

SDS Celebrates Another Milestone

41 Years dedicated to customer service

This month marks the 41st anniversary of SDS Global Logistics.

As so many of our long time clients know, SDS traces its roots back to 1943 when it began as a one-man local trucking company in downtown Manhattan. From these humble beginnings, SDS has since grown into one of the premier leaders in the logistics industry. The business was built upon the simple concept of offering multiple options to address every shipping need worldwide coupled with the best service in the industry.

In December, 2013 SDS merged with Need it Now Courier. SDS has continued to operate under the name SDS Global Logistics and is now part of one of the largest privately held transportation firms in the United States.

The entire team remains excited about the new opportunities and challenges that the industry continues to present but our focus remains with our customers

In this Fall newsletter you will read about our customer service team and their continued dedication and the excitement of moving into our new warehouse. Our online ordering system is catching "fire" and our customers absolutely love the benefits of this very user friendly system. Enjoy the newsletter and Happy Autumn.



The "Old School" SDS Team; Matthew Wizeman, Bill Guido, Rodney Sparks, and "Uncle" Tony Racioppo

Newsflash...

- ⇒ **Find out how to get those SDS Movie Passes**
- ⇒ **Ask about a free month of warehouse space**
- ⇒ **Ask about our referral program**

STORIES INSIDE

SDS Anniversary	1
FED EX Raises Rates	2
USPS Saturday Delivery?	2
It's All About Service	3
Shipping Online	3
Referral Letter	3
Upcoming Events	3
Halloween Safety Tips	4
Affiliates	4
Holidays	4

Information

Corporate Headquarters
37-18 57th Street
Woodside, NY 11377
Phone: (888) 737-3977
Fax: (718) 472-3441

Warehouse
29 Spring Street
West Orange, NJ 07052
Phone: (973) 621-6010*
Fax: (973) 621-7310

*Emergency Number

Services

- ◆ **Rush Messenger & Trucking**
- ◆ **Tri-State Same Day Delivery**
- ◆ **Same Day Domestic Air**
- ◆ **Worldwide Air Freight**
- ◆ **Air Courier**
- ◆ **Worldwide Mail & Fulfillment**
- ◆ **Mail to/from the Post Office**
- ◆ **Interstate Trucking**
- ◆ **Warehouse Logistics**
- ◆ **Trade Show Management**

Locations

Headquarters
New York, NY

Warehouse
West Orange, NJ

Offices

Baltimore, MD □ Chicago, IL
Dallas, TX □ Danbury, CT
Houston, TX □ Indianapolis, IN
Long Island, NY □ Los Angeles, CA
Miami, FL □ San Francisco, CA
Washington, DC

Our Warehouse is on the Move

SDS Warehouse to move to larger location in West Orange

We have exciting news to share with all of our valued customers. We will be moving our warehouse from Newark, NJ to West Orange, NJ during the month September and October. **Why are we so excited?**

- We have increased our Warehouse capacity. This enables us to store more product and other commodities that require special storage.
- A secured gated section for high value materials.
- More docks to accommodate inbound and outbound trucks.
- More space for temperature controlled goods
- Our Fulfillment Center has increased in size enabling us to fulfill any size projects with ease.
- Convenient parking and easy access to most major highways.



Our new warehouse will be located at 29 Spring Street, West Orange, NJ 07052

Fed Ex Announces Rate Increase

You may have more options than you think

There are a few things in life which are very predictable. "Death, Taxes and a Fed Ex and UPS rate increase.

Fed Ex announced in September they have initiated a General Rate Increase for 2016. Here are the details:

- FedEx Express will increase shipping rates by an average of 4.9% for U.S. domestic, U.S. export and U.S. import services.
- FedEx Ground and FedEx Home Delivery will increase shipping rates by an average of 4.9%. FedEx Smart Post rates will also change.
- FedEx Freight will increase shipping rates by an average of 4.9%. This rate change applies to eligible FedEx Freight shipments within the U.S. (including Alaska, Hawaii, Puerto Rico and the U.S. Virgin Islands), between the contiguous U.S. and Canada, within Canada, between the contiguous U.S. and Mexico, and within Mexico.

Average increases can be misleading. Actual 2016 rate increases for most Express products exceed 4.9%.

Rate increases are a part of operating a quality business at times, but rate increase at SDS for instance have been about half of those of FedEx and other large integrators over the past 10 years. This year SDS will once again have a more modest increase in rates.

USPS: Has Saturday Delivery Lost Its' Steam?

The big change that may never be...

The cancellation of the USPS Saturday delivery service is not a done deal by far. It appears that the proposal to end Saturday deliveries is quickly fading away. Opposition to five-day delivery has always been high - and in the last few months it might have been enough to derail any reform effort geared toward cutting out Saturday letter delivery. The public has expressed their discontent to cancel Saturday delivery and it seems evident that the Congress is listening.

The Federal times has reported that Representatives Sam Graves and Gerry Connolly have co-sponsored a resolution in the House that states the Postal Service should do whatever it can to preserve Saturday delivery. Introduced in January, the proposal now has 200 co-sponsors, and its proponents expect to reach 218 soon - which would be a majority in the House.

Rep. Graves said members of both parties have overwhelmingly shown they oppose the push to eliminate Saturday delivery, and that lawmaker support for the resolution is encouraging.

Rep. Graves said that "while we need to keep our eyes open to proposals like these going forward, the message has been received that Congress will not tolerate the USPS moving away from 6-day delivery."

Rep. Connolly added that "the concept of ending Saturday delivery has faded as a priority. He also sits on the House subcommittee that oversees the Postal Service, and said while the committee continues to work on Postal Reform; ending Saturday delivery is not on the list."

On Call and Ready to Serve

What makes a company great? For SDS and Need It Now, it is clearly the employees who work to make deliveries happen for our clients. The Customer Service Department is one example of how our employees that play a vital role in our success.

The department is composed of highly skilled representatives whose primary goal is to ensure that all customers receive the best quality service in the industry. The Customer Service department can receive over a 1000 calls per day and the key to every call is to ensure that when the call ends, we have another happy customer!



Tabatha Jackson, a 15 year Customer Service Representative said “It really gives us great pleasure when we as employees can help our customers.”

Tabatha also mentioned “It gives us great pride to know our customers personally and that they can contact us 24 hours a day, 7 days a week and 365 days a year.” **We never close!**

The World at Your Fingertips

Learn how using our expanded online ordering system can save you valuable time

SDS/NIN is a leader in worldwide shipping. Let us show you how easy and cost effective it is to ship your next document or package right from your desktop to anywhere in the world. Our online shipping system is advanced but also very user friendly. You can print and customize airway bills, store management reports, receive POD alerts and build you own shipping database.

A customer in the entertainment and media industry said “ The online system has enabled my department to become more streamlined and efficient in managing the day to day operation. I now have the ability to produce frequency and volume trend reports as it relates to the amount of orders placed. The system can also assist us in managing our transportation budget and other features that is a value to our company. SDS/NIN makes it so easy. They will assign a user name and password and one of their friendly representatives will walk you through the process”.

We are so confident that you will find our service superior and our rates better, that we will give you a free set of movie tickets for placing just one online order with us. Just send an email to our Sales Team, (sales@sdsgl.com) or contact our VP of Sales, Len Froio at 718-784-5586 ext 266 for a demonstration.

Client Appreciation

We are exceptionally pleased with the professional and reliable service that SDS has provided to us over the past year. We distribute baked goods every single night to many destinations in the New York area.

SDS always completes the deliveries on time, without issue. We look forward to many more years of collaboration!

Dan Patinkin

CFO

Ovenly

UPCOMING EVENTS

Greater New York PCC

November 18, 2015

Corona/Jackson Heights Biz Expo

November 5, 2015
8:30 am—2:00pm

LaGuardia Plaza Hotel
East Elmhurst, NY

Halloween Safety Tips

By Len Froio

During this autumn season, most of us get to hear the timeless child's expression: "Trick or Treat, Trick or Treat give me something good to eat." As a parent I love hearing that saying from children as they ring the bell and the door opens.



I also enjoy seeing their creative and sometimes scary costumes and the look on their faces as they receive the candy. But as a parent, I want this night to be safe for our kids. Although this festive night is filled with joy, there are too many times where our children can be in harms way.

I thought I would share some of my safety tips that will keep more of the "treat" than "trick" during this festive night.

- Travel in small groups and make sure an adult is present.
- Wear bright, fire resistant costumes.
- Wear face paint instead of masks. It allows the child more accurate vision and less chance of falls and spills.
- Bring a flashlight with you and a cell phone.
- Establish a curfew for your children.
- Inspect their candy before consumption.
- Cross at the corner of the street instead of the middle.
- Travel to well lit houses and stay on the porch instead of entering the home.

Have a great and safe Halloween!

2015/2016 Postal Holidays

*There will not be any mail pickups on the following holidays. Should you require **special** pickup on any of these days, please call Ray Mendoza at (718) 784-5586 x 3 and if possible, he will make the necessary arrangements.*

Holiday	Day	Date
Independence Day	Monday	July 4, 2016
Labor Day	Monday	September 5, 2016
Columbus Day	Monday	October 10, 2016
Veteran's Day (Observed)	Wednesday	November 11, 2015
Thanksgiving Day	Thursday	November 26, 2015
Christmas Day	Friday	December 25, 2015
New Year's Day	Friday	January 1, 2016
MLK Day	Monday	January 18, 2016
President's Day	Monday	February 15, 2016
Memorial Day	Monday	May 30, 2016

NIN Affiliates

CONNECTICUT Joe Haight (800) 955.1755

- A Courier
- Expressway

FLORIDA Alex Altreche (954) 527.4444

- ASAP
- CA Courier
- Liberty Courier

MARYLAND Erik Fischer (443) 244.3581

- Need It Now Maryland
- Maryland Messenger

NEW YORK Barry Wolf (212) 989.1919

- Need it Now Courier
- Accurate
- Alliance
- Canavan
- Fox
- Herman's
- Hi Power
- Kangaroo
- Manhattan
- Quick one
- Ricky's Runners

New Business and Sales Contacts

(718)784-5586

Len Froio	x266	lfroio@sdsgl.com
Tony Racioppo	x215	tonyr@sdsgl.com
Alan Solomon	x144	alan@needitnowcourier.com
Guy Vincel	x152	guy@needitnowcourier.com