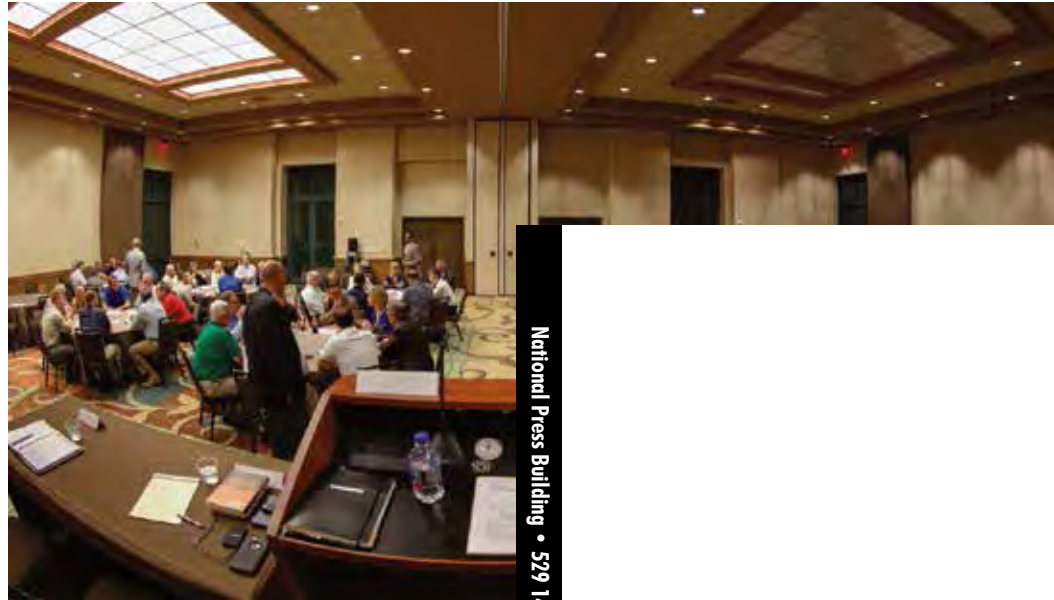




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Inside:

- MDA Case is a Win for the Industry
- Fall Forum is Delivering Education in Chicago
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In Loving Memory of Randy Paz



On August 2, 2015, the delivery industry lost an icon with the passing of former CLDA Board member Randy Paz. Known as "The Mayor" Randy personified hospitality. Everyone who came in contact with him was quickly infected with his great smile, sense of optimism and love of life.

Sadly, Randy was diagnosed with ALS (amyotrophic lateral sclerosis), also known as Lou Gehrig's Disease, a few years ago. ALS, as you may know, is a progressive disease which attacks your body's nervous system, and is always fatal. Fewer than 20,000 people in the US every year are diagnosed - Randy was one of those. He will be missed.



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Magazine Staff

PUBLISHER Bob DeCaprio

EDITOR Amber Thichangthong

DESIGN Kellen Creative

STAFF WRITER

Andrea Obston, CLDA Director of PR

EDITORIAL CHAIRMAN

Rob Slack
SCI, Inc.

STAFF PHOTOGRAPHER

Charles Chiusano
Avant Business Services

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Designvibe Media

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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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Kirk Godby
President CLDA

The 2015 CLDA Annual Meeting & Exposition in May set records in terms of the numbers of shippers participating and the number of first-timers who attended.

We've been busy here at the CLDA.

Check out this edition of the magazine to hear about the landmark decision on ICs that was supported by the CLDA. Read about the Annual Meeting and our Government Affairs Lobby Day and find out about our upcoming Fall Forum in Conjunction with PARCEL Forum.

Here's a preview:

- **IC Decision** – In July we learned of a precedent-setting decision in our ongoing battle to preserve the IC model. That's when the U.S. District Court for the District of Massachusetts issued a judgment that gave back the right to use independent contractors to those of us that depend upon them to meet fluctuating customer demand. It was the culmination of a five year battle, well-fought by the Massachusetts Delivery Association (MDA) and supported by CLDA's Advocacy Fund.
- **Annual Meeting** - The 2015 CLDA Annual Meeting & Exposition in May set records in terms of the numbers of shippers participating and the number of first-timers who attended. Make sure you check out the articles about the meeting and the sessions throughout the magazine.
- **Lobby Day** – In June CLDA held its Government Affairs Lobby Day, and scheduled over a 100 meetings with Washington decision makers. Members from all over the country visited their legislators, educating them about the CLDA-sponsored bill on ICs (H.R.2483) and picking up co-sponsors for the bill which should hit Capitol Hill this Fall. The bill, introduced by Representative Erik Paulsen (R-Minnesota) in May is expected to have a positive impact on American businesses that rely on independent contractor partnerships to meet customer needs. It will amend the Internal Revenue Code of 1986 to provide standards for determining employment status, and for other purposes.
- **Fall Forum** – You'll also find a preview of the CLDA Fall Forum in Conjunction with PARCEL Forum '15 on October 19 at the Hyatt Regency Chicago. More than 800 supply chain executives are expected to attend. This is our second year holding the CLDA Fall Forum alongside PARCEL Forum. For detailed information, be sure to visit theclda.com/fallforum. And make sure you register as rooms are already in short supply.

The Fall issue of the CLDA Magazine is packed with information, tips and ways to help your business grow. Make some time to sit down with it. It's a good read that will do your bottom line a lot of good.

With regards,
Kirk Godby
President, CLDA

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CLDA Government Affairs Update



John Benko



Shawn Swearingen



Follow Us on Twitter and Government Affairs Newsletters!

Be sure to look for continuing Government Affairs updates via the CLDA Twitter account (@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 or Bob DeCaprio at bdecaprio@theclda.com.

The mornings have a bite of welcomed cool air and Congress is busy trying to pass spending resolutions for the budget so it must be Fall! This summer has been an active one for CLDA and the industry. It was great to see everyone at the Advocacy Donor Luncheon during the Annual Meeting in Orlando followed-up by another successful Lobby Day event in July. As you'll read in the Massachusetts Delivery Association's (MDA) update the case was ruled in their favor in the Federal First District Court and then appealed by the Massachusetts's Attorney General.

If you did not donate to the Advocacy Fund but would like to or are not sure if you do, contact me, CLDA Government Affairs Director Shawn Swearingen, at sswearingen@theclda.com or look for me at our Fall Forum with PARCEL Forum in Chicago!

CLDA Legislation & Federal Updates

With the introduction of HR 2483, the Independent Contractor Tax Fairness and Simplification Act of 2015, by Congressman Erik Paulsen (R-MN) CLDA has been hitting Capitol Hill in force from Prime Policy Group and CLDA staff to association members from across the country attending the annual Lobby Day. The impact detailed later on this article can be seen in the growing numbers of co-sponsors of the measure, which currently stands at three with Representatives Kenny Merchant (R-TX), John Kline (R-MN) and Matt Salmon (R-AZ). Prime Policy and CLDA staff continue to pursue leads and follow-up with constituents in garnering additional co-sponsors.

In the opposite vein of CLDA and ally's intention with HR 2483, Senator Bob Casey (D-PA) re-introduced his Payroll

Fraud Prevention Act. The legislation would impose new administrative burdens on business working with independent contractor service providers with severe civil penalties if the independent contractors are determined not to qualify under the Fair Labor Standards Act (FLSA). This introduction by Senator Casey is a reiteration of the same bill that has been introduced over numerous sessions and not updated from the hearing held in the winter of 2013, at which CLDA past-President Chris MacKrell testified.

President Obama proposed in his budget to raise \$10 billion over the next ten years by allowing the Internal Revenue Service to reclassify ICs as employees. The Department of Labor Wage & Hour Division requested \$49 million to "increase pressure on fissured industries." Through the wearing out of shoe leather and our Prime Policy Group contacts we can state with confidence that resolving and removing DOL funding on the above items have been removed in both the House and Senate spending bills, which are set for consideration in September.

CLDA has pushed long on Section 530 Safe Harbor issue to not only provide protection for ICs but to provide clarity for ICs and those industries that utilize them. With the aid of the new leaders and Republican majorities, CLDA and the other associations we work closely with will not allow these proposals to move forward.

Work in the States

Although both Capitol Hill back in session and state legislatures either back in session or preparing for 2016, that doesn't mean that constituents can't find opportunities to meet with their elected officials. Federally, Congress will have a couple of breaks before the holidays to go back to their home districts to meet

with constituents like you. Even though state legislatures typically don't take the recesses to the extent that Congress does, they will still hold town halls and committee hearings on the road for various policy issues of interest to the state.

If you are interested in finding out when your Congressional Representative or Senator is back in your state or if your state legislature might be holding a committee hearing out of the capitol city and near you, contact Shawn Swearingen at sswearingen@theclda.com.

Lobby Day 2015 - Senators, Representatives and Co-Sponsors, Oh My!

CLDA took advantage of the Capitol Hill location this year by holding the annual event in June. Despite votes being held in both the House and Senate during the event, many attendees were able to meet their elected officials in person, in their offices, outside of committee rooms or being escorted to the House floor!

Former U.S. Senator Blanche Lincoln (D-AR) joined attendees during the opening night reception praising and thanking those in attendance for taking the time out of their lives to educate their elected officials. As the spokeswoman for the It's My Business Coalition, she has been conducting radio interviews across the country, touting the benefits of independent contractors in the national and regional economies, the Senator advocating the need for national clarification of standards like that is seen in HR 2483.

Before heading up to their first meetings of the day, CLDA attendees were welcomed to D.C. by CLDA champion Representative Erik Paulsen (R-MN). While discussing the climate and current legislative events in the House chambers the Congressman spoke to the importance of members being in Washington. CLDA Government Affairs Chair John Benko and all of the attendees thanked the Congressman for taking the time out of his busy schedule as well as thanking him for introducing this important legislation!

At the end of the day CLDA saw over a dozen verbal commitments to be co-sponsors to HR 2483 while also finding several leads for a Senate sponsor of the companion legislation. This was another wonderful event and great to be a part of the first

CLDA Lobby Day with our legislation in hand. Thank you again to all that participated!

MDA Delivers Grit

Massachusetts: As will be later detailed in the Massachusetts Delivery Association's (MDA) update later in this issue, the MDA is currently fighting to preserve their victory against the Massachusetts Attorney General in the Federal Appeals Court. I'd like to issue a special thank you to all of the CLDA members and the MDA Board members that have continued to push this fight forward and to protect our industry. Even before the summary judgment hearing this past Spring, effects of the case are already coming to realization. Judgments in *Remington v. J.B. Hunt Transport* and *Schwann v. Fedex Ground Package System* cited facts established in the current MDA case. A special

thank you and recognition is deserved by Michelle Cully of Xpressman who volunteered to be the test company in the case. Look for updates from us when a decision on the appeal is announced.

State Association Meetings: Be sure to watch for your state association meetings at the end of 2015! States have had meetings across the country ranging from California, Texas to Florida which you can read about more in the state association update section. New York

State Messenger and Courier Association (NYSMCA) will be in the midst of holding informational teleconferences at the time of this publication. The purpose of which is to garner interest in organizing in Pennsylvania and New Jersey. If you are not aware if your state has an association or would like more information about the discussions of forming state associations, contact Shawn Swearingen at 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 (@TheCLDA) 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, contact Shawn Swearingen at sswearingen@theclda.com or Bob DeCaprio at bdecaprio@theclda.com. **CLDA**



Congressman Erik Paulsen (R-MN) speaks to Lobby Day Attendees

Thank you to everyone that contributed to the CLDA Advocacy Fund in 2015 so far!

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Interested in contributing to our advocacy efforts?

Contact Shawn Swearingen at sswearingen@theclda.com or (202) 207-1114.

Thank you!





Massachusetts Delivery Association Wins Landmark Federal IC Case



Nationwide victory for entire industry

BY ANDREA OBSTON, CLDA DIRECTOR OF PUBLIC RELATIONS

In a hard fought victory that ended in July, the U.S. District Court for the District of Massachusetts gave back the right of companies in the state to use IC. The ruling overturned the court's 2013 ruling to the contrary. The legal battle that ended a five-year struggle was launched by the Massachusetts Delivery Association, with financial backing from the CLDA as well as other organizations and courier companies.

Judge Denise J. Casper ruled in favor of the Massachusetts Delivery Association's (MDA) filing in a suit against the Massachusetts Attorney General. The ruling invalidated parts of the most restrictive IC law in the country. The ruling upheld FAAAA pre-emption of state laws that would effectively ban the use of independent contractors in the same-day delivery market. The ban would have prevented the ability of these companies to use independent contractors both to meet fluctuating customer demands for on-demand deliveries, and to staff regularly scheduled deliveries.

MDA's lead attorney David Casey, from the noted transportation law firm Littler Mendelson, P.C. stated that "This case will enable those in the courier and trucking industries to choose the business models that are most efficient and responsive to the needs of the American business community and American consumers without interference from the 50 states."

CLDA wishes to formally to recognize and thank Michelle Cully of Xpressman Messenger who put her company's future on the line as the test case in MDA's Summary Judgment. CLDA also thanks the members of the MDA and its Board for their courage in moving this case forward. None if this could be done without the CLDA's and MDA's generous Advocacy Donors who funded this court case.

As of August the Massachusetts Attorney General's office took their option to appeal the decision. As of this writing, a timeline is not known. Look for future updates from CLDA. **CLDA**

Driver Background Checks: A Conundrum

BY ROB STEWART, CONFIRM CHOICE



Background Screening, background checks, background Investigations. These types of reports have been used for many years as companies work to gain an upper hand on their risk exposure. The terms often conjure up images of mysterious private investigators hiding in the shadows, taking pictures and gathering information in secret. However, nothing could be further from the truth. Today's reputable background screening company is a professional organization that understands the ins-and-outs of legal compliance, best practices of individual privacy protection, the extreme importance of information accuracy, and the impact of superior customer service.

Joe Bankemper and David Temple spent over 25 years in the same-day delivery industry while working for, and then owning their own courier company. To help ensure and protect their company and their clients they performed background checks

on all employees and independent contractors who provided services to their organization. They also instituted a re-screening program to make sure that nothing had changed on the driving record and that they maintained a drug-free work force. They have since sold the courier business however, they are still involved in the industry, by providing background screening to an industry they understand.

“When Joe and I had our same-day delivery company, we knew that we needed to conduct background checks, but we hated the experience of waiting on the reports and then getting lost in phone systems to get our questions answered,” says Temple. “We needed our drivers approved and on the road servicing our accounts. We needed someone that understood our business. When we started Confirm Choice, our goal was to provide superior customer service and quick turn-around, while making



sure that our clients could meet their contract requirements”.

Lawsuits claiming negligence, misuse of company property, government regulation, and client contract requirements are just some of the reasons that many companies across the country are using background screening as an integral part of their overall business strategy. An appropriate background screening program has become a necessity due to the many risks of today's business environment. Unfortunately, many individuals will falsify their background information as they look for work. As it relates to the expedited delivery industry, background checks are a way to help ensure the safety and protection of employees, independent contractors, customers, and the product being delivered. The costs of pre-screening an applicant pale in comparison to the loss of product, legal fees that can be incurred, and the value of your company's reputation.

For over a century U.S. courts have held companies liable for the actions of individuals operating on their behalf. With the risks that companies are exposed to, it's important to utilize multiple strategies to mitigate these risks involved in day-to-day operations. Background screening is one facet of a complete strategy. They are an appropriate response to the old adage “you don't know what you don't know, especially because companies can be held liable for not knowing what they should have known.

A background check report can vary in both breadth and scope. The goal is to strike a balance between risk mitigation and a company's allocated budget. There are many types of searches available as part of a background screener's service. These searches could include criminal records, driving records, verification of education and employment, sex offender registries, government sanctions, and drug screening. The depth of these searches can vary as well. Criminal backgrounds can range from a very simple search of the court jurisdiction where an applicant resides, to a full search of all jurisdictions that an individual has resided in for the past 7 to 10 years. There are also a number of state laws that limit the use of arrest and conviction records.

In recent years there has been an ever-growing focus on legal compliance within the background check industry. The federal government has become more involved with the enforcement of legislation governing the use of background checks. There has also been an increase in class action lawsuits for violations of these laws. Joi Schurman has worked with Joe and David for over twenty years at both Express Courier and Confirm Choice. “While at Express Courier, we constantly had to make sure that we met the requirements of our clients”, said Joi. “Many times it was due to government regulation of their businesses. With

Confirm Choice, we are seeing the legal requirements from a completely different perspective. We develop the appropriate background screening program that meets our client's needs, while also staying consistent and compliant with federal and state laws. I believe this is where we can add value to our clients in the courier industry.”

The Federal Trade Commission (FTC) and Consumer Financial Protection Bureau (CFPB) are the governing bodies that oversee the background screening industry and a company's use of background checks. The federal legislation that regulates the use of background checks (also referred to as consumer reports) is the Fair Credit Reporting Act (FCRA).

It's imperative that as a company formulate a background screening program that responds to the obligations of users and the legal requirements of the industry.

The FCRA describes three basic duties of companies that want to utilize background checks for making decisions. First they need to certify the permissible purpose for which they want to use the report. Second, they must provide the applicant a copy of “A Summary of Your Rights Under the Fair Credit Reporting Act” and receive a disclosure and authorization from the individual that will be the subject of the background check. And finally, they must comply with

the adverse action requirements as outlined in the FCRA.

The right background check partner can provide you with the necessary guidance to ensure that you get these steps correct.

“When David and I owned our courier company, we became aware of the challenges of making sure that a background screening program was conducted properly”, says Bankemper. “When we started Confirm Choice, we took the valuable lessons we learned from that experience to build a team of industry expert that helps courier businesses. We've now moved to other industries, however, the expedited delivery industry will always be at the core of our business plan.”

About Confirm Choice

Confirm Choice is a national provider of background screening services that enable organizations to make well informed decisions. We do this through a comprehensive suite of services that include criminal searches, motor vehicle records, employment/education verification, drug screening and more. Legal compliance, privacy protection, accuracy, and superior customer service are a constant daily focus. We are an active member of the National Association of Professional Background Screeners (NAPBS). For more information visit www.ConfirmChoice.com, or call Rob Stewart, Cell: (615) 979-2816, Office: (615) 383-5932. **CLDA**

“We needed our drivers approved and on the road servicing our accounts. We needed someone that understood our business.”



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CLDA Hall of Fame Honors Henry Dixon's Commitment to the Industry

BY ANDREA OBSTON, CLDA DIRECTOR OF PUBLIC RELATIONS

Henry Dixon's life-long commitment to the customized logistics and delivery industry was honored at the CLDA's Annual Meeting with his induction into the CLDA Hall of Fame.

The Founder and CEO of Datatrac Corporation has been a supporter of the industry for over 35 years. Dixon's nomination by CLDA Board Member Chuck Moyer was greeted with enthusiastic applause by those at the conference. Henry's son, Ryan Dixon, a Product Manager with Datatrac and Danny Barfield, EVP of Business Development accepted the award on his behalf. Dixon was unable to attend due to a back injury.

"I was surprised and flattered when I learned that about my induction into the CLDA Hall of Fame and so disappointed to have missed it," said Dixon upon hearing about the award. "This was one of the few conventions I've ever missed. Had I known, I would have hobbled down there, bad back and all! It is truly an honor to be recognized by the CLDA and the people who I've worked with for so many years. I want to thank the committee and its chair, Gil Carpel, the CLDA Board of Directors and Chuck Moyer for nominating me."

Moyer was enthusiastic about the nomination. "We wanted to honor Henry's long-time devotion to this industry," he said. "He was one of the association's founders and has always been a booster of this organization. He has been an active member since the association was founded as the Messenger Courier Association of America in 1988. His company, Datatrac Corporation, has been a long-time sponsor of the association's spring and fall conferences and a supporter of the association's Government Affairs efforts."

Henry founded Datatrac Corporation as a custom software development company in 1977. Shortly after its founding, a

local Atlanta courier company came to Datatrac looking for a software solution to help automate its operations. Henry tested the market, asking a group of couriers if they would be interested in software that would automate their businesses. Over a third of them responded positively. This led to the development of Datatrac's Courier Order Processing System (COPS), which is still an industry standard today.

In 2003, Henry left daily operations at Datatrac to concentrate on three other companies that he helped create: ReMartUSA Inc, an internet reseller of auto parts; Efill America Inc, a national warehousing company with over 130 warehouse facilities and Wild Wing Capital LLC, a capital investment company.

In 2011, he returned to Datatrac as part of Wild Wing Capital LLC, purchasing an outside investors stake in Datatrac with his partner John Oren. Henry subsequently filled the position of Chairman of the Board of Directors, and in February 2012, assumed the role of CEO, a position he holds today.

Prior to joining the customized logistics and delivery industry, Henry was a

CPA with Arthur Andersen, working as a senior systems and business consultant. He has a Master's Degree in Industrial Engineering from the Georgia Institute of Technology and a Bachelor's degree from the University of Florida. He also served in the United States Army in Germany.

"We are proud and pleased to present this award to Henry as someone who is known and respected in the industry," says Hall of Fame Chairman Gil Carpel. "The award was created to pay tribute to those who have made noteworthy contributions to the industry and Henry certainly embodies those ideas."

CLDA





CLDA Members Gain Business Smarts

BY ANDREA OBSTON, CLDA DIRECTOR OF PUBLIC RELATIONS

There was a lot of noise coming out of the Osprey Room at the CLDA Annual Meeting. It was the sound of progress for seven up-and coming companies who were members of the inaugural class of the CLDA Growth Council. These companies will participate in a year-long mentoring program with some of the industry’s most successful industry executives.

CLDA’s newly launched Growth Council is part of the association’s dedication to the growth of the industry. It pairs experienced members of the association with senior executives of high potential companies. The year-long development process will involve one-on-one business coaching, mentorship, networking with industry leaders and advice on proven best practices. The goal of the program is to leverage the knowledge and experience of existing members to help newer companies grow and develop the relationships and resources they need for future success.

To be chosen for the program, protégés had to have an ownership interest in a company with annual revenues of \$100,000 to \$2,000,000.

Members of the 2015 Class of the Growth Council and their mentors are:

- Errol Cvern, President, Select Express and Logistics who will mentor Frank Ilkanich of Clockwork Logistics and Andy Plank of Blue Eagle Logistics, Inc.
- Steve Howard, President, Esquire Express, who will mentor Dave Enke of First Class Courier & Logistics
- Michael Frankel, Co-Owner & CEO, Sir Lancelot Courier & Delivery, who will mentor Adam Hughey of NWA Courier
- Jon Rydel, Sales Manager, Priority Express Courier who will mentor Vance Lane of Diligent Delivery, LLC
- John Lauth, Founder, Courier Connection, who will mentor Linda Louviere of First Choice Couriers, LLC and Ruth Ospino of Temple Transportation.

The Growth Council was envisioned by CLDA Board Member Jason Burns of QCS Logistics. “As the primary association in the customized logistics and delivery industry, it is important for us to keep our sector vital and growing. Our members have a wealth of knowledge they want to pass on to the next generation in this industry. Those who have volunteered as mentors in this program are dedicated to providing on-going and direct educational and networking support to their protégés.

Ultimately, we expect this program to contribute to the long-term health of this industry, to offer a members-only benefit and to increase membership participation and engagement in the CLDA.”

During the Growth Council’s kick-off meeting at the Annual Meeting, Burns gave an overview of the program and led an icebreaker exercise called “Two Truths and a Lie” that encouraged members to share and have some fun together. Mentors were then paired with their protégés. They met to establish goals and metrics for success during the year and for the conference.

Both mentors and protégés had to commit to quarterly counseling sessions during which they would review their progress on a scorecard and set goals for the next session. Those that successfully complete the program will be honored at a graduation ceremony at the 2016 Annual Meeting in Las Vegas.

To be chosen for the program, protégés had to have an ownership interest in a company with annual revenues of \$100,000 to \$2,000,000. They also had to be CLDA members in good standing and complete an essay describing why their company would be a good fit and what they hope to accomplish. Why did protégé want to be a part of the pioneering Class of 2016? Protégé Andy Plank put it this way: “I want to become an expert in the industry. We’ve been in the business for two years. We’re looking forward to learning about best practices from industry veterans.” Protégé Linda Louviere added, “We want to pick up nuggets that will allow us to expand our business to new levels.” And protégé Ruth Ospino said: “I love learning about this industry. I feel there’s so much more I need to know to grow.”

Mentors chosen for the program had to have a minimum of 10 years of industry experience, a strong desire to provide coaching and counseling to protégés and be CLDA members in good standing. They too had to submit an application. In it they had to make the case to participate in the program and explain what they hoped to accomplish for their mentees. “I wanted to share what I’ve learned in my years in the business,” said Mentor Errol Cvern. “I expect the members of the Growth Council will make relationships that will last will beyond the one year of the program.” **CLDA**



Fall Forum Serves Ready to Order Education

There's still time to register for the CLDA Fall Forum in Conjunction with PARCEL Forum '15 on October 18-21 at the Hyatt Regency Chicago. More than 800 supply chain executives will be there. Will you?

"Today's regional providers are becoming more critical in first and last mile solutions," points out Chuck Moyer, event chair and CLDA Board Member. "This event brings together some of the most influential people in our industry to learn about trends impacting our industry and what it takes to survive and thrive."

CLDA will program and lead the customized last mile logistics track. Sessions within the track will discuss the latest information in the following areas:

- Regional Providers – Today's Solution to your Distribution Challenges
- Technology Solutions Connecting Last Mile Carriers & Shippers
- Warehousing and Omni-Channel Retail Fulfillment
- Creating and Managing an Efficient Final Mile Network
- The Evolution of the Same Day Sector and What it Will Take to Survive
- The M&A Outlook for the Transportation Industry
- Regulatory Updates and their Impact

CLDA will also lead a members-only focus group session where participants will get the chance to share problems and solutions and apply the information from the conference to their individual businesses.

In addition to the CLDA sessions on last-mile logistics, attendees can attend 53 breakout sessions from six other tracks in the areas of transportation, technology and operations.

For additional event and session information, visit theclda.com/fallforum or contact CLDA at info@theclda.com. **CLDA**

Contractor Management Services (CMS) Teams with Riverside Partners to Continue Growth Trajectory

➤ Contractor Management Services (CMS) has teamed with Riverside Partners, LLC, a Boston-based private equity firm, to capitalize on its success and fuel its continued growth.

➤ Since Riverside Partners' investment in June, CMS has expanded its team and accelerated new product development.

"The investment by Riverside Partners has positioned CMS to accelerate expansion of our proprietary cloud-based service offering. CMS will continue to revolutionize the transportation industry and promote best business practices by allowing contracting companies to engage, contract, administer and settle with independent contractors, the right way."

-Dennis Roccaforte, Founder & Board Member



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New Opportunities in Cold Chain Delivery

BY ANDREA OBSTON, CLDA DIRECTOR OF PUBLIC RELATIONS



What does it take to handle perishable products that require constant temperature controls? A panel of two carriers and two shippers at the CLDA Annual talked about the challenges and rewards of adding Cold Chain Delivery to a delivery company's capabilities. The panel was led by CLDA Board member, Jason Burns. His company, QCS Logistics, has been working in this vertical for the past few years, delivering dairy products, breakfast foods, fresh sandwiches, fresh fruit and chips to a large chain of convenience stores across the South called RaceTrac. "We had to learn the ins and outs of this complicated vertical quickly to service that very large and important customer," said Burns. The company now handles a number of temperature-critical loads for a variety of customers, large and small, including Whole Foods and sweet shops that move specialty goods to hotels.

Panelists included two carriers that handle cold chain deliveries: Warmoth Guillaume, Vice President/General Manager from Jason's company, QCS Logistics and Eddie Matranga, Director

of Operations from First Choice Courier, LLC. Shippers included Enrique Torres, President, EFAP and Dusty Engleman, Supply Chain Senior Manager, RaceTrac Petroleum. EFAP (Excellent Fruits and Produce) specializes in the distribution of fresh fruits and vegetables (domestic and international) to corporate accounts in South Florida. RaceTrac operates a chain of 500 gas-convenience stores across the Southern United States.

What's different about this vertical?

Torres: There's more to it than just keeping the product cold. Our customers are hospitals, restaurants, hotels, schools, country clubs, nursing homes, luxury condominiums and catering companies. Their chefs are looking for the freshest fruits, vegetables and herbs. To do that we have to be able to deliver our full portfolio of produce within a space of 12 hours to all the geographical areas we cover. My inventory rotates every 24 hours. I want to hold it as little as possible. Right now, we're doing that with our own employees because they are educated



on the produce aspect of the product. That's what's hard about getting an outside vendor to do it for us. They'd have to be able to be tuned into the "pickiness" of our customers. If I were to outsource those deliveries, I'd want assurance that the carrier has clean and temperature controlled equipment. I'd need to be able to feel confident of a vendor being able to handle the demands of not only our customers, but also the regulators.

Engleman: Food safety is a huge issue for us. We push that responsibility down to the carriers, but we audit that process very carefully. We have a dedicated team that audits our stores. In addition, we monitor the food temperatures at every stop. Our goal is always to provide the highest quality goods on a consistent basis.

Matranga: As carriers, what makes this vertical unique are the issues around the trucks. We have to provide the right refrigeration on those trucks. They have to be cooled down in time and they have to be available on an on-demand basis. We also have to specially train people to meet the demands of cold chain deliveries.

Guillaume: Insuring that you have the right people to do this type of work is critical. You've got to have properly trained staff members that are available to you seven days a week, including holidays. When you're hiring someone to do this work, they need to know it can be night work and that they need to be available to work on holidays. No matter what, this work goes on.

I also want to talk about the pre-cooling issue. When we first got into this vertical, we didn't take that into account. We naively thought you turn on the refrigerated truck and it goes down to the right temperature. Wrong! It takes time and personnel to make that happen. Depending on the time of year, cooling a truck could take one to two hours before it's safe to put the product into it. You have to factor that in before loading the product. And, you have to consider the reality that someone's got to come in early to pre-cool the truck.

Turnaround times for these vehicles can be tricky. If you're looking for ways to maximize the use of the trucks, it's tough. Ideally, we want to find ways to use these assets for other deliveries after they've done their cold chain work in the evening. If you want to use them during the day for non-food items, the trucks have to be thoroughly washed inside and out. And that needs to be done after and before loading in any food products. Getting the truck back in time so it's washed and dried before being pre-cooling is challenging. We haven't found a way to make that work yet.

We work with several vendors. We figured out who had the right equipment so we are always able to meet customer demands.

You've mentioned the need for the right vehicle. Obviously that's a key part of making this work. Did you purchase or lease vehicles?

Matranga: We went with rental trucks. We have national accounts. We need access to a number of refrigerated trucks at different times because we want to make sure we are responsive to whatever our customers require.

We work with several vendors. We figured out who had the right equipment so we are always able to meet customer demands. We established the rates ahead of time and made sure we could get the vehicles we need when we need them. I think it helps that we're working with vendors where we already had accounts for other freight.

Guillaume: We ultimately decided to lease our vehicles. We made sure that our lease required the vendor to provide back-up vehicles when we needed them. We also got guarantees on response times in those situations. And, in the event of a breakdown, we need to know that they are providing us vehicles that allowed the refrigeration to keep running. We need to be assured that our customer's merchandise is being taken care of no matter what.

Do you use ICs for this kind of work or your own employees?

Matranga: We use our own employees who are already doing other work for us. We try to use employee drivers when we can most of the time.

Guillaume: We also use our own employees. We need full control of the people who do this kind of work for us to meet the specific needs of clients. Also, we've found that it's tough to find ICs with the right equipment.

Let's move to the shipper side of things. What do you expect from your carriers to get the job done?

Engleman: On-time deliveries. We have agreements in our contract that hold both parties accountable so that all deliveries are done by 4:00 a.m. We also pay attention to several metrics. We track fill rates to the stores and on-time delivery performance and we carefully monitor temperature logs.

Torres: It's all about reliability in this sector. Does it get there on time? At the right temperature? And at the right level of ripeness (since we're a produce company)? If that doesn't hap-



pen and the customer's unhappy with the quality they'll call and demand we bring a higher quality product. That means we'll have to make an emergency delivery to make good on that order. And, of course, with food products, you need to comply with all food safety standards.

How do you make sure your drivers are measuring up to those exacting standards?

Guillaume: We have a very structured on-boarding process for drivers. We first find out from the customer what they want and then we add our own standards that go beyond their requirements. Drivers who are going to work in the cold chain part of QCS get a week of classroom training. We then train them on each route. For customers with a number of locations, we cross train the drivers so they know where all of the stores are located, not just the ones on their routes. Then, we have the drivers drive the box trucks on a trial basis. After that, our project manager goes out on the street with the driver for a minimum of three days. They have to meet all of the requirements before they go out on their first delivery. We spend more time than we need to just make sure they can safely get the job done. Time, temperature and safety are critical. Accidents are very costly.

Matranga: Driver training is critical. Our customers call us for quick service. We'll need product to go on six routes in separate states. It's always something different. One day it could be herbs or the next lettuce. It's challenging from a training standpoint. There's really is no such thing as a regular run. Our drivers are schooled right at the dock. Everything's different for each customer. They've been trained to handle whatever comes their way.

Talk about the role of technology.

Guillaume: It's not just about keeping the products cold, but also about delivering the temperature metrics to the client. RaceTrac, for example can go into our system to track where we are on routes, plus they can monitor our temperature controls. Temperatures have to be within a certain range when we deliver the product to their stores. Our drivers record the temperatures when they deliver to the stores and the store managers and the drivers compare information to make sure the products are at the right temperature. That's documented. There's a lot of internal monitoring of temperatures throughout the process.

What are your pain points?

Guillaume: Our big pain point is driver turnover. It's a challenge insure that the staffing is always in place. We invest a lot of time and resources into our training program and it is very frustrating when you lose an employee and have to repeat the process over again. Also, this business requires seven-day coverage and that can sometimes lead to scheduling conflicts that may result in overtime.



Matranga: I want to add another pain point: Finding the equipment to operate the business. When we can't find the right trucks, we end up having to pack the food in dry ice. That only works if it's a cool day. And we're in Louisiana, so there aren't many of those days. Every day I worry, "Am I going to be able to get that equipment?" I sweat that every time.

Question: Are you looking for ways to work with companies like those who are members of the CLDA?

Torres: We now do everything in-house, but as we expand the coverage to other territories, clearly we're going to have to look for outside resources. That's a natural next step as our business evolves. We've started the process of looking for ways to outsource. It makes sense to explore this, especially as a way to deal with the driver shortage. We're just not there yet, but I've seen an evolution within the company on that point.

Engleman: We're always looking for highest quality carriers. We look for partners with expertise in their local markets; ones that know the needs of the area. We like to utilize you guys as subject matter experts when it comes to your local markets.

Lastly, what's good about the cold chain vertical?

Matranga: We're doing on-demand cold chain work. It's difficult and can cause a lot of headaches. But when executed properly, can be a profitable niche that you can offer value added services and establish great relationships with customers. What more could you ask?

Guillaume: While there are several challenges within this sector, we like it because they are not many players in this space. We see the cold chain as a vertical that we can continue to expand our expertise and build mutually beneficial relationships with shippers who see the value of a transportation partner.

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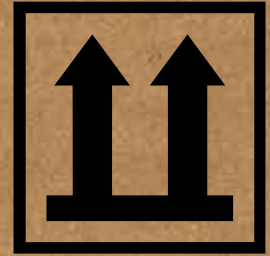
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2015 CLDA Annual Meeting & Exposition Delivered

BY ANDREA OBSTON, CLDA DIRECTOR OF PUBLIC RELATIONS



The 2015 CLDA Annual Meeting & Exposition in May delivered valuable education and networking opportunities to industry veterans and over 100 first time attendees. The meeting provided a hub for new contacts and fostered ideas for business growth. “The meeting greatly exceeded my expectations. It was a very worthwhile experience for someone new to the industry,” said one attendee.

Every year, the CLDA Annual Meeting provides attendees with opportunities to learn about new trends, understand changes in the customized logistics and delivery industry, keep up on legislative issues impacting the business, learn about opportunities offered by shipping marketplaces and hear about ways to measure and improve productivity.

In addition to the education sessions, one-on-one meetings and networking receptions, this year’s conference program included extended interaction with shippers that was hailed as a great success. “I thought the 2015 CLDA Meeting deserved a AAA rating. The shippers’ presentations were sensational. They gave me a better perspective of the shipper needs and what we as service providers need to do to secure their business,” said one participant.

We would like to congratulate the following officers who were re-elected at this past Annual Meeting:

- President: Kirk Godby
- 1st Vice President: John Benko
- 2nd Vice President: Chuck Moyer
- Treasurer: Monte O’Hara
- Secretary: Steve Howard

Rounding out the 15 member board are:

- Jason Burns
- Rick Chase
- Mark Cossack
- Errol Cvern
- Tom Jowers
- Matt Lawrence
- Kelly Picard
- Julie Thomas
- Charlie Wolfe

Thank you for your continued leadership in the association!

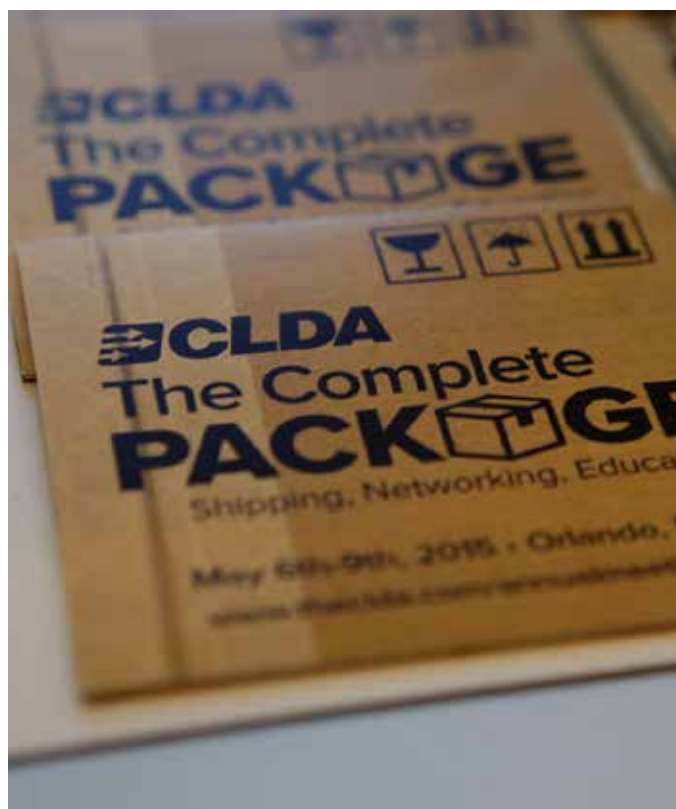


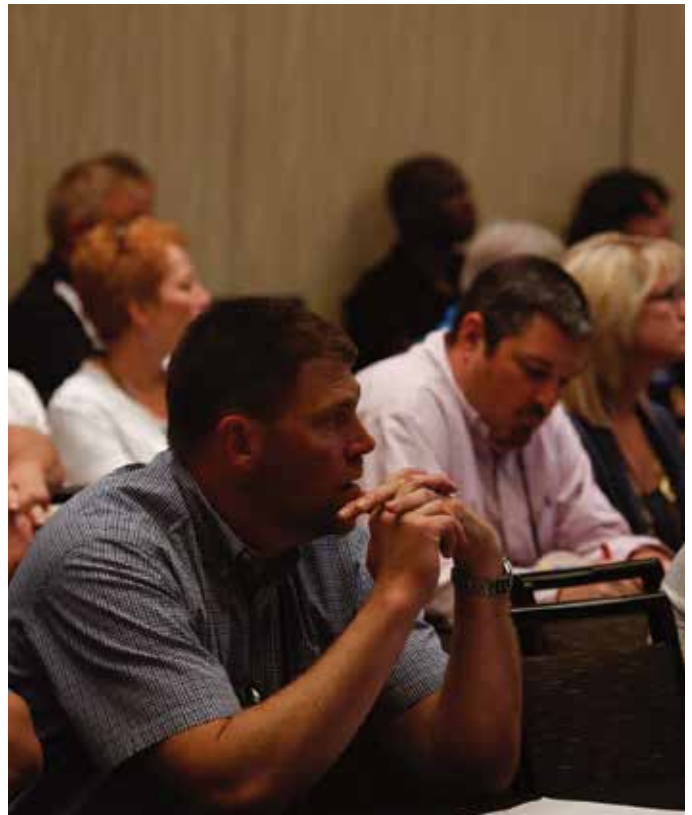
Not only did the shippers talk about their companies, they discussed upcoming business opportunities and how to secure them. In a post-conference survey, one shipper said: “[It was a] very well-organized and coordinated conference with numerous networking opportunities.”

Over a dozen shippers participated in two panels, met with individual carriers and networked at a variety of events customized to their needs. When asked why they were attending, the shippers expressed interest in networking and expanding their supply chains locally, regionally, and nationally through CLDA members.

Conference Chair Jason Burns, QCS Logistics, was particularly pleased with the reaction to the new shipper component of the conference: “While we’ve always had shippers attend the CLDA Annual Meeting, this was the first year that we actively engaged them in the program and at networking events. The feedback has been outstandingly positive. We’ve provided the shippers with the demographics and contacts for any carrier who attended the show to facilitate ongoing business opportunities,” said Burns.









The conference kicked off on Wednesday night with two receptions, one customized for first-time attendees and then the Grand Reception for all participants. “We do everything we can to make First-Timers comfortable and connect them with veterans early in the conference,” explains Burns. “We hold a special workshop for them before their reception to help them tune up their networking skills and by the end of the conference they’re jumping into all events with the confidence of long-time participants.”

The next morning, Keynote Speaker, Dr. Calvin Mackie charged up the crowd with his personal story and the life lessons he’s learned in a rousing presentation called “Synchronizing Your Greatness for Professional Excellence.”

Then it was the first of two Shipper Sessions, followed by a presentation called “The Emergence and Opportunities of Shipping Marketplaces.” During this presentation, uShip’s Dick Metzler explained what a shipping marketplace is and how it can push business to carriers through a single platform. Concluding the day were working Focus Groups where participants got a chance to try out their new knowledge and share tips about common problems and challenges.

The second day of the conference featured a presentation on Key Performance Indicators and how they improve carriers’ bottom lines, helping them to track their performance and progress. That morning was capped off with a second Shipper Session featuring an additional panel of companies.



The afternoon started with a panel discussion called “New Opportunities in Cold Chain Delivery.” It featured a panel that helped attendees understand the challenges and opportunities of doing temperature-controlled deliveries. The day’s educational sessions concluded with a panel on “Keys to Successful RFP Execution and Carrier Selection.”

Throughout the conference, participants had the opportunity to network with shippers and executives from a variety of delivery companies, large and small. Participants praised the event’s dedication to bringing supply chain executives and logistics and delivery companies together to develop joint business opportunities.

One conference participant summed it up this way: “This was a very solid conference overall. The speakers, presenters, and shippers all did a great job. The best part was connecting with the other companies within our industry. While we do compete against each other, we also assist one another on a daily basis, and that is what makes this industry so special, and one reason we are proud to be a part of it all.”

CLDA’s upcoming meetings include:

- CLDA Fall Forum in Conjunction with PARCEL Forum '15 , October 18-21 at the Hyatt Regency Chicago
- 2016 CLDA Annual Meeting & Exposition, May 11-14 at the Green Valley Ranch Resort and Spa Casino in Las Vegas. **CLDA**

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CLDA Annual Meeting Gets Carriers Up Close and Personal With Shippers



During two Shipper Sessions, conference participants heard from these executives:

- Logistics Manager - Abaxis
- Sr. Sourcing Manager, Biomedical, Freight, & Fleet Supply Chain Management - NHQ - American Red Cross
- Business Development Manager - Bridgestone Americas
- Director of Transportation - Cardinal Health
- Chief Executive Officer - Choice Logistics
- Sr. Vice President, Sales - Con-Way Freight
- Transportation Manager, West Coast - Dealer Tire
- Operations Manager South - DHL
- Transportation Planning & Support Manager - FedEx SmartPost
- Vice President Division Manager- H.D. Smith
- Senior Vice President Supply Chain - Medical Specialties
- Director, Transportation - Newgistics
- Senior Category Manager - Indirect Procurement - Office Depot/Max
- Vendor Relations Specialist and Vendor Relations Manager - Priority Solutions
- Supply Chain Manager - RaceTrac
- Chief Marketing Officer and GM of LTL, uShip
- Group Manager, Supply Chain – Wayfair

Here's a sampling of what they shared with conference participants:

Understand You're the Face of the Shipper to the Customer

- "Your drivers are an extension of our company."
- "Your drivers are shaking our customers' hands. They are the last experience with the order they placed with us."
- "Focus on the customer is critical"
- "Image is important. Your drivers need to be professional, clean-cut and in uniform."

The highlight for carriers that attended the CLDA Annual Meeting was the ability to meet and learn from shippers. Over a dozen shippers came to the conference looking for ways to do business with large and small carriers. They shared who they were and how to do business with them. After the conference, many participants said it was this ability to pick the brains of these shippers that really made their trip to Orlando worth it.

Shippers candidly talked about what they needed, wanted and required of regional carriers in two sessions and at networking events during the conference. Many said they were specifically looking for new providers to expand their supply chains.

Shipper Committee Chair Monte O'Hara kicked off the sessions by saying: "Shipper involvement in our association is critical to our success. In the next two days, you'll learn about each of these companies, what they are looking for to expand their supply chains, how to do business with them and what opportunities they foresee for our members in the future. We'll also be sharing their contact information with you and passing along your contact information to them. It's an innovation we're introducing at this conference because it's what you asked us to do for you."



Concentrate on Service

- “It’s critical to the success of our company that we find the right carriers that are capable of delivering a high level of service.”
- “We want carriers that will give us good, consistent service no matter how many new accounts they pick up. We’ve worked with carriers that slack off on client service when they are on-boarding new accounts and we don’t like it.”

Communicate the Good, the Bad and the Ugly

- “We look for carriers that have good communications, especially when there’s a problematic delivery. We don’t like to be blind-sided. We want to be able to depend on you to let us know when things go wrong.”
- “We want full communications from advance shipping notice all the way to delivery.”
- “Communicate, communicate, communicate. It’s never good to hear from our customer that you’re late. We’d rather you tell us and save yourself and us a lot of pain.”

Demonstrate That You’re a Partner

- “Our approach is partnership. When you approach me about doing business with us, don’t always start by telling me how much you’ll be saving us. That says nothing about partnership.”
- “It’s got to be a true partnership between you and us.”
- “A true partnership is based on open and honest communication. It’s okay to tell the truth no matter how bad it is.”
- “Here’s our Value Scale when partnering with company: At the top is a culture of collaboration. Then strategic thinking. And, at the bottom of the list is tactical thinking.”
- “You need to be the right fit. If we’re not the right fit for you it’s not going to work for either of us.”
- “I look for carriers that I can grow with and who can grow with us.”

Have the Right Technology in Place

- “We look for carriers with the technology to eliminate administrative tasks on our end.”
- “The technology piece is critical. Scanning is what the customer wants. We want carriers that can provide visibility of scanning.”
- “We want GPS so we know exactly where your drivers are.”

Deliver Safety

- “The number one thing we look at is your safety score. We want to know that you have the right safety principles in place. You can have the cheapest rates, but what is more important to us is safety.”

- “The last thing we want is to have our name published in the news because of something you did. We work with folks who do things the right way to avoid that at all costs.”

Prove You’re Solid

- “We need solid financials. We’ve been in bed with companies that went belly up. We want to make sure that you’re solid before we start depending on you.”

Do What Others Don’t

- “We’re looking for people to handle larger items that the Big Two don’t handle”
- “We’re looking for service partners who can jump in on Mondays and during peak seasons. Mondays are especially tough time for us to ramp up for deliveries.”
- “A lot of purchases that used to get dropped at the door are now coming into the home. We need to work with companies that understand that business.”

Give it Your All

- “Our requirements to do business with us are all about service and proof of delivery for reimbursement and billing purposes”
- “Availability, flexibility, on-time performance, communications. Those words tell you what it takes to be successful with us.”
- “Our KPIs are hitting the time slots consistently; safety and loss prevention.”

Make it Easy to Do Business With You

- “We will change providers if we have to over-manage you. I’d rather spend my time managing customers than managing you.”
- “Keep your eye on the market place and change. Be open minded and you’ll be a growing business and take on new responsibilities. Saying no to opportunities is no way to grow.”

Above all, the shippers expressed an interest in working with regional carriers, big and small, to extend their footprints and harden their supply chains. Many admitted that it’s a tough business to be in, but one that’s worth it. And they also reminded conference participants that they are the people to whom the customers turn when carriers don’t deliver what the shippers promise. Said one shipper: “We’re in the ‘Bad Day at Work’ Business. If something doesn’t go right we take the blame.” They are looking for carriers that can deliver to them and their customers more “Good Days at Work” than bad.

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Time To Give Delivery Businesses A Level Roadway

This letter was published at Fox&Hounds. The letter can be found online at www.foxandhoundsdaily.com/2015/08/time-to-give-delivery-businesses-a-level-roadway/



Transportation network companies in California sure have been under an Uber-microscope in recent months.

In mid-June, the California Labor Commission ruled that a San Francisco Uber driver is a company employee and not an independent contractor, which could ultimately require the company to provide certain benefits and pay certain taxes and costs borne by drivers.

And in recent weeks, an administrative law judge of the California Public Utilities Commission suspended the license and fined a subsidiary of Uber \$7.3 million for failure to meet reporting requirements. The ruling states that the company didn't provide state regulators with data such as the number of

rides requested, or driver safety and accessibility information about its vehicles.

As Executive Director of the California Delivery Association, representing the interests of thousands of small businesses and scores of jobs within the messenger, courier and delivery industry, I must admit that this legal and administrative scrutiny is long overdue. Make no mistake: our members and the average "mom and pop" do not advocate cluttering the field with more government requirements. But as long as that field is operating on various levels, with some businesses getting off scot-free and leaving others at a competitive disadvantage, we will never inspire the entrepreneurial spirit or a notion of "free enterprise" in the Golden State or anywhere else.



The delivery industry, just like our association, has direct roots here in California, with Wells Fargo deliveries being among the very first messenger services anywhere in the nation. What makes our industry so unique and in high demand is our ability to deliver goods in “real time” and to our local communities, often items of a sensitive nature that need to arrive ASAP. That includes medical supplies to urgent care centers, special parts or tools for major infrastructure projects and vital legal documents that simply cannot wait until tomorrow. We are for the most part the “little guy” serving our own backyards.

But, unfortunately, more often than not, our industry is viewed as an afterthought by many policymakers or government in general. We create most of the jobs in our industry and transport vital products and goods to our own neighbors, but are taken for granted. We have fewer resources but on average are forced to pay more than “Big Business” – 18% more for the same health plan, 45% more to comply with regulations and three times more to comply with taxes than a larger business entity.

That’s why it has frustrated our members and industry, men and women who work so hard to do the right thing despite these high costs and requirements, to see transportation network companies like Uber, Lyft and others skirting the same rules and requirements our companies and drivers are expected to abide by.

Let me be clear: our industry does, in fact, embrace and applaud the innovation and service of these emerging businesses as part of the new “sharing economy”. We’re not stuck

Not only is that unfair to our hard-working businesses and employees, it sets a very dangerous precedent for drivers on our highways and local streets.

in the past or asking these businesses to go away. We are simply asking our policymakers to hold these businesses to the same level of accountability and expectations that all companies, vehicles and drivers must follow every day.

We’re also not big fans of “more regulation”, so when we call upon our legislators to create a level playing field, we don’t suggest that “more regulations for others is good.” But as long as our leaders in Sacramento keep on the books a legal expectation for our industry and drivers to have motor carrier permits, proper insurance and other health and safety certification, we believe that others performing this role shouldn’t be allowed to get a free pass. Not only is that unfair to our hard-working businesses and employees, it sets a very dangerous precedent for drivers on our highways and local streets. Why should some drivers and companies abide by highway and motor carrier rules and others not? That is simply irresponsible and puts all of our citizens literally in harm’s way.

Moreover, we need better clarification of what is (and what is not) defined as an “independent contractor” and “employee”.

The ruling with Uber is a step in the direction of better determining that, but we still need more specific understanding of that from California leaders.

Employers in our industry generally strive to do the right thing but in many cases are unable to make sense of employment classifications because of confusing, duplicative or outdated laws and definitions – and then government plays “gotcha” with hefty fines or penalties. The legislature has taken big steps in the direction of giving businesses a right-to-correct period and clarifying complex regulations and laws – take recent ADA lawsuit reform as a recent example. All we are asking is for more black and white and less grey in understanding employment classes. That’s a win-win for government and the private sector.

We look forward to and embrace an ever-growing marketplace and roadway landscape full of all types of motorists – small delivery companies, Ubers, taxis, energy-efficient trucks and innovative new means of transportation that we have yet to witness. But as the Governor and Legislature begin to fix their focus on mending our potholes, streets and highways, let’s not forget the importance of California’s messenger, courier and delivery businesses that travel those roads and the enormous impact they make to jobs and our economy through a level, fair and productive landscape.

Dan Bender,
CDA Executive Director

CLDA



The Keys to Successful RFP Execution and Carrier Selection

BY ANDREA OBSTON, CLDA DIRECTOR OF PUBLIC RELATIONS

What are the success factors in responding to an RFP? What do delivery companies want shippers to know when putting together an RFP? How do delivery companies prioritize serving the shippers that best fit their capabilities? These are the kinds of questions put to a panel of both shippers and transportation providers at the final session of the Annual Meeting on Friday.

In a lively session moderated by Board Member Kelly Picard, representatives from delivery companies and shippers offered no-holds-barred advice on how to make the most of every RFP.

Panelists included executives from three shippers and two delivery companies:

Mike France – Director of Transportation, Cardinal Health

Toni Briggs Huff – Senior Sourcing Manager – Supply Chain, American Red Cross

Brad Hoff – Director, Transportation, Newgistics

Eric Chesson – VP Sales, Priority Dispatch

Chris MacKrell – Owner, Custom Courier Solutions

Question: This first question is for the shippers: What do you look for as part of the RFP process?

Brad Hoff, Newgistics – I want to start with a critical piece of advice: Be honest and up front about your limitations. Don't overcommit to get the business. The whole RFP process boils down to us wanting to know if we're a good fit for you and if you're a good fit for us. We need honest answers to do that.

We are currently using 20 couriers throughout US and they are all sizes. Just because a courier is small doesn't mean we're not

interested. With that said, of course we have key criteria that have to be satisfied. Our RFPs look at coverage, visibility (scanning) and, of course price. We look for answers to questions like: Do you have the right types of vehicles? Have you done this kind of work before? Do you have warehousing capacity that's big enough?

Pricing needs to work for both parties for it to be a good partnership. We want a price we can live with, but we won't allow carriers to fail when it comes to price points. If someone submits a bid that we think is too low, we may go back to them if that price doesn't seem realistic.

Here are some of the key differentiators when we look at a number of delivery companies:

- Ability to handle seasonal volume spikes
- Having a network of internal line hauls
- Ability to produce scanning records for all customers
- Willingness to share a lease with Newgistics in the same building
- Capacity to respond to the need for Saturday and Sunday delivery and to offer home delivery options
- Capability to perform pallet deliveries

We're looking for a partnership with you. Here's my advice to make that work:

- Be honest and realistic in what you say you can do
- Tell us how our business is a good fit with your existing network
- Disclose upfront if you are employee-based, IC or a broker



Mike France, Cardinal Health – I want to pick up on Brad’s point about price. Price isn’t necessarily king. When we get a response to an RFP, I’m first looking to see if it shows the carrier understands what we’re looking for. If I’m satisfied that you get it, then I want to know how much information you’ll need to get up to speed with us. I want to know how much effort we’ll have to go through to make a change. It’s painful for us to bring in a new delivery provider. We understand there will be bumps during implementation so in the RFP process we’re looking to find out if we can minimize those. We know it’s more than streets and trips when it comes to making these relationships work and we look for providers who get this. We know in the beginning you’ll need to fail fast, learn from those failures and be able to make the changes to respond to that.

When we get to the final stages of a review for a new carrier, we’re looking for the Wow Factor. Did you show you’ve done your due diligence? Do you really understand us and what we need from you? Do you realize just how time-sensitive wholesale pharma is? In short, have you shown us you really understand the work and have you proven to us why you’re different than others who want the business?

Toni Briggs-Huff, Red Cross – We try to make the RFP process very fair. To do that we have a very formal and standardized process when we go out to bid. Anything over \$25,000 has to go to bid.

We look at

- Service Level History – KPIs
- Coverage
- Price
- Insurance
- System – We need to be able to go out into your system and locate your driver(s)
- Track and Trace – We need visibility right down to the shipment detail level
- Payment Process

Be honest with us. Can you do it or do you just want to do it? You have to have a footprint in the area we need covered. If you don’t, you’re not going to be able to do a pickup in 30 minutes. We don’t have a lot of room for errors with what we do.

And, a few other things I need to consider you:

- Your ability to deliver shipment detail
- Your commitment to providing me with a single point of contact

There are reasons for our process and all the questions you need to answer. We don’t have a lot of room for error. We have lots of people looking over our shoulder, including the federal government. Everyone loves to hate the good guys. And everybody wants to blame the courier when something goes wrong.

Question: This question is for the carriers: How do you evaluate whether you should respond to an RFP?

Eric Chesson, Priority Dispatch – You have no business going after an RFP if it’s not a good fit for you. And you find that out by drilling down to the details. You need to understand all the factors before pricing the work. And don’t overlook your soft costs. These are the kinds of things that will erode your margins. Ask questions during the bidding process. Get it right. It’s better than failing once you get the business.

Here are some questions to ask yourself before you respond to an RFP, especially if it’s in a new area or vertical:

- Does this new piece of business fit with your company’s strategy?
- Are you looking to grow the top line more than the bottom line?
- Are you looking to grow geographically?
- Are you looking to move into a new vertical?
- Are you looking to expand current services?
- Are you looking to grow with a current customer?
- Are you trying to get information on competitor pricing?

Chris MacKrell, Custom Courier Solutions – I want to pick up on Eric’s comment. There are hidden costs of starting with a new customer. Take them into account. You only have one opportunity to ask questions and that should be before you submit your bid. And when you do, make sure you say, “All information is based on the information in the RFP.” If not, you might be unpleasantly surprised at what they expect you to do without additional costs. We call that “Cost Creep” and I can tell you will take a good deal and kill you quicker than service issues.

MacKrell’s advice about the RFP process wrapped up the session with what may have been its most important piece of advice: “Think long-term before you submit. It’s exciting when you first get the business, but 30 days down the road you may feel differently!” **CLDA**

We want a price we can live with, but we won’t allow carriers to fail when it comes to price points.



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Avant Business Systems - Gatekeepers to Manhattan's Signature Commercial Buildings

Avant Business Systems recently reached a milestone in its security coverage of commercial buildings in Manhattan. The company's Message Control Centers now patrols the safety of over 12 million square feet of New York City's most iconic commercial buildings.

"Our company has doubled in size over the past 12 months and a good part of that dramatic growth can be attributed to the escalating interest in our Messenger Control Center division," says Jim Chiusano, Vice President, Avant Business Systems. "While we created this division in the 1980s for

While we've had steady growth in this division since we introduced the service in 1986, 2011 has been the year for our most dramatic growth ever

and their tenants safe by controlling who and what gets into the building. Avant's highly trained staff is equipped with security equipment that allows them to serve as gate keepers for both inbound and outbound couriered packages and deliveries. Avant Messenger Control Centers strengthen the building's security of these facilities with fully trained staff, X-Ray imaging technology and concierge level service to tenants.

"While we've had steady growth in this division since we introduced the service in 1986, 2011 has been the year for our most dramatic growth ever," says Chiusano. "We think it's because of today heightened environment and sensitivity towards tenant security in commercial buildings. Today, Class A tenants expect prime landlords to offer an extra level of security as part of their rent. It's a value-added service that the City's signature buildings provide. It gives them a competitive advantage for tenants over those that don't. Let's face it, if you're a large tenant looking at two buildings and one provides this measure of extra security, why wouldn't you choose that building? We've got these systems perfected; we've been at it since 1986 and that means we're routinely selected by NYC's most respected real estate managers and owners. In fact, we were recently selected by yet another of Manhattan's most prestigious commercial real estate developers to secure their buildings. Word's getting around that we get it done through our proven systems. And the result is the kind of significant growth we've seen this year. We're projecting it will continue in 2016." **CLDA**

one of Manhattan's signature real estate investment firms, we've seen especially dramatic growth in it in the last five years. In fact, this division has doubled in size and now covers a significant number of New York City's landmark buildings."

Avant Business Services Messenger Control Centers keep commercial buildings

Relay Express is a new vendor to FedEx Smart Post

Relay Express was invited to participate in this year's FedEx SmartPost Carrier Summit held over three days in New Berlin, Wisconsin. In addition to many informative and partner related topics, FedEx SmartPost recognized some of their vendors in attendance with a series of awards ranging from Safety to Peak performance to Customer Service.



Relay Express is happy to announce that Relay Express was awarded the 2015 Customer Service Award for their efforts in 2015. Pictured below is Corporate Key Account Manager Mike Pothast accepting the award. This award was based on communication and the ability to be flexible to accommodate new customer pick up locations.

Mike Pothast stated "I would like to Thank FedEx for recognizing our efforts in the spirit of partnership. I share this award with our operations team and our staff in Romulus Michigan led By Mark Bowman. Mark and his team were instrumental in providing the detailed communication that allowed us to be a valued partner in finding solutions for FedEx SmartPost."

Relay Express is a 29 year old Same Day Delivery company that specializes in local on demand immediate deliveries, scheduled route solutions, expedited out of town shipping and logistical warehousing with physical locations in Ohio, Kentucky, Michigan, Pennsylvania, and New York that provide service to the Mid-West. **CLDA**

Express Courier acquired by Lone Star Holdings

On December 23, 2014, Express Courier International, Inc. ("ECI"), a portfolio company of The Riverside Company ("Riverside"), was acquired by Lone Star Holdings, LLC ("LSO"), a portfolio of Eagle Merchant Partners ("EMP"). The combination of the two businesses creates a super-regional parcel carrier providing an unmatched portfolio of customized shipping solutions now spanning across 13 states throughout the southeast and southwest of the United States. LSO and ECI will provide customers with a unique regional solution through a service offering that includes a combination of on-demand, scheduled/routed, distribution, warehousing and day-definite guaranteed products. BB&T Capital Markets served as the exclusive financial advisor to ECI. **CLDA**



Applied Data Consultants Wins Wisconsin Innovation Award

Milwaukee, WI – Applied Data Consultants won the WI Innovation Award for Elite EXTRA, in the Software (Service) category. The event, the second annual, took place at Discovery World on Milwaukee's lakefront.

In an Oscar's-styled ceremony, last year's winners were on hand to present the awards. With a total of 33 finalists out of over 170 nominations, the awards were broken down into 10 categories, with biotech, business to business, and education among them. Winners were decided by a panel of past winners and Wisconsin business leaders.

"We were honored to be considered a finalist; that alone puts us in such great company. That we won the award, it's really a testament to the team behind EXTRA and ADC, and all the great work they do," said President and Founder Jim Ward. "This award really belongs to each and every employee who has come through the doors over the past 20 years, and especially our current staff who continually strive for excellence through innovation."

Wayne Larrivee, known as the voice of the Green Bay Packers, handled emcee duties, while Paul Grangaard, CEO of Allen Edmonds, delivered the keynote.

"Wisconsin is a great state for business and tech innovation - you can see that from all the companies on hand for the event. The WIA folks really put on a great event to honor Wisconsin businesses, and we were glad to have many of our employees attend," said Ward.

About WI Innovation Awards (WIA):

WIA features a 15+ member steering committee that seeks to celebrate and inspire innovation. The committee is made up of business, community, and entrepreneurial leaders, with a common goal of promoting the innovation prevalent among the many business sectors of WI-based organizations.

About Elite EXTRA:

Elite EXTRA is the premier dispatch management solution for many industries, most notably for automotive parts distribution, courier, and office and building supplies. Their award winning cloud-based platform is easy to use, lightweight, and designed to drive ROI immediately. **CLDA**

Key Software Systems Expands with a New Member to their Development Team

Wall Township, NJ – Key Software Systems, developers of Xcelerator, MobileTek and Fleet Commander, proudly announce the addition of Scott Vona to their development team.

“I am excited to start my journey with Key Software Systems and I’m looking forward to the opportunity to apply my skills to the new development projects,”

“We’re delighted to add to our development team.” states System Architect Chris Miller. We started 2015 with a big wave of advancements that included a cross-browser, tablet friendly version of Xcelerator, MobileTek initiatives and the addition of our new fleet management software, Fleet Commander. To add to the exciting surge of expansion we are looking towards multiple development projects including PCI Compliance, further Xcelerator cross-browser migration, customer enhancement requests and the continu-

ous advancement of existing features. Scott brings with him a vast knowledge as a developer and the enthusiasm to work on new projects.”

Before joining Key Software Systems, Scott was a recent 2014 graduate of Kean University with a degree in Computer Science and has worked as a developer since the age of 18. “I am excited to start my journey with Key Software Systems and I’m looking forward to the opportunity to apply my skills to the new development projects,” states Scott. In his spare time he is a personal finance enthusiast.

Xcelerator & MobileTek are enterprise-class software solutions designed by Key Software Systems, for today’s courier, messenger, logistics, distribution and warehousing industries. For more information, screen shots and detailed descriptions, visit www.KeySoftwareSystems.com or call 732-409-6068 to speak with a representative. Follow us on Twitter for up to the minute technology information @KeySoftwareSys.

Fleet Commander is a fleet management software solution designed by Key Software Systems for all your fleet assets. For more information visit www.FleetCommander.com or call 732-409-6068 to speak with a representative. Follow us on Twitter @KSSFleetCommand. **CLDA**

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CXT Software Names Co-Founding Partner and CFO, Lyndon Edmonson, as CEO

Long term strategy and customer focus remain

Phoenix, AZ, July 8, 2015. CXT Software, a leader in providing automation technology to expedited delivery and last-mile distribution businesses, today announced that Darin Soll, chief executive officer (CEO), has stepped down effective immediately and Lyndon Edmonson, co-founding partner and CFO, has been appointed as CEO. Darin Soll will remain on the CXT Software’s board of directors.

“Darin has been a significant contributor during his 6 years as CEO of CXT Software and we wish him success in his future ventures,” said Lyndon Edmonson, CXT Software CEO. “I look forward to building upon our strong foundation.”

“CXT Software’s experienced leadership team and increased staffing, combined with my 25 years of industry experience, will propel us into the next generation,” continued Lyndon. “CXT Software will continue to be customer focused and provide new technology solutions for the ever evolving transportation industry.”

Lyndon Edmonson is a founding partner of CXT Software. In addition to providing board-level guidance to CXT Software’s chief executives, Lyndon oversees the company’s financials and remains directly involved in strategic development projects as CFO, ensuring the company’s continuing success.

Prior to co-founding CXT Software with Dan Calderone in 1999, Lyndon co-founded Connection Couriers, Inc., a startup same-day delivery company in Phoenix, Arizona. During this time, he further developed the software platform originally architected by Dan Calderone of 2-Point Courier, Inc. Lyndon added functionality for planning and managing routes, manifest printing, route invoicing and route driver payroll/settlement necessary for the routed business management required by his same-day delivery company.

About CXT Software:

CXT Software is a leading provider of software products that help package and parcel delivery companies manage on demand, route, and distribution work. The company is dedicated to providing courier, messenger, express carrier, distribution, and logistics companies with the tools necessary to compete and grow in an ever-evolving marketplace. CXT Software is an Arizona company headquartered in Phoenix. For more information on CXT Software, visit www.cxtsoftware.com. **CLDA**

2016 CXT Software User Conference

New Venue for CXT User Conference

Phoenix, AZ – CXT Software, a leading provider of software products that empower delivery and logistics operations, announced today that registration is now open for its 2016 CXT Software User Conference. The event will be held January 15-16, 2016, at The Scottsdale Plaza Hotel, Paradise Valley, Arizona.

“We saw record attendance at last year’s event, and we expect that again in January as we continue to improve our conference each year,” according to Tim Cocchia, CXT Software’s Vice President, Sales and Marketing. “Our goal each year is to educate our customers so that everyone obtains new tools to help them increase productivity and efficiency in their business.”

“The CXT User Conference gets bigger and better each year and every year I learn something new to help in our business. Learning about a single new feature can pay for your conference,” explains Ria Robles, B2B Delivery, Vice President, Phoenix, Arizona. “It is obvious that the CXT Staff is very knowledgeable and work extremely hard to make this a top notch show.”

“I am always excited to take the items that I learn at the User Conference and implement them in our business,” stated Mark Spivack, Owner, Xcel Delivery Systems, Tucson, Arizona. “With two major software updates from CXT each year, there is always something new to learn that can help our business run more efficiently.”

The CXT Software User Conference is an educational and networking event that allows users to gain insight into the company’s product direction and to learn more about how to leverage the X Dispatch product suite and newly-released Nextstop Mobile app to maximize operational efficiency.

About CXT Software:

CXT Software is a leading provider of software products that empower delivery and logistics operations performing on-demand, route, and distribution work. The company is dedicated to providing courier, messenger, regional carrier, distribution, and customized logistics companies throughout the U.S. and Canada with the technology necessary to compete and grow in an ever-evolving marketplace. CXT Software is an Arizona company headquartered in Phoenix. For more information on CXT Software, visit www.cxtsoftware.com. **CLDA**

Relay Express names Chad Collins, Director of Corporate Operations

Fairfield, OH -- Relay Express Inc. promotes Chad Collins to Director of Corporate Operations.



CEO Matt Seiter explains, “Relay Express has grown tremendously over the last 29 years as was recognized by the Inc. 5000 list of fastest growing companies year after year. It is due in large part to the hard work and dedication of our people.”

Chad Collins is one such person. Chad started with Relay Express in 2007. Chad is passionate about operations. During his tenure at Relay Express Chad has shared in many roles: recruiting, planning, logistics, safety, and most recently as Interim Columbus Branch Manager.

Jim Bernecker, COO, adds, “Chad is a true asset to Relay Express. He approaches each situation with integrity and the intent to provide 100% Customer Satisfaction while balancing the needs of our contractors. Chad is a solution based leader at all times. I look for many more competitive successes serving our customers as Chad asserts himself as the new Director of Corporate Operations.”

Chad contributes.....”This is an exciting day for Relay Express and myself. It’s not every day that you get promoted into your dream job. Relay Express continues to grow due to the passion of our employees and our commitment to customer service excellence. I look forward to leading that passion and vision for many years. It’s with much appreciation and honor to receive this vote of confidence from our Board of Directors, Executive team, and COO Jim Bernecker.”

Relay Express is a 29 year old Same Day Delivery company that specializes in local on demand immediate deliveries, scheduled route solutions, expedited out of town shipping and logistical warehousing with physical locations in Ohio, Kentucky, Michigan, Pennsylvania, and New York that provide service to the Mid-West. **CLDA**

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Key Software Systems Revolutionizes Technology in Last Mile, Same Day Delivery

Wall Township, NJ – Key Software Systems, developers of the leading software solutions Xcelerator and MobileTek are raising the bar creating the most agile last mile, same day software application on the market. Key Software provides fully-customizable solutions designed to help couriers, messengers, delivery and logistics companies streamline operations, gain market share and improve communications to customers and their mobile workforce.

Xcelerator and MobileTek provide a rich toolset bringing together on-demand, routed, distribution and warehousing workflow in one end-to-end solution. Signature capture, scanning, EDI, GPS, documents imaging, online order entry, tracking and much more are complimented by unparalleled customer service and support. Development at Key Software is always evolving and consistently improving not only extending existing products with new options and features,

Now Xcelerator has the flexibility to run on any operating system with any modern browser in a PC or tablet environment.

but also adding brand new products to meet and even inspire the diversification of our clients' businesses.

Partner and Systems Architect, Chris Miller states, "We entered this market in 2001 with a major advantage. The web had matured to a point where we could build a

world-class, enterprise application on web technologies. This brought great power and flexibility to customers which could never have been achieved with typical windows applications. Now Xcelerator has the flexibility to run on any operating system with any modern browser in a PC or tablet environment." He goes on to state, "As companies embrace the BYOD model for their mobile workforce, it's vital that we support all leading smartphone operating systems. It's exciting to say that MobileTek is the first in the industry to support Windows Mobile, Android, iOS and Windows Phone."

Always putting the customer first and following through on their feedback, as a thank you, free mobile apps are offered to benefit both the shipper and the carrier. MobileTek introduced hyperSHIP in 2014 to provide customers a real-time, same day delivery app, branded with the carrier's logo enabling the shipper to place orders in seconds and track orders down to the captured signature. Company President, Charlie Pisciotta says, "We really wanted to help our customers compete against the new technology based delivery companies like Uber and Deliv, who are app based. The hyperSHIP app, not only provides the shipper with a sharp,

accurate and quick way to place orders with the carrier, but it also gives the carrier valuable information on how their customers are using it." In 2015 MobileTek released another free app called Vantage Point a mobile dashboard app that delivers interactive KPI reporting on the carriers business to Executives and Managers for off-site accountability. Mr. Pisciotta states, "We came up with the idea to build a feature-rich mobile application, Vantage Point, for our customers to keep track of their business while on-the-go. And what better way to say 'Thanks' than to provide these mobile apps free, to further increase the high value of their Xcelerator subscriptions."

Select Express and Logistics based out of New York City is a leading provider of same day, next day and white glove nationwide delivery. Recently making the transition to Xcelerator President Errol Cvern, said, "Xcelerator and MobileTek have been wonderful for us. We recently switched to the software and the capabilities for our clients as well as communications with our agents and IC's out in the field has been overwhelmingly successful. We are a much better company, we are much better for our suppliers and our customers because of this software."

Xcelerator & MobileTek are enterprise-class software solutions designed by Key Software Systems, for today's courier, messenger, logistics, distribution and warehousing industries. For more information, screen shots and detailed descriptions, visit www.KeySoftwareSystems.com or call 732-409-6068 to speak with a representative. Follow us on Twitter for up to the minute technology information @KeySoftwareSys. **CLDA**

Prasad Sharma to Join the Washington, D.C., Office Of the Scopelitis Law Firm

The American Trucking Associations Senior Vice President and General Counsel Will Leave the ATA to Join the Transportation Law Firm's Legislative Affairs Practice

Scopelitis, Garvin, Light, Hanson & Feary, PC, the national transportation law firm based in Indianapolis, announced today its newest partner, Prasad Sharma, currently senior vice president and general counsel of the American Trucking Associations (ATA). Sharma will leave the ATA to join the Washington, D.C., office of the Scopelitis firm in late October.

Sharma will lead the Scopelitis firm's legislative affairs practice in conjunction with Greg Feary, the firm's president and managing partner, and Shannon Cohen, a partner in the firm's Indianapolis office. In the Scopelitis firm's Washington, D.C., office Sharma will join Dan Barney, another former

ATA general counsel, and Kim Mann, a past president of the Transportation Lawyers Association, as well as Andy Butcher, one of the Scopelitis firm's top complex litigation partners.

"Prasad has been a leader on the front lines in shaping policy and influencing the law within the trucking industry for many years," Greg Feary said in announcing Sharma's imminent move to the Scopelitis firm. "Scopelitis is quite fortunate to gain Prasad's leadership, insight, and legal acumen," Feary said. "He is a perfect addition to our growing DC office."

Sharma has played a number of key leadership roles at the ATA since his arrival there in 2000. Among them have been his assistant general counsel's role, in which he was responsible for the drafting and review of the association's contracts and contributing to briefs on transportation law matters before federal appellate courts; his oversight in 2007-08 of a \$12 million grant from the U.S. Department of Homeland Security to administer a highway transportation security and safety program then known as Highway Watch®; his deputy chief counsel's role; and, finally, since 2012, his senior vice president's role as chief legal officer, responsible for all of the association's legal functions, external legal advocacy, and collaborated on development of strategy for the advancement of its members' transportation-related interests before Congress, the Executive Branch, and the media.

Prior to his arrival at the ATA, Sharma was in private practice at the Washington, D.C. office of a large national law firm, where he maintained a diverse practice in environmental law and legislative advocacy. Before that, he served as a legislative aide in the office of Senator Robert Dole. Sharma earned his B.S. at Georgetown University's School of Foreign Service in Washington, D.C., and his J.D. at the Emory University School of Law in Atlanta, Georgia.

Scopelitis, Garvin, Light, Hanson & Feary, P.C., was founded in Indianapolis in 1978. The firm initiated its practice in trucking regulatory law but quickly expanded its practice to become a full-service transportation law firm. Today, the Scopelitis firm serves more than 5,000 transportation-related companies nationwide from its offices in Indianapolis; Chicago; Washington, D.C.; Los Angeles; Chattanooga; Detroit; Spokane; Dallas/Fort Worth; Milwaukee, and Philadelphia/Mt. Ephraim.

Among its practice areas with an exclusive focus in transportation are corporate and business transactions, mergers and acquisitions, insurance law, workers' compensation defense, personal injury/property damage defense, labor and employment law, employee leasing, business litigation, taxation, motor carrier compliance matters, and international transportation law. **CLDA**

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Nikki Carpenter, Broker Relations
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Bob Elster, President
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James A. Tompkins accepts IIE award.

has given him an insider's view into what makes great companies even better. Dr. Tompkins has written or contributed to more than 30 books, including *Caught Between the Tiger and the Dragon*, *Bold Leadership*, *Logistics and Manufacturing Outsourcing*, *The Supply Chain Handbook*, *No Boundaries*, and *Facilities Planning*. He has also given over 1,500 lectures internationally.

Dr. Tompkins has served as the President of the Institute of Industrial Engineers, the Materials Management Society, and the College-Industry Council on Material Handling Education, and Purdue University has named him a Distinguished Engineering Alumni. Dr. Tompkins received his Bachelor of Science in Industrial Engineering, his Master of Science in Industrial Engineering, and his Ph.D., all from Purdue University.

Frank and Lillian Gilbreth Industrial Engineering Award

Dr. James A. Tompkins

Raleigh, NC – Dr. James A. Tompkins received the prestigious Frank and Lillian Gilbreth Industrial Engineering Award at the Institute of Industrial Engineers (IIE) Annual Conference and EXPO 2015 held in Nashville, Tennessee on June 1, 2015. This award is the highest and most esteemed honor

bestowed by IIE. It recognizes individuals who have distinguished themselves through contributions to the welfare of mankind in the field of industrial engineering. The contributions are of the highest caliber and nationally or internationally recognized.

"I could not be more honored or grateful to have received the 2015 Frank and Lillian Gilbreth Industrial Engineering Award."

Dr. Tompkins, the Founder and CEO of Tompkins

International headquartered in Raleigh, North Carolina is an international authority on supply chain strategy, focusing on implementation of end-to-end supply chains that are demand driven. Dr. Tompkins' 35-plus years as CEO of Tompkins International, a consulting integration firm and his focus on helping companies achieve profitable growth

"I could not be more honored or grateful to have received the 2015 Frank and Lillian Gilbreth Industrial Engineering Award. To be a part of the ranks of those that have received this award over the years is truly humbling. I could think of no better honor to have received and from such an outstanding Honors Steering Committee. I would like to thank my family present tonight, IIE, and all of my colleagues in the field of industrial engineering."

Dr. Tompkins also stated, "this great honor would not have been received without the continued support of my family." Sharon Marie wife and mother of their three children Tiffany Burns, Jamie Heaward, and James Tompkins Jr., along with their eight grandchildren Savannah, Jason, Gavin, James, Reagan, Audrey, Jaden, and Anna.

About Tompkins International:

A supply chain consulting and implementation firm that maximizes supply chain performance and value creation. We enable clients to be more profitable and valuable, while also becoming more agile, flexible, and adaptive to the marketplace. Tompkins collaborates with client teams to develop improved operations strategies, supply chain planning, and execution across all the Mega Processes of supply chains (PLAN-BUY-MAKE-MOVE-DISTRIBUTE-SELL). Tompkins is headquartered in Raleigh, NC and has offices throughout North America and in Europe and Asia. For more information, visit: www.tompkinsinc.com. **CLDA**

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WE HAVE THE TECHNOLOGY

Quality Transportation serves as key medical courier in the pick-up and delivery of surgical instruments for sterile processing between two leading NYC hospitals facing renovation.

Quality Transportation, a leading provider of medical logistics based in Long Island City, NY, was selected as the medical courier in the pick-up and delivery of surgical instruments for sterile processing between two branches of a leading NYC hospital, during the renovation of one of the hospital's sterile processing departments (SPD).

"I am proud that Quality Transportation was chosen for this important assignment."

The SPD performs decontamination, sterilization and distribution of surgical instruments, medical devices and equipment. The hospitals, both providers of leading spine treatments, need to ensure that the key instruments and tools that have been used during surgery are sterilized and transported for on-going use. With one sterile processing department temporarily closed, Quality Transportation's team, devised a plan providing 24/7 coverage.

Quality Transportation established a shuttle between the two hospitals in a climate-controlled vehicle, at a specified temperature range. The Quality team takes the instruments directly from the SPD to the operating room technicians for immediate use in surgery. Upon completion of surgery, Quality retrieves the instruments and brings them back for sterilization.

Julius DeVito, CEO and President of Quality Transportation stated, "I am proud that Quality Transportation was chosen for this important assignment. The recognition underscores the expertise that Quality Transportation has as a leading transportation, delivery and courier provider, specializing in medical delivery solutions."

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Excel Logistics, INC. Becomes a Certified Small Business

STERLING, VA – Excel Logistics, Inc. is delighted to announce they are certified as a small business with the Commonwealth of Virginia. On Friday July 24, 2015, the Virginia Department of Small Business and Supplier Diversity (SBSD) determined Excel Logistics met the criteria required to participate in their Small, Women- and Minority-owned Business (SWaM) Procurement Initiative.

The small business certification is expected to open many avenues for Excel Logistics to work with state agencies and local government entities. This will also be a great benefit to state agencies that are looking to meet their small business quota.

Excel Logistics' certification follows the certification of Excel Courier, a company of Excel Group. Excel Courier became small business certified in August 2014. In conjunction with the small business certification, both companies are also registered on eVA, Virginia's eProcurement Portal which, according to their website, "allows state agencies, colleges, universities, and many local governments conduct all purchasing and sourcing activities for goods and services."

Certification profiles for both companies can be found by clicking the following link <http://egov1.virginia.gov/cgi-bin/search.cgi> and entering in either company name into the search field.

About Excel Group

Established in 1985, Excel Group is comprised of two divisions, Courier and Logistics. Excel Courier offers the most reliable same day delivery service available, helping clients fulfill all of their delivery commitments in and around the Mid-Atlantic region. Their fleet consists of a wide range of vehicles from compact cars to tractor trailers – all equipped with GPS and state-of-the-art communication supported by real-time tracking. The company accepts scheduled or on call orders, and will deliver anything from a letter to a tractor-trailer of goods. Their drivers are specially trained to handle all types of deliveries including medical and are HIPAA and TSA compliant.

Excel Transportation and Logistics provides efficient and effective management of flow-of-goods from origin to end consumer, including any number of destinations in between. With warehousing services that include critical parts management, pick-and-pack, inventory management and same day delivery, Excel offers complete solutions which are customized to each client's needs.

All Excel divisions operate 24x7x365 and provide all services during those hours. **CLDA**



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- Retiring? - Protect the growth of your assets with proper asset mgmt advice.
- Need Investment Advice? - Receive a Free Financial Check-Up from our advisors.
- Own a Business? - Protect your value to your company through a Key Person Life policy.
- Have Partners? – Make sure your Buy-Sell Agreement is properly funded – or get one in place.
- Selling Your Business? - Discuss Wealth Transfer Options with our team.
- Wellness Planning? - Review our Disability and Long Term Care Programs.

www.brightstoneins.com **CLDA**



CHEETAH SOFTWARE SELECTED AS ONE OF THE TOP LOGISTICS IT PROVIDERS for the 10th Consecutive Year!

Businesses Leverage Cheetah for Enhancing Customer Experience and Reducing Operating Cost

Cheetah Software Systems has been chosen as one of the top Logistics IT Providers by Inbound Logistics for the 10th consecutive year! Cheetah offers one of the world's most advanced Logistics Technology Platforms and has helped completely transform businesses in the retail, courier, transportation, logistics, delivery and healthcare industries. Over the last 25 years, Cheetah has consistently delivered two specific business results. First, unmatched Consumer Experience with its accuracy of delivery-time prediction and live visibility with automated adapting to changing conditions including traffic, driver changes, and cancellations. Second, reducing Operating Cost significantly from on-road, dispatch, customer service and other functions with its enterprise-level platform and automation.

“Global e-commerce, sophisticated supply chains, and interconnected logistics networks result in numerous smaller transactions that are more time-constrained,”

“When choosing the 2015 Top 100 Logistics IT Providers, Inbound Logistics editors looked at excellence in optimizing internal transport and logistics operations. At a higher, more strategic level, selections were based on how transformative solutions impact outward-facing business activities driving integration across internal, as well as external, business processes. Cheetah Software Systems was selected because its solutions solve specific logistics challenges and improve processes, and create a ripple effect of efficiencies

across the entire value chain. Inbound Logistics is proud to honor Cheetah Software Systems for innovative solutions empowering logistics and supply chain excellence in 2015.” Commented Felecia Stratton, Inbound Logistics editor.

“Global e-commerce, sophisticated supply chains, and interconnected logistics networks result in numerous smaller transactions that are more time-constrained,” said Bobby Darroll, Cheetah’s Founder and CEO. “Retail, logistics, transportation, healthcare, and other organizations must move more orders in a shorter timeframe to more customers at a lower cost, while adapting to changing conditions automatically. We’re excited that Cheetah’s continuous advancement in this area over the last 30 years is recognized by the industry every year and has been helping so many businesses”.

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Methodology:

Every April, Inbound Logistics editors recognize 100 logistics IT companies that support and enable logistics excellence. Drawn from a pool of more than 300 companies, using questionnaires, personal interviews, and other research, Inbound Logistics selects the Top 100 Logistics IT Providers who are leading the way in 2015. Editors seek to match readers’ fast-changing needs to the capabilities of those companies selected. All companies selected reflect leadership by answering Inbound Logistics readers’ needs for scalability, simplicity, fast ROI, and ease of implementation.

About Cheetah Software Systems, Inc.:

CHEETAH is the Precision Logistics and Route Optimization platform of choice for top-performing companies in LTL, courier, medical/healthcare and retail delivery. Cheetah dynamically manages fleets, routes and schedules in real-time so that every vehicle on the road drives fewer miles and makes more on-time deliveries. It automatically adjusts to incoming business orders and changing conditions while synchronizing your entire organization with visibility and dynamic decision support for drivers, dispatchers, customer service reps, managers and others. Cheetah makes your business better at every turn. Customers include leaders like Macy’s, Ward Trucking, Cardinal Health, JS logistics, Central Freight, and many, many others. Find out more at www.cheetah.com.

About Inbound Logistics:

Since its inception in 1981, Inbound Logistics’ educational mission is to illustrate the benefits of demand-driven logistics practices, give companies the knowledge to help them match the inbound flow of materials to their demand, and align their business process to support that shift. Inbound Logistics offers real-world examples and decision support to guide businesses to efficiently manage logistics, reduce and speed inventory, and offset rising transport costs, supporting business scalability across their value chain. More information about demand-driven logistics practices is available at www.inboundlogistics.com. **CLDA**



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Climb For Valor Successfully Summits Mt. Kilimanjaro - Drone Testing in Extreme Conditions by Cheetah Software Systems

Cheetah returns from first true High Altitude Drone Research and Development while operating in extreme temperatures, high winds and extreme altitudes

The Kilimanjaro Climb for Valor, organized by Tusker Trail (www.tusker.com) and led by Eddie Frank has returned safely after a 9 day trek that led the team to the summit of Mt. Kilimanjaro. The Kilimanjaro Climb for Valor was an organized climb benefiting the charity Duskin & Stephens (<http://www.duskinandstephens.com/index.html>) with 100% of proceeds going to support families of fallen soldiers.

The inaugural climb began on February 17th and concluded successfully on February 25th. The climbing group was comprised of two active service U.S. Special Forces veterans, injured in the line of duty along with family members of those who have fallen.

Eddie Frank has climbed Kilimanjaro 51 times over the past 39 years, and has worked closely with the Special Forces as a high altitude training consultant.

Cheetah Air, a division of Cheetah Software Systems, provided two drones, piloted by Cheetah Air CTO Edan Cain to record this important event by capturing video of the climb from an airborne platform. In addition to providing support to the Kilimanjaro Climb for Valor, the trip served as an opportunity to perform Cheetah's first true high altitude

drone research and development while operating in extreme temperatures (50 F), high winds (5-30mph) and extreme altitudes (10,000 -19,340 feet).

"We went knowing that the drones would be taxed to their limit and beyond in this rugged environment. The commercially available quad copter functioned well for video capture

"We went knowing that the drones would be taxed to their limit and beyond in this rugged environment.

up to about 10,500 feet. Our hope was that this platform would continue to be operational up to around 15,000 feet. Anticipating the current commercial drone ceiling, we (the Cheetah-Air team) built a specialized high altitude craft designed to fly and function from

15,000 feet to past the summit altitude of 19,341 feet. I had to assemble the Cheetah Air drone stored inside my backpack and fly the drone at 19,000 feet in 50 F and 20mph winds. To see it work and work well considering the highest we had tested it in California being 9,500 feet, was hugely exciting. It was my intension to fly at the summit but the winds had really picked up and I did not want to have our craft disappear at the summit! This was truly the case of 'discretion is the better part of valor.' We fully intend to return and try again with an even more powerful craft and mother nature's support!" said Edan after his return from the summit.

The lessons learned by Cheetah Air on the Kilimanjaro Climb for Valor have proven to be invaluable in Cheetah's plans to deploy medicine to climbers in need or assisting search and rescue in finding a lost or stranded person by providing live video feeds to the rescue team. Beyond on-mountain usage, Cheetah's development focus for commercial or business applications will clearly benefit from operation in extreme conditions. The application areas of pipeline monitoring and exploration, precision agricultural management and the



"We built a specialized high altitude craft designed to fly and function at 20,000 feet. I assembled and flew the drone at 19,000 feet in 5 Deg. F and 25mph winds! To see it fly flawlessly was awesome - CheetahAir CTO Edan Cain

delivery of products to customers using drones will in reality need to operate in unfavorable conditions to be commercially viable. Cheetah Air will continue to be a leader in this private and commercial autonomous and safe use of drones for both delivery and information analysis in almost all conditions.

The 2nd annual Kilimanjaro Climb for Valor will take place from April 24th to May 5th 2016. (<http://tusker.com/tusker-treks/kilimanjaro-climb/kili-details-pricing/routes/kilimanjaro-climb-for-valor.aspx>)

About Cheetah Software Systems, Inc.:

Cheetah is the world's most advanced SAAS Cloud based platform for dynamic, live optimization of logistics networks.

Cheetah's customers have successfully optimized and delivered over 2 billion live time based consumer pickup and deliveries on time. Cheetah transforms traditional transportation operations into live and fully automated source-to-destination logistics networks, optimizing in real-time for the lowest operating time and cost as demand, supply, customer requirements and operating environments change. Cheetah Services include Customer Experience Re-engineering, Operational Optimization, Prescriptive Analytics and Consulting, Optimized Network Sourcing, and Automated Drone Services. Find out more on www.cheetah.com **CLDA**

Prosperio Group Announces New Chief Marketing Officer

JOLIET, IL - Prosperio Group, the leader in compensation planning and design for the transportation and logistics industry, is pleased to announce the appointment of Kimberley Kelly to the position of Chief Marketing Officer.

Kimberley's professional background spans more than two decades in marketing, sales, operations, and people management. In her new role, Kimberley will lead all of Prosperio Group's corporate wide marketing efforts, from branding strategy, marketing communications, and promotions, to lead generation, media relations, and advertising. She graduated from Georgia State University with a degree in Marketing, and went on to obtain her Master's degree from Myers University in Cleveland, Ohio.

When Kimberley joined Prosperio Group, we were amazed to learn that she is a former Mary Kay Sales Director. Not only that, she earned two free cars while there! When she isn't living out her passion for traveling the world (ask her what it's like to ride an elephant!), Kimberley also enjoys spending time being silly with her toddler godson. She says that one of her all-time heroes and influences is her grandfather, who was a former NASA Research Center employee where he participated in building our country's space program. Kimberley also owns a boutique marketing consultancy, MasonKelly Inc.

Her firm helps growing organizations achieve corporate marketing results inside small business environments.

With the appointment of Ms. Kelly, Prosperio Group is now in a position to meet its goal of increased marketplace awareness. The firm is looking forward to more actively participating in the CLDA and working with its leaders and members.

ABOUT PROSPERIO GROUP

Prosperio Group helps companies align compensation with company goals by identifying the behaviors that encourage employees to engage and achieve. By creating profit for their people, these organizations also profit from their people, and everybody wins. It's how skillful compensation planning and design help companies align for action and realize results. Visit us at www.prosperiogroup.com. **CLDA**

Upcoming Webinar

October 28th | 12pm Eastern
Register Online at theclda.com

Six Fatal Compensation Mistakes and How to Avoid Them

Presenter: Beth B. Carroll, CCP, GRP, CSCP, Managing Principal, Prosperio Group

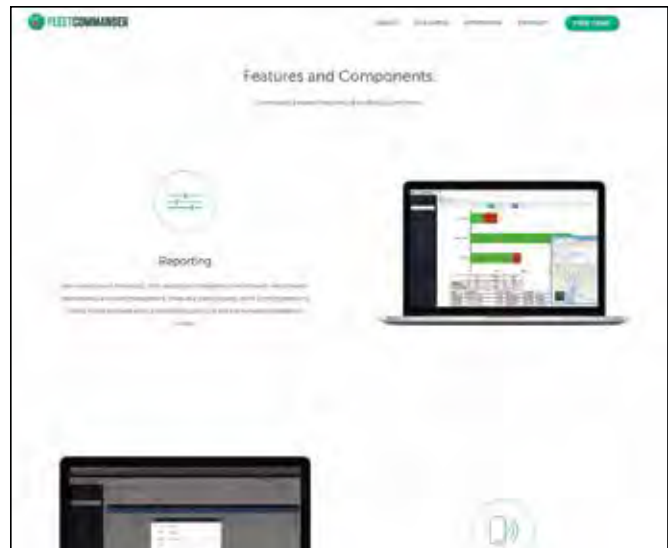
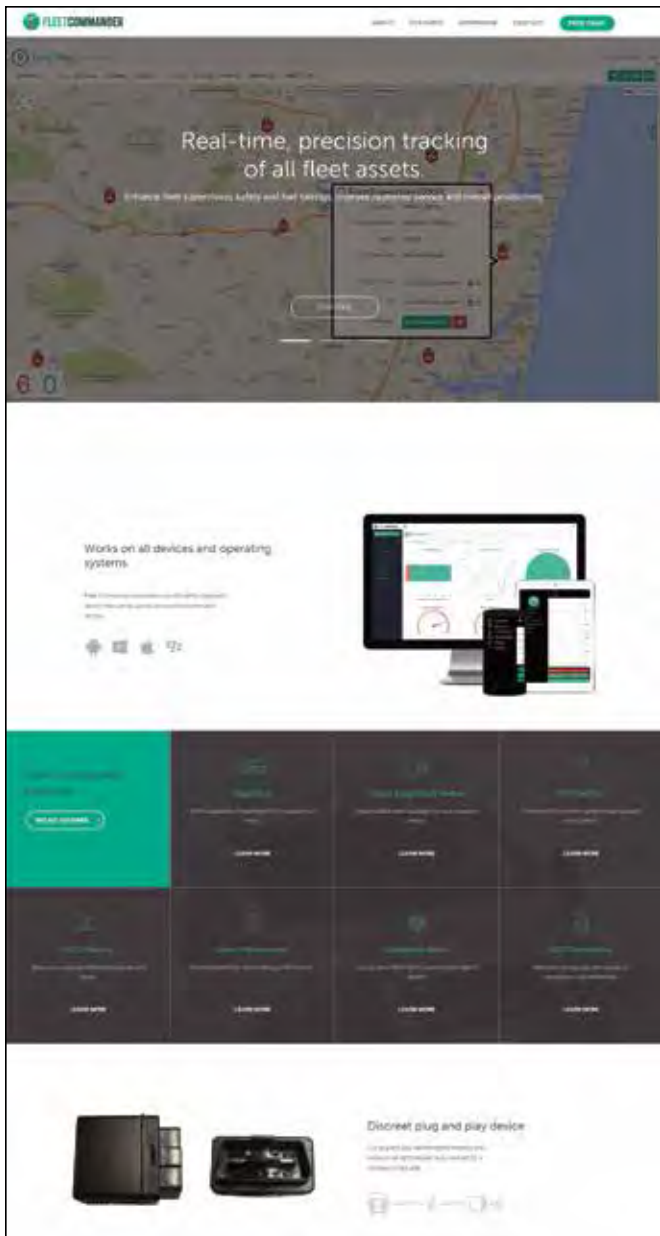
Every company has to pay its employees but most do not realize there are right ways and wrong ways to do it. Recent news about changes to the IC and FLSA laws have brought the issue to the top of owners minds again, so it's a good time to review the top six fatal compensation mistakes.

In this session we will discuss both strategic and tactical mistakes that companies often make, and some strategies for how to avoid them and improve the ROI on your compensation spend. Your compensation budget is likely one of the biggest items on your P&L so doesn't it make sense to be sure you are getting the most bang for your buck?

Learning objectives

- Understand how compensation fits into the strategic objectives of a company
- Gain perspective on the different laws around compensation design and management
- Learn some tactics for using compensation to motivate and reward employees

This webinar is free! Be sure to register at theclda.com!



device assignment profiles, GPS tracking, GEO fencing, driver performance monitoring, diagnostic alerts and DOT compliance. CDL drivers will also have the ability to report HOS (hours of service) and DVIR (driver vehicle inspection reports).

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Partner and System Architect, Chris Miller states, "Fleet Commander was built from scratch to be a completely independent Fleet/Asset Tracking solution. That means independent from Xcelerator or any other carrier management software. This flexibility allows Fleet Commander to be used by anyone and function in harmony alongside any other software system."

Fleet Commander is a fleet management software solution designed by Key Software Systems for all of your fleet assets. For more information visit www.FleetCommander.com or call 732-409-6068 to speak with a representative. Follow us on Twitter @KSSFleetCommand

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

Key Software Systems Announces New Product Release - Fleet Commander

Wall Township, NJ – Key Software Systems, developers of Xcelerator & MobileTek Software are excited to announce the addition of a new product, Fleet Commander, to their industry leading line-up of software solutions.

Fleet Commander is a simple to use stand-alone, real time fleet management software solution designed to enhance visibility of fleet assets, improve driver safety, reduce maintenance and fuel costs, improving upon customer service and overall productivity. Fleet Commander includes reporting,

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COURIERS WANTED

DTH Expeditors, Inc. is launching it's "First Class Next Flight Out Service" and is looking for ground courier partners across North America to join our network of service providers.

DTH Expeditors, Inc.'s carrier management team is accepting courier applications from individuals and courier companies. To be considered as a partner carrier, please contact DTH at 1-800-393-8403 or email firstclass@dth.net.

"First Class" will launch in September 2015. DTH will kick off the Next Flight Out product with a multi-million dollar commitment of business from its current customer base and rapid expansion growth expected into 2016.

College Park, GA – DTH Expeditors, Inc., based in College Park, GA, a leader in ground expedite services in North America, announces its launch of “First Class”, next flight out air service to start in September, 2015. DTH Expeditors, Inc. began the implementation and staffing earlier in the year and expects to begin the Global service offering by the end of September.

Michael E. Winslett, President and CEO of DTH Expeditors, Inc. said, “We view the next flight out product as the air version of ground expedite, the two go hand in hand and carry the same urgency and time sensitive demands.” Winslett went on to say, “We have attracted top industry talent and a highly experienced group of next flight out professionals to lead us in this new venture. Our College Park location will serve as our global call center promoting 24/7, around-the-clock customer service and operational support to this select customer group.

DTH Expeditors, Inc. was founded in 1999 by Winslett as a full service expedited transportation company named

after his three children, Drew, Tyler and Hannah. DTH was founded on the principals of offering personalized and custom-made transportation solutions through individual customer relationships.

DTH Expeditors, Inc. offers expedited transportation services including international and domestic air cargo, expedited ground trucking services, full truckload, brokerage, warehousing, charter aircraft and transportation management/consulting services. DTH Expeditors, Inc. is a privately held company owned by Winslett and his wife, Cynthia H. Winslett.

The next flight out service offering will be branded as “DTH First Class”. The next flight out product was branded as “First Class” due to the expectations of highest level and quality of service and the personal attention required to critical next flight out shipments. **CLDA**



CLDA Presenters Provide Insights About Our Industry to a Sell-Out Crowd at the 3PL Summit

CLDA had a strong presence on the program of Eye for Transport's recent 3 PL Summit in Chicago. They spoke to a sell-out crowd at North America's largest and most high-level gathering of logistics executives and their manufacturer and retailer supply chain counterparts. The over 600 attendees included leading thinkers and practitioners in logistics and the supply chain.

CLDA speakers were:

- Steve Howard, CLDA Board member and President of Esquire Express, Inc. / Esquire Logistics Company who spoke about "Tackling the Same-day Challenge"
- Tom Jowers, CLDA Board member and Vice President and COO of ADL Delivery, whose presentation was titled "Positioning Yourself as a Preferred Provider Whether Your Company is Large, Mid-sized or Small"
- Chuck Moyer, CLDA Board member and CEO, Express Courier, Inc. whose presentation was "The Last Fast Mile."
- R. Jeffrey Thomas, President and CEO, Priority Dispatch who presented on the topic of "Getting Everything from A to B No Matter Where B is"

In addition, Steve Howard and Chuck Moyer participated in the wrap-up panel called, "The Future of eCommerce and Consumer Delivery."

Comments about the conference included:

"The 3PL Summit is quickly becoming the premier event for 3PLs, carriers and shippers" — Mike Grayson, SVP Operations, Worldwide Express



"It was a great opportunity to hear and understand where the 3PL industry is today" — Raymond Hill, Operations Manager, Madden

"A great event that brought together Supply Chain thought leaders from various industry verticals!" — Bill Seliger, Director of Supply Chain, RR Donnelley

"Inspirational event. If you don't leave with fresh ideas and more energy than you started with check your pulse!!" — Callum Bastock, CEO, CCL.

The 2016 3PL Summit & Chief Supply Chain Officer Forum will take place June 21-23, also in Chicago. **CLDA**

How We Got Our Start

Elite EXTRA's inception parallels the reason for our rapid growth over these last five years: we build what our customers want, to help them do their jobs more efficiently.

As a consulting firm that specializes in logistics, technology, software development and mapping- that is right where our expertise lies. As luck would have it, a friend of a friend, that just happened to run a driver staffing/courier firm in Colorado, asked us to build what would become Elite EXTRA. The reason for his request: "there just isn't anything out there that fits my business model."

After six months of development, once EXTRA went live, word of mouth spread, and because his firm specialized in delivering auto parts, we essentially got enveloped by that industry. Within a year, we found ourselves at some of the largest tradeshow in North America, for both aftermarket and OEM parts distributors. That exposure led to partnerships with leading global automakers and aftermarket distributors. While rapid growth like that is stressful, to be sure, it allowed us to make sure that the foundation of EXTRA remains fully customizable for not just users, but for entire industries, not to mention the massive amount of features we had built (and are still building).

Fast forward a couple years, we've had time to catch our breath, and refocus our energy on the courier industry. Luck smiled down on us again, when a local courier firm reached out to us about our advanced dispatch management software. Our partnership with them yielded truly courier-specific dispatch management, including rate sheet and quote management, along with billing integration.

Going on three years now of attending courier industry shows, taking on new clients, and always pushing new free features/updates, we're looking forward to working with you to build the innovations that your industry demands. **CLDA**

CMS Continues to Raise the Bar - Another Certification

On August 04, 2015, Contractor Management Services ("CMS") announced the CMS Customer Service Team engaged in a service oriented training and certification program for CSQ: Customer Service Communication Training. The course was administered by Impact Learning Systems and benchmarked against industry standards established by the Technology Services Industry Association (TSIA). Both Impact Learning Systems and the TSIA work with world-class service and technology companies to standardize training certifications along industry recognized best practices resulting in improved customer satisfaction and first-call issue resolution.

As the market leader in cloud-based independent contractor compliance solutions, CMS' entire Customer Service Team has completed all modules of a comprehensive course and has received industry recognition as Certified Support Specialists for their efforts. On-going continued education is required to maintain this certification. What does this mean for CMS customers? CMS continues to create significant separation from other companies claiming to provide similar services. "This certification demonstrates CMS' continued commitment and investment in our people, in improving client experiences and ensuring consistent excellence in Customer Service with certified professionals" states Daryl Ann Roccaforte. "CMS has armed our agents with the best tools possible to ensure that they are raising the bar of professionalism and providing unsurpassed service."

The course principles have already been incorporated into company procedures in our Customer Service and Account Management teams. CMS offers the best products. CMS has the most innovation. CMS has the best people. We are proud of the entire Customer Service Team for their support and dedication to provide our clients with an unparalleled customer service experience. **CLDA**

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Florida Messenger Association Board Members Offer Expertise on Panels



In a continued effort to share relevant experience with peers several board members of the Florida Messenger Association (FMA) have participated as panel

experts during recent conferences.

During the CLDA annual meeting in Orlando, Florida, Thomas Jowers of Advantage Delivery and Logistics, Steve Howard of Esquire Logistics, Lance Dearborn of ATS and Harold Boyett of Blue Streak Couriers joined together to provide The Great KPI Debate. A key performance indicator (KPI) is a business metric used to evaluate factors that are crucial to the success of an organization. On the surface, these metrics aren't too exciting, but presented in the manner in which they were during this informative and light-hearted approach, audience reaction was very positive.

Jowers has this to share from some of the comments he received after the presentation. "People were telling me that they had never seen a panel done that way before and that it was very thought provoking to consider KPI from an accounting or financial standpoint, and not the typical on-time-performance or customer service perspective." He concluded, "Education was our goal and I think we accomplished it."

Following along the same thought process of KPIs, the three also talked openly about how the lack of measurement within a business can lead to disastrous results. "The old adage of 'that which gets measured, gets results' remains so pinpoint accurate and relative in today's world," added Boyett.

In addition to the CLDA in Orlando, both Jowers and Howard were asked to participate in the Eye for Transport 3PL Summit & Chief Supply Chain Officer Forum in Chicago in June. This conference is billed as the largest event to bring 3PL senior executives together with senior supply chain customers.

Jowers provided insight directly to the audience on how to position yourself as a preferred provider, regardless of whether your company is large, mid-sized or a small business.

Howard addressed the audience with talking points on how best to tackle the same-day deliver challenge as well as participated in a panel discussion entitled "The Future of e-Commerce and Consumer Delivery".

Howard was excited about his participation, stating that, "Being selected to discuss elements that are important to our businesses and may add value to other conference

attendees is a tremendous honor. Additionally, a few CEO's from some of the largest companies in our industry personally thanked both Thomas and me for our participation and mentioned how important our market segment (same-day/last-mile) is for their operations.

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/> **CLDA**



Florida Messenger Association Returns to Capitol Hill



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

Knowing that Representative Erik Paulsen (R-MN) recently dropped legislation that is favorable for our industry, delegates of the FMA crisscrossed Capitol Hill on a sweltering June day to request support from members of the House of Representatives. Additionally, a request for Senators to consider drafting a companion bill was discussed.



This year's time in Washington was started with an evening reception on Wednesday, June 10 featuring former U.S. Senator Blanche Lincoln (D-AR). She is the spokeswoman for the national It's My Business Coalition which is the cross-industry leader in protecting the ability to contract with independent contractors and an ally of CLDA. The next morning, Rep Paulsen addressed the group of attendees and talked specifically about his appreciation for the same-day delivery industry as well as small businesses.

During the trip, members of FMA met personally with Florida Representative Ander Crenshaw (R-4) and South Carolina Representative Joe Wilson (R-2) while additional meetings were held with staff of the other Florida House representatives and both US Senators.

Attendees from Florida included Harold Boyett and Barrett Cook, Blue Streak Couriers. While the number of attendees was down this year, the ability to disseminate our message was not. "We took a true divide and conquer approach," said Boyett of the challenge of speaking with as many elected officials, legislative aids and support staff. "After several years with no tangible legislation to point toward, we simply planted seeds and established relationships. Now that we finally had some positive legislation to discuss, it was a very rewarding experience," he added.

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FMA CONTINUEUS EFFORT TO EQUIP MEMBERS WITH BEST PRACTICES



In an effort to continue offering members value-added and practical information that positively impacts day-to-day operations, the Florida Messenger

Association's (FMA) initiated regional Lunch and Learn sessions in 2012. This year's series renewed in Jacksonville last month (after the deadline for article submissions) and continues with events in Ft. Lauderdale and Orlando. The theme this year will be "The Great Insurance Debate!"

The FMA would like to thank Peter Schlactus and Jeff Ice with Brightstone Insurance for sponsoring this year's series and leading the discussion, "Everything You Always Wanted to Know about Your Insurance but Were Too Afraid to Ask!" along with the, "Do's and Don'ts!"

From explaining a certificate of liability to hired non-owned insurance this dynamic due is offering members the straight skinny on everything insurance related. Please join us for the next two events:

South Florida

September 30, 2015
Anthony's Runway 84
330 SW State Road 84
Ft Lauderdale, FL 33315

Central Florida

October 14, 2015
Maggiano's Little Italy
9101 International Dr.
Orlando, FL 32819

Another concept that was generated after the initial success of the Lunch and Learn program was the decision for some established companies to serve as mentors for smaller and emerging transportation companies in Florida. That evolved into monthly Listen and Learn sessions that are conducted on the third Thursday of each month and lead by Lance Dearborn, ATS. These conference calls focus on different topics each month and are open to all FMA members in an open and informative setting.

For more information on either of these topics, please visit <http://www.floridamessenger.org/> **CLDA**



Florida Messenger Association Well Represented on Spring Conference Circuit



Members of the Florida Messenger Association (FMA) were out and about representing both their individual companies as well as their state association

at two recent conferences held in Orlando, FL.

The Express Carriers Association (ECA), held at the Hilton Lake Buena Vista in April, is the annual “speed dating” conference in which carriers have the opportunity to meet with shippers over a two-day period. The 15-minute interview sessions were based on matches created when carriers completed company profiles to highlight both core competencies and geographic markets to which shippers vetted against current needs. Much to the delight of carriers, this year’s event saw record numbers of shippers and afforded everyone in attendance a great chance of not only strengthening existing business relationships but create new ones.

Attendees of the ECA from the FMA included Steve Howard,

Esquire Logistics; Rose Thomashow, Express Messenger Service; Thomas Jowers, Advantage Delivery and Logistics; Barrett Cook and Dustin Wallace, Blue Streak Couriers; Bryan Bilchik and Dave Armitage, Manko Delivery Systems, Inc.; Gary Gilbertson, Alpha Delivery and Logistics; Lance Dearborn, ATS; Walker Allen and Brian Daniel, Specialty Freight and Couriers.

Approximately one month later, some of the same FMA members were back in central Florida attending the Customized Logistics and Delivery Association’s (CLDA) annual meeting, held at the Walt Disney World Swan & Dolphin Resort.

While at the annual meeting, FMA members were not only active speaking on panels or participating in round table discussions but networking and gathering information that will help support business operations once they return to work.

In both instances, members took time from their busy schedules to pose for a group photo reiterating their camaraderie.

Attending the CLDA annual meeting from the FMA were Mike Milam, Runabout Couriers; Lance Dearborn, ATS; Thomas Jowers, Advantage Delivery and Logistics; Rose Thomashow, Express Messenger Service; Steve Howard, Esquire Logistics; Barry Nierengarten, Affordable Courier; Megan Carney and Tim Petty, PettyCo Express; Larry Schwartz, Barron Messenger and Harold Boyett, Blue Streak Couriers. Also attending, but not pictured were Brian McKenzie, Alpha Logistics and Rick and Zenda Penner, Shore to Shore Freightlines, Inc.

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

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The New York State Messenger & Courier Association Updates



On September 9th, 2015, the New York State Messenger & Courier Association hosted its fall meeting and seminar entitled, "Practical Methods in

Resolving Wage and Hour Class Action Lawsuits". The seminar highlighted the best practices to mitigate risks of wage and hour claims against messengers, couriers and logistic companies.

The presenters were Steve Zweig of Ford & Harrison, LLP and Richard Polsinello of RJP Labor Consultants, LLC. Mr. Zweig presented effective strategies to resolve wage and hour class action lawsuits as well as wage and hour requirements under the Fair Labor Standards Act (FLSA) and the New York Labor Law (NYLL). He also discussed in detail compliance requirements, consequences of non-compliance and how to respond to administrative investigations. Mr. Polsinello addressed concerns regarding changes at the New York State Department of Labor, minimum wage increases and also presented an update on metro cards.

The New York State Messenger & Courier Association will host its Annual Holiday Networking Party in December 2015. **CLDA**

Massachusetts Delivery Association



Last month, the Massachusetts Delivery Association WON its case in the U.S. District Court against the state Attorney General! While the decision is being reviewed by the Court of Appeals, the MDA has never been closer to victory in this long-running struggle.

The MDA sued the Attorney General over the Massachusetts independent contractor law. That law essentially bans the use of independent contractor-couriers in Massachusetts, instead requiring that couriers be hired as employees. The MDA argued that having to use employees would limit the routes a courier company could offer, preclude a company from offering certain services, and increase the company's costs and therefore its prices, all contrary to federal law. The District Court agreed and entered judgment for the MDA, holding the Massachusetts independent contractor law preempted and unenforceable. While the case is not yet over, the Court of Appeals has twice ruled in the MDA's favor and against the Attorney General. The MDA is hoping for a three-peat.

The MDA's case involves just one Massachusetts statute, but could create caselaw that is influential throughout the country. If you would like to learn more about the MDA's lawsuit, or for information about how you can help with this important matter, you can contact CLDA Government Affairs Director Shawn Swearingen at sswearingen@theclda.com or 202-207-1114. **CLDA**



California Delivery Association

The CDA held two recent dinner meetings with another coming up in October. At our May Irvine meeting, we heard from a panel about how to "Finish Big: How Great Entrepreneurs Exit their Companies on Top" for those thinking about and planning to exit their companies. In August we met in San Francisco and heard from a legal panel about the MDA decision and its implications for California companies.

Also we presented another panel regarding the Transportation Network Companies, the PUC Regulators name for the likes of Uber, Lyft, and others. The spirited dialogue included information about our legislative efforts and inroads where we are making headway, and also looking for financial support to continue these California efforts. **CLDA**

Faces in the Crowd



Rick Adams, the Director of Operations for Irvine, CA based Delivery Drivers Incorporated has been a member of the Professional Golfers Association for more than 24 Years. While a golf professional, Rick worked in various capacities all the way up to General Manager and golf courses in southern California, and for nearly four years, Puerto Rico.

Among Rick's experiences are opening Orange County's Pelican Hill and Oak Creek Golf Clubs, and four PGA Tour Events as the Assistant Golf Pro

at Sherwood Country Club. Through golf, Rick has played golf with many celebrities and professional athletes. Playing Partners have included the legends Wayne Gretzky, Marcus Allen, Ernie Banks, Don Drysdale, Craig T. Nelson, and Sean Connery. As a golf instructor, he has taught Mychail Bryzhnikov, NHL alumni Adam Oates and Alexander Mogilny, and U2's lead guitarist, The Edge.

Rick is now applying his experience in leading the operations team for Delivery Drivers Inc. **CLDA**

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FOR OVER 30 YEARS OF SUPPORT

Datatrak would like to congratulate Henry Dixon on his induction into the **CLDA Hall of Fame**. For over 30 years Mr. Dixon has helped shape the future and direction of logistics software, but It wouldn't have been possible without the loyalty and support of our customers and the courier industry. **Thank you!** We look forward to another 30 years of industry leading service and innovation.



Ryan Dixon accepts the Hall Of Fame plaque on his father's behalf at CLDA 2015

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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 2015. Regular dues schedule applies thereafter.

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