

➔ **Newsflash...**

USPS Recognizes SDS President

Tony Racioppo receives unique distinction



SDS President Tony Racioppo with Postmaster General Jack Potter

Washington, DC—Earlier this year, Tony Racioppo, President and CEO of SDS Global Logistics, was honored with a special Stamp Plaque, in recognition of his contributions to the Postal Customer Council Advisory Committee. The committee is a customer focused entity that is comprised of both USPS and Industry leaders. For the past four years, Tony has sat on this board and held the highest position possible as the industry Co-Chair. During his time on that board, Tony was also named Industry Person of the Year.

Tony was recognized with this unique distinction for his tireless contributions to the Greater New York PCC, which won

- ⇒ Ask about getting **FREE MOVIE PASSES**
- ⇒ Ask about **Warehousing with NO WITHDRAWAL FEES**
- ⇒ Ask About **ONLINE ordering and Tracking**

the PCC of the Year under his tenure, and more importantly for his ability to spread the word about key postal initiatives throughout the country.

Tony has been a speaker at the last three National Postal Forums and has been instrumental in organizing numerous national events, increasing Postal educational programs and being a unifying force for PCC's nationally. Postmaster General Jack Potter presented the award and said that "Tony is a key part of making the PCC what it is today." Tony will speak at this year's National PCC Day as well.

National PCC Day will be live from Chelsea Piers in New York on September 16. Contact Wai Chow at wai.y.chow@usps.gov for more information about the event

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SDS Info . . .

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SDS Services

- ◆ Rush Messenger & Trucking
 - ◆ Tri-State Same Day Delivery
 - ◆ Same Day Domestic Air
 - ◆ Worldwide Courier
 - ◆ Worldwide Air Freight
 - ◆ Worldwide Mail & Fulfillment
 - ◆ Mail Distribution to/from the Post Office
 - ◆ Interstate Trucking
 - ◆ Warehouse Logistics & Distribution
 - ◆ Document Destruction
 - ◆ Trade Show Management
- ALERT**
In the event of telephone service interruption at SDS Corporate HQ, please call our Newark Facility.

SDS Now Handles Credit Card and P-Card Transactions Online

SDS has long prided itself for being on the cutting edge of technology and more importantly, being on the cutting edge of customer demand.

While SDS has taken credit card payments for many years, a new demand has sprouted up among certain companies where p-cards or corporate credit cards are now being used on a much more frequent basis. SDS has been processing these transactions for some time, but now has the capability to process these transactions directly through its online ordering platform with reporting capabilities for the client.

Now, customers have the option of paying directly as they create their transaction, similar to ordering goods online, but with corporate control. Reports can be made on demand for all transactions and for which users placed the orders.

For many customers this is an essential management tool and SDS now delivers that tool directly to those companies looking for the personal service of a smaller company combined with the technology of a larger company.

SDS to Exhibit at the NFDA Conference October 25-28



Boston, MA—SDS Global Logistics will be exhibiting its' services at the NFDA International Convention and Expo located at the Boston Convention and Exhibition Center on October 25-28. This is the largest gathering of Funeral Directors and suppliers in the world... SDS became an approved vendor of the NFDA this year and will exhibit for the first time.

"We felt this could be an excellent opportunity to

provide our services to the funeral homes and suppliers through out the world. It is our goal to assist the Funeral Homes in transporting deceased loved ones back to their final resting places worldwide. SDS is experienced in this industry and has the global capacity to enable the Funeral Directors to provide this service to their clients." Said Len Froio VP of Sales.

New GPS Software Allows for More Efficient Pickups and Deliveries

SDS has added a critical new piece of technology that will improve customer service through real-time GPS and wireless data communications. Through this new technology, SDS can better track on all customer activity at any moment and provide on-demand reporting of that activity. The system allows all company drivers, messengers and selected agents to be tracked from one central area. This helps with patterning traffic, delivery efficiency, and location verification.



***PINPOINT Accuracy**—with its new technology, SDS dispatchers can pinpoint the location of a package within seconds.*

"What we have now is big company technology with small company focus," notes John Racioppo, COO of SDS. "This helps us not only trace our internal productivity but our clients as well."

One recent example was a company that was concerned about waiting time. They wanted to know if a recent spate of waiting time was reflective of inefficiencies on the vendor side or internally. The reports the system provided gave them the answers they were looking for.

Mr. Racioppo adds that "SDS is continually looking at ways to become more customer-focused and more efficient. We evaluate a lot of options and when we see a tangible way to improve customer service we make the investment. This is one of those very clear ways to improve customer satisfaction."

U.S. DOT Cracking Down on Undeclared Hazmat Shipments

Together with the Department of Justice, the Department of Transportation is taking action to reduce undeclared shipments and the illegal transport of hazardous materials. Undeclared shipments of hazardous materials are predominately aerosols and flammable liquids (e.g., paint and paint-related materials), as well as dry ice, perfume products, and cigarette lighters. As a result, the regulated community can expect to see an increase in inspection efforts.

Before a hazardous material is transported in commerce, it must be properly classified, described, packaged, marked, and labeled as prescribed by the DOT Hazardous Materials Regulations. The DOT also mandates that all hazmat employees who "directly affect the safety of hazardous materials transportation" be trained and tested on these same regulations. These hazmat employees must have additional training on the IATA Dangerous Goods Regulations and IMDG Code if shipping by air or ocean.

SDS is a Hazmat Certified Shipper.

Hard Knocks—Courtesy of SDS

Cincinnati, OH—In the 2009 edition of HBO’s “Hard Knocks” there is a funny scene where Carson Palmer describes what it’s like to be taking snaps from a sweaty Center all day long. It is an exchange that doesn’t translate well on paper but may have



you laughing out loud if you watch it for the first time. But comedic moments aside, NFL Films does a brilliant job of capturing what training camp is like up close and personal. For the vast majority of us, this is the closest we will ever get to seeing how a training camp really runs. And for the second year in a row, the NFL

has trusted SDS to get the film to their production studios in perfect shape, so the moments can be broadcast in a timely fashion. SDS also delivers game tape for every week of the NFL season and was responsible for carrying the Superbowl tapes as well.

Client Appreciation

Len

Just a note to let you know how pleased we are with the service we have received from SDS.

Not only does SDS come through with the deliveries each and every time, the SDS staff is a pleasure to work with.

Our rep, Mafalda Dacosta has always been helpful and informative and takes the time to follow up at the end of each job.

Thanks for everything.

Laura B. Whaley
Office Manager
Kollins Communications, Inc.

UPCOMING EVENTS

Greater New York PCC
National PCC Day
September 16th
Contact:
wai.y.chow@usps.gov

Periodicals Focus Group
Meeting
Thurs, Oct 1
James A Farley Building
380 W 33rd St,
New York, NY Rm 4500
9:30 AM

You Must Register to Attend this Event!
www.uspstracker.com/focus
email mark.a.kielbasa@usps.gov

Economic Perspective

1/3rd of All Companies Hiring?

According to an August 2009 [Sherpa Coaching News](#):

A summer 2009 survey from Sherpa Coaching tells us that change is in the air, for better or worse:

- Nearly 30% of firms surveyed have reduced spending on training and development
- 40% are standing pat
- In spite of a down economy, 30% of firms surveyed are actually increasing the amount they spend on training and development (Accountemps surveyed 150 execs from top 1000 US companies)

In other words, don't assume anything about who's hiring and who's not. If anything, increase your marketing. People may have more time to meet with you, and you may have more time to spend contacting them.

In any case, be sure to send your prospects valuable content that showcases your expertise and keeps you top of mind.

New Business and Sales Contacts

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2008/2009 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
Columbus Day*	Monday	October 12, 2009
Veteran's Day (Observed)*	Tuesday	November 11, 2009
Thanksgiving Day	Thursday	November 27, 2009
Christmas Day	Thursday	December 25, 2009
New Year's Day	Thursday	January 1, 2010
Martin Luther King's Day	Monday	January 19, 2010
President's Day	Monday	February 16, 2010
Memorial Day	Monday	May 25, 2010
Independence Day	Friday	July 3, 2010
Labor Day	Monday	September 7, 2010

* SDS is open on these holidays

SDS Milestones

Happy Anniversary To:

Tony	Racioppo	34	Years
John	Zahorodny	17	Years
Albert	Amador	9	Years
Reinaldo	Mendoza	9	Years
Ada	Torres	9	Years
Bruce	Betts	8	Years
John	Hanlon	6	Years
Maribel	Egipciano	5	Years
Manuel	Rodriguez	4	Years
Errol	Walker	4	Years
Luis	Melecio	4	Years
Leonard	Froio	3	Years
Marlon	Johnson	3	Years
Luis	Aviles	2	Years
James	Brown	2	Years
Ronald	Brunson	2	Years
Marifred	Hidalgo	2	Years
James	Marinelli	2	Years
Esteban	Hernandez	2	Years
Walter	Freeland	1	Year

Happy Birthday To:

Errol	Walker	9/2
Jeremy	Albright	9/4
Wayne	Campbell	9/5
James	Mitchell	9/16
John	Zahorodny	9/29
James	Brown	10/16
Rustin	Velez	10/17
John	Racioppo	10/24
Tony	Racioppo	10/28
James	D'Angelo	10/31
Rudolph	Davidson	11/1
Reinaldo	Mendoza	11/8
Luis	Melecio	11/10
Luis	Martinez	11/10