

# QAFI

Quality Air  
Forwarding, Inc.

# Quality Quotes

Volume 7 Winter Edition 2002



January 2, 2002

Dear Valued Clients and Partners,

The year 2001 will be remembered by all of us because of the events of September 11. These events remind us that our free enterprise system is one of the cornerstones of democracy we cherish and will defend. The dynamics of this past year have been extraordinary.

All of us at Quality Air Forwarding, Inc. hope you and your families enjoyed the Holiday Season. We wish you the best for a healthy, safe and prosperous new year.

I am very optimistic and excited heading into 2002. While we have made significant gains in our industry, the numerous issues that we will confront in the next year will challenge us. Total customer satisfaction is our goal for each and every air express shipment. We will continue to look at ways to enhance and improve all services offered along with remaining flexible to your requirements.

Thank you for your support and please let us know if there is anything else we can do to help you. Thank you for your trust, your friendship, your confidence and your continued loyalty.

We will continue to do our best to serve you during the coming year and earn your air express business.

Best Regards,

Jim Cyganiak  
President

## Kitty Hawk KEEPS FLYING



Kitty Hawk Air Cargo has won new life from a judge in Dallas after recent court proceedings find the primary creditors agreeing to an ongoing operating plan to officially pull the carrier out of bankruptcy. Under the airline's plan, Kitty Hawk maintains its overnight network and creates a pool of money for its creditors from a new, larger U.S. Postal Service contract, from assets it has sold in recent weeks and from the federal bailout money related to the Sept. 11 terror attacks.

"Everybody is behind us," said Thilo Wilhelmsen, Midwest Market Development Manager; "We are very optimistic that we are officially nearing the end of bankruptcy — this looks to be a done deal within the next few weeks." Wilhelmsen also commented that the support of customers across the country, such as Quality Air Forwarding, Inc., have played a huge role in re-establishing Kitty Hawk's solid

reputation as a premier overnight cargo carrier. In fact, thanks to the support of QAFI's wonderful customers, we have earned the distinction of being one of the top customers of Kitty Hawk.

Raymond Robinson, head of sales and marketing at Kitty Hawk, says forwarder-based business has remained strong through the fourth quarter, despite business climate difficulties faced by everyone. The airline says they have been averaging roughly 630,000 pounds of cargo nightly since September. The strength appears to be based on Kitty Hawk's continued dedication to their overnight network of flying cargo-only, widebody aircraft between their Fort Wayne, IN hub to 47 cities nationwide. In fact, another part of Kitty Hawk's plans for 2002 include an expansion to even more cities in the coming months. Stay tuned for more details as they become available!

### FUN FACTS ABOUT THE UPCOMING 2002 OLYMPICS

- During the 16-day run, the Games will draw an estimated 3700 athletes, officials from 80 Nations and over 70,000 visitors per day from across the globe.
- Events are at 14 separate venues and include four Ice Arenas and four different Ski Resorts at four different mountains.
- The face value for each ticket to the Opening or Closing Ceremony is \$885.00 (Wow!!) However, not to worry, most tickets have been sold out for months... For those who would like to see other 'going rates' for event tickets, check out eBay to see Gold Medal Game Hockey tickets selling for \$2225.00 and Snowboarding a real 'bargain' at \$223.50.

See *Olympic Games Logistics* story, Inside Page 3

Check out anything you ever wanted to know about the 2002 Winter Olympics at [www.saltlake2002.com](http://www.saltlake2002.com)

# Quality News



# Updates

FOCUS ON QAFI VARIETY OF SERVICES

This Issue's  
Featured Service:

*Late Night Pick Up*

with AIRNET EXPRESS

At Quality Air Forwarding, Inc., we believe it is our job to find the BEST flight options available to meet your urgent service requests. This often means looking "beyond the obvious" to find flight options that are not published in either passenger or cargo flight directories.

Please allow us to introduce you to another of our valuable carriers, Air Net Express. This airline flies over 110,000 miles each day to over 100 cities criss-crossing every corner of the United States. The reason most of you will never have heard of this airline is that the largest aircraft they fly is a Learjet 35 with a maximum payload of 3500#. Air Net's primary function is to service the banking industry. In fact, over 75% of their daily business is involved in the transport of very time-sensitive banking documents.

However, the demands of the banking industry can also benefit you as a customer of Quality Air Forwarding since we have been granted authority to utilize Air Net's attractive late night departures with early morning arrival schedule. Air Net offers as many as seven flights each night from Milwaukee with departures ranging from 8:05 p.m. to as late as 2:00

a.m. daily! Arrival times vary depending on destination, but the transit time speed is usually a wonderful surprise. For example, when was the last time one of the big express carriers that flies their own aircraft offered an 11 p.m. pick up in Milwaukee and then delivered in Nashville, TN at 6:30 a.m. or in Phoenix, AZ at 7:30 a.m.?!?!?



Because of the small size of the aircraft in Air Net's system, the maximum allowable is 50# per piece. More than one carton is certainly allowable, but large shipments of many hundreds of pounds are rarely moved with an Air Net routing.

We hope that this will help some of our customers realize a new resource through Quality Air Forwarding. Although most of our customers utilize one of the large small package express companies for their "regular" envelope and parcel deliveries, maybe this would be a late-night option you weren't aware was available for that 'department that always seems to have second shift activity'. Give us a call to see if we can give you a delivery thrill!

## WHAT'S HAPPENING INSIDE QAFI

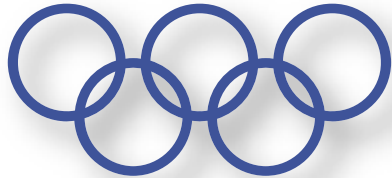


QAFI Team Member, Becky processing the mail.

Although many of you have worked with Operations and Customer Service Agent Becky Jaeger over the past 4 ½ years, some of you may have noticed she has been "extra" busy lately. That's because Becky has become our in-house U.S. Mail Specialist. As unusual as it may seem to some, due to the time-sensitive nature of pre-metered and sorted mail, specific delivery times need to be closely adhered to at the Bulk and Sectional Mail facilities across the country. Becky works her way through mailbag after mailbag coordinating the movements and appointment delivery drops of these important FEDERALLY monitored shipments. "Before I started doing this type of work," Becky commented, "I had no idea how much detail was involved in getting sales ads in my mailbox. Now I appreciate them even more!" We would like to take this time to recognize Becky's efforts of taking on the extreme details of this challenging type of customer business and making it flow smoothly through QAFI Operations. Should we say: "Neither rain nor snow nor dark of night" stops her from her appointed task?" Great job Becky; keep up the good work!

CONGRATULATIONS are extended to Jim Wenzlaff whose exceptional work efforts have again been recognized with a significant promotion to QAFI's Operations Manager. Jim will also continue to function as our ISO 9002 Quality Manager, linking two responsibilities that are a natural fit. Again, our heartiest congratulations and continued appreciation for jobs well done.

# Industry Clips



## WINTER OLYMPICS

PROMISE

### LOGISTICAL "CHALLENGES"

Although every Olympic Games has provided mountains of transportation challenges, none will compare to the promise of what Salt Lake City will likely be facing from February 8th – 24th during the run of the competition. The geographic range being covered by the Games stretch from Kearns in the West to Park City in the East and from Ogden in the North to Provo in the South. This is a very large area and can literally take hours to travel even in regular traffic from point to point. According to the official Web Page, "Delivery companies are vital to the success for the Salt Lake 2002 Olympic Winter Games. We recognize that you haul many of the supplies for the Games and appreciate your contribution to the strength of our state and national economy."

At Quality Air Forwarding, one of the things that sets us apart from our competition is that we always utilize LOCAL delivery specialists who are most familiar with the nuances of their market and who know the local people and airline staffers. Such is the case with one of our best pick-up and delivery partners, PTC Air Freight in Salt Lake City. The PTC people are not working off bar coded instructions, but rather offer you over 25 years of local hands-on knowledge and experience. According to PTC owner Dennis Gardner, the company owns a good size fleet of delivery units that includes several 4-wheel drive vehicles that can make those Mountain-Resort deliveries even in "driving snowstorms". He says they are ready for the Games and know all the side routes to get around even the nastiest of traffic situations.

A few things that customers should be aware of if shipping to the Salt Lake City area during the Games run include:

- ☞ Plan on having delivery appointment, even if not normally required.
- ☞ Companies delivering to high-impact areas close to Olympic Venues are being asked to deliver during off-peak hours. Deliveries to downtown Salt Lake City are being told to schedule from 2 a.m. to 11 a.m. Deliveries to Park City are being scheduled from Midnight to 6 a.m.
- ☞ As with all urgent delivery requests, please give as much delivery information data as possible. PTC is an excellent service company that will communicate directly with your consignee and will offer delivery options in order to satisfy each customer's specific needs.

QAFI Team  
Member,  
Brian  
Bogust



## QAFI OFFERS WAREHOUSING

As we continue to publish this quarterly newsletter, we continue to explore some of the different types of services available from Quality Air Forwarding, Inc. One of the lesser-known services that we offer is customized warehousing.

Currently, we have over 6000 square feet available of very clean, heated warehousing space. We have a combination of racked space, floor space and even a caged / padlocked secure space for high-value storage. The ceilings are 18 feet high and the whole building is security monitored by ADT Security Systems.

We are also very fortunate to have a full-time inventory and warehousing professional working for us. Brian Bogust originally joined QAFI as the person to handle the challenges of a specific and somewhat unique customer program. His "assignment" was to receive full skids of product, hold a wide variety of these skidded goods in our warehouse, pull out specific counted amounts off specific skids and then deliver the product 25 miles away—all within a three hour time frame! Brian got that program running so smoothly that he branched out to other areas and has proven to be a very valuable employee in all areas of warehousing, inventory control and materials handling. According to Brian, "I am a very detail-oriented person and to have anything out-of-order drives me crazy!" According to our very satisfied warehousing customers, Brian's sense of "order" makes him a great person for the job and we have received high accolades for program precision and creativity.

If you have any storage or handling issues, long or short term, we would love to talk further. Just one more 'delicious' item on the Services 'Menu' of Quality Air Forwarding, Inc....

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**Brewers™**

## SEASON TICKETS NOW AVAILABLE FOR 2002



If you're big fans of the Brewers like us at Quality Air, you're anticipating the Brewers 2002 Season. With all the recent upsets in our country, celebrating our national pastime has taken on an even more significant meaning. Be a part of this year's magic with season tickets! Our new stadium has the intimacy of a classic ballpark with state-of-the-art amenities.

No longer is weather a problem because Miller Park's convertible roof guarantees comfortable conditions for EVERY GAME!

### Enjoy the benefits of owning

#### Season Tickets

- Discounted Tickets
- Ticket Exchange Opportunities
- Opening Day Ticket Priority
- Post Season Ticket Priority
- Brewers VIP Value Card
- More!

### Various plans available

- 83 Games plus All-Star events
- 20 Game mini plans
  - Opening Day Plus
  - Business Special
  - Sunday Plus
  - Saturday Plus
  - Fan's Choice

For QAFI "Quality Treatment" Contact Irene Bolton and tell her  
Gold Club Member Jim Cyganiak referred you!  
Irene Bolton (414) 902-4509 or Fax (414) 902-4056

