



# DISPATCHER

## American Expediting

Issue #3

### Dispatches

From Vic Finnegan, President



Vic Finnegan

Technology has transformed our industry, as it has many others, affording us market opportunities greater than ever before. So, at the start of 2005, I announced that American Expediting was ready to pursue those opportunities, move into other geographic territories and increase the number of offices, along with the physical size and staff of existing offices. Plans also included the diversification of our product mix and the aggressive targeting of new markets.

Throughout the year, we met many of our goals. In fact, 2005 was one of our best. As projected, we opened new offices, Columbus being the largest to date. Plans for future office sites include Akron, Buffalo, Norfolk and Orlando,

areas we are already serving. In other major U.S. cities without a physical American Expediting office, we've developed a network of agents to accommodate our needs. Our warehousing facilities are more spacious and numerous than ever, with most offering 24/7 security.

In 2005, we also established a Marketing Team. This newsletter is one of their contributions. Working closely with the sales force, Marketing provides leads, sales materials and support. It also researches and determines the resources available for marketing the American Expediting services. As a result of their efforts, a full-page article about our company appeared in the November issue of *Smart Business Philadelphia*.

During the year, we appointed a security coordinator to ensure our compliance with the Transportation Security Administration, and named a personnel manager to oversee our EEOC and other Department of Labor issues.

Yes, 2005 was a banner year for our company and a large percentage of its success must be credited to my hardworking staff. While I've said it before, I don't think it can ever be said too much: I am fortunate to have the wonderful, dedicated group I

think of as my work family. They have my deepest thanks for all of their efforts. Likewise, I owe a great deal of thanks to my faithful, loyal customers, many of whom have become friends as well. Happy 2006, everyone.



### *Just Call Me Lucky*


Fred-X, an American Expediting courier, bought 10 tickets (nine computer-generated) on the day of the Pennsylvania Power Ball



drawing in October. Potential winnings had reached \$340M and "Lucky" Fred always takes a chance "when it's high."

"I didn't check the number but a friend of mine who also played had written them down. I couldn't believe it when she showed me. I slept on it," says Fred. "The next day I confirmed that I had hit five numbers. I still can't believe it."

Lucky Fred had won more than three-quarters of a million dollars.

Does this change his life? "I don't know. I'm sure it will in some ways but right now, I have no plans to quit driving." 

## “They’re the courier you can count on”

### ...The Bracken Bird Farm talks about American Expediting

If you’re looking for a Conure, an African Grey, a MaCaw or a Budgerigar, check out The Bracken Bird Farm in Redlands, CA.

Bracken Birds, in business for over 40 years, is one of the largest bird farms in the United States, with hundreds of varieties of birds of all sizes and types, both exotic and familiar. They breed the birds themselves, from inception to birth, operate their own seed mill, ensuring a superior quality food supply for their residents, and sell all of the necessary supplies. Although they have a thriving business among walk-in and web-based customers, a large percentage of their distribution is to pet stores throughout the United States.

Distribution of such fragile, delicate pets requires special

handling by well-informed, careful transporters. In 2003, The Bracken Bird Farm contracted with American Expediting to handle the deliveries.


“We started them with deliveries to two of our accounts. They are now responsible for more than 22 accounts in cities such as Miami, Boston, Denver and Chattanooga,” says Bracken Bird Farm Manager, Julie Salazar.

Niki Viall, the Philadelphia office coordinator for the account, describes the conditions required of the courier and the American Expediting offices.

“Drivers cannot smoke while in contact with the birds and they must keep them warm. There are occasions when the birds are flown in late at night, so the driver has to take them

back to the American Expediting office where, again, they must be kept warm and free from unnecessary stimuli,” explains Viall.

All in all, Bracken feels “safe” having American Expediting deliver the birds, notes Kellie Corber, Billing Supervisor. “We are committed to producing healthy birds, so making sure they safely reach their destination is a very large step in our process,” she adds. “For us, American Expediting is definitely the courier you can count on.”

In addition to the outside aviary with exotic wild ducks, they also have a Koi fish pond, a Brahman bull, a camel and emus. Visit their website at [www.brackenbird.com](http://www.brackenbird.com). 


## Behold American Expediting’s Crew



From left to right: Lauren Butterly, Pat Quigley, Karen Marino, Manager, Marge Jajko and Nadine Marino.

Telephones, emails and Instant Messenger have rendered many of us invisible to our co-workers and customers so we have decided to include pictures of our employees in upcoming issues of *Dispatcher*. Beginning with this edition, we would like to introduce the Accounting Department.

When not at work, Lauren, (left) recovering from a broken foot incurred while bike riding,

usually bicycles around the city with her mate, Rich. Pat, a creative soul, is an arts and crafts enthusiast. Karen, mother of four, dedicates her time to coaching several community little league teams. Marge, as many of you may know, is the ultimate sports fan with a strong allegiance to the Seahawks. Part-timer Nadine, is a nursing student. 

## A Decade Plus with American Expediting

Congratulations to the following American Expediting employees who have reached and in some cases, exceeded, ten years with the company:

Donna Brinkman, *Finance*

Bob Dryslewski, *Human Resources*

Ivy Fodor, *Account Executive*

Marge Jajko, *Accounting*

Deb Kuehl, *Information Technology*

Karen Marino, *Accounting Manager*

Barb Sgro, *Transportation Security*

Lynne Shaffer, *Customer Service* 

## Meet Your Account Executives

*...American Expediting presents its sales team*

With over 16 locations up and down the East Coast and as far west as Detroit, American Expediting serves such major cities as New York, Philadelphia, Pittsburgh, Washington, DC, Baltimore, Richmond and Atlanta, to name a few. Many of you have met or talked with the following personnel—the caretakers of your accounts. But, for those of you who haven't, we'd like to introduce American Expediting's sales team.

**Ivy Fodor** of the Pittsburgh office has been with the company since 1994. She resides



in Wexford with sons Adam, 21 and Josh, 17, their cocker spaniel, PITA and Doug the turtle. She was

born in Japan, bought a bookstore when 18 and played softball until four years ago. With both sons playing hockey, Ivy says most of her life after work is spent in an ice rink.

**Jim Saylor**, Philadelphia's account executive, joined American Expediting in 1999. Although born in Philadelphia, he was raised in New Jersey where he raised his two daughters as a single



father. A graduate of Peirce College in Philadelphia, Jim spends his leisure time at the shore with friends, family and his seven grandchildren. He likes to dance and says model trains are a favorite hobby.

Down in Raleigh, **Veronica Preston**, has taken care of



American Expediting business since 2000. Eighteen years ago, in 7<sup>th</sup> grade, she met Chris Preston.

They've now been married for 12 years, have a daughter Nyanda and a dog named Snoop. Nyanda runs track, plays basketball and accompanies Veronica in the church choir.

**Kelly Wince** covers ground for American Expediting in



Richmond and its environs. Her husband, Rick, is a Chief Petty Officer in the U.S. Navy. They have three daughters:

Teresa 21, Kayleigh, 18 and 15-year-old Shannon. Rounding out the family is their Yorkie, Kittie. When not motorcycle riding with her husband, Kelly renovates their home, or heads for the gym.

In Detroit, American Expediting's newest and western-most office, **George McMullen** has been heralding the company's



services as far away as Lansing, MI. The self-described NBM (never-been-married) bachelor and owner of a single fish named Jethro, likes to exercise, garden and watch the Detroit Lions, even when they lose.

Besides her position with American Expediting in Columbus, **Keri Robinson**, a trained respiratory therapist, also serves as a



medical instructor at Corinthian College. She and Operations Manager, Scott

Robinson, live in Columbus with their 12-year-old daughter, Alexis, and Jed, their Dalmation.

A recent newcomer to American Expediting, **Kristin Hale** handles the Charlotte territories. She lives with her husband and step-daughter in



the city and enjoys cooking, traveling and going to the gym.

Another new face at American Expediting (Atlanta office) is **James Bond** (he's heard all the jokes!). James is a widower with two adult daughters. He spends many hours coaching a teenage basketball team which is part of the Amateur Athletic Union. He also plays golf and sings



in the church choir.

**Chick Dooling**, our Allentown representative, was born and raised in Philadelphia and now makes his home in



Bethlehem. In his 'first' career, the Spring Garden College graduate, owned five tire stores in Philadelphia. In

addition to his responsibilities with American Expediting, Chick is interested in photography and dogs.




## *Pittsburgh Sets New Revenue Record*

In October, Pittsburgh broke all revenue records since opening in 1994. Operations Manager, Mark Sanner said that each month, the office sets a goal for themselves.

"For the past five years we have met that goal each time," said Sanner, "and then have to set the bar higher for the following period."

The challenge is welcome, said Scott MacFarland, Assistant Operations Manager. "Meeting it repeatedly is a source of pride for all of us," he said. "We've got a great crew here and everyone knows what they have to do to get the job done and to satisfy our customers...it's all about hard work and attention to detail."

The record-breaking month was so large it called for a special celebration, Sanner added. "We held a catered 10-hour party at my house on Sunday. It was my 'thank you' for the efforts of my terrific staff." 


## *Changing the Face of Courier Services*

*...American Expediting sets industry standards*

At American Expediting, we know there are many couriers that are vying for your business. We take the responsibilities our clients have entrusted to us very seriously and demonstrate that each and every time we're called upon. We believe there is no better value than ours in courier services.

Here's what you get when you turn to American Expediting for your transportation needs:


- "Real-time" order entry/order tracking and reporting capabilities
- State-of-the-art technology
- Immediate access to national network of ground courier services

- Courteous and responsive customer service representatives
- Centralized management of your company's ground transportation program
- Simplified rate structures
- Simplified customer auditing and cost monitoring...**one** invoice for all locations
- Region's leading **legal** document courier for court filings, subpoena and process service, skip tracing, notary and legal research
- Fully experienced **medical** services courier, performing timely and special handling of critical medical supplies, pharmaceuticals, lab specimens, and transplant organs. 

## *All Work and No Play? Not at American Expediting*

Employees dressed for the annual Halloween party at American Expediting, Philadelphia. Assembled outside, from left to right, are:



"Raggedy Ann" Karen Marino, "Medieval torturer," President Vic Finnegan, his wife Mari, "streetwalker babe," her "slick pimp," Niki Viall, Pat Quigley, our "evil fairy," Marge Jajko, "knife-wielding ghoul," and Deb Kuehl, newest member of the Addams family. 

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