

QAFI

Quality Air
Forwarding, Inc.

Quality Quotes

Volume 7 Summer Edition 2002



Quality Air Forwarding, Inc. Now Accepts Credit Cards

As Quality Air Forwarding, Inc. continues to offer new ways to add value to the services we provide, we are happy to announce that we will now be accepting Visa, Master Card or American Express as payment for shipment invoices.

In today's business climate, we have all been challenged by our corporate management to get the most possible for each company dollar that we spend. One of the ways many companies are doing this is by utilizing corporate credit cards for authorized expenses. Some of the benefits of utilizing this method of controlling expenses are:

- Extending "terms" of Corporate accounts payable. Some companies use credit cards to maintain their excellent credit status by paying a vendor invoice within 15-30 days as required with a credit card and then realize the benefit of actually having 30 more days (or more...) until the credit card payment actually comes due. This method of "floating" payment terms can potentially extend your accounts payable cycle to as much as 60 to 75 days with NO past-due marks against your company.
- Earning "perks" such as points towards free airline tickets, hotel stays, car rentals.
- Earning "rebates". Some card programs offer corporations a percentage back based on total corporate expenditures.

- Earning corporate "discounts" for anything from hotels to gas.
- Having management reports available to "track" business expenses. Credit card reports can itemize expenses by individual departments or by specific job or client.
- Have Emergency Travel Assistance available for company business travel.

We at Quality Air Forwarding, Inc. have been told that several of our current customers are using corporate credit cards to better handle departmental budgeting. In other words, if an air express shipment is authorized, those charges are directly applied to that department's operating budget or forwarded directly on to a customer's invoice.

One of the first ways we have been seeing this type of credit card usage is from our sales and marketing customers who are working trade shows. As we have been told, trade show budgets are often set up separately and using the corporate credit cards allows true and proper allocation of all related expenses including trade show booth transportation.

Please forward this information to your company's financial manager to see if you too would like to utilize this new service being offered by Quality Air Forwarding, Inc.

REAL-TIME TRACKING AND TRACING TO BE AVAILABLE JULY 1ST

As a further enhancement to the already great information available on our web site (www.qafi.com), we are proud to announce that we will be adding a real-time tracking and tracing feature to our web site. As stated by President Jim Cyganiak, "Our goal in upgrading our web site is to simplify and give the tools necessary to our "partners" to make it easy to do business with Quality Air Forwarding, Inc."

Please take special note that the web site tracking will be available in addition to the continued personal voice or e-mail messages you are already receiving about your shipments. We at QAFI will always believe in the hands-on, one-on-one communication that has been one of the founding service principles of our company's success.

However, some of our larger customers have told us that they also want an electronic option to be able to pass on to others within their organization. This type of electronic tracking would be accessible from any internet-linked computer with a pre-assigned company login and passcode.

For those who would like to discuss this new feature, please contact your QAFI representative or any of our operations staff for further information.

Quality News



Updates

FOCUS ON QAFI VARIETY OF SERVICES



Quality Air Has ALWAYS Had That "Personal Touch"

Everyone at QAFI was very interested in the cover story found in the May 13th issue of *Traffic World Magazine*. Long a top reference for shipping and logistics professionals, *Traffic World* prides itself in keeping its 'finger on the pulse' of the transportation industry. So it was with great anticipation that we all read the story about how a small transportation company offered its hands-on approach to excellent service to beat out the 'Mega-Companies' and their automated, bar-coded approach—a great David versus Goliath transportation story.

To summarize the story, a small Atlanta-based, privately held regional trucking company called Benton Express handled a very special distribution of 1100 separate shipments around the Southeast all on one day within a 4-hour window. Although the shipper looked at all of the "Big Boys" and their programs, Benton won the job by looking at unique and clever ways of handling this distribution of very sensitive materials. As the story reads, "everyone from the retired grandson of the founder of the company to secretaries and wives of Benton employees delivered boxes in their personal automobiles."

Further, *Traffic World* quoted: "In the larger sense, despite consolidations and mega-mergers in the ...transportation.. marketplace, it shows that there is still a place for the small, well-run, privately held, old-fashioned family carriers. Scores of ..companies.. are winning over customers every day using that time-worn formula of SERVICE, SERVICE, SERVICE!!"

We at Quality Air Forwarding, Inc. couldn't agree more! (To read the full article, logon to trafficworld.com or contact QAFI to receive a fax photocopy.)

QAFI NOW CRISS-CROSSING THE COUNTRY WITH ELECTRONIC MARKETING

We are very pleased to have had the support of such wonderful customers and have enjoyed steady growth and success over the past 9 1/2 years. Now, as the company grows, so do the requests for our exceptional level of service from businesses somehow "related" to our current customers. We are thrilled at how consignees who have had shipments delivered by us are requesting to "use that same company you did last time—they were great!" or how a customer in Milwaukee will have a Dealer in Montana ask if they can use our services too!

In an effort to expand our exposure to customers across the country without jetting around everywhere, we have developed a new method of introduc-

ing our services to our customer's Distributors, Dealers, Sister Plants, Parent Companies or Vendors. With the amazing assistance of the Internet, we have developed a very quick (around 90 seconds) Power Point presentation to e-mail anywhere with the simple click of a computer button.

If you, as a valued customer and supporter of Quality Air Forwarding, Inc. would like to see this presentation or have it sent to you for on-forwarding to one of your Distributors who asked, "Who is this Quality Air Forwarding?," please let us know! We would again be very happy to send a copy to you right away. Thank you again for all of your ongoing support. In the end, nothing is better than a referral by a satisfied customer.....

WHAT'S HAPPENING INSIDE QAFI?



Here Comes the Bride...

The invitations are in the mail! Yes, wedding bells are soon to ring for QAFI Administrative Assistant Nikki Schuster when she weds former QAFI agent Doug Dorava on June 22nd. Nikki is having all those pre-marital jitters but says everything is right on schedule. All the QAFI employees are looking forward to celebrating their nuptials with them. However, not to worry!

Weekend manager Tommy Bell says he will celebrate only with Pepsi-Cola and will keep the QAFI phone next to his ear if he polkas and chicken-dances that night!

Her boots are made for walkin'?

QAFI Sales Manager Tammy Regner has taken on quite the challenge, as she will be walking Father's Day weekend in a huge charity event for Breast Cancer. She will be joining over 6000 other walkers in trekking three full days from Kenosha to Chicago (almost 60 miles!). Since Tammy has been 'talking up' the event and all the training she is doing, many customers and industry friends have generously contributed to her participation in the event. Thanks go out to all those supporters of Tammy's efforts and our best wishes for a strong and successful finish.



Industry Clips

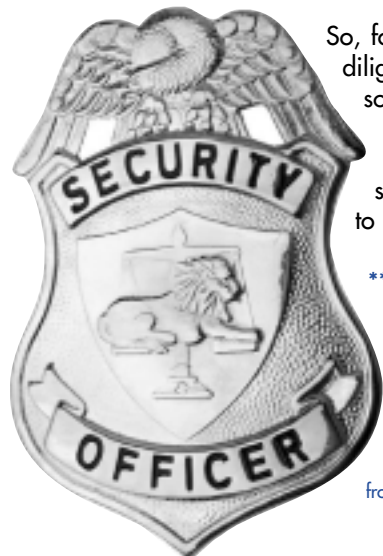


Air Cargo Security Update

Since our last *Quality Quotes* was published, a major change has occurred in behind-the-scenes airline air cargo security issues. Specifically, the FAA (Federal Aviation Administration) has transferred airline security issues to a newly established "government oversight unit" known as the Transportation Security Administration (TSA).

The TSA has said that its first priority will be to further secure aircraft through screening passengers and their luggage. However, according to John McGaw, head of TSA, plans include "long-term attention" being given to the entire cargo security issue. Further, Mr. McGaw said that his agency has a team in place to study the rules governing all-cargo airlines such as UPS and FedEx. According to the Air Line Pilots Association, the recommendations they support have all-cargo airplanes stepping up security and following identical security requirements as those observed by the airlines and Indirect Air Carriers.

On the positive side of this issue, the DOT's (Department of Transportation) office of the Inspection General recently conducted an audit of freight screening around airports across the United States. Air Cargo World reported on the audit saying, "Screening at airports around the United States found that barriers around cargo operations have been set far higher than they have at more highly-publicized passenger gateways. The ...audit found that about 98% of the 'test packages' shipped into air cargo systems were stopped at the door." Quoted Stephen Joseph, a New York-area supervisor of cargo security in the TSA, "They couldn't penetrate the system."



So, for now, the air cargo industry will need to remain diligent in requiring cargo handler identification cards, screening of employees, screening of shippers and security of facilities. Industry analysts don't foresee the end of security surcharges (**) and say that security is something that everybody is going to have to continue to invest in...

****NOTE:** Although every airline assesses security surcharges for their shipments, customers of Quality Air Forwarding, Inc. will NOT see this as an added fee on their shipment invoice. *Just another benefit of using the services of QAFI.*

Sources: Air Cargo World magazine, May 2002 / AirMail alerts from Airforwarders Association, Fiona Morgan, 1/30/02 - 5/5/02

WILL TEAMSTERS COMMIT BIG BROWN WORK STOPPAGE?

Quality Air Forwarding, Inc. will be there for you....

As the Teamsters Union and United Parcel Service begin contract negotiations, neither is commenting on what their proposals contain. However, it has been reported that the Teamsters want an agreement that increases wages, maintains a high level of health benefits, increase pensions and creates 3000 full-time jobs from part-time positions. "We will show UPS and the freight companies that we mean business," states James P. Hoffa, Teamster president. "It is time the 210,000 UPS Teamsters get a share of the profits earned since the last contract."

A strike by Teamsters against UPS in 1997 cost the company millions of dollars and jeopardized U.S. business shipping. The contract reached in that settlement expires July 31, 2002. The last strike led many shippers to change their shipping habits from "all eggs in one basket" to a more diverse transportation base.

(Source: "Parcel Shipping & Distribution Magazine" May-June, 2002 / "Traffic World Magazine" May 6, 2002)

As many of you will remember from the 1997 strike, Quality Air Forwarding, Inc. stepped up to the plate and delivered many thousands of otherwise stranded small parcels for our customers. Once again, Quality Air Forwarding, Inc. will be ready to assist our business partners during what will most certainly be a messy shipping period in the event of a work stoppage. Please talk to your QAFI representative about the excellent and exclusive small package program we have on back-up reserve for your use.

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QUALITY AIR FORWARDING, INC.



QUAD/GRAPHICS INC. AND QUALITY AIR FORWARDING, INC.

Service Partnerships Benefit Everyone

Quality Air Forwarding, Inc. is proud to announce a unique partnership with Quad Transportation Services (QTS), which will enable us to provide premium truckload opportunities to you. Using our exclusive service partnership gives you the reliability of an ASSET-BASED truckload carrier to plan time-definite solutions to your business challenges. Through the utilization of QTS core carriers-including their wholly owned subsidiary, Duplainville Transport - we will further enhance the menu of timely delivery services currently provided.

It is an honor to offer the transportation excellence, long enjoyed by Quad/Graphics Inc., to those outside the commercial printing industry. With the experience gained by over 25 years of delivering time-sensitive magazines and commercial printed materials, Quad Transportation Services has earned a solid reputation of unsurpassed reliability. Each QTS unit is tracked to maintain that premium level of reliability by using state-of-the-art Global Positioning Satellite (GPS) technology.

The required standards of both our companies are absolutely without compromise and together, we demand even more. As partners, we will provide the ultimate in dependable delivery services - 24 hours a day, coast to coast and into Canada too.

Call Quality Air Forwarding, Inc. to service YOUR Just-In-Time truckload transportation needs.