



DISPATCHER

American Expediting

Issue #4

Dispatches

From Vic Finnegan, President



Vic Finnegan

Being technologically current in our industry, like all others, is extremely important in terms of customer service, effective operations, and a competitive edge. We have made the addition of relevant technology a priority and, in doing so, have increased our levels significantly, enhancing our overall service. Thus, we are able to ensure our customers that they are receiving added value for choosing American Expediting Company.

Our latest technological consideration is the Global Positioning System (GPS). Our initial evaluation has revealed that this instrument has the potential for tremendous benefits. By integrating it with our E-Courier custom-dispatch software, we will be able to identify all of our couriers on an area map and track them throughout each leg of their delivery, from pick-up to destination.

What does this mean? It means that we will be able to immediately communicate to customers the exact location of our courier in relation to their destination. Additionally, when a new order is received, we will be able to visually determine the closest courier to that pick-up location.

It is our belief that the GPS will be a big boon to our drivers, helping them choose the best, quickest or least congested route. GPS accuracy is impressive: it can display an exact position within 6 to 20 feet, anywhere and in any weather. Ultimately our drivers will be able to make speedier deliveries, giving us an edge over our competition.

When we began researching the GPS, I happened across some interesting facts. GPS was originally developed for the military's tracking needs over two decades ago. Then, in the 1980s, they were put on the consumer market. It's only been in the last few years that they and their countless and unique applications have caught the public's attention.

My research showed that outdoor enthusiasts are using the devices to map hiking routes, find good fishing spots, and track stars and galaxies. Parents are using them to keep track of their young children and teenagers, as well as their elderly parents. Even gourmards are relying on them to tour and locate fine and unique dining sites.

The history of the GPS in the transportation industry began with

the larger, overnight, long-distance delivery companies who initially acquired them for their fleets. Their use, in lieu of maps, for the smaller same-day rush messenger services has only recently been adopted by a handful of companies around the country.

Because American Expediting is always striving to stand apart from the competition and remain the region's premiere rush/same-day delivery service, we feel the GPS is a good addition to our services. We like the advantages it offers and are certain that, once thoroughly put through our testing period, it will become the newest benefit in our package of customer services. [E](#)

New Office for Allentown Site

Chick Dooling and his new Account Executive, Amy Cullen, have settled into new quarters in the Lehigh Valley. They can now be reached at:

American Expediting Co.
425 Allentown Drive, Ste. 4
Allentown, PA 18109
Toll Free: 800-475-6075
Telephone: 610-435-2926
Fax: 610-435-3969

The Allentown office serves the Lehigh Valley business, industrial, medical and corporate communities on a 24/7 basis, using both ground and air transportation. [E](#)

American Expediting Plays Important Role in Urgent Delivery

One morning in November, the staff at American Expediting's Pittsburgh office learned just how important their company's services can be.

Account Executive, Ivy Fodor, took a call from one of her pharmacy clients who said that 13 children in Columbus Children's Hospital had been exposed to chickenpox. In order to protect them from developing it and becoming even sicker than they were, they needed a special drug available only from a pharmaceutical company in Los Angeles. Furthermore, for the drug to be effective, it was necessary to administer it within 17 hours.

"All of that was stressful enough," says Fodor, who began worrying about the children's health, "but the worst factor was the time—it had to be flown that day which happened to be the

biggest travel day of the year: the day before Thanksgiving. I felt sick."

After calling the various airlines and being told the request was an impossibility, the staff spent two hours discussing how they could handle the situation.

"I was becoming frantic. I was so worried about the children and racking my brain about how to do this when suddenly I remembered that AirNet Express has night flights," says Fodor.

AirNet was contacted and accepted the job as a subcontractor for American Expediting. But despite their promises that it would be delivered within the time frame, Fodor couldn't relax. She requested that they call her at home as soon as it had arrived. They agreed. Then she begged

them to ask the pilot to personally see that the drug was indeed, on board.

Two o'clock that morning, she got the call that allowed her to finally sleep. The drug had arrived—two hours before it was due—and the pilot had personally put it on the seat next to him.

"I don't know if they were kidding about that or not, but I know I was grateful, relieved and suddenly aware of how valuable the services of my company are. This was definitely one of the most memorable deliveries we've ever handled." 🇺🇸

AirNet Express is the air courier division of AirNet Systems, Inc., a provider of time-critical air transportation services for small package shippers and banking customers to more than 100 cities nationwide.

Gas Saving Tips From American Expediting Drivers

The surest way to reduce fuel costs is to by changing your motoring habits, our drivers tell us. Check out some of the gas-saving tips they use every day:

- Never exceed legal speed limits. They are set for your traveling safety but, simultaneously, result in better gas efficiency. Traveling at 55 mph gives you up to 21% better mileage when compared to 65 mph and above.

- Keep windows closed when traveling at highway speeds. Open windows cause air drag, reducing your mileage by 10%.

- Drive steadily. Slowing down or speeding up wastes fuel.

- Avoid tailgating the driver in front of you is unpredictable. Not only is it unsafe, but it affects your economy when he slows down unexpectedly.

- Stoplights are usually timed for your motoring advantage. By traveling steadily at the legal speed limit, you boost your chances of having the "green light" all the way.

- Remove excess weight from



the trunk or inside of your car such as back seats, golf clubs and unnecessary heavy parts. Extra weight reduces mileage especially when driving up inclines.

- Car pools reduce traffic 🇺🇸 congestion and gas expense.

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Starting the Day With a Smile...

Philadelphia's Lynne Shaffer

Twenty-nine, five-feet-three, blonde, blue-eyed and 99 pounds, is how Customer Service Representative, Lynne Shaffer describes herself. But that description is one of many jokes the five-foot tall, brownette grandmother of three makes throughout her 6 am start-time shift in Philadelphia.

"I love talking with people and having fun with my customers once business has been taken care of," she says. "I've made a lot of friends over the past eleven years."

Fun aside, Shaffer is a valued and serious employee whose responsibilities go beyond taking telephone orders.

"My job is really diversified. There's a lot of problem solving



involved for customers and questions about previous jobs. I also handle the daily distributions and train new customer service reps."

Shaffer's friendly, easy manner helps build business rapport among clients and has relaxed and calmed the most frantic and concerned callers.

Ed Block, a Chicago dispatcher with Quick International Courier, says he often talks with Shaffer in the first hours of the day and her

joviality brightens those dark, early-morning hours.

"Lynne is friendly and fun and helps the day pass, but more importantly, she is knowledgeable. I can always count on her to get the job done or find an answer," says Block.

In addition to her grandchildren, Shaffer has two daughters, Traci and Jennifer, and two granddogs, Gable and Tego. In her leisure time, Shaffer reads, plays computer games ("not at work, she emphasizes"), does crossword puzzles and loses her money at local casinos. ♣

Quick International Courier is recognized as a global presence, offering personalized service with a unique ability to meet every deadline, every time, anywhere in the world.

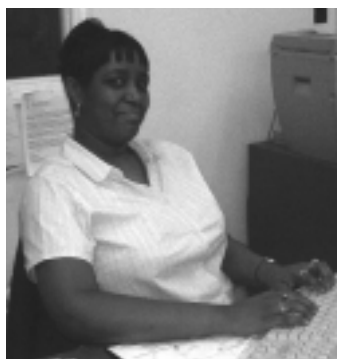
Northern Qualifications and Southern Charm:

Jamie Gordon, Charlotte Customer Service Representative

Charlotte's Customer Service Representative, Jamie Gordon has an anomaly or two in her life. She longs to take a cruise, but is terrified of water and considers getting a puppy despite her life-long fear of dogs. But the anomalies end when it comes to work. She is perfectly clear about her job.

"Jamie is one of the most dependable people I've ever worked with," says Rick Karlinchak, Regional Manager for American Expediting's Southeast corridor. "She's clear-headed and focused and does her job with the assurance of someone who knows exactly what they are doing."

Gordon joined American Expediting eight years ago after she left New Jersey for the better weather of Charlotte. She and her daughter, Makita



and son, Ray, settled into the city where all three thrived.

"I'm happy here. My kids are happy. My job is great,"

she says. "It's a good office and I enjoy the customer contact."

Besides customer service, Gordon also prepares the weekly payroll records, dispatches when required and does the process serving work. Which brings us to one customer's glowing report.

"Jamie is on top of everything. She's thorough, quick and professional," says Tina Wright, Supervisor of the Out-of-State Department for Guaranteed Subpoena Service,

Inc., in Union, NJ. "I've been with my company for 17 years and have dealt with Jamie for eight of those years and I can only tell you how satisfied I am with her response and service. No matter what we ask of her, she gets it done and the affidavits are always perfect."

In her off-work hours, Gordon takes it easy, watching movies, visiting her nearby family or shopping with her daughter, now a junior at North Carolina Agricultural and Technical State University. She also envisions the cruise she'll do when her son graduates high school in 2007... if, by then, she has conquered her fear of water. ♣

Guaranteed Subpoena Service, Inc. is the largest server of legal process in New Jersey and in the United States.

A Courier Defined by the Numbers

Numbers tell a story about Raleigh driver David Vandenboom. In the eight years he has been with American Expediting Company, he's racked up 470,000 miles on one van and 250,000 on the one he now drives. Each week, he makes deliveries in the three states of North Carolina, South Carolina and Virginia, to countless cities and towns, over countless roads and highways.

With his wife, Marlene, of 37 years, Vandenboom has four children who have given

them eight grandchildren. While they were growing up, he spent 18 years managing 100-200



employees at a retail grocery store. It's the only number he regrets.

"I spent so many long hours at the store instead of home with my family in those years," he said. "I wish I'd had this job then. This one allows me to make my own hours. It would have given me a lot more time with my kids."

Vandenboom finds driving for American Expediting pleasurable.


"I'm out in beautiful countryside filled with old barns and houses instead of cooped up for long hours. Everyday is different—I like the diversity of this job, and the company has always treated me well."

And, the customers like him, especially Rachell Glover, Transportation Representative of Cardinal Health, Durham, NC.

"David is great. He seems to

appear minutes after I've called for a delivery and he knows our work so well, he doesn't need me on hand to instruct him. Often I don't even know he's there until he's ready to leave and brings me the paperwork," says Glover. "He does a wonderful job for us and I'm always happy to see him."

Co-workers also think highly of Vandenboom.

"Our customers tell me all the time how courteous he is, how he makes a point of thanking them for the work. He's the best kind of public relations person anybody could want," says Business Development Manager, Adam Holder. 

**Cardinal Health
Serving the Healthcare
Industry Worldwide**

Columbus Driver is a Real Find

Good help is hard to find is a refrain that summarizes the state of the nation's work force for many employers. But Scott Robinson, the Operations Manager for American Expediting's Columbus office, would not agree; not since hiring driver Bob Schultz last year.

"He is our saving grace," Robinson says. "Every courier service should have a driver like him."

That's because Schultz, husband and a father of five, never turns down work. Robinson says he's cooperative, courteous and willing to do any and all jobs day or night.

One of those jobs is a run for AirNet Express that entails the

retrieval of 2,000-3,000 pounds of printed matter from the airport each night.

"Some drivers don't want to work at night or early mornings," Robinson says, "but Bob has no limits."

AirNet Service Manager, Chuck Draback described Bob Schultz as one of the best commercial recovery couriers he has encountered, who is tenacious about completing his deliveries. "We're really pleased that American Expediting assigned him to AirNet's work."

Schultz says, "there's a Midwestern friendliness here that I didn't have at my other job. I can't say enough about the dispatchers. I didn't know the

Columbus area when we moved here last year and they were really helpful and patient. It's a comfortable place to work. American Expediting is a good company."

Robinson adds that, "trying to get a new office off the ground is a challenge and so much depends on the caliber of your



people. Bob is one person who made our task easier and we'll be forever grateful that he joined us." 