April 17 that Nextstop Mobile version 1.2 is now generally available to its X Dispatch customers.

"The addition of mobile option sets to Nextstop gives fleet managers more control than they have ever had to define exactly how a driver should be using the mobile app," according to Tom Herman, Product Manager at CXT Software. "Managers have very granular control of nearly every setting in Nextstop Mobile--not only defining what the defaults should be, but also whether the driver can change a setting, as well as which options are even available for a particular setting. We go even further by allowing a manager to make overrides to these settings for individual drivers when needed."

"Based on customer feedback, we have also added location barcode scanning to Nextstop Mobile," adds Tim Cocchia, CXT Software's Vice President, Sales & Marketing. "A driver can now scan a location barcode to quickly open the correct stop and automatically mark it as arrived, similar to the way this is handled in our current X Mobile app. This scan is logged in X Dispatch to provide proof that the driver was at the location when the barcode was scanned."

CXT Software's Nextstop Mobile application provides dock-to-destination tracking of parcels handled by expedited delivery and logistics companies, built on a platform providing broad support for current smartphone and mobile computing platforms. Nextstop Mobile is designed to work with both the company's current X Dispatch suite as well as its next-generation Nextstop suite when it becomes available. Nextstop Mobile version 1.2 is available on Android™ devices through Google Play™, and is coming soon on iOS® devices through the Apple® App Store™.

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## SDS Joins Forces with Need It Now

SDS Global Logistics is proud to announce that it has expanded its global reach by joining forces with Need It Now Courier.

SDS will continue to operate under the name SDS Global Logistics and is now part of one of the largest privately held transportation firms in the United States.

The alliance gives SDS expanded markets, increased technology and greater resources.

Matthew Wizeman, who was CFO of SDS and continues in that role is excited about the growth. "Managed growth is the cornerstone of any business and this is literally a perfect fit. The greater resources and volume add to the stability of the company and expanded markets and services allow us to greater serve our stakeholders."

The merge brings SDS into several new markets including Baltimore, Connecticut, Long Island and Miami. In addition, SDS has more than twice the presence it had in New York. One question that will arise is if the combination is good for the existing clients. "The only one that will be negatively affected by this strategic alliance will be a certain group of competitors that have fewer resources," says Need It Now President Eric Mautner. "But as for our stakeholders: clients, employees, and vendors, there is nothing but upside."

SDS now has offices in 12 cities and has agents around the world. For more information about SDS and Need It Now, call us at 718-784-5586 x 266. We would love to hear from you.

## Vesigo Studios releases new OnTime trial version with full access

Vesigo Studios, the developer and provider of OnTime, has released a new trial version of their courier software. The new trial offers full online access to OnTime Enterprise subscription level features for 14 days. OnTime's account set up process has also been improved to automatically provision new accounts immediately, at any time, from any place.

New trial accounts can access and use all of OnTime features and programs such as the customizable OnTime Customer Web Portal, the OnTime Mobile driver application, the advanced Report Designer, and integration with QuickBooks. Everything that is included in a subscribed Enterprise account is included in a new OnTime trial account, with the exception of support from the OnTime Client Services team.

The previously offered OnTime trial will continue to be available for a limited time.

Automatic account provisioning has also been implemented for new OnTime accounts. Trial or subscribed accounts will be automatically provisioned in the OnTime data center at the point of sign up. New OnTime accounts will be usable immediately.

Available internationally, OnTime is a cloud-based, hosted courier software service that has been designed to meet the needs of small, medium, and large carriers. OnTime maintains its focus on the technological aspects of its subscribers' businesses, allowing those subscribers to focus on the management of their businesses. To learn more about OnTime, contact the Sales department at (866) 848-5919 or visit [www.ontime360.com](http://www.ontime360.com).

## CXT Software Celebrates 15th Anniversary

### Company reflects on 15 years of innovation in last mile delivery, and its investment in next-generation technology

CXT Software, a leading provider of software products that empower delivery and logistics operations, announced on April 15 that it has reached the milestone of 15 years in business.

"Since our founding in early 1999, we have strived to serve the expedited delivery and last mile logistics industry with innovative software products and services," according to Lyndon Edmonson, Founding Partner of CXT Software. "We attribute our success over the past 15 years to our unwavering focus on the needs of our customers, and our commitment to numerous industry associations and causes."

"The last 15 years have been an incredible experience, building CXT Software from a two-person startup to the successful enterprise software company it is today," adds Dan Calderone, Founding Partner of CXT Software. "Because Lyndon and I owned courier businesses before launching CXT Software, we knew from the beginning that we would have to build dynamic solutions that could move at the speed of the industry. When I look at where we are today with our products, services, and team, I believe we have achieved that and more."

"We've been with CXT Software since the beginning," notes Mo Aabas, Chief Executive Officer of Modern Express Courier, Oakland, CA, and CXT Software's first customer. "What has impressed us the most is their ability to evolve along with our operations. When we decided to expand our parcel distribution business, CXT Software was ready for us."

"The good news is that we are far from done," Darin Soll, CXT Software's Chief Executive Officer, observes. "The success of the first 15 years has positioned us to make significant investments in our next generation technology platform, Nextstop. Nextstop Mobile, which is available today, is the first step in a phased rollout of an all-new product suite that will empower CXT Software's customers for the next 15 years and beyond."



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## California Delivery Association



The CDA Board met in Sacramento April 7th, and also hosted a Lunch & Learn where attendees heard from labor law and tax attorney, Jim Bourbeau. Jim enlightened the group with some recent activities as well as the Feds new "DOL Timesheet" app.

You can just imagine how this handy little "tool" might get used.

**DOL-Timesheet** <http://www.dol.gov/dol/apps/timesheet.htm>

*"This is a timesheet to record the hours that you work and calculate the amount you may be owed by your employer. It also includes overtime pay calculations at a rate of one and one-half times (1.5) the regular rate of pay for all hours you work over 40 in a workweek."*

Later that night, some had a special invitation to attend an NFIB California fundraising event at the Sutter Club, second oldest private club in the state of California. The premier speaker was Karl Rove, Former Deputy Chief of Staff and Senior Advisor to President George W. Bush, Author, Fox News Contributor, Wall Street Journal Columnist.



CDA President, JR Dicker, Karl Rove

The following day CDA Board members visited the Office of the Governor, and met with California Office of Economic Development "Go Biz" Director, Kish Rajan, and Jeff Le, Deputy Director of External & International Affairs. This cordial meeting was a sharing of business information about what the State was trying to achieve, as well as our industry concerns with regulations and legislation. The CDA was able to make known its views on conflicting Departmental interpretations of I.C. and employee status, Work Comp Reforms and limited Comp carriers in the state.

We also brought to their attention bills affecting small business, such as the need for flex time work weeks, no mandatory sick pay, and no to continuous increases to minimum wages. And also this one AB2688... ability to prevent being statutorily penalized when in good faith relying on state government agencies written orders, rulings, approvals, interpretations, a published opinion letter or enforcement policy from the Division of Labor. Can you imagine that businesses in California who rely on what the State agencies advise them to do, still face mandatory penalties if a court later determines



CDA Directors - Bryan Scott, Andrew Brady, Governor Office Jeff Le, CDA's Jessica Foyer, Governor Office Kish Rajan, CDA's John Neiman, Caryl Millen, Donna Springer, JR Dicker, Ian Finn

such advice to be wrong!

After this meeting your Board then made visits to eight different state legislator's offices to discuss or drop off our information sheets that were prepared for this occasion.

Not yet done for the day, your group returned to the NFIBs Capitol Day event for lunch and the continuing program. This included NFIB speakers, political panel discussions as well as comments from Assembly Members Cheryl Brown and Toni Atkins. We also heard from State Controller John Chiang, and a wrap up with former California Assemblyman, Mayor of San Diego, U.S. Senator, and the 36th Governor of California, Pete Wilson. Pete has served California in public office for over 30 years, and remains active in support of small business throughout the state.

This was a very busy time for CDA Board members. I would like to thank them for their willingness to voluntarily serve, along with their energy and time expended on this great effort on behalf of all members of our association. Also, a special thanks to Past President Donna Springer for her work in arranging our Capitol visits.

And to all you CLDA members, companies, and others, come on out and visit us at our 2015 Meeting & Convention to be held in San Francisco's downtown! See the sights, network, learn, and meet our members...see ya then. More info to come.

JR Dicker, President - California Delivery Association  
Gold Rush Delivery, San Jose



## Massachusetts Delivery Association



As many of you know, the Massachusetts independent contractor law essentially bans companies from using independent contractor-couriers, instead requiring them to hire employees to make deliveries. The Massachusetts Delivery Association has been fighting hard

for a court order declaring that federal law preempts this state statute, because of the serious effects it has on delivery companies' prices, routes and services.

The MDA's lawsuit against the Massachusetts Attorney General is currently pending in the United States Court of Appeals in Boston. The lawsuit has attracted a lot of attention from other organizations. Both the United States Chamber of Commerce and the Massachusetts Motor Transportation Association filed briefs in support of the MDA. The MDA and the Attorney General have also completed their briefing, and we are now waiting for the Court to schedule a date for oral argument. That should take place in the next few months, with a decision by late summer or early fall.

If you would like to learn more about the MDA's arguments, or for information about how you can help with this very important case that could affect the contractor-courier business model nationally, you can contact Eric Devine or Fred Aryan at the CLDA Annual Meeting or CLDA Government Affairs Director Shawn Swearingen at [sswearingen@theclda.com](mailto:sswearingen@theclda.com).

## Texas Courier and Logistics Association



On February, 28th the TCLA held its' annual convention in Austin, Texas with the theme being "Doing the Right Things Right". Keynote speaker, Paul Gapp talked about "Driver Relations" and how the associations mem-

bers handles there Independent Contract Driver model. With the continued on slaught of regulations at the State and National level the association's goal is to educate its members as to best practices when dealing with its Independent Contractor fleet of drivers and to ensure that they are aware of

any pending or future legislation that could affect the IC model. The conference held in Austin allows members and vendors to exchange ideas, network with one another and be educated on the latest products and business practices.

The TCLA membership elected its new board for 2014. Jeff Havens, President of JetEx Logistics Irving, TX was elected as the new President of the association. Havens said, "that he appreciated past President Rod Steinbrook's leadership, dedication and commitment to the association over past several years. The TCLA board and its membership appreciate all that he has done and accomplished for the association. Havens said, "That he looked forward to working with the new board and the challenges ahead and would work to strengthen the Association State wide.



TCLA Board 2014 - Barry Stephenson -Jaguar Logistics, Scott Cass - Principal Distribution, Jeff Havens - JetEx Logistics, Rod Steinbrook - Supershot, Mark Courson - Metro 1 Courier, Chris Kurzadkowski - Lone Star Delivery, Cy Yates - Crown Logistics. Eric Donaldson - Hot Shot Delivery(not pictured)

### TCLA and CLDA

On the legislative front the TCLA sent newly elected President Jeff Havens to the CLDA lobby day. The Texas delegation met with several Congressman and State Representatives regarding detrimental legislation introduced in the Senate in regards to the determination and use of Independent Contractor's and expressed their support for legislation in Chairman Camp's Tax Reform Act of 2014.

Eric Donaldson the Legislative Committee Chair for the TCLA is currently working with Lisa Hughes the TCLA's lobbyist in Austin and Shawn Swearingen – Director of Government Affairs of the CLDA on an upcoming hearing set for April 22nd in the House and Industry Committee on misclassification of employees in Austin, TX.





## Florida Messenger Association Returns to Capitol Hill



Members of the Florida Messenger Association (FMA) returned to Washington, D.C in April for the Government Affairs Day conducted by the Customized Logistics and Delivery Association (CLDA).

Knowing Representative Dave Camp (R-MI), Chairman of the Ways and Means Committee, included language in his Tax Reform Act of 2014 that is favorable for our industry, delegates of the FMA wanted to request support from members of the House of Representatives. Additionally, a request for Florida's two Senators to consider drafting a companion bill was discussed.

These trips are simply testament to our knowledge that all the hard work, planning and execution accomplished on a daily basis within transportation companies throughout the state (and across the country) can be wiped out by one stroke of the legislative pen. With shrinking tax bases and dwindling state revenues, government entities are looking harder than ever for revenue streams. One area that is being aggressively targeted is the classification of independent contractors. Oftentimes when independent contractors are utilized, there tend to be groups that believe companies are simply treating them like employees (and misclassifying as ICs) for the purpose of avoiding payroll taxes, workers' comp taxes, unemployment taxes, etc.



That misconception is far from the truth. Thousands of same-day transportation companies across the country accurately utilize, classify and treat independent contractor owner-operators exactly as they are: an incorporated micro-business providing tools, equipment, service and expertise to complete contract work offered.

After an evening reception on Wednesday, April 2 featuring Representative Erik Paulsen (R-MN) attendees were treated an inspiring speech Thursday morning by Republican Representative Todd Rokita (R-IN). Representative Rokita shared some very impactful points on governments' ultimate role. During the trip, members of FMA met personally with Florida Representative Ted Yoho (R-7) while additional meetings were held with staff of the other House representatives and both US Senators.

Attendees from Florida included Harold Boyett and Barrett Cook, Blue Streak Couriers; Tim Petty, PettyCo Express; Lance Dearborn, Air Traffic Services and John Benko, Pace Runners.

The mission of the FMA is to improve and advance the common business interests of couriers, messengers and transportation providers throughout the State of Florida for the benefit of the public need for such services.

For more information, please visit our website: <http://www.floridamessenger.org/>

## New York State Messenger Courier Association



The New York State Messenger & Courier Association continues to present its members with information that affects our industry. One such report is the New York City's Earned Sick Time Act ("Paid Sick Leave Law"). Under New York City's Earned Sick Time Act, employers with five or more employees who are hired to work more than 80 hours a calendar year in New York City must provide sick leave, which employees can use for the care and treatment of themselves or a family member. Employers with fewer than five employees must provide unpaid sick leave. Employers must start complying with the law on April 1, 2014. If you have questions concerning the law, please send them to [info@nysmca.org](mailto:info@nysmca.org) and we will forward them to our legal counsel.

The NYSMCA Government Affairs Committee approached the New York State Governor's office and the New York State Department of Labor with the thought that the time was right to get clarity on the usefulness of the NYSDOL "Guidelines for Determining Worker Status" since the passage of the Fair Play Act. The Committee was successful in their efforts and the NYSDOL has updated the Guidelines at the request of the NYSMCA. This is a tremendous win for the Association as previously the NYSDOL considered these Guidelines obsolete.

The New York State Messenger & Courier Association will hold its next meeting on June 11, 2014 at Arno's Restaurant, located at 141 West 38th Street, New York, NY 10018. The seminar will take place from 3:00 p.m. – 5:00 p.m. The dinner membership meeting will take place from 5:00 p.m. – 7:00 p.m.

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## The Importance of Proper Car Repair

Choosing a reputable car repair facility is the best way to save money on repairs. Don't wait until your vehicle is in need of service to start looking for the best facility.

When your vehicle is in need of some work, it is important for you to take the time to choose a car repair shop that is reputable and conveniently located to where you live. Reputation is very important since the better known and liked a particular car repair shop is, the more you know you can trust the work they do. Location is also important, if you ever have a major problem with your vehicle that makes it unsafe to drive or you are only able to drive it a short distance, the closer you are to the shop, the easier and cheaper it will be to drive or have the vehicle towed in. Some auto mechanic shops offer complimentary tow service to their customers if they are located within a short distance from the facility.







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**Once you have found a good facility that you can take your vehicle into when it is in need of service, you will be able to see how much money and time you can save.**

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There are many different repair shops that are vying for your business. It has become necessary for consumers to protect themselves by taking the proper precautions so they don't become the receivers of bad service. When it comes to getting your vehicle fixed, you don't want to take your car to just any shop. You want to go where you can expect to have your car properly diagnosed and fixed for a very affordable price. This means that if you don't happen to know

offhand who you can trust your vehicle with, you are going to need to shop around.

Comparing car repair shops is a bit different than shopping around for other types of consumers' products. Instead of just calling around and finding the answers you need, you have to take your car in to different facilities so they can visually inspect your vehicle before they can give you a fair estimate or price. Some places offer diagnostic services for free, others may charge a small nominal fee. Some places will also waive the fee if you get your vehicle fixed at their facility.

Before you have anyone look at your vehicle, you need to find out if all of their mechanics are ASE certified. If they are not, you may want to take your vehicle elsewhere. That certification means that the mechanics have been trained and deemed competent by the state to do quality work and repairs on vehicles. There are standards that have to be adhered too in facilities that carry the ASE certification.



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CLDA is a non-profit industry association of, by, and for the customized logistics industry. Our mission is to promote and advance the common interests of those engaged in the industry throughout the United States and abroad. Through industry meetings and educational seminars CLDA provides an excellent opportunity to network with others in the business and stay on top of industry trends.

\*Good for the calendar year of 2014. Regular dues schedule applies thereafter.

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