



CLDA

SUMMER 2016

Supporting the Customized Logistics and Delivery Industry

INSIDE

- HOW NATIONAL LTL CARRIERS ARE PARTNERING WITH LOCAL CARRIERS FOR THE LAST MILE
- DRIVING YOUR BUSINESS INTO THE FUTURE
- THE CLDA EXCHANGE DEBUTS AT THE ANNUAL MEETING IN LAS VEGAS



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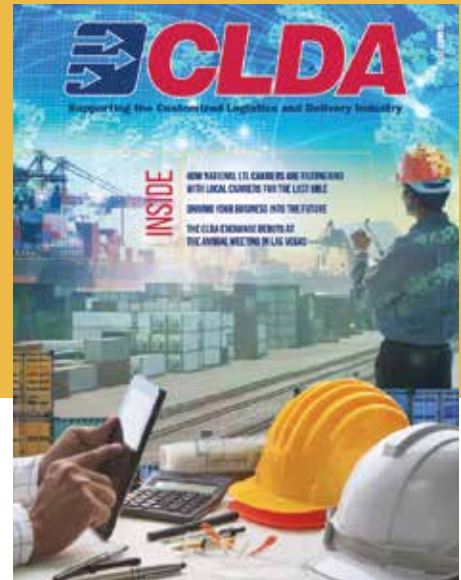
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Send letters to:

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Kirk Godby
President CLDA

PRESIDENT'S MESSAGE

I am writing this with a mixture of pride and sadness. This is the last President's Letter I'll be writing for our magazine because my two-year term in this office ends at this Annual Meeting.

I am so proud of the direction this organization has taken over the last two years. We are more connected to the players in the entire supply chain than ever. That's because of the dedication of the board and all the members who see this organization as a stepping stone to their own success. I'm proud that so much of this has happened on my watch.

Over the past two years I'm most proud of the recognition our organization has received through our exposure to the larger supply chain and logistics world. It comes as a result of consistently having CLDA articles and members featured in supply chain and logistics industry magazines and websites. In addition, our board members are carrying our message to other industry groups by speaking at supply chain and logistics industry conferences. Together, they have promoted the CLDA and our industry as a whole. This kind of visibility has been my goal ever since we changed our name to become more visible to the industry and to bring more business to our members.

I am so pleased with our board's commitment to involve shippers in our association and conferences. Together, we've added what I call the Fourth Pillar to CLDA's membership benefits: business opportunities. This joins education, networking, and advocacy in our commitment to you, our members. Adding this Fourth Pillar was my main goal when I took over as president, and I am very proud of what we've accomplished in two short years. I look forward to CLDA's continuing commitment to expanding our shipper base. It will open even more doors for our members to succeed.

That's the "pride" part of the equation. The "sadness" part is that I will be cutting back on my time working for the common good of the industry with my peers and CLDA Staff on a daily basis. Of course, in my role as Immediate Past President, I can assure you I'll still be making my presence felt.

I thank all of you for your contributions to the organization during my term and leave you in the capable hands of my successor, John Benko. Give him the support and enthusiasm you have shown me over these last two years as we continue to emphasize the critical role all of you play in the supply chain.

Thank you for everything,

Kirk Godby



GOVERNMENT AFFAIRS



John Benko



Shawn Swearingen



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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, please contact Shawn Swearingen at sswearingen@theclda.com or Bob DeCaprio at bdecaprio@theclda.com.

CLDA GOVERNMENT AFFAIRS UPDATE — SUMMER 2016

The year is rolling along! The 2016 Lobby Day has come and gone with follow-up meetings well underway. As you'll read in another article, the CLDA bill HR 2483 has picked up one new cosponsor as a result of this year's event with more offices who have given their verbal support. We will continue to update you via the magazine updates and the online CLDA Express as progress continues!

Candidates and Officials in the States

With 2016 being an election year, now is an excellent opportunity to work with your elected officials at both a federal and state level since every one of them are looking to be more active at home! In addition to the Presidential election, 34 members of the US Senate, all 435 members of the US House of Representatives, 12 state Governors and multitudes of Representatives and Senators in the state legislatures are in the midst of campaigns. Most everyone wants to be re-elected and if there are new candidates on the scene, be sure to do some reading and educate yourself on the local issues. Candidates on both sides of the table host "constituent coffees" throughout the states and districts. This great time to make introductions on you and your company, and how you make a difference in the economy! Look for future communications of team building in states where there are not yet state associations.

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.

State Association Meetings: Be sure to watch for your state association meetings in 2016! Several states have had meetings across the country ranging from California, Texas, New York to Florida which you can read about more in the state update section. If you are not aware if your state has an association, contact Shawn Swearingen at sswearingen@theclda.com. Not only do these groups provide educational outreach, opportunities to lobby in your home state are possible with the relationships established over the years.



Advocacy Fund 2016

The Advocacy Fund through its lifetime has gone on to help many places across the country protect and promote our industry, and without it, would not have the advocacy program on Capitol Hill.

Victory in legal cases in California and Massachusetts, state lobbying initiatives with partner associations and seeking a veto in New Jersey are all possible because of Advocacy Fund donors. As you've probably seen by now in the 2015 CLDA Annual Report, the industry and association needs **your** help to keep this possible.

Over the years, the Advocacy Fund has been able to help at many different levels of government, too many to list in this article (we have a multi-page full list; if you'd like to read it, contact me!). Here is a snapshot of what CLDA has been able to do in the last year thanks do donors:

- Congressman Paulsen (R-MN) introduced HR 2483 in time for Lobby Day attendees to promote at the annual event. Garnering 3 cosponsors [now 4] with continued outreach and in-district meetings.
- Continuing funds and grants for State Department of Labor (DOL) misclassification audits were removed from both House and Senate appropriation bills for 2016 with ground work laid for 2017.
- CLDA established relationships with DOL oversight committee staff on Capitol Hill in preparation and response to the agency's "interpretative guidelines".
- The association along with Prime Policy Group had introductory and productive meetings made with the Uber federal policy staffer their federal policy agenda which currently is not outlined along with keeping open communications with contact.
- Responded to potential Highway Bill's Denham amendment [FAAAA clarification language], while working with ATA's Coalition Director, circulated stand-alone letter and signed-on to group collation letters. Although the Denham amendment didn't make it, the relationships gained have been beneficial in trying other avenues to get language through Congress.
- Federal policy presentation given by Shawn Swearingen and Keith Smith during Advocacy Fund Luncheon at 2015 Annual Meeting.
- Its My Business Coalition spokeswoman Blanche Lincoln was invited and spoke at the opening reception of 2015 Lobby Day Event. Speaking to the continued communication on coalition's work in states while preparing for federal initiatives.
- Quarterly conference calls with State Association leaders to share on-going advocacy efforts and ideas in state capitols as well as coordination of meetings to avoid scheduling conflicts.

If you'd like to contribute to the Advocacy Fund, contact me, CLDA Government Affairs Director Shawn Swearingen, at sswearingen@theclda.com. Thank you to all of you over the years who continue to participate! **CLDA**



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NEW CLDA EXCHANGE BRINGS SHIPPERS AND CARRIERS TOGETHER

By Andrea Obston, Director of Public Relations, CLDA

The newest addition to the CLDA Annual Meeting brings together national shippers and final-mile carriers to do business with each other. The CLDA Exchange makes its debut at the meeting this year as an open forum for shippers looking for carriers and carriers looking for business.

The new CLDA Exchange provides shippers and LTL carriers with the opportunity to meet face-to-face with last-mile providers. Three CLDA Exchange sessions are being held during the conference, all with one goal: to pair up shippers with last-mile needs with carriers that can provide these unique solutions. Shippers and LTL carriers will each have tables where attendees can meet them during three different one hour sessions held during networking breaks. Shippers attending will be national LTL carriers and other companies looking for first and final-mile solutions.

The CLDA Exchange was created by and for members and shippers who wanted to learn more about each other's needs. "The idea was a natural fit for this meeting's theme of Leveraging the Last Mile," says conference chair, Jason Burns. "This Annual

about how they can work together to help solve last-mile supply chain challenges."

Conference Chair and CLDA Board Member Jason Burns echoes Godby's comments: "We have set the stage for shippers looking for carriers and expect some of the country's biggest shippers to take part in this conference due to its hyper focus on providing solutions to deliver on the last and toughest mile in the supply chain."

The ecommerce boom has upped the need for last-mile deliveries as online retailers compete over who can deliver the fastest. "The explosion of ecommerce has escalated demands for local shipments to businesses and residences," points out Godby. "The stakes have never been higher. Consumers are shopping on-line for bigger and bigger stuff. While they used to order shoes and sweaters online, now they are ordering couches and big-screen TVs. And they want them delivered

CLDA EXCHANGE SESSIONS WILL BE HELD THURSDAY, MAY 12 AT 10:00 AM AND 2:00 PM AND FRIDAY, MAY 13 AT 10:00 AM SHIPPERS, LTL PROVIDERS AND CARRIERS CAN ALSO SCHEDULE PRIVATE, RESERVED MEETING ROOMS.

Meeting focuses on how carriers can better position themselves for business with shippers, LTL carriers and other transportation providers so arranging for this exchange of ideas made sense."

The idea's been brewing in the mind of CLDA President Kirk Godby since the association changed its name in 2013. "It's been a goal of the CLDA since we changed our name to become more visible to the industry and to bring more business opportunities to our members," he says. "We know shippers are looking for final-mile solutions and many aren't aware of the variety of services our members deliver. The CLDA Exchange offers an opportunity for these final-mile shippers and carriers to talk

right into their homes and setup properly. That's right in our members' wheelhouses. The culture of our industry comes from on-demand, same-day and one-hour deliveries. That's the promise we've always delivered on. We have the drivers, equipment, technology and expertise already in place to handle that last mile for shippers and LTL carriers. As companies' continue to want to deliver things cheaper and faster, CLDA members are the perfect solution to partner with these LTL carriers and other national shippers. That's our goal for this new CLDA Exchange and we're very excited to introduce it to members and shippers at this conference." **CLDA**





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DEALING WITH ONE
CARRIER TO
SINGULARLY REACH
DIFFICULT
GEOGRAPHIES
DOESN'T MAKE
SENSE...

Can you get it to Peoria? Can you get it in the house?

How National LTL Carriers Are Partnering With Local Carriers For The Last Mile.

By Andrea Obston, Director of Public Relations, CLDA

More and more LTL carriers are looking for ways to partner with local and regional carriers to tackle the last (and toughest) mile. CLDA Magazine recently interviewed Rick Mathews, Vice President, YRC Freight about how these two parts of the supply chain are working together.

YRC Freight is a transporter of industrial, commercial and retail goods specializing in less-than-truckload (LTL) shipping solutions for businesses. Based in Overland Park, Kan., YRC Freight provides North American coverage and offers one of the broadest portfolios of LTL services. Increasingly, the company is using partnerships to fulfill final-mile specialized shipment needs and actively seeks local partners. YRC is attending the CLDA Annual Meeting looking for those carriers.

“We perform hundreds of thousands of home deliveries every year,” he says. “We pick them up at the vendor, move them through the LTL environment and offer everything from residential threshold delivery to white glove service and installation. We couldn’t do that without partnerships with final-mile providers. We are able to go that extra step and we’re planning more and more of this through these kinds of partnerships.”

The push by LTL carriers like YRC Freight to partner with local carriers comes from their ability to get to smaller markets. “Dealing with one carrier to reach difficult geographies doesn’t make sense,” says Mathews. “I don’t know that there is a national carrier that excels at singularly servicing all markets, especially the smaller ones. In an LTL environment, I’m not only servicing major metros. I’ve got to get things to Peoria, Ill.; Arcadia, IA; Beaver Creek, MT and Medicine Bow, WY. National carriers don’t have the capacity to effectively and reasonably service those markets. We’ve used a partnering strategy with more regional carriers to handle these difficult-to-reach markets.”



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The whole process also has to be electronically visible from end-to-end to meet the demands of their customers. “Our customers need to be able to come to our site, MyYRC Freight .com, and see the process end-to-end,” he says. The technology interface must provide end-to-end visibility to properly meet customer expectations, which is our primary concern.

So what else does an LTL carrier like YRC Freight look for in a final-mile partner? Mathews shared six more factors he looks for:

- 1. The ability to give shortened transit windows.** “Not so long ago, when customers would ask when they could expect their deliveries, we’d say ‘within 12 to 15 days.’ Today, the market’s not going to stand for that. We need providers that give us transit times of five to seven days,” Mathews says.
- 2. Deliveries to small locations frequently.** “I need partners that service Peoria more than once a week,” he says.
- 3. The density to make it worthwhile** for the carrier to deliver to smaller markets.
- 4. The proper insurance and safety ratings.** “Our partner carriers have to have the right insurance, bonding and safety record. A partner’s safety record is critically important. That final-mile provider is representing YRC Freight and that means being able get the job done safely and to make things right when things go wrong,” says Mathews.
- 5. The stuff to do the job right.** For Mathews that includes equipment that’s not out-of-date and includes lift gates. It also means having the ability to do two-man deliveries.
- 6. The ability to go above and beyond.** “We like working with providers that can do more than just deliver freight,” he says. “Some providers can do installations of things like wide screen TVs. For instance, we might move a truck load of TVs from Atlanta to Chicago. We get them to a final-mile agent who delivers them, installs them, plugs them in, turns them on and makes sure they work.” He’s also drawn to specialized final-mile providers: “These carriers will deliver anything from x-ray machines, MRI machines and operating room tables. They’ll take them up to the fifth floor of a hospital, knowing full well how they have to operate in this kind of clean environment with proper attire and handling procedures. They’ll get the equipment there and make sure it works. Then I can report that information to my customer and all is well.”

And what is the quickest way to ruin a relationship with an LTL carrier? Here are three sure-fire ways, according to Mathews:

- **Inability to resolve damage issues.** “Customer satisfaction is a critical part of how we measure ourselves,” says Mathews. Our partners need to demonstrate the ability to quickly reach a satisfactory resolution of an issue. That means a willingness to go back to the residence, pick up the merchandise and return it to us. That whole returns process is critical.”
- **Rude drivers.** “These drivers represent YRC Freight. It’s critical that drivers and employees of that last-mile provider respect that,” he says. “Rude drivers are the second biggest complaint we get. We also hear about drivers who are belligerent when customers ask them to put the product in the house in the spot where it belongs. If a last-mile provider has these people working for them, they won’t be working for us for long. It’s all about the quality and courtesy of the driver. Today, customers are quick to showcase rude drivers. There’s simply no leeway here.”
- **Lack of ability to satisfy everyone’s expectations.** “In this process there are multiple ‘customers’ and customer service on both ends is huge,” says Mathews. “There are multiple parties involved in these supply chain moves. At a minimum, the e-commerce company, their vendor and their customer have expectations that have to be met. Keeping everyone in the supply chain satisfied with the execution of the delivery is difficult, but successfully exceeding expectations will keep us all busy with additional business for years to come.”

Mathews is coming to the CLDA Annual Meeting looking for carriers who can measure up to his expectations. “I’m coming to the meeting because it offers me a great opportunity to meet the right providers to help us in this expanding segment. I don’t think a lot of them realize how much LTL companies do and how important the local and regional carriers are to helping us respond to the escalating demands of the market. I think the CLDA Annual Meeting will be a great opportunity for us to get to know your members and for your members to see how they might fit into our plans to service this leg of the supply chain. I expect we’ll learn a lot from each other.” **CLDA**



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CLDA LOBBY DAY - SUMMER 2016

The 2016 CLDA Lobby Day event marked the second straight year where attendees have their bill to advocate on behalf of along with their businesses. Over the weekend and the day before the event, CLDA members flew in, drove over the Potomac River and trained in from all corners of the country. On Monday, February 29th, they heard one of their industry champions, Representative Erik Paulsen (R-MN) speak to the current climate on Capitol Hill regarding tax and small business issues along with how the 2016 elections are likely to shape the actions in this Congress.

March 1st, the day the attendees hit the marble halls on Capitol Hill with 122 meetings get through before got to the end of the day and home to their businesses, started with a special guest speaker. Rich Pianka, the American Trucking Association's (ATA) Vice President & Acting General Counsel addressed the CLDA members during the breakfast session. The discussion centered on importance of the Federal Aviation Administration Authorization Act (FAAAA) to the delivery industries along

with need for federal clarity language in Congress to aid in preventing overreach in states such as California and Massachusetts.

With the inclusion of the FAAAA talking points to search of additional co-sponsors to HR 2483 (Independent Contractor Tax Fairness & Simplification Act), Lobby Day attendees discussed the importance of parity between tax rates of S and C corps and class action case reform. Expanding advocacy issues beyond the Independent Contractor and tax led to a diversification in policy issues for CLDA members to engage on.

2016 was another successful event not just in terms of number of meetings, but the quality of experiences of attendees with their elected officials and garnering another new co-sponsor to HR 2483, Representative Tom Emmer (R-MN)! Thank you to all that participated and look for further updates this summer as CLDA and Prime Policy staff follow-up with successful meetings from Lobby Day.

CLDA





On Demand Consumers / Demanding Consumers

By Travis Schmidt, Vice President of Business Development at Cheetah Software Systems

The technology revolution has shifted us from a “push economy” – the familiar industry model of mass production – based on anticipating consumer demand and then making sure that needed resources are brought together at the right place, at the right time, for the right people, to a “pull economy” where instead of companies pushing their products at us (in pursuit of their own strategic or competitive advantages), the connected world enables individuals, and companies, to pull the products and services that they want, on their own terms and time requirements.

information managed by smart, proactive logistics systems is essential for success in the new digital age.

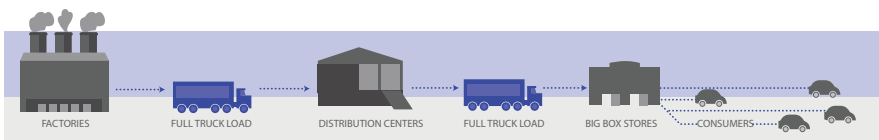
Delivery operations are labor intensive from start to finish. Route changes, pickups and deliveries take manpower to oversee and manage – dispatchers, customer service reps and the inevitable unhappy customer. On time delivery is challenging...

Most logistics software systems are currently equipped with automation in order entry, accounting, driver visibility (historical GPS) and customer notifications about past events, giving

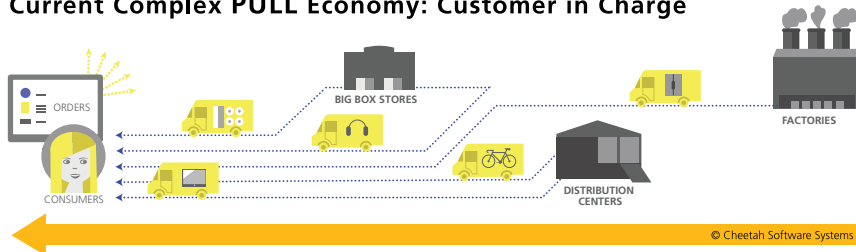
visibility to the driver and dispatcher of where the driver has been... but what about future visibility - where the driver is relative to where he/she should be?

In order to improve efficiencies, automation of dispatcher decision-making, planning and customer notification (future) must be implemented. Predictive algorithms are needed to make intelligent automated decisions.

Past Simple PUSH Economy: The Linear Pipeline



Current Complex PULL Economy: Customer in Charge



© Cheetah Software Systems

The new paradigm being driven by industry leaders is making it harder to compete on price and product features alone. Businesses must also compete on how quickly, accurately, and creatively they can fulfill orders while simultaneously maintaining optimum operational visibility, customer satisfaction and order profitability.

Retailers are struggling to meet consumer higher expectations for speed of delivery and consumer flexibility. A greater demand exists for on-time deliveries and for deliveries that meet customers' time-specific requirements. Real-time, accurate

Speed of Data

Accurate and timely information is vital to achieving on-time performance and providing competitive value, excellent customer service and controlling cost of operations.

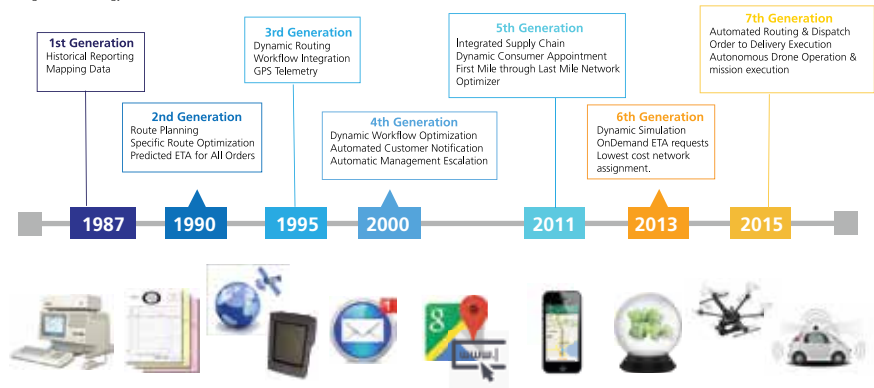
Decision making automation is the launching pad for new growth and innovation. Powered by intelligent algorithms, the new wave of solutions gather data points from different systems, weaving information and data together to create solutions that fundamentally change the organization and how it operates.

Being truly data driven goes beyond just having better tools or even better skills. It means changing the basis for making decisions at every level of the company. Instant global operational visibility enables accurate decision making on the complete data set.

**Empowering all stakeholders
requires a shift from information
visibility for only select
individuals, to global visibility
with predictability to all involved
in the delivery chain.**



Milestones Advances in Cheetah Logistics Platform



Milestones Advances in Technology

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Route optimization was done manually based on geography alone; once appointments, time constraints, capacity constraints and traffic are introduced, optimization becomes humanly impossible within the planning window. Automation of these processes provides companies with opportunities to take advantage of tremendous savings by transforming their dispatchers into experts in quality control and exception monitoring of the workflow. Enabling them the opportunity to accomplish more with technology while still incorporating their tribal knowledge.

DATA is good; VALUABLE DATA with insights is priceless.

Succeeding in today's digital world is a challenge that can't be solved simply by consuming more data and deploying more technology. Succeeding in today's digital world requires a selection of the right technology that is going to operate and help you in the world that will exist 2-4 years from now.

Empowering all stakeholders requires a shift from information visibility for only select individuals, to global visibility with predictability to all involved in the delivery chain.

Automation at its finest, and when employed correctly, drives many benefits to the bottom line. Whether it's automation in the way of robotics on the manufacturing floor, or automation features which eliminate manual process, or automation features that give you information seamlessly, one thing is for sure, automation in every industry is on the rise. Logistics automation in technology has proved to help drive efficiency, eliminate waste, and most importantly helps save money.

Intelligent automation isn't an option; it's a necessity. The question is whether you have the capabilities to not just use it, but also implement it across every aspect of your organization and maximize the benefits.

How have you employed automation in your everyday life and in your workplace? **CLDA**

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Succession Planning for Family Owned Businesses

Driving Your Business into the Future

Eighty-eight percent of current family business owners believe their family will control their business in five years. But statistics undermine this belief: less than a third of family owned businesses survive the transition from first generation to second, and just 10 percent continue to the third generation.

In the courier industry, some 60 percent of business owners are looking to leave the industry in the next five years. For many, selling the business to another company may be a very likely scenario.

During a recent conversation on future plans for New Orleans courier company QCS Logistics, CEO Ronnie Burns and son Jason Burns shared their perspectives on the challenges and difficulties of bringing on the second generation, and the mutual respect and compromise that have eased the transition as Jason takes on more day-to-day decision-making.

AVOIDING COMMON TRAPS FOR FAMILY OWNED BUSINESSES

Ronnie Burns was a bank executive when he founded QCS Logistics 32 years ago. Starting out as Quick Courier Services, Inc. in 1984, the company had one car and three employees, and tracked deliveries with index cards on a board. One of the largest courier companies in Louisiana and an Inc. 5000 “Fastest Growing Private Company,” today QCS has more than 75 vehicles and completes more than 1,000 deliveries a day.

From day one Ronnie Burns wanted his sons to be part of the company’s future. “When we started this

company 30-plus years ago, obviously I wanted my sons to be in the business. I wanted this business to be their business,” he says.

The failure of family owned businesses is often due to several common traps, according to an article in the Harvard Business Review. Some proprietors of family owned firms make their children feel obligated to join the company, which can backfire by creating a crop of managers who aren’t interested in being there. On the flip side, subsequent generations may feel a sense of entitlement and see the business as a fallback option where there will always be a place for them regardless of skill set, experience or commitment to the business.

Another trap facing family owned businesses is that working and living in a family business can insulate family members from outside feedback creating silos where they are not challenged or inspired by outside voices. In contrast to publicly owned firms, in which the average CEO tenure is six years, many family businesses have the same leaders for 20 or 25 years, and these extended tenures can increase the difficulties of coping with shifts in technology, business models, and consumer behavior. Today family firms face new threats from growth in automation, globalization and a myriad of other changes in the way we make, order and receive goods.

“Succession should not be viewed as simply an exit strategy for when the founder retires but as the integration of the next generation of leaders into the company,” says Rosalind Butler, assistant director of the Tulane Family Business Center at Tulane University.



BUILDING THE BENCH

The center recommends family business owners identify and create career paths that are appropriate and encourage success for both the family employee and the family business. It also assists companies in creating a roadmap that includes identifying the education and outside experience required of the next generation employee; developing a career plan that provides for growth opportunities within the company; and setting expectations for both parties to avoid conflict and discord.

Ronnie Burns says he recognized that his children had to want to be in the business in order for the company to be in a position to be passed to the second generation. He describes the logistics industry as aggressive, competitive and challenging. “You’ve really got to want to do this,” Ronnie says. “You have to have a passion for it.”

His oldest son Vinnie worked in operations at QCS after graduating college but decided to pursue another career. Vinnie now works as an athletic trainer at IMG Academy in Florida; however he is a minority partner in the company and is a member of QCS Logistics Board of Directors.

Jason said he wanted to be part of the business from the time he was a child. An athlete in high school and

college, he went to Vanderbilt University and worked a few years in Philadelphia upon graduation before returning to New Orleans and QCS.

To prepare for his sons’ entry into the family business, Ronnie spoke to other business owners he respected who had their children working in their businesses. He also leaned on Tulane Family Business Center to learn more about management succession planning.

“My friends told me, ‘You’re used to doing things your own way. You are comfortable; there isn’t anyone ruffling your feathers today,’ ” he recalls, “‘Your son is going to challenge you. He’s going to make you uncomfortable.’ I kind of prepared myself for that.”

However, true to his friends’ advice, giving up control wasn’t entirely easy. “A business is like your child, so if somebody comes up and tells you how you should run the business, it’s difficult,” he says. There were times when they disagreed and “pushed each other’s hot buttons.” But they both have learned to leave business at the door.

Children often don’t understand how and why the company was started and what the business means to their parents, factors which can kill the drive that thrives in the older generation.

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uccession should not be viewed as simply an exit strategy when the founder retires but as the integration of the next generation of leaders into the company.



Jason admits that at times he was too insistent about wanting to make changes to the way QCS operates without considering how hard his parents struggled to build a strong founda-

tion for their business. “As the son, you feel like you can question things more than maybe the average employee. Sometimes you can question them in a way that makes them feel defensive,” he says.

With Jason’s urging, the company changed its name and rebranded, purchased a warehouse, invested in new technology, branched into different lines of service, and sought accounts the old Quick Courier would never have gone after.

CHANGING PERSPECTIVE

Today, Jason, QCS partner and director of business development, has an ownership interest in the company and is a member of the QCS’s Board of Directors, along with brother Vinnie, Ronnie & Sheila Burns and partner Warmoth Guillaume.

“As a second generation business owner, you have to earn it. The first few years, you have to prove yourself to see if you are even worthy of consideration for ownership,” he says. After working for QCS for two years, Jason was given a percentage of equity in the company. His parents’ willingness to put him in an ownership position demonstrated they were willing to give up some control and to open the company to new ideas, he says. This created an environment where he felt “it was not just a job working with mom and dad; it was: ‘I am being groomed now to be a part of the future of the company.’”

“I think you have to really take the time to understand and appreciate that affinity the first generation has for the business. You have go back to the days when the company first started to understand how the company grew to the point where you could even be brought in.”

The two compared the situation to playing football: The older generation essentially goes from being the star player to the coach on the sidelines. His first instinct is to jump back on the field and make the 80-yard pass. “You have to pull back and realize you’re not the guy on the field anymore but you can have a greater impact by teaching, advising and grooming your quarterback of the future,” Jason says. “And for the next generation, you have to understand the history, understand your coach, and you need to respect that they know what they’re talking about.”

His father, Ronnie, is in agreement that respect has to be mutual. “I think it’s also important for my generation to learn to kind of step out of the way and appreciate what the next generation is bringing to the table,” Ronnie adds.

STEPPING TOWARD THE FUTURE

Ronnie says he is confident his son can grow the business to a point that he himself might not have been able to take it, and appreciates the “innate trust” he has that Jason and his management team share the company’s values. “You have to trust the person is going to care about our family, our values and know the things that are important to us—follow-up, relationships and family.

“What all parents want is to see their children be successful. Just knowing where this business is going, that’s very satisfying,” he says. “There’s a lot of pride knowing that my son is leading the charge. I think I’ve got the right man for the job.” CLDA





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Business Trends:

A Conversation with Transport and Logistics Industry Veteran Rick McClelland



Rick McClelland is a CEO advisor and consultant in the logistics industry. He is Chairman of Dicom Group and the former Chairman and CEO of Dynamex Inc.

CLDA Magazine asked him to discuss ways that carriers can evaluate their current positions, look to their futures and spot trends that will impact their businesses.

By Andrea Obston, Director of Public Relations, CLDA

CLDA Mag: Let's start with today. How can owners and senior leaders assess their current position and determine where there is room for important improvement?

McClelland: I suggest taking three separate steps to give yourself a true picture of where you are: (1) A financial review, (2) an operational review and (3) a stakeholder review.

CLDA Mag: What goes into the financial review?

McClelland: My advice is to look closely at the trending of your revenue, principle cost lines and your profit margin. Look at month-to-month numbers for the last three years. I strongly recommend using line graphs – or trending charts for this exercise. Trending charts will give you a visual picture of the financial momentum or rhythm of the company. Line graphs make trends or momentum much easier see – and harder to ignore.

Look at month-to-month trending of the following areas: total sales dollars; total gross profit as a percentage of sales; sales dollars by service type;

gross profit for each service type; compensation cost as a percent of revenue for management, operations, admin, and sales staff. Lastly, make sure you look at net operating income (NOI) as a percent of total sales.

For comparison purposes, I would say that best-in-class NOI ratios in our industry are about 20 percent of sales; with quite a few businesses doing around 15 percent and the bulk of businesses producing NOI ratios in the low-to-mid single digit area.

For this financial review, I would also look at the percentage of total sales produced by each of your top five customers. Many carriers have 30-60 percent of total sales coming from two or three clients. This type of customer concentration obviously creates risk and negatively impacts Enterprise Value when it comes time to exit and sell the business.

If you can get revenue from your top customer down below 20 percent, it provides less risk for a buyer and it shows that you have skills and capabilities that can be leveraged with other

clients. Those who succeed in reducing customer concentration can often double the ultimate exit value of their businesses.

CLDA Mag: What are the key issues to look at for an Operational Review?

McClelland: Driver issues are key here. Are you losing the good ones? The best drivers leave if the numbers aren't working for them. And if the company sets pricing and distributes the work in a way that doesn't work for them, they'll leave. You need to scrutinize driver turnover data. Your driver turnover ratio is the number of exits divided into the total number of active drivers. The best carriers have annual turnover rates of 10-15 percent. The worst have turnover rates of 80-100 percent. You can imagine what that does to productivity and service quality.

You need to know what's driving turnover. If you don't know why drivers are leaving you're flying blind or just guessing about "cause". Exit interviews will help you understand the top three reasons people are leaving. Then you can act. You can change and improve things.

Some people might think exit interviews are too much work. I disagree. If you've got two exits per week, it takes 10 or 20 minutes per conversation, which translates to a maximum of 40 minutes of time. I'd say that's well worth the effort. There's a strong return on that investment of time because hiring good drivers and minimizing turnover is a key component of growing and retaining delivery capacity. And if you can retain and grow a quality driver force you can effectively acquire and retain new cus-

tomers. The bottom line here is this: He or she who has the best drivers wins in this business.

To complete your operational review I would also suggest you look hard at service quality data and customer turnover rates and cause. You need to know who fired you, when it was and why it happened.

CLDA Mag: You also mentioned doing a stakeholder review. What's involved with that?

McClelland: Stakeholders are the people who care if your company lives or dies. Of course, we have to focus on the clients. Talk to a cross-section of them. Include large, medium and small clients. Talk to clients that use each of your principle services and clients that use you in each market you serve.

Ask what are they are most and least happy about. Talk to clients about their current level of satisfaction with the people inside your business, including your managers, customer support people and admin staff. And talk to them about your drivers, your invoicing and your service levels. Ask if there are there additional services they might like to see. And ask if they are seeing offers from your competitors that they find intriguing.

Also speak to a cross-section of your existing drivers. What are they most and least pleased with in the relationship?

Lastly, get input from the people who report directly to you. And input from the people reporting into them. Ask questions of your people like:

- What ideas do you have for things we should reflect on at

future management meetings?


- What things should we work on that will make us an even better company?
- If you were in my shoes, what areas or issues you would focus on?
- What are your thoughts on our competition? Who's creeping up on us? Where we need to respond and what should our response be?

After you go through this "listening exercise" you will make better decisions and fewer mistakes because you will better understand what is going on. You won't be second-guessing, or making decisions based on pre-conceived notions or past history that doesn't apply any more.

CLDA Mag: What's the benefit of these exercises?

McClelland: You're developing an overall picture of where you are today and where you can improve. Numbers don't lie. They're either moving in a positive direction or they are not. Pay attention to what they are telling you. Be a student of your own company. Study driver and customer churn. Listen hard to the key leaders and other key insider in your business. Never think you know all the important stuff that is going on. Things in this business are always changing and doing regular review of these areas will keep you on top of all that change.

CONTINUED



Stakeholders are the people who care if your company lives or dies.

OUR EXPERIENCE IS YOUR ADVANTAGE

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The seas of logistics software can sometimes be a stormy place.

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CLDA Mag: What are the key areas of improvement that carriers should work on move forward?

McClelland: There are five common areas that many businesses need to work on: improved use of financial tools; consistency of operational execution; development of the management team; development of a market position and sales plan and finally, procrastination about getting the wrong people off the bus.

CLDA Mag: Let's talk about the improved use of financial tools.

McClelland: Technology today allows for monthly, weekly and daily financial results for each principle line of business and for each major account.

This data is critical because the economic aspects of your business are changing all the time. There are lots of moving parts. Nothing stays the same for very long. When you are working with fresh data every day and every week, you can identify changes as they happen and react quickly – either by adjusting your costs, or adjusting your processes or getting your customers to step up with some rate relief.

CLDA Mag: What's the key take-away when it comes to better use of financial tools?

McClelland: Figure out what your financial dashboard should look like and then get your accounting firm and technology provider to help you build the dashboard. Make the investment. Hold yourself accountable to do that for your business and for your people. These are the tools and resources that help you and your team make your business bigger and better.

CLDA Mag: Let's get into your next point: consistency of operational execution.

McClelland: The operational people on your team who are responsible for service should also be accountable for cost management and responsible to hit or beat cost targets.

When you bid on work you typically establish your cost ratio expectations. Examples are areas such as:

- Driver costs as a percent of revenue
- Warehouse labor as a percent of revenue
- Shuttles or line haul cost as a percent of revenue
- Warehouse space costs as a percent of revenue

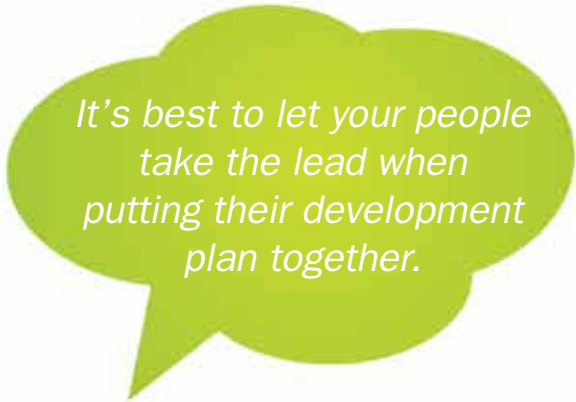
Cost elements like these are factored into your pricing model when you bid on and close new business.

Before launching new work, make sure the people who will be managing the work know the cost and cost ratio targets. Make sure they have the necessary information each day to know when they are on track or off track. This is how you and your team proactively manage P&L results.

CLDA Mag: Let's shift to management development. What are the key points here?

McClelland: We already talked about the importance of sharing cost targets with the operations folks and using them as accountability tools. It's a key tool in developing key people on your team.

When you distribute and use this information, you are teaching your people how to do much more than get packages delivered on time. You are educating, growing and stretching them. You are involving them in the key financial aspects of the business and assigning accountability to manage to those numbers



It's best to let your people take the lead when putting their development plan together.

CLDA Mag: What about skill development? How do you know which skills to focus on?

McClelland: Ask them. Meet with key members of your team and decide together on the top five skills they think are important for them to execute effectively. Then, ask each person to rate their current level of effectiveness from one to five (with 5 being excellent). Ask them why they assigned each rating. Then ask them what it would take to raise up each number to a four or above. Hear them out before sharing your own views. It lets you get inside their head, and understand what they think. And why.

Then, jointly develop a plan that will allow them to begin the process of improving the skills they have or acquiring new skills they believe they need. This may involve outside training courses; taking on new responsibilities; participating in a key project or shadowing you or some other executive in the business when you are performing certain tasks.

It's best to let your people take the lead when putting their development plan together. You can critique it, modify it where necessary and then approve it.

The process of developing the leaders on your team increases the leadership and management bandwidth of your business. It's how a business progresses, evolves and improves in terms of execution. I believe it's the most important responsibility as a senior leader. *CONTINUED*

"They said they will get right on that."



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CLDA Mag: Now let's talk about planning for market position, another key area you mentioned as a key area of improvement.

McClelland: I've been in this business for 30+ years and I've often observed that many last-mile leaders tend to be good at cost management, but not so good at business development. They often have no well-thought-out and well-communicated market position plan. Such a plan communicates the type of business you will take on and why. It also tells you what type of business you don't want to take on and why.

If you want to raise the bar on this aspect of your business, talk with the people on your team and discuss the following things about your current position in the market.

For example, ask: What kind of business do we typically pursue? Is it:

- Low cost / high cost?
- Low touch / high touch?
- Local business / regional business?
- BtoB focus / BtoC focus?

Then, ask you them these questions:

- What are the things we excel at?
- What are the things we are average at?
- What are the things we are not good at?
- What type of work do the drivers like? And why?
- What type of work do the drivers dislike? And why?
- What does the BEST business look like for our company? Why? How can we get more of that?

Once you have this information, you can create and distribute a fresh plan to the people in your businesses who have responsibility to hunt for new work.

And when that's done work with your senior people and map out a sales process to go after the right mix of business. Many owners or senior leaders in our industry lack a well-defined sales process. They don't have a system that includes a well-defined target account profile. They don't have a prospecting system or even a profile of the right prospective clients.

CLDA Mag: Now let's talk about what you called "getting the wrong people off the bus." What's that all about?

McClelland: Exiting people from your business is never pleasant, but the wrong people cost your business big dollars. You know those people. Chances are you have those people. They have poor attitudes, poor commitment, poor work ethics or a variety of other non-productive characteristics. These people kill morale and degrade your ability to motivate and retain the best people on your team.

Not sure who they are? Ask yourself this: If that person came into your office tomorrow and resigned, would you be unhappy, or ambivalent or pleased? Unless you would be very unhappy, you know you've been procrastinating about getting that person off your bus. And your best people are probably wondering what is taking you so long to make the call.

CLDA Mag: What's the most important thing a leader can look at when it comes to improving their chances of success?

McClelland: How they and their senior leaders spend their time. If they are going to orchestrate significant positive change, it takes concentration effort and time. And to make that time available, you have to stop doing some of the things they are doing now.

Usually that means delegating some of the things you are doing now.

If your business is going to change, you have to change. You can't just do what you like to do or what you're most comfortable doing. You have to get out of your comfort zone and do what needs to be done. Your schedule and what you focus on every week is the first thing that has to change.

CLDA Mag: Speaking of change, what industry changes do you see that will have a dramatic effect on our industry?


McClelland: I would point to the explosion of interest in last-mile or final-mile delivery solutions. The local delivery industry has never been larger or growing faster.

But I would advise those in the industry to be selective. Pick growing market segments where you have or can develop a competitive advantage using unique operational know how. And pick opportunities that provide reasonable returns. A recent Accenture report points out that B to C is growing faster than B to B. We all know that, but the report also said that B to B will remain a sizeable opportunity. And B to B comes with higher stop density, lower price sensitivity and higher profitability.

CLDA Mag: Leave us with one piece of advice for moving forward.

McClelland: Focus.

CLDA



If your business is going to change, you have to change.



WANTED LAST-MILE PROVIDERS

By Andrea Obston, Director of
Public Relations, CLDA

Large regional service providers are on the hunt for smaller delivery companies. Many see them as the key to delivering on that last (and often toughest) mile.

“We are a regional service provider that contracts with smaller last-mile providers throughout the US and Canada,” says James A Berluti, Vice President, USA Sales, Dicom and former President/CEO of Eastern Connection. The company is now in the process of building a cross-border network since its acquisition in September 2015 by Dicom Transportation Group. He sees CLDA members as the key component of making that happen. “We partner with a smaller carrier and carve out a five to seven route area for them to do the final-mile delivery on our behalf. It’s a cost-effective model for us that works and provides good service when we partner with the right carriers,” he says.

And what do they look for in picking those “right carriers”? “We want true entrepreneurs who want to be in business and manage their own routes,” he says. The company’s requirements include:

- The ability to make the commitment to the times and service that specific customer demands.
- The capacity to service outlying geography that Dicom needs to cover, but doesn’t have the density necessary. “We’ll use smaller companies that have capabilities in specific areas, for example, Maine or Vermont,” says Berluti.
- The right price point. “A smaller carrier doesn’t have the overhead we do. They can do things more cost effectively and still make a profit at a lower price point,” he says.
- The willingness to invest in the right technology. “Our customers require scanning technology and those who want to work with us must be willing and able to purchase that technology from us. It’s part of the requirement to service us and our customers,” Berluti advises.

Not all companies are up to the challenge. For Berluti, it's all about professionalism and reliability. "These last-mile carriers are our face with the customers," he says. "If they aren't image conscious, we can't work with them. If they are going to show up in an old, beat-up vehicle, that is not the way we want our company represented. In addition, their drivers have to represent us in front of our customers, so they need to be professional. That means speaking properly and being able to understand and communicate with our customers. That driver becomes an extension of our sales and marketing team. They must live up to the image of our company. They are the ones the customer sees – sometimes every day. Lastly, it goes without saying that they must be reliable. If they don't show up or show up late, the company they work for is not going to be one of our long-term partners."

And which companies, specifically, is Dicom looking for? "We do a lot of overnight and ground packages. We need local companies that have the expertise and the proper sized vehicle that allow them to make 60 to 80 stops per day. If you're servicing a zip code and you have a small mini-van, that's too small. We'd have to

send out three carriers to cover this instead of giving one provider the full load," he says.

The ideal partner for Dicom has to be able to make the commitment to five to seven routes. "We're not doing one-on-one relationships," he says. "We're looking for companies that can cover specific regular routes or handle a particular geographic area."

Berluti sums it up this way: "We provide solutions for our customers that help them manage their freight spend. Local, last-mile delivery companies are a key piece in delivering on that promise. For the right carrier, this can be a productive and worthwhile partnership. We're always looking for those partnerships."

Eastern Connection is the largest regional transportation and logistics provider on the East Coast, covering all major zip codes in over 5,000 cities. Founded in 1983, their services include priority, ground, international, same-day, logistics and expedited mail. They were recently acquired by Dicom Transportation Group, allowing them to extend across borders and to build up LTL networks across North America. For more information see easternconnection.com. **CLDA**

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*What to do to when
business goes up
and business
goes down.*

TIPS for RIDING the ROLLER COASTER

By Andrea Obston, Director of Public Relations, CLDA

If warehousing and distribution are part of your service offerings, chances are you've had to deal with the ups and down of the market. Logistics veteran Steve Howard talks about adapting to the changes in the flow of business. Whether it's ramping up operations when things get suddenly busy or scaling back when things slow down, Steve's dealt with it in his 26 year career in logistics.

Steve is a member of the CLDA Board of Directors and the President of Esquire Express and Esquire Logistics in Miami Florida. His combined businesses are one of South Florida's largest delivery services, providing courier delivery service, logistics and process serving.

Question: When you're handling distribution and logistics, what's one of the most difficult decisions you have to make?

Howard: Managing the square footage you have at your disposal and balancing the costs of maintaining it with the potential for profit. It's a well-choreographed dance to ramp up and scale down operations when client demands are constantly changing. When opportunities come in, adding employees to handle it is one issue. Thankfully it seems there are always qualified people looking for work. We don't have a problem getting quality trucks, delivery teams and office people. The real challenge is when you have to ramp up additional space. One of the critical issues is that landlords want you to sign a long-term contract for more square footage. As an example they are demanding two or three-year leases even if it's just short-term space you need for a project or a temporary spike in business.

Question: How does that spike in business happen?

Howard: Sometimes it's about ramping up to meet organic growth with the current customers you have. All of our customers are looking to grow, so they'll pick up a new line and thankfully they want us to handle it.

*This article
originally appeared
in the Eye for
Transport blog. It
is reprinted with
permission.*

Some of our customers have spikes in sales during the year. We handle a lot of home improvement merchandise, for example. Usually around March or April there's a spike in these types of purchases and we get in a lot of orders that can push the limitations of our four walls. And, of course, there's always the need to respond to the holidays. Our customers expect we'll be able to manage whatever they throw our way and managing space during peak times is absolutely critical to our growth and ultimate success.

Question: What do you need from your customers to deal with this?

Howard: Communication beforehand is huge. If our customers can foresee a spike in their business, they absolutely need to communicate that to us. We need to understand the expectations they have of us when that time comes. If we're operating at 85 percent capacity and one or two of our customers experience a 25 percent spike that they don't communicate to us, that will create a problem. We'll do what we can to adapt, but if we've got a warehouse that's full it can lead to gridlock where nothing can move in or move out.

Question: Have things changed when it comes to dealing with landlords to secure short-term space in response to these kinds of spikes?

Howard: Definitely. When it was a tenants' market a few years ago, landlords were more than willing to cut us a short-term deal. Not anymore. In South Florida the market is extremely tight and owners are taking financial advantage at every opportunity.

Let me give you an example: This past Christmas a number of my customers said they were expecting a huge boom in sales. I went to my landlord (who I've done business with for over six years) and asked for a three-month lease on an additional 20,000 square feet. We got the space, but he charged me a premium for it. It was frustrating. He had the available space but he wouldn't cut me a deal unless I was willing to sign a three-year lease, even though I already lease 75,000 sq. ft. I wasn't willing to commit to this long-term contract so he charged me a premium, which really affected our bottom line.

Question: Talk about the prospect of scaling down. How do you deal with that possibility?

Howard: Obviously, we all worry about paying for space that's not generating revenue. I try my best to anticipate what my clients will need. When my lease is coming up for renewal I call all my customers a few months in advance and I ask them to look into their crystal ball and project where they think their business will be in 12, 24 and 36 months. I get a feel from what they are forecasting, but it's not foolproof. Unfortunately if I commit to a certain amount of space and then we lose a big client, we could have a substantial amount of square feet sitting empty. It's a constant juggling act to make sure we have good clients who are willing to pay a fair rate that keeps us at 85 percent occupancy; which is my target.

Question: You're not shooting for 100 percent occupancy?

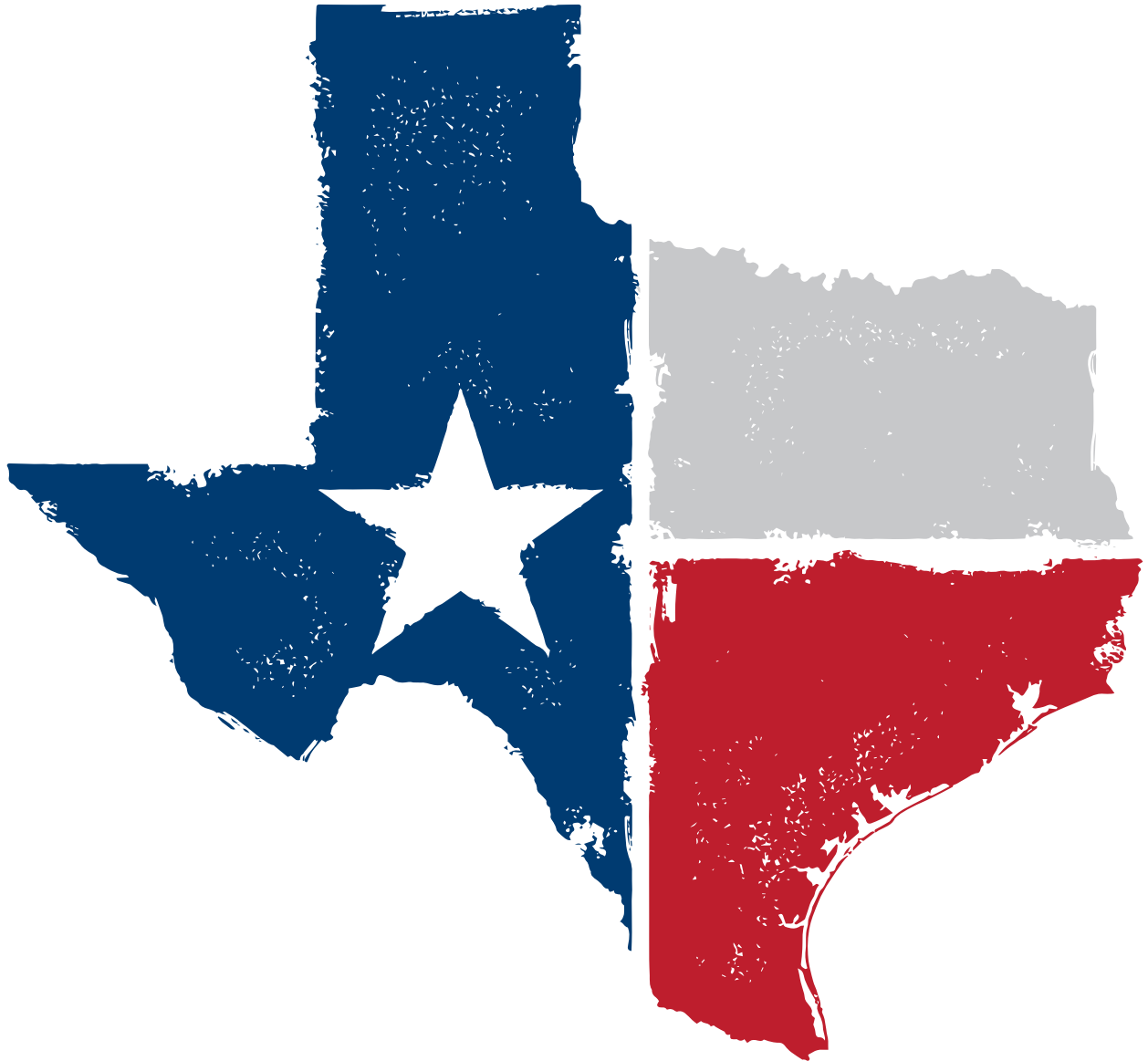
Howard: No. You need some wiggle room. If your goal is for 100 percent occupancy, bad things will happen. When you're at full capacity no more freight can come in and nothing can get out. It's referred to as the Blow-Up Effect. Every time you need to get to something you have to move things around. If you are forced to move product over and over you run the risk that your customer's freight will get lost or damaged. That's also how you end up having to take last-minute space at a premium. Landlords know they have you over a barrel and they will charge a maximum rate to "help" you out of that situation. Those increased costs will eat away at your profit.

Question: So what's your advice for handling this balance?

Howard: Here are my tips: 1) Make sure you have a good working partnership relationship with your clients that includes good communication; 2) If you're going to scale up, make it fit with your long-term vision of where you want business to grow. Decide before taking on new business if it's the kind of business you really want; 3) Scale down for the right reasons; not just because of a momentary dip in business. You've built the machine with the right parts. You don't want to dismantle it unless you've done everything you can to fill that piece you lost; 4) Seek customers that understand the value of the work you do and are willing to pay a fair price for it. Get out of working with clients that don't care about your profitability. Skip working for the ones who don't want to be in a partnership relationship. And 5) once you decide on those target customers let your sales people know so they can seek out the right customers that fit with your business model. **CLDA**

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CXT Software Names New Vice President of Professional Services

Melissa D'Angelo is promoted to Vice President of Professional Services.

Phoenix, AZ – CXT Software, a leader in providing automation technology to expedited delivery and lastmile logistics companies, announced today that Melissa D'Angelo is now the Vice President of Professional Services. Professional Services provide implementation training, project management, account management, integration services, and custom development services for CXT Software customers.

In her new role, Melissa D'Angelo is responsible for all custom development, integration requests, and new customer implementation projects across the entire CXT Software customer base. As the largest, and fastest growing department at CXT Software, Melissa also provides staff training and development, as well as process improvement, and strategic initiatives.

“Melissa brings the perfect mix of education,

drive and professionalism to our CXT Software Team,” explains Lyndon Edmonson, CXT Software’s CEO and Founder. “It was clear from the start when Melissa joined our team 3 years ago that she would quickly become a vital member and shining star in our organization.”

“I have spent time in a few departments and roles at CXT Software, and found my home in Professional Services,” adds Melissa.

“This is a great company to be a part of, and I look forward to all of the great things to come from ProServices in the near future.”

Melissa is a native Arizonan, and can't get enough of the warm weather. Melissa is an avid reader and lifetime student, earning Master's Degrees in Information Systems and MBA, but enjoys to travel and takes every opportunity available to learn and do new things. **CLDA**

Rightaway Delivery Stands with Flint, Michigan



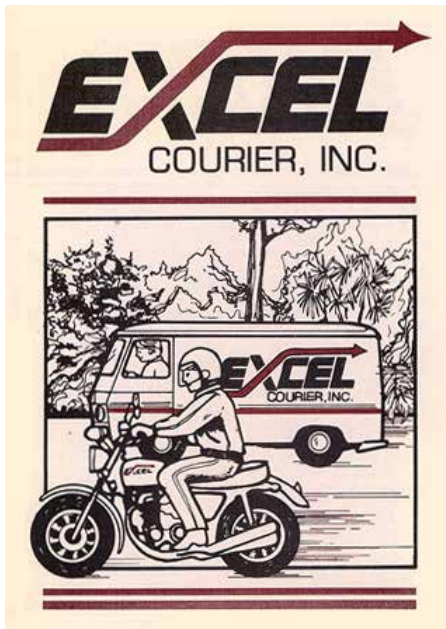
Ben Kaplan, President of Rightaway Delivery promises to assist the people of Flint, Michigan during their time of need. For the third time, Rightaway Delivery staff will donate their time and take three 26' trucks loaded with water.

Dale Diane Love, Director of Youth and Family Ministries at Holy Trinity Lutheran Church states, “We cannot give enough praise for your truck drivers, Kenneth Dukes, Charlie Tomichezski and Jimmy Sturgis. They went above and beyond to make this water drive a success. Ken was at Holy Trinity days prior to

the event, making sure the details were all set. He brought pallets, shrink wrap and a lift for us to transport the crates of water. All three men brought the trucks early Saturday morning and helped us get started loading up the trucks. All of this was done after they had worked all night long without sleep! On Sunday morning, the three drivers arrived at Holy Trinity to head out to Flint. They helped unload the trucks and distributed the water to the long line of cars and people from the neighborhood on foot with wagons waiting to receive much-needed water.”

CLDA

Excel Courier Celebrates 30 Years of Business



Excel Courier Inc.'s humble beginnings started in 1986. This award winning company with an employee tenure average of 15 years, all started with a young entrepreneur, Chris Marchetti. 30 years ago at a mere age of 23 in Los Angeles he stood at a fork in the road; either purchase the courier company his boss was selling or simply call it quits and get another job. Luckily for everyone here at Excel, he decided with the former and brought the company from the west to the east and settled in Herndon, Virginia. However, it was no cake walk.

Excel's roots started with minimal resources: one ex Green Beret dispatcher, three drivers, one room office, one desk, one phone, one typewriter (yes, that far back) and one mattress in the corner to get sleep when possible. With time and some elbow grease, the company grew and its new recruits gave Excel the ability to cover more ground. They even got a second phone.

There were many obstacles to overcome throughout the years: the technological evolution in the mid 90's to early 00's allowing deliveries to occur via email, the financial crisis of 2008, embarrassing holiday parties, Excel survived it all. When passion is what drives a company, obstacles are met with triumph.

Today Excel continues to be a successful business with five offices in the Mid-Atlantic region and has since created an additional company, Excel Logistics, which provides full service warehouse management. Between the two companies, Excel is proud to have 50 dedicated employees and over 85 Independent Contractors who truly are the epitome of what a hard worker is. Excel's cohesive team brings their A-game to the table every day and provides their customers and coworkers with the utmost respect.

Of course, Excel wouldn't be celebrating 30 wonderful years in business without the hard work of Christian B. Marchetti. Excel has him to thank for the many friendships that have been formed, hundreds of loyal customers served every day, and the home away from home that has been created here. Also, remember that third driver from the beginning? He is also celebrating 30 years with Excel but has since worked up to lead dispatcher. Congratulations on the 30 year anniversary, Chris Marchetti and John Uno! Cheers to many more! [CLDA](#)

Hot Shot Delivery: Experience in Motion

Houston, TX - Hot Shot Delivery has spent more than 30 years building a reputation in the same-day packaging industry, setting the standard for high-quality same-day delivery services. A fast-growing and award-winning company, we have expanded our line of delivery and logistics services while still maintaining the same level of reliable service. Through attention to detail and prompt and effective problem resolution, Hot Shot strives to go above and beyond what you expect of a courier.

Hot Shot's solid reputation within the industry has enabled us to grow steadily while retaining a diverse roster of clients. As a SmartWay Transport Partner, we strategically plan our routes to minimize environmental impact — and save our clients time and money in the process. We remain committed to developing and maintaining our relationships with clients by investing in top-of-the-line technology and carefully selecting the best drivers and couriers.

[CLDA](#)

Elite EXTRA to Exhibit at CLDA Annual Meeting for the Fourth Time

Coming up on our fourth year as both a member of CLDA and an exhibitor at the Annual Meeting & Exposition, we can't help but be appreciative - of the organization, the members, and the events. As a high-tech logistics software firm, we're celebrating our twentieth year this September, and getting there has taken us (and me) all over the world.

Included in all that travel are tradeshow and industry conferences. Our experiences in the auto parts space had us in Las Vegas more than we could have ever imagined. 21 year old me would have been very jealous. We now have a Las Vegas-based support presence and look forward to introducing Megan to the CLDA community. Looking back at our first CLDA event, after the first hour, we were thrilled with the busy expo floor, and all the educational sessions. As new entrants to the courier industry, we learned so much! There was no standing around our booth, just a full day of great meetings, and very natural, well-organized events and networking.

The courier and carrier industry, as much as anybody out there, generally possesses values we can relate to: a solid work ethic, treating people right, a great "small business" mindset, among other things. And that's one thing that I think most people can agree on - is that we each enjoy working with people that are like ourselves. We're just a software firm that helps couriers leverage technology to make their lives easier. To see our approach so warmly received over these last four years, is very rewarding.

In our years, weeks, and days of traveling for events, we always find CLDA and the industry so refreshing. So to all the couriers, carriers, and vendors that attend, thank you! And especially to the CLDA team for putting in all the hard work to have a great show, with destinations that we look forward to, thank YOU!

Jim Ward, President and Founder, Elite EXTRA/
Applied Data Consultants

CLDA

OnTrac Employees Walk 377 Miles to Raise Awareness and Money for a Cure

Chandler, AZ – OnTrac, the largest regional package delivery company in the United States, held their first ever Relay For Life event at the OnTrac headquarters on Thursday, February 25, 2016. The premier regional parcel carrier celebrated their twenty fifth anniversary on the 25th with an event to raise awareness for cancer prevention. During the five-hour event, 181 registered participants walked a total of 377 miles around the exterior of the building.

OnTrac teamed up with the American Cancer Society (ACS) to host a Relay For Life event for OnTrac corporate employees. Teams were organized based on departments located at the company headquarters. At least one individual at any given time from each team was required to walk laps around the exterior of the building between the hours of 10 am to 3 pm. The Official Sponsor of Birthdays, ACS, joined OnTrac to celebrate their 25th anniversary along with informing OnTrac employees how they help those who are battling cancer, what they are doing to find a cure and provided information on cancer prevention. OnTrac employees will participate in thirty seven other Relay For Life events throughout the OnTrac service region during the year.

"I am proud to work for a company that puts such a strong emphasis on a cause that is near and dear to my heart," says OnTrac Customer Care Representative and Breast Cancer Survivor Bridgette Perea. "Bringing awareness to the disease is half the battle."

To make a contribution to the American Cancer Society visit: www.relayforlife.org/ontracaz
CLDA

"Bringing awareness to the disease is half the battle."



Brightstone Insurance Services Goes Interactive in 2016!

Brightstone Insurance Services is proud to announce our new website coming in May, 2016 to a smartphone, iPad or desktop near you!

At this very minute, our marketing team is building out an interactive information-sharing platform that will connect you to our new website, Facebook, Twitter, LinkedIn and other cutting-edge information portals.

We're also launching user-friendly tools that will connect you to industry information that's interesting and relevant, and, important to your bottom line.

BrightBLOG Our new blog offers relevant industry news as well as informative, entertaining content to provide information to help shape your insurance portfolio. We try and have our finger on the pulse of what really matters to you and your business in terms of managing risk and loss control. Our articles are carefully selected to give you relevant topics and industry insight.

BrightTALK In the fast-paced world of running your enterprise, we know getting regular insurance updates can be challenging. But understanding risk management, product trends and changing regulations, can impact your growing business. That's why we created BrightTALK, a monthly insurance newsletter with industry updates and informative articles to help you navigate your loss control strategy.

BrightALERT This reference page is designed to update you with breaking industry news that may impact your risk management or loss control strategy. BrightALERT notifies you of regulation-changing news or impactful legislation that may tip the landscape of your industry.

Our goal at Brightstone is to continue to provide impactful and relevant industry information, but in a new, interactive format. We're also planning to share a more personal side of our BIS family through YouTube and Facebook blogs and videos. Look for that later in 2016! [CLDA](#)

Drivv LLC Merges with Courierboard.com



Delray Beach, FL - Drivv LLC announces it has merged with Courierboard.com, to offer a new technology driven quote platform providing same-day, recurring and other custom delivery solutions. Chris Kane and June Hayford, co-founders of Courierboard, will assume the CEO and COO positions respectively, with Drivv (pronounced drive).

“Over the last nine years, Courierboard has built a pipeline of courier companies across the country”, explained Chris Kane, the new CEO of Drivv. “We are excited about this opportunity to expand and enhance our courier company network platform, to bring rapid quote solutions to shippers throughout the U.S. With Drivv, we can take our system to a much higher level.”

The plethora of new delivery company start-ups are focusing on connecting shippers directly to drivers through apps. In contrast, Drivv offers serious shippers a rapid quote system with “business class” delivery solutions. By merging with Courierboard’s courier company network, Drivv users will have the advantage of getting competitive spot delivery quotes online, plus the security of knowing deliveries are being handled by a professional courier company.

A nationwide web and mobile platform with courier company expertise and insurance, instead of an app with a driver, is the Drivv difference. Courierboard’s website platform will gradually transition into the Drivv.com system over the next six months. [CLDA](#)

Progistcs Distribution Appoints Director of Business Development

Goody Seif, former EVP of business development at Sidecar Technologies, joins Progistcs team

Oakland, CA - Progistcs Distribution, an experienced and proven distribution and logistics company providing solutions for shortening last-mile delivery, welcomed the newest addition to its team today. Previously an employee of Sidecar Technologies, Goody Seif, joins Progistcs as the company's director of business development.

Goody's professional background is diverse, and over the past decade and a half, he's combined his knowledge of engineering, marketing, international finance and entrepreneurship to better the businesses he's touched. Goody plans to use his knowledge in the on-demand delivery space to extend Progistcs' current reach by fostering current partnerships and building new customer relationships.

"We know how critical it is to hire the right business development leader and believe we couldn't have found a better match than Goody for our company," said Joel Ritch, CEO of Progistcs Distribution. "Goody's entrepreneurial spirit, background in on-demand delivery, and impressive track record of building past businesses makes us confident that he will meet and exceed our expectations for company growth."

"This is an exciting time to be in the on-demand delivery business..."

and I'm extremely thrilled to be a part of it by joining the Progistcs Distribution team," said Goody Seif, director of business development at Progistcs. "Progistcs' deep roots in logistics and distribution paired with its unparalleled technology aim to change the way we think about every day delivery." **CLDA**



Sir Lancelot Courier and Delivery Service Moves It's Operations Into Newly Expanded Facility

With our 2016 relocation to a renovated warehouse just minutes from Philadelphia International Airport (PHL), Sir Lancelot now boasts over 16,000 square feet of warehouse space with 6 dock height access.

This modernized facility provides 24-hour, HD camera, security surveillance guaranteeing our storage clients piece of mind 24/7/365 days a year and empowers us to add full-service logistics and warehouse/distribution to our menu of routed and same/day and next day services. We are also certified to handle Hazmat and Dangerous Goods.

Additional warehouse features include:

- 100% climate controlled environment
- Upgraded LED lighting
- Full racking system with forklift equipment

Our fleet of 15 commercial vehicles from cargo vans, sprinters, reefer vans and straight trucks will allow us the convenience of utilizing both warehousing and distribution under one roof.

Sir Lancelot's reputation in the industry of providing reliable, high quality and delivery services will only expand with our new state of the art facility. We've added additional staff to handle our 24-hour operation and will continue to do so as our client base expands.

Over the past 31 years Sir Lancelot grew from a regional same day/next day courier service to a full service 24/7/365 day logistics provider service the Mid-Atlantic region from New York to Virginia. **CLDA**

Xcelerator Raises Bar with Redesign of Customers Online Order Entry and Tracking Portal

Wall Township, NJ - Key Software Systems, developers of Xcelerator, MobileTek and Fleet Commander, reveal the completely redesigned Xcelerator Online Order Entry & Tracking Portal available for customers.

The Online Portal empowers the Xcelerator user with the ability to provide the shipper the tools they need to manage their deliveries, cost and resources, helping to maintain a successful partnership between the carrier and shipper. Included as a part of the Xcelerator system, it was initially released in 2000 and has since had millions of same-day and next-day orders go through the portal and has eliminated thousands of phone calls with regard to tracking packages or drivers. To date, hundreds of Xcelerator customers have taken advantage of the benefits the online portal provides, from order creation, to tracking, accounting and reporting and now it's going to get much better.

With this new evolution, Key Software Systems is looking to propel their customers beyond their competition in terms of the technology being

provided to shippers. By implementing a strong customer experience, carriers can help fend off many of the technology based same-day delivery companies that are entering the market while reinforcing relationships with existing customers.

System Architect and Partner, Chris Miller comments, "We've redesigned the customer portal with new web standards and a responsive design for easy use on smartphones, tablets or computers. Shippers are not always in front of their PC's, providing them options and engaging them with the same user experience across all platforms strengthens the relationship between the shipper and carrier. We've also kept things simple. Shippers that are considered power users and have advanced needs can have the portal tailored to match the user experience that is expected by the shipper. The same holds true for shippers that have very basic needs. Shippers will be delighted with the new online experience that our customers can now offer them."

Learn more at: <http://www.keysoftwaresystems.com/> **CLDA**

SCI Completes SSAE 16 SOC 1 TYPE 2 Audit and Receives the Highest Attestation Standard



SCI, the premier third party administrator for the transportation industry, is proud to announce that it has completed its first Statement on Standards for Attestation Engagements (SSAE) No. 16 SOC 1 Type II examination and has received the highest level opinion. The examination, thoroughly tests SCI's design and operation of its key client service controls. The report represents an objective review of SCI's systems and processes and determined they are fundamentally secure. SCI has committed to an annual SOC1 Type II examination to ensure our valued customers transparency and confidence in SCI's business processes and security controls.

SCI's control environment is designed to secure SCI's custom made software solutions and make the settlement processing, data security and

owner-operator and client based web application portals run reliably. SCI is committed to providing solutions that meet the demanding technological growth in the transportation sector.

SSAE 16 is an attestation standard issued by the American Institute of Certified Public Accountants (AICPA), and replaces the previous SAS 70 auditing standard. The control objectives audited by the SSAE 16 SOC 1 Type 2 report addressed SCI and relate to key controls such as:

- Data Assurance
- Data Availability
- Change Management
- Customer Support
- Customer Data Backup
- Financial Transaction Database Security
- Logical Access of financial applications
- Network and Systems Availability and Monitoring
- Network Security

CLDA



Relay Express and the Cincinnati Cyclones Team up to fight Breast Cancer

Fairfield, OH - Relay Express Inc. has again renewed its partnership with the Cincinnati Cyclones and US Bank Arena as the Official Courier of the Cincinnati Cyclones. Relay Express was again able to be instrumental in community awareness and fundraising as a key Sponsor for the Cincinnati Cyclones Frozen 5 k in support of the local Pink Ribbon Girls supporting Breast Cancer Awareness. Relay Express is like many when it comes to Breast Cancer. Breast Cancer has directly affected, staff, spouses, and siblings of our current staff. Everyone saw this as an opportunity to build in our success in 2015 at this event.

In addition to traditional sponsorship opportunities for the Frozen 5K, Relay Express again set up and staffed the Relay Express Youth Sports Hospitality Zone to serve hot chocolate and water to the 5k participants as they finished the race. Relay Express had 19 employees volunteer for the race in 2016.

Helping others is part of the Relay Express culture. For the second year in a row we have been able to help a runner in need. Brett Bernecker, Jim Bernecker, and Elizabeth Horn from Relay Express walked with Richard Gabbour throughout the 2016 Frozen 5k. Richard reached out to us last year and asked us to walk with him, he suffers from multiple physical restrictions due to a childhood accident and isn't able to attend these events without assistance. Many of the runners and participants at the Frozen 5k recognized Richard and cheered him on. He runs 45-50 5k's or half marathons each year and is an inspiration.

The Relay Express Employees that ran ranked at: Brody Bernecker finished in 6th place in his division (1-15 males) at 25:12, Josh Buschle finished in 11th in the same division with a time of 28:36, and Brett Bernecker (who walked with Mr. Gabbour) finished at 38:50. Fox Moeller came in at 42:02 in the 20-24 male division. Our star athlete Anderson Seiter was ranked in 2nd place in the 25-29 male division with a time of 18:19! Some other notable times: Mark Moeller at 42:15, Steve Senvisky at 26:33, Jim Bernecker (who also walked with Mr, Gabbour) at 40:02, and Mike Buschle at 32:39.

C.O.O. Jim Bernecker adds "Relay Express is very excited about continuing its partnership with the Cincinnati Cyclones at US Bank Arena as well as the Frozen 5K. Relay Express has a strong tradition of supporting the communities we operate our business in." **CLDA**

PickUp Postal selects SCI as Courier Company Qualifications Vendor



Kansas City, MO - PickUp Postal, an authorized reseller for the US Postal Service, has chosen SCI as its outside vendor to monitor and ensure qualified courier companies can participate in the program as a reseller or pick up agent.

“We met with the USPS about a year and a half ago in Kansas City as they were looking at alternative methods to get packages picked up from mail-

ers at later times and with more flexibility. They approached SCI because its clients are perfectly situated for this type of offering” according to Rob Slack, President and C.O.O of SCI. “Liability issues were a major concern for the USPS. We explained that all our clients are professional logistics brokers that engage owner operators who have work-related injury insurance along with other necessary insurances to perform deliveries safely.”

PickUp Postal was allowed to participate in the discount program that allows qualified logistics brokers and other transportation companies to pass those savings to their customers. The discount was equal to what some of the “mega shippers” get and can create enough savings to not only slash shipping costs but provide for late day pick ups.

The program provides a way to earn a commission of up to \$.25 cents per package, even when the logistics broker or transportation company is not involved with getting the mail directly to the Post Office. (Details can be provided upon request.)

“This is a tremendous opportunity for participants to give back to their clients and create deeper customer loyalty. It also can provide participants with an avenue to pursue new clients.” According to Peter Christy, PickUp Postal Managing Partner. Participants can walk into their clients’ offices and say, I would like to give you this tremendous discount as a thank you for doing business with us and there are no strings attached, no volume commitments, and no minimum postage purchases.”

Participating is an easy process. Logistics brokers and other transportation companies that want to participate only have to submit profile information to SCI, and await validation. A customer number tied to the PickUp Postal rate card will be issued for all those that are qualified. An Account will be set up with a unique account number for each participant. Every month Endicia or whomever the shipper uses for their postage will generate a report based on activity for the account. PickUp Postal will pay the appropriate commission based on those reports.

“We are delighted USPS trusts us with the task of verifying and qualifying participants for this new cost saving program. The other nationally known delivery companies tried similar programs but were not successful because the benefits of the discount were not shared equitably. Going direct to all the logistics brokers and transportation companies, who have actually been doing these types of mail pick-ups for years, and sharing the commission...is the right way to do this.” Rob Slack. [CLDA](#)

Datatrak/FM2 Partner to Provide Unique Carrier Network

Atlanta,GA - Datatrak corporation has announced that it has partnered with a Texas logistics solutions company FM2 Logistics Solutions to provide communications systems linking FM2 Carriers with FM2 Shippers.

“Our eTrac System is a natural fit to work with the FM2 national network of first and final mile carriers. It provides a framework for easy communications between FM2’s carrier base and larger National Shippers and LTL Carriers looking to capitalize on emerging final mile markets. Those shippers realize that by accessing the resources that FM2 provides, they can control and manage first mile and final mile as if they were part of their own fleet, without actually adding physical employees and vehicles to that fleet. Almost any aspect of logistics management can be handled through the FM2 platform, from warehousing to same-day delivery to assembly and consolidation. Vetted and insured carriers provide a reliable and available pool of drivers. What could be easier?” said Danny Barfield, EVP of Business Development at Datatrak.

Additional information about FM2 services can be found at www.fm2logistics.solutions [CLDA](#)

Xcelerator Customers are Partnering and Growing as Interconnect Use Grows Over 250% in 2015, Changing Same-day Delivery

Wall Township, NJ - Key Software Systems, creators of Xcelerator, has watched the growth of Interconnect swell in 2015 with a 257% upsurge in usage. The explosive growth is changing same-day delivery across the country and highlights the industry's sharing mentality that has been steadily growing over the past few years. Interconnect brings Xcelerator customers together in a seamless, real-time dispatch-to-dispatch environment to manage on-demand, scheduled, e-commerce, white glove and distribution deliveries.

Initially launched in 2009, Interconnect has been encouraging partnerships between Xcelerator customers to help expand their geographic footprint and supplement their revenue without added costs. "When we started Interconnect, customers were winning bids for regional and nationwide same-day and next-day deliveries in new territories and they had two options to service the shipper; either establish a physical presence in the new service area which meant finding new drivers and office space in an unfamiliar territory or they would look for Agents that already service that area, using an EDI to connect systems. Interconnect eliminated the need to add physical resources saving companies thousands of dollars and simplified the Agent onboarding process with a 10 minute set-up to connect with another Xcelerator user without the use of an EDI. Now, two partners can begin to trade order data in minutes while keeping the Shipper up to date with real-time updates regarding their shipments, including time stamps, status codes, scan history and signatures to name a few," states company President Charlie Pisciotta.

In 2014 Interconnect orders totaled 98,500 for an average of 269 orders per day going between partners. Significant growth came in 2015 where Interconnect reached about 1,000 orders per day, totaling 352,000 for the year. Based on the first quarter of 2016, Interconnect is on pace to grow 84% over last year's numbers, moving upwards of 600,000 orders through Interconnect partners.

Columbus Delivery Service out of New York City was one of the early adopters of Interconnect. As a leader in last mile distribution, Columbus Delivery began leveraging the technology to rapidly expand their footprint. General Manager of Columbus Delivery, Adam Autera states, "Technology like this makes our partner companies effectively our own. Our CSR can dispatch work to a partner in Pennsylvania and the jobs will be delivered and POD'd by the partner without any further attention from us. We received the real-time updates and still remained the one point of contact for our customer. We went from being a local New York City company to having a rock-solid infrastructure throughout the Tri-State area, to being a regional player in the Northeast and Mid-Atlantic practically overnight."

The nature of Interconnect also enables Xcelerator customers to create their own nationwide network of carriers, built on one platform, ensuring the highest level of data integrity, accountability and efficiency throughout the relationship. Leading the way in nationwide distribution through Interconnect is Rightaway Delivery out of Ann Arbor, Michigan. Rightaway President, Ben Kaplan divulges, "Rightaway Delivery has evolved from a brick and mortar regional carrier servicing Michigan, Indiana and Ohio, to a national logistics provider. With help from Xcelerator, the Interconnect feature and the people I meet at industry conferences like the ECA and CLDA, we successfully executed several distribution projects that consisted of 10,000+ deliveries each, spread out across the country. It's a Win-Win-Win situation, the customer wins, the agent wins and we win!"

Charlie closes,

Looking from where it started, we couldn't be more excited with the growth our customers are experiencing with Interconnect. It's putting a spotlight on the fact that competitive companies can share, exchange ideas and grow.

CLDA

Hackbarth Delivery Celebrates 40 Years in Business



Mobile, Alabama - Hackbarth Delivery Service celebrated their fortieth anniversary on Saturday, March 12th with a gala event Cheers to 40 Years held at the Mobile Alabama Cruise Terminal. Over 300 people attended, including past and present employees, customers, vendors and industry leaders. They enjoyed an evening filled with fun, food, and entertainment. One of the many highlights included a stroll through Hackbarth's Historical Hall where guests perused decades of memorabilia.

CEO Kelly Picard led the evening's activities with lively stories and poignant video greetings from all over the country. The current and past presidents of the Customized Logistics & Delivery Association (CLDA) gave a special award to Rob Hackbarth for his many years of dedication, integrity and service in advocating for the industry. Rob delivered the keynote address that touched on the company's cornerstone ideals of integrity and excellent customer service that laid the strong foundation enabling Hackbarth Delivery Service's growth throughout the years. This founding philosophy continues to drive their work today as well as look toward future achievements.

In November of 1975, Rob and Carol Hackbarth started the company in Mobile, Alabama with \$500 start-up capital, one blue van and a dream to be the very best delivery company



CDLA past Presidents surprised Rob and Carol at the party. From left to right: Rob Johnstone, Kirk Godby, Rob Slack, Mike Gualiterra, Mark Chisiauno, Rob Hackbarth, Chris MacKrell, and Bob DeCaprio



Charlie Wolf with Rob Hackbarth.



CDLA friends like Jason Burns came to support Hackbarth Delivery's 40th Anniversary Gala.



Joe Pacheco in IT, Missy McDonald in Accounting, and Eddie Roukema in Operations. Eddie has been with them for over 30 years and Joe is about to celebrate his 25th year!

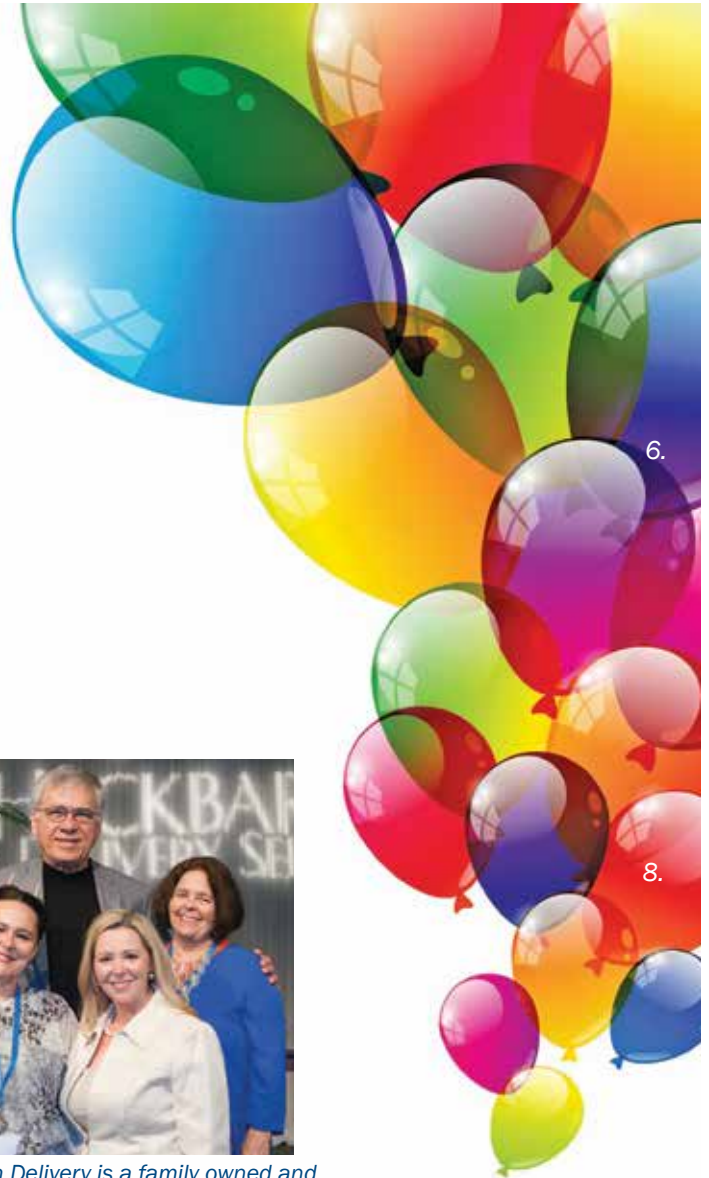


...Cheers to 40 Years Gala!

in the world. The owners attribute their success to their drive to deliver excellent service, with world-class team members, along with a deep commitment to caring for each other and the community. The first month's sales were \$7.50 representing five deliveries. Today Hackbarth delivers over 10 million packages a year and is on track to deliver over 14 million in 2016.

Throughout the year, Hackbarth will be commemorating their 40th anniversary in exciting ways! Giving back to local communities, sharing their success with stakeholders, and celebrating across the network are a few of the things planned to honor all who have been a part of past achievements and those that will play a role in future successes. They look toward the next forty years by staying true to the founding philosophy of delivering excellent service with the central goal of Being #1 to the Customer.

Hackbarth Delivery Service is a privately held, certified woman-owned business dedicated to delivering *Knock Your Sock Off™* Service as a single source solutions provider for all your transportation, warehousing and logistics needs. Hackbarth has been delivering KYSO service since 1975. For more information, please visit their website at www.HackbarthDelivery.com [CLDA](#)



Lynn Rupert, Carol Hackbarth, Victor Rupert enjoying the party. Lynn worked as head of Accounting for over a decade and has remained close with Carol and Rob.



Hackbarth Delivery is a family owned and operated business. Rob and Carol with their daughters Kim Sweet and Kelly Picard

A surprised and thankful Rob accepts the CDLA appreciation award from Bob DiCaprio



But wait! There was another surprising gift. Rob laughs, "Never leave home without your belt."

Datarac Delivers the Smoke!



Madison, WI - As one half of the team of Freeman Brothers Barbecue, Datatrak's Aubrey Freeman and his brother Pete started competing in 2008, and have had great success in the Midwest and most recently, in national competitions. Competing in categories including ribs, brisket, chicken and pork, the brothers now have their own bottled barbecue sauce that they use for competitions and also sell in stores.

"My favorite part is the camaraderie between my teammates and our competitors during competitions. It's a contest among friends." said Aubrey.

Last year, they were awarded the title of Grand Champions at Gold Ribbin' BBQ fest in Green Bay WI, receiving a perfect score for their brisket. They followed the win with the rib division championship at the 2015 World Food Championship in Orange Beach AL.

A five year employee of Datatrak, Aubrey provided a barbecue lunch last fall at the corporate office in Alpharetta before his team returned to Wisconsin. With ribs, brisket, chicken, pork and side dishes, it was quickly proclaimed the best office lunch in years! **CLDA**

FM2 Logistics Solutions using Owner Operators with SCI to provide Final-Mile Solutions to LTL and 3PLs.

FM2 (First Mile, Final Mile) Logistics Solutions has contracted with SCI to verify eligibility for Final Mile Carriers to supply delivery services to the FM2 stable of shippers and LTL Carriers. FM2 is a technology platform that allows shippers, forwarders, LTL carriers and 3PLs to transmit shipment data directly to FM2 who then delivers the information right into the dispatch system of the final-mile carrier.

"When FM2 approached us they had a unique scenario. They were dealing with a multitude of shippers and carriers and all these different entities had different requirements they wanted met by the final-mile carrier. Insurance coverages are obviously the important piece, but what was also needed was a profile data on available equipment, residential capabilities, and foot print. Etc. Many wanted to have several carriers available in some of their larger markets. They approached SCI to find out what information was available and whether SCI could assist in attracting more final-mile carriers to the program" Rob Slack, SCI President and C.O.O., stated.

Datatrak was selected by FM2 for the platform to transmit information between the shippers and carriers. "What FM2 needed was a seamless format to integrate shippers and LTL carriers with the local couriers that will be the final link in the supply chain with full visibility and real time tracking and reporting. We told them we have the system in place to do that" stated Henry Dixon, Datatrak CEO.

FM2 is headquartered in Austin TX. Visit us on the web: <http://www.fm2logistics.solutions/>. **CLDA**



Hot Shot Services, Inc Welcomes Richard Ziemba as President

Albuquerque, NM - Hot Shot Services / HSS Logistics announces that Richard Ziemba has joined our team as President. Richard comes to us with over 38 years in Transportation, Logistics, Sales, Administrative, Operations and Fleet Management. Over the years, Richard has served 9 years as Director of the Express Carriers Association and numerous years as Editorial Advisor for Courier Magazine.

Hot Shot Services / HSS Logistics has offices in Albuquerque, Denver, Portland and Fremont, CA. **CLDA**

Contractor Management Services Achieves Record Year as Contracting Companies Expand Trend Toward Use of Third Party Software Compliance Tools and Administrative Services To Administer Their Independent Contractors Continues

Phoenix, AZ - Contractor Management Services, LLC ("CMS"), the leading provider of compliance software tools and third party administrator of settlement and insurance services and provider of compliance management software to contracting companies that use independent contractors today announced a record number of new customer wins for the company in 2015. Customers choosing CMS as a partner did so to reduce cost, better manage risk and eliminate non-strategic workflows. Based on feedback from customers transitioning to the CMS' ICMPower™ platform, reducing the cost to administrate services for independent contractors was cited as the number one pain point, while reducing risk exposure through better controls and transferring error-prone business processes such as settlement were cited as secondary drivers in the decision to outsource to CMS. With the increased regulatory scrutiny on compliance persistent driving growing demand for its solutions, and institutional investment support from Boston-based private equity firm Riverside Partners, CMS has continued to invest in its business by expanding its executive, customer support and product development leadership teams and growing operations.

Saving money is still the primary reason customers utilize third party compliance automation solutions outsource.

CMS' solutions leverage Cloud-based software to automate back office tasks at a with a scale solution, thereby reducing administrative costs for CMS' customers. By implementing CMS solutions, customers have realized cost savings ranging from \$250,000 to more than \$1 million annually by choosing to outsource workflows such as independent contractor onboarding, payment settlement, and management of insurance coverages.

Improved risk management, and shedding non-strategic workflows ranked as close second and third reasons to utilize CMS solutions outsource, respectively.

When using independent contractor work forces,

compliance with federal and state corporate and as well as corporate regulatory policies requires sophisticated controls and consistent processes. In 2015, contracting companies reported that the motivation to outsource these functions to third party administrators provided them with greater assurance that policies would be followed correctly, and in a timely manner. Furthermore, by applying automated software solutions to outsourcing the management of workflows for independent contractor management and compliance, contracting companies were able to increase their focus on core functions that drive growth in their businesses. As a result, in 2015, CMS processed over \$1 billion in settlement value.

"Contractor Management Services is a critical partner and helps XPO reduce transactional costs while standardizing our processes", said Ben Faino, General Counsel of XPO Last Mile. "Outsourcing non-strategic functions provides a significant cost savings for XPO as well as allows us to focus on our core competency of delivery excellence," he added.

"Without fail, each customer that we onboard confirms that some combination of reducing costs, managing risks and eliminating non-strategic tasks from their workloads are the reasons for partnering with CMS," said Shirley Duran, head of professional and customer services at CMS. "When they see how we take on the burden of administration for settlement and insurance services, they appreciate the savings and the reduction in the hassles common to managing these area of their businesses."

CMS expects another record-setting year in 2016, driven by continued growth in its core business as well as expansion into trucking and home healthcare markets, all while maintaining its focus on reducing administrative hassle and improving compliance for its customers. [CLDA](#)



CXT Software Announces Dates for 2017 User Conference



CXT Software schedules 2017 User Conference for January 20- 21, 2017, in Scottsdale, AZ

Phoenix, AZ - CXT Software, a leading provider of software products that empower delivery and logistics operations, announced today that its 2017 CXT Software User Conference has been scheduled for January 20-21, 2017, at the Scottsdale Plaza Resort, Scottsdale, Arizona.

“We continue to set record attendance each year with steady growth, and we expect to continue that trend in 2017...”

Last year, we continued the successful Live Support and X Dispatch Boot Camp and capped our event with entertaining Pub Crawl,” according to Tim Cocchia, CXT Software’s Vice President, Sales and Marketing. “Our goal is educate our customers so that everyone is aware of the tools that we provide to help them increase productivity and efficiency in their business.”

“In the past a company would stay with CXT because it was a solidly supported, full featured

program. That has not changed, however, at this year’s conference there was a new attitude of receptiveness and relationship building that was not as apparent in the past. There are now even more reasons to partner with CXT Software,” adds John Jaggard, System / IT Lead at Pace Runners, Bessemer, AL. “I have been using X Dispatch for years now and I am always learning about features each year at the user conference.”

“We were excited as a first time sponsor at the CXT Software User Conference in 2016, “ said Josh Hamilton, CEO, Bringsy, San Francisco, California, “ Bringsy connects businesses to our network of already existing professional courier companies with software and logistics intelligence, CXT Software and their customers allow us to dynamically expand our courier network. We look forward to continuing to partner with CXT Software and their customers.”

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 Nextstop Mobile app to maximize operational efficiency. [CLDA](#)

Confirm Choice Expands Social Media Communication

Confirm Choice, the leading provider of background checks and drug screening to the courier industry, is expanding its communication channels to their customer base by enhancing its presence on social media. By leveraging social media, Confirm Choice will be better positioned to help clients stay up-to-date on service offerings, report statuses, and changes in the laws affecting the use of background check and drug screening reports.

“The legal landscape in the use of background checks is ever changing”, says Joi Schurman, manager at Confirm Choice. “It’s important that we use multiple channels to communicate with our clients.” This combination of communication

channels will enable Confirm Choice to communicate important information more effectively and in real-time.

“Background checks are critical to our clients in helping them make informed decisions when working with an independent contractor or hiring an employee”, said Joe Bankemper, owner of Confirm Choice along with David Temple. “We’re committed to helping our courier partners by ensuring that our background check and drug screening process is fast, accurate, and most importantly compliant with all state and federal laws. Effective communication is so crucial in achieving this goal”. [CLDA](#)



DMC Logistics Welcomes Todd Parson as Chief Operating Officer

Albuquerque, NM - Our core purpose at DMC Logistics is to contribute to the success of our customers. In everyday terms, we work with clients across a wide range of industries to best understand the critical nature of the service we provide and the impact it has on them and their customers. To keep current on emerging trends and to meet our client's requirement, the company has grown by adding a COO position to the management team, and additional fleet.

"We are very pleased to add Todd Parson, COO to our team. He brings 18 years of experience in the logistics industry that includes charter and commercial air and all facets of ground operations," says Dawn Bodenner, Direct Marketing Manager. "Todd will play a vital role in expansion efforts in key markets throughout our service area in Arizona, California, Colorado, Idaho, New Mexico, Nevada, Texas, and Utah."

As January marked the 30 Year Anniversary for DMC Logistics, the regional carrier is well equipped to deal with challenges of the Southwest's terrain, weather conditions and rural distance between service points. With dedicated

line-hauls between key markets, the company's primary hubs located in Albuquerque, Phoenix, Tucson, Salt Lake City and El Paso service customers throughout the region. Several areas of focus this year are on pool-point distribution for national retailers, medical lab to include radiopharmaceuticals, and shippers that require the technology and security that has made DMC Logistics a leader in delivering several of the USA's most recognized brands in national retail, wholesale pharmaceuticals and medical lab specimen industries. "We'll be seeing a lot more of pool distribution as shippers reduce LTL hauls and with advancement in medicine related to cancers and ageing, more will be needed in the medical area and we scale for that," notes Bodenner.

The company is known throughout the region for time-critical customized logistics and delivery solutions while delivering on a promise: Safe, secure, reliable delivery. Services include Same-Day, Next-Day, and Multi-day service for scheduled, on-demand, dedicated and routed work. **CLDA**



Loadchief Launches On-Demand Tool for Courier Companies and the new Loadchief Test Drive

Following two years of beta testing its proprietary software system, Loadchief (www.Loadchief.com) formally launched its mobile platform in the Southern California delivery market earlier this year. The new system provides courier companies with an easy-to-use tool to locate and utilize pre-screened and professionally licensed independent drivers to confidently provide local on-demand delivery service. Operated through a user-friendly application, the system allows courier companies to post their jobs to pre-screened drivers in the Loadchief system. Companies are also able to maintain contact with the driver, track the package and receive electronic verification of delivery.

Brian Wisz, Vice President of Logistics and Operations for Dynamic Delivery, was the very first client to sign up for Loadchief and has used it extensively since the launch

in January. He had nothing but positive things to say about the groundbreaking service. "Loadchief has been a great tool for our company. We've been highly satisfied with the quality of pre-screened drivers, our customers are happy with the speed and quality of service and the system is incredibly easy to use. With Loadchief, I know that Dynamic Delivery can compete in the digital marketplace."

To celebrate the launch, Loadchief Founder and President JC Burnett also announced the Loadchief Test Drive. For a limited time, courier companies that sign up for Loadchief will be able to post 10 delivery jobs for free and have the upfront registration fee also waived. Courier Companies may register for free at Loadchief.com. **CLDA**

OSHA Training Proves to be Vital for Quality Transportation Courier at Satellite Clinic Of Leading NYC Hospital



Quality Transportation, a leading provider of medical logistics based in Long Island City, NY helped save the integrity of dozens of time critical specimens that were to be transported to the laboratory, but inadvertently left by the hospital's internal shuttle driver.

A Quality Transportation medical courier, working within the satellite clinic of a leading NYC hospital, put into practice his extensive OSHA record-keeping training when on his scheduled pick-up, identified an unusually large number of specimens in the box. Upon reviewing the requisitions, he determined that 26 specimens were dated the day before and were left behind by the Hospital's internal night driver.

Recognizing the time critical nature of securing these specimens, Quality Transportation's courier immediately alerted the Clinic's staff who directed him to contact the Hospital's Shuttle Driver to make a STAT pick-up to deliver the specimens to the laboratory for processing. The Laboratory personnel were also informed to be on hand, ready for immediate processing.

Quality Transportation's Courier OSHA training and time-critical response, played a critical role in securing the safety of dozens of specimens—and identified a scheduling issue with the Clinic's courier drivers, which has been resolved.

Julius DeVito, President and CEO of Quality Transportation stated, "We take our OSHA training very seriously to ensure that the highest service standards are always being met by our Quality team". [CLDA](#)

CXT Software Establishes CXT University

CXT University will provide daily comprehensive training for customers.

Phoenix, AZ - CXT Software, a leading provider of software products that empower delivery and logistics operations, announced today that it is launching CXT University, a new training curriculum for its customers.

"CXT University allows our customers to ensure that every new and existing employee has the most up to date training directly from our training specialists," notes Melissa D'Angelo, CXT Software's VP of Professional Services.

"Our goal is to ensure that our customers understand the incredible flexibility of our system and can leverage that to gain the utmost value for their investment."

"The CXT Software team is very focused on delivering a quality product and listening to its customers' needs," explains Tim Keane, CFO at Priority Express, "A standardized training curriculum supported by CXT Software will help us maintain a high level of service for our customers and ensure that our staff continually push us to utilize all the features of CXT Software to the fullest extent."

"CXT University is scheduled to launch August 1, 2016. We have a lot of work to do to set up the training sessions, testing process, and supporting materials," states Karen Gillette, CXT Software's Project Specialist, "but, we are excited to be able to provide such a valuable enhancement to our software services. Customers that subscribe to CXT University are able to embed it in their onboarding process for new and promoted employees and also use it for existing employees that need more in depth training about specific products." [CLDA](#)

Your Enrollment is Processing.....Please Wait.



Don't get stuck waiting.



SCI has the technology to get Owner Operators enrolled and compliant in a fraction of the time.

Babaco Alarm Systems Proudly Announces Awarded Patent for STEALTH-LOK®

Moonachie, NJ - Babaco Alarm Systems, Inc., the industry leader securing transported cargo for over 85 years, has been awarded a patent for a significant and innovated technology that focuses primarily on commercial van vehicles, the STEALTH-LOK®. This patent, which was awarded to Babaco® by the United States Patent and Trademark office, is in addition to the continuing patents dating back to 1999. Invented by Greg Haber, the STEALTH-LOK® is a simple economical solution that provides the ultimate protection against van break-ins. Our first produced hardened security van lock is automatic locking for rear and side doors of vans.

Anonymous said,

“My drivers like the fact that they didn’t have to put the lock back on after they closed the door every time.”

Here is an overview of benefits for the STEALTH-LOK®.

- Automatic Locking Feature - When the driver is finished loading or unloading, the van is automatically locked once the doors are closed. By closing the door you can rest assured the van and cargo are always secure.
- Available for side and rear doors. Made for Barn and sliding doors.
- Made of a tough, durable, high tensile cast material, tested to withstand severe shock and stress.
- Uses a high security, restricted keyway.
- The key code can be made to fit your needs; master keyed on demand.
- Does not use any cargo space. Easy to install, without welding.
- Available for a variety of van bodies.
- Can be combined with BABACO’s® One Key System: Full integration with the alarm system.
- Replaces the vulnerable factory installed door locks

Unique features of the STEALTH-LOK®.

- Eliminates the need for a padlock
- Cannot be LOST like a padlock
- Cannot be CUT like a padlock
- Cannot be STOLEN like a padlock
- Cannot be FORGOTTEN and locks every trim
- Can be keyed alike to operate with any Babaco® lock

71lbs Optimizes Shipping Spend for Companies Shipping with FedEx and UPS

71lbs (71 Pounds, Inc) is a technology solution that supports anyone shipping with FedEx and/or UPS. 71lbs uses technology as well as a team of professionals to identify and file claims for all due Money Back Guarantee Refunds as well as the opportunity to perform Invoice Audits and Lost/Damaged Claims Identification/Filing. 71lbs supports any FedEx and UPS accounts that are originated in the United States and Canada. “71lbs mission is to optimize a company’s shipping spend. We have various solutions to ensure that you are getting the most for your dollars spent on shipping.” Ellen Riley, Chief Customer Officer of 71lbs.

Logistics and delivery companies are dedicated to ensuring that shipments are not only delivered, but also delivered on time. 71lbs is uniquely positioned within the shipping industry as a technology company providing FedEx & UPS shipping refunds resulting from late shipments and incorrect invoice charges, fees & contract rates. Shipping carrier accounts must be monitored to ensure that a business pays only for the services purchased.

Providers in the logistics and delivery industry have partnered with 71lbs as either a customer or a partner enabling providers to both save on their shipping as well as offering their customers a valuable tool to offset their supply chain expenses.

To learn more about how 71lbs is able to help maximize shipping spend, visit www.71lbs.com/courier. 71lbs is headquartered in Davie, FL. [CLDA](#)

Key Software Systems Heads into 2016 with Significant Momentum Expanding Integration and Development Teams

Wall Township, NJ – Key Software Systems, developers of Xcelerator, MobileTek and Fleet Commander, has added new team members to the integration and development teams, scaling up resources for new development projects and initiatives geared towards providing customers more visibility and functionality throughout the system. John Piesco will be joining the Xcelerator Development team and Shruti Patel joins the Integration Team.

John Piesco joined the Xcelerator Development team first quarter of 2016, coming over from the medical and pharmaceutical industry where he was designing and building web based educational apps for Johns Hopkins School of Medicine. John adds, “Key Software Systems is a growing, forward thinking company utilizing the very best software and hardware available. It’s great to be a part of a powerful team of some of the sharpest software developers I have ever had the pleasure to work with and I am very happy to be a member of the Key Software Systems team.” In his off time, John golfs, plays volleyball and tennis and is an active member in his church, local Scouts and community.

Shruti Patel comes to Key Software with an Engineering degree from Shantilah Shah Engineering College in India. She has previously worked as an analyst and junior .NET developer with GE Healthcare, SSFCU and New Market International. “I’m happy to be with Key Software, it’s a great environment and I enjoy helping our customers become successful with the integrations we develop, it’s very rewarding,” states Shruti. When not working, Shruti enjoys music, reading and spending time with her family.

Company President Charlie Pisciotta adds, “Shruti and John come to us with a strong background in the technologies we use and in short time have both added a tremendous amount of value to our team. John was able to work right in stride with our current team and we started to see results right away. Shruti hit the ground running and has had a direct impact in helping us to collapse timeframes to deliver integrations to our customers. We couldn’t be happier to have them a part of Key.” [CLDA](#)

Key Software Systems Welcome Graphic Designer to Team

Wall Township, NJ – Key Software Systems, developers of Xcelerator, MobileTek and Fleet Commander, are proud to announce the addition of George Dilorenzo to the team. George’s work will have a direct impact on the look and feel of Key Software Systems’ product line, as well as the company’s website, marketing material and internal customer communications.

Mr. Dilorenzo comes to Key Software with a background as a graphic artist and product designer. After cutting his teeth designing licensed products in the garment district of Manhattan, he began work for brand powerhouse Hello Kitty, where he designed over 300 products. Over his career George worked on projects in a wide variety of industries from pharmaceuticals to e-commerce. He adds, “I’m excited to be a part of the team at Key Software. It’s refreshing to see a company who cares so much about their customers. We want customers to not only have incredible software to run their business, but we want it to look and feel great too, it’s the total package.” During his free time, George creates 3D animation and is an avid gamer.

Company President Charlie Pisciotta adds, “George is going to add a new dimension for us. We’ve typically outsourced our graphic design and having him aboard will really make things seamless to bring it all together, from our perspective. He’s begun working with development on some new products and enhancements that are coming out and has also started working with our sales and marketing teams to tighten our vision.” [CLDA](#)



OnTrac Welcomes the City of Henderson at Grand Opening Event



Henderson, NV - OnTrac, the largest regional package delivery company in the United States, opened the doors to the community at the Henderson facility on Thursday, April 7th, 2016. The event welcomed the City of Henderson officials and the Henderson Chamber of Commerce. Customers, partners, and employees joined OnTrac in the Grand Opening celebration at 551 Courier Street, Henderson, Nevada 89011.

OnTrac Corporate Account Manager Erin Metscher said about the event,

“The Henderson Grand Opening event was great! It was wonderful to have not only some members of the Henderson Chamber of Commerce and the city attend, but also several of our customers, who are directly responsible for us opening this new facility.”

Customers toured the facility with operations management and saw firsthand how their products are shipped to their customers. OnTrac Customer and Gizmo Gear Director of Sales and Marketing Bill Corey said, “OnTrac really helped me out of a jam with regard to shipping

our Bottecchia Bicycles to western states. Better price and faster service. We now use OnTrac for all our packages in their service areas.”

Following the facility tours, OnTrac General Manager Shawn Rush and Henderson resident of 10 years welcomed guests to the celebration. OnTrac Corporate Account Manager Erin Metscher introduced the City of Henderson Director of Economic Development and Tourism Barbra Coffee, who is responsible for the city’s economic development strategy, which includes local business retention and expansion programs, business attraction, and small business and entrepreneurial development. Barbra Coffee assisted with the ribbon cutting ceremony and presented a Certificate of Congratulations from the City of Henderson Mayor and City Council to OnTrac.

“We were so happy to help celebrate this important occasion for OnTrac which represents a major investment and 80 new jobs to our community,” said the City of Henderson Director of Economic Development and Tourism Barbra Coffee. “The spirit of team was definitely present today as OnTrac staff, customers and community partners gathered to celebrate this wonderful new facility, which allows room for growth and expansion right here in Henderson in the months and years to come.” **CLDA**



STATE ASSOCIATION UPDATES

California Delivery Association

Hello CLDA Members, we recently finished a great meeting this year and to borrow some lines from one of our associate members. *"The 2016 California Delivery Association Convention -With great presenters and awesome networking opportunities, the CDA Meeting and Convention was another hit.* And, let's not forget about Momo the comedian! He'll go down in history as the guy who ruined Disney movies for me."

We sent along some pictures and would like to thank all who were there including the CLDA's Shawn Swearingen, and Shawn Yadon, CEO California Truckers Association. Also a big THANKS to our Sponsors and Exhibitors, along with the speakers and panelists who help make these events both enjoyable and affordable. And another thanks to those who donated raffle prizes!



CDA members also re-elected board members Andrew Brady, Bryan Scott, Ian Finn, and John Neiman, along with two new board members Payman Khosravi - Apollo Couriers, and Ron Porat - LA Messenger. Rounding out the board are current members Rick Pople, JC Burnett, Nkosi Khumalo, and Cary Millen. Please thank these members for the time they give on behalf of your association.

This year Mike Barbata and Donna Springer were honor award recipients for their past and current service on behalf of the CDA. Both were Past Presidents of the association. Central Courier's Brandon Murphy snagged the 'Fastest Courier' go kart trophy.

CDA Board member Nkosi Khumalo put together a courier team Soccer Tournament Challenge open to all members and others in our industry. After several bracket games, 'Team Dynamex' took home the winning trophy and medals.

We've been very busy with our State legislators submitting almost 3,000 bill this year. Some that we are following are shown on our website (cadelivery.org) and update daily. CDA representatives have been meeting with legislators and staffs, the DMV and CHP, and the director of the EDD to form relationships and provide open dialogue and voices to industry concerns..."we've come a long way baby!" And once again CLDA members, unlike Las Vegas what goes on in California does not generally stay in California. Enjoy your Vegas event!

Dan Bender, CDA Executive Directors

CLDA



STATE ASSOCIATION UPDATES

The Florida Messenger Association Delivers Another Successful Winter Meeting



The Florida Messenger Association hosted 80 attendees at its annual Winter Meeting at the Orlando Doubletree Universal Resort on January 29th and 30th. The meeting was held on a Friday night and Saturday, which helped to attract newcomers to the meeting. Attendees benefitted from networking opportunities on Friday night and the educational sessions on Saturday. It also provided a chance for companies to bring more members of their management teams, such as dispatchers, managers and customer service managers. Attendance this year included a last minute surge of registrations. The Florida Messenger Association wishes to express its gratitude to CXT Software for their Platinum sponsorship of this two-day meeting.

This year's event, themed "Success in the Making," began on Friday night with an opening reception sponsored by CXT Software. The attendee badges were provided by Brightstone Insurance Services, LLC and the beverage service was sponsored by Enterprise Truck Rental and AlphaStaff. The dinner buffet was sponsored by CXT Software. During dinner, guests were treated to a delightful comedy routine by Thomas Jowers of ADL Delivery. His "shtick" included stories from the street telling some of the most outrageous scenarios involving interactions between contract drivers and customers. The meeting then transitioned to the annual Casino Night. Participants enjoyed a number of opportunities to gamble with "funny money" which was later used to win phenomenal prizes such as tablets, gift cards, electronics, and a 55-inch flat screen television. The association appreciates Courierboard.com and Avalon Risk Management for co-sponsoring Casino Night. Many attendees won gifts valued at more than the cost of attending the event! The group was treated to an extended beverage service co-sponsored by Brightstone Insurance Services, LLC and CXT Software.

The Saturday session began with breakfast sponsored by Datex. Thomas Jowers, outgoing President of the FMA and President and Chief Operating Officer for ADL Delivery started with opening comments before turning the microphone over to Harold Boyett, president of Blue Streak Couriers, and FMA board member and past president, who discussed the initiatives underway for the Government Affairs Committee. Harold talked about the upcoming changes to the Associations Government Affairs Days which will focus on local visits in district in 2016 instead of converging on Tallahassee for a single day.

The meeting continued with the keynote speaker, Clay Clark, sponsored by CXT Software. Mr. Clark is a former "US Small Business Administration Entrepreneur of the Year" for the state of Oklahoma. He is a successful entrepreneur who owns multiple companies and his speaking circuit has covered some of America's top fortune 500 companies. He spoke about several topics related to the theme of the meeting, "Success in the Making." His presentation was insightful and included topics such as, adapt or die, find your niche, tenaciously pursue your goals and be maniacal about quality control. Mr. Clark was well received by the group and numerous attendees waited their turn to speak with him.

After the keynote presentation, Dan Schutt, president of Double Time Transit, FMA board member, and chair of the Membership Development Committee, addressed the group. He shared the efforts and results of the committee, and then



he introduced the Spotlight Courier, Zenda Penner of Shore to Shore Freightlines, based in Fort Meyers. Zenda shared her passion for the industry and her passion for her business.

The meeting included several vendor fair sessions and two round table discussions. The topics of driver recruitment and retention were just a few of the areas of focus for the round table sessions. The roundtable discussions were an opportunity for members to discuss topics important to the health of the industry, as well as best practices and shared experiences.

Attendees were provided with “vendor passports,” which facilitated quality one-on-one time with vendors during the vendor fair sessions. Saturday afternoon continued with the Vendor Spotlight presentation featuring Pete Iridoy and Chuck Lupo of Key Software Systems. They covered the evolution of software in the customized same day delivery space. The placed a special focus on the most recent trends such as the methods utilized to partner with other delivery companies. They spotlighted the interconnect platform created by Key Software to allow courier companies to leverage each other’s capabilities to build a larger, stronger network. Key Software continues to be a tremendous advocate for the FMA, and the association is thankful for their support.

The final moments of the meeting were another highlight of the annual event, as attendees participated in a raffle. Once again, attendees had a chance to win high-value prizes, such as a big screen television.

Overall, the annual Winter Meeting for the Florida Messenger Association was successful. As always, the FMA leads the country when it comes to state association activities, and the Orlando Doubletree Universal continues to serve as a great venue for the meeting.

On behalf of the board of directors, as well as the general membership, the FMA is sincerely thankful to our outgoing president, Thomas Jowers, for all of his hard work and dedication in organizing our annual meeting. We look forward to a new chapter of our story under the leadership of our new President, Steven Seltzer President and CEO of Comet Delivery Services.

The Florida Messenger Association wishes to express sincere gratitude to the “Friends of the FMA” sponsors: Pettyco Express, Comet Delivery Services, Manko Delivery Systems, Inc. and ADL Delivery.

A special thanks to our generous sponsors:

Platinum:	CXT Software
Gold:	Brightstone Insurance Services, LLC Key Software Systems Courierboard.com
Bronze:	Enterprise Truck Rental AlphaStaff Datex Fleet Complete Avalon Risk Management

The feedback from the attendees continues to inspire the board of the association:

“I brought several members of my management team to the meeting because the main event was scheduled for a Saturday. Normally, I could not afford to take five of my people away from the operation on a weekday because of the demands of their daily responsibilities.” – Harold Boyett, FMA board member and President, Blue Streak Couriers, Jacksonville, Florida.

“The FMA did it again! The Winter Meeting was once again an informative, enjoyable, and educational weekend. Casino night on Friday kicked off the event that led into dynamic speakers with quality breakout sessions on Saturday. I left the 2016 meeting already looking forward to 2017.” – Lance Dearborn, FMA Board Member and President and CEO of FASTMILE Logistics.

“The FMA truly has one of the highest energy and information packed conferences I attend all year. The January event really sets the tone for our industry for the entire year and the networking opportunities among our members is unparalleled in the industry. I am impressed that our yearly event gets better and better every year” – Steve Howard, Esquire Express, Miami, Florida

“Engaging, intelligent, entertaining, and stimulating conference. Although these are powerful adjectives that I don’t use lightly, they still fall short of conveying what a GREAT association we are involved with.”
– Bryan Bilchik, Chief Operating Officer, Manko Delivery Systems, Tampa, Florida

“Each year I look forward to attending the winter FMA meeting, not only for the social time with my fellow members, but for the learning experience and networking opportunities. This year, as in the past, I was not disappointed and look forward to next year. Another terrific event — kudos to the board members.” – Gary Gilbertson, Vice President, Alpha Logistics Service, Orlando, Florida

“We are so glad that we made the time to go to such a great event. The knowledge that we gained and the contacts that we made are so valuable and so much more than we ever expected. We look forward to becoming an integral part of such a wonderful organization.” – Angie Chandler, President, Ace Courier & Delivery Service, LLC, Niceville, Florida



STATE ASSOCIATION UPDATES

New York State Messenger & Courier Association



On February 24, 2016, the New York State Messenger & Courier Association hosted a successful and informative meeting entitled, "How the Shar-

ing Economy is Revolutionizing the Last Mile Delivery Industry". The seminar addressed the pros and cons of the growing Sharing Economy and how it relates to the Last Mile Delivery industry. The keynote speaker was Rob Howard of Grand Junction, Inc. He gave an informative presentation on the emerging landscape of the Sharing Economy and highlighted the companies that participate in the sharing of access to goods and services through the Last Mile Delivery industry. He also highlighted the companies who use information technology through the Sharing Economy to redistribute, trade and produce the consumption of goods and services to different businesses and corporations.

The seminar also reviewed Uber's two new services UberEats and UberRush and discussed how those services are impacting independent contractors, bike messengers and couriers in the state of New York.

During the NYSMCA Membership Dinner Meeting, attorneys Corinne L. McCann, Esq., and Ian D. Meklinsky, Esq., of Fox Rothschild, LLP updated the membership about laws regarding the cases of Independent Contractors and presented information about how the State of New Jersey's laws and its enforcement of those laws may be undermining the NYSMCA members' rights.

The New York State Messenger & Courier Association will hold its next business meeting and seminar on Wednesday, May 25th, 2016 at Arno's Restaurant, located at 141 West 38th Street, New York, NY 10018.

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May 3 – 5, 2017

JW Marriott Orlando, Grande Lakes



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