

# QuickConnections

Linking Our World to Yours

Winter 2003



## 6 AMAZING DELIVERIES

Light, Music, Action!

**3 OPERATION FAILSAFE**  
Global reliability, security, flexibility - 24/7 no matter what

**4 THE WORLD AT YOUR FINGERTIPS**  
Instantly schedule & track anything, anywhere with QuickOnline's newest features

**7 QUICKSTAT COMPLIANCE CORNER**  
Significant new regulations for diagnostic specimens and infectious substances transport

**3 THE STERLING DIFFERENCE**  
The Premier Shipping Service getting even better

**5 EMPLOYEE PROFILE**  
Randy Jackson, Creative Solutions Specialist

**7 WIN A SONY Clié!**  
Test your knowledge of Quick for a chance to win!

## A LETTER FROM THE PRESIDENT



### DELIVERING VALUE

Dear Friends,

As you read in this newsletter about our amazing flight into the eye of a seemingly un-navigable storm, our constant technology upgrades and more of the remarkable feats we help our customers accomplish on a daily basis, we're certain you'll see that delivering value is something we take very seriously here at Quick.

Whether we are working to help save lives with our medical transportation division, QuickSTAT, getting disabled aircraft back in flight with our Sterling division, or simply helping shippers sleep better at night just knowing that we will never compromise, it remains our unyielding mission to set the industry's gold standard for service. And through it all, we rely on our team of hardworking, creative and dedicated professionals who'll stop at nothing to achieve success for you.

In the current climate of budget cutbacks and corporate neglect, it's easy to assume that the entire business landscape has lost its luster. We share the following inspiring stories and updates on our own growth as a reassurance that right now is the time when true leaders shine.

We look forward to many more successes with you, and thank you for your continued reliance upon us for your most critical shipping needs.

Sincerely,

Robert J. Mitzman

### We Want to Hear From You!

If you would like to send a copy of QuickConnections to someone else in your company, have any ideas for future stories, or would like us to do a feature on your company, please contact our newsletter editor, *Marie T. Vigliarolo* by:

Phone: 1-800-488-4400 EXT. 2207/2406

Email: [quickconnections@qintl.com](mailto:quickconnections@qintl.com)

## A Quick Look at Quick's Services

### Quick International Courier

Quick is the undisputed leader in providing urgent, same-day and next-flight-out global transportation solutions. Each is customized to the unique needs of our clients. A true industry pioneer, the company has continually set itself apart by emphasizing personal attention and creativity. Quick operates 24/7/365 days a year. Whatever it takes, wherever it's going, Quick will deliver on-time, every time.

### QuickSTAT

Biopharmaceutical shipping experts, QuickSTAT's staff are trained to meet the unique needs of the medical community. Working around the clock, they have the speed, skills and special services necessary for handling all worldwide "mission critical" shipments.

### Sterling Courier Systems

A Quick company, Sterling's sole mission is to provide safe, same-day, domestic, door-to-door shipping for its clients' important documents, parcels and freight. Offering 24/7 service, Sterling provides the highest quality and most competitively priced domestic same-day, emergency shipping available.

### Quick Aerospace

A leading global solutions provider, Quick Aerospace is where the aviation/aerospace industry turns for fast response time and guaranteed delivery of their urgent shipments. A full spectrum of services are available day and night to guarantee worldwide-expedited transportation solutions.

# OPERATION FAILSAFE

## New QuickOnline High Availability: Global Reliability, Security, Flexibility - 24/7 No Matter What

**W**e're happy to announce the completion of an extensive technology upgrade designed to keep us up and running even under the most rigorous conditions. Called QuickOnline High Availability, the project brings an unparalleled level of reliability, security and flexibility to our global operations.

All Quick customers have already begun to see the benefits of this upgrade, no matter how you use our services. If you call in by phone, you're greeted by customer service and operations specialists equipped with far more information at their fingertips - including comprehensive flight information, weather data, news, world holidays, traffic updates and potential problem spots in the world.

The system also provides our cus-

tomers service personnel with intelligence derived from over ten years' worth of historical data, enabling rapid reference and accurate implementation. If you're using our popular QuickOnline Web self-service software, you'll

find that new technology enhancements have made the system rock solid.

If you take advantage of our more advanced technology offerings, you're also benefiting tremendously from the upgrade. Designed for secure, encrypted file exchanges between customers, vendors, airlines and partners, the new QuickOnline

High Availability system was constructed with an eye toward the next generation of urgent transportation.

The Quick IT team has installed redundant Sun server clusters in a lights-out collocation environment accessed via

*"We installed two of everything. The goal of this project is to achieve maximum uptime; to solidify our infrastructure with the most secure, fastest and most sophisticated technology available. This investment in technology - at a time when many companies are scaling back - is critical to our ability to continue to provide urgent services and solutions to the many different industries we service."*

*—Eric Bischoff,  
Chief Information  
Technology Officer*



**Eric Bischoff,**  
Chief Information Technology Officer  
Quick International Courier

a fully optical, switched Virtual Private Network. We've also upgraded our database and have released new software designed to take full advantage of new technologies and capabilities such as XML, Web services and Voice-over IP. The new systems are fast, secure, cost efficient and scalable for the next ten years of technology growth.

This upgrade ensures that all Quick services are up and running at full speed 24 hours a day, seven days a week.

## The Sterling Difference

The Premier  
Shipping Service  
Getting Even  
Better!

**S**terling Courier Services, which has been part of the Quick family for over five years, is getting a makeover, designed to highlight its stature as the industry's most highly regarded provider of urgent air transportation services.

Most visibly, the division's logo will be changing, which you'll soon begin to see on all company communications. Ongoing Web development will fully integrate Sterling's online infrastructure with that of Quick, providing customers with a seamless transition between all of our tailored product offerings.

This means that Sterling orders will now be able to be placed online, offering

such features as real-time flight information, an online documentation center and up-to-the-minute activity and accounting reports.

Rest assured that the unparalleled level of service you have come to know and expect remains the cornerstone of our global operation. We look forward to rolling out this series of service enhancements over the course of the next six to twelve months. *If you have any questions or suggestions about the ongoing service enhancements to the Sterling division, please contact COO Dominique Brown at 1-800-633-6666, ext. 4350 or e-mail dominique\_brown@qintl.com.*

# THE WORLD AT YOUR FINGERTIPS...

Instantly Schedule & Track Anything, Anywhere, with QuickOnline's Newest Features

We've added important new timesaving features and benefits to our customer care Web site, [www.quickonline.com](http://www.quickonline.com). Our new system is so advanced, it can even provide vital statistics about your shipments while they are in transit. Which means there are more reasons than ever to log on now!

## QuickOnline's newest features :

### Multiple Order Entry Process

QuickOnline has streamlined the bulk shipping process, allowing multiple members of your organization to add shipments to a single manifest. This gives your Shipping Manager the ability to track and control the gathering of shipments *internally*, before notifying Quick when you are ready for a bulk pickup.

### Parts Warehousing History

Our inventory tracking control for parts warehousing has been improved by allowing you to research parts movements on a historical basis. You can search by individual part number, lot number, serial number and quantity, which allows for greater efficiency and acts as a planning tool for your future parts requirements.

### Setting Shipping Preferences

The following new customization options have been added to the QuickOnline preferences menu, saving you time when placing an order:

- Customize the drop down list of commodities to meet your business needs
- Set Default Shipper or Consignee Addresses
- Customize Features in Order Entry Document Center
- Maintain Cost Centers
- Update Contact Information
- Manage Address Book

### Cost Center Coding

You can now assign internal cost centers to each and every QuickOnline shipment – selected from a drop down menu that you can customize! In addition, your entire account can be flagged to restrict order processing without the appropriate code.

## To Use QuickOnline, Log On & Register for a Proprietary Password. . .

We have the ability to customize a solution for any unique client need.

Log onto our Web site at [www.quickonline.com](http://www.quickonline.com)

## We want to hear from you!

One of QuickOnline's greatest strengths is its flexibility, and we want to be sure that as your needs grow, QuickOnline grows along with them. If you have any suggestions for the ongoing development of QuickOnline, please contact Marie Vigliarolo, VP Marketing at 800-488-4400 ext. 2207 or e-mail [marie\\_vigliarolo@qintl.com](mailto:marie_vigliarolo@qintl.com).

WEBDEMO  
You are logged in as WEBDEMO  
Version 2.4

Help ? Browser Set-Up Log Out

### Place Individual Orders - Order Entry Page

You have 19 saved templates

	Created on	Consignee
Next	10/22/02 11:11	-to ABC COMPANY/LOS ANGELES
Previous	09/19/00 14:01	-to ACME COMPANY/NEW YORK
Previous	11/18/02 11:17	-to DEFG COMPANY/FOR WORTH

Fields followed by a \* are required for creating a job.

#### Pickup information

Company Name \*  
Address1 \*  
Address2  
Address3  
City \*  
State/Province \*  
Country \*  
Zip/Postal Code \*  
Person to Contact \*  
Phone (including ext.) \*

Address Book

Next Save Templates Save Templates As New Cancel/Quit

# EMPLOYEE PROFILE

## Randy Jackson, Quality Control Vice President & Creative Solutions Specialist



Overseeing quality control across all of Quick's diverse offerings is not a nine-to-five job. In fact, it's probably not completely accurate to call it a job; it's more of a lifestyle. Responsible for ensuring our premium level of service in every aspect of the company – from customer support and warehousing to our emergency medical deliveries and our day-to-day on-time performance – our Quality Control VP, Randy Jackson, has grown accustomed to a life without time clocks.

A twenty-year Quick veteran, Randy attributes her success in living this lifestyle to two primary factors: a great team and her own long tenure with Quick. She joined the company as an accounts

receivable clerk in 1982, working her way through the ranks to occupy roles in customer service, operations and company management. It is this unique experience of working first-hand within virtually every Quick department that allows Randy to leverage all of our resources, creating solutions that keep us moving forward.

"I see things from different vantage points," explains Randy. "There are times when the sales department might see a particular situation through their own lenses, while the logistics people will see another set of components to the same issue. I'm able to know what both sides are thinking because I've been there. Ninety-nine percent of the time, we're able to find the middle ground that ends up offering the best customer experience – that's the bottom line."

She added, "Of course none of that would be possible without incredibly strong people throughout all of the Quick departments – I'm definitely not the only veteran here and that shows when you're able to tap the expertise of people who've been moving urgent shipments for 5, 10 and even 20 years."

Randy never has a monotonous day, because she's regularly brought into different departments to help find synergies across all of our offerings. She also spends quite a bit of time with our customers, helping to develop the kinds of big picture, customized programs that no other company can offer. Throughout, Randy brings her mastery of the intricacies of Quick's business to everything she does. But beyond her creative solutions lies the heart of an enforcer. Armed with detailed measurements of our on-time performance, operation costs and customer satisfaction statistics, she is trusted to keep all of us on our toes.

"Every day is a new adventure," Randy explains. "In 20 years, I've never been bored yet."

Randy Jackson lives in New York City and when she's not working 'round the clock to ensure flawless execution of every job we do, she travels avidly and enjoys the theater.

Stay tuned for upcoming issues of *Quick Connections* for more profiles of the many amazing individuals working behind the scenes to help set the Quick team apart from the pack.

## CARVING A STRAIGHTLINE THROUGH CHICAGOLAND

### New Quick Ground Service Breezes Documents, Packages & Heavy Freight Through Windy City

It's a common dilemma: you've spent all night working on a project that needs to be delivered to a cross-town client immediately, but you cringe at the thought of sending it off on the back of a daredevil bicyclist. Short of carrying it across town yourself; who can you call?

Quick has always been known as the company to turn to for super fast, 'round the clock white-glove courier services, but until recently, those services have

been used primarily for longer distance, state-to-state and country-to-country deliveries.

Now, in the Greater Chicago Metro area, Quick offers a door-to-door, ground courier service called Straightline. Offering the same, uncompromising level of service that has forged our reputation as a leader in the air cargo marketplace, Straightline has set a new standard in the Chicago market. And now, Straightline



also offers door-to-door trucking services for customers who need to move heavier shipments. Regardless of the size or shape of their urgent packages, local shippers in Chicago can now breathe easier knowing that Straightline is on the case.

For more information on our Straightline division in the Chicago Metro area, please contact Regional Vice President Ed McNally at 312-850-1414, or e-mail [ed\\_mcnally@qintl.com](mailto:ed_mcnally@qintl.com).

# AMAZING DELIVERIES

## Sterling Aerospace Services: Threading the Eye of the Storm



Rain, sleet, snow... Amateur stuff. Try flying aircraft parts into a hurricane in the tropics! Virgin Atlantic Airways urgently needed a part for a disabled 747 on the ground in Barbados. The only problem was that tropical storm Lili was sitting directly atop the tiny island at the time, and the airport was not accepting any flights in or out. Tim McNealy in our Sterling division, worked in conjunction with air charter specialist Dan O'Rourke, in our Dallas office. Through a combination of precise timing, strong contacts with great flyers and a lot of phone calls, a tiny window in the storm was found, into which one brave Lear Jet operator was able to fly. The part arrived at the disabled plane just four hours behind the storm. For every minute saved in getting the 747 back in the air, Quick helped Virgin avert the loss of tens of thousands of dollars.

Sterling Aerospace Services:  
1-800-633-6666 ext. 4301

## Quick's Entertainment Services: Music to Our Ears

Did you ever wonder how those tribute and award show video segments all come together to be cued at exactly the right time – how, for example, actors can accept an Oscar via video screen while shooting on location in Japan? Part of the process involves advanced planning, highly secretive video shoots and a well-produced event. The other half involves shipping these celebrity video clips with extreme security around the world on razor-thin deadlines. Quick's Entertainment Services team is often called upon for this clandestine job -- like this fall, when we handled the shipment of video tributes by Sting and Billy Joel for the "Music to My Ears" benefit concert in Boston. The process went off without a hitch, though we're still waiting to be mentioned in an acceptance speech!

Quick Entertainment Services:  
1-800-788-4529 ext. 5556



## Quick UK Lights the Seven Seas



When the designers of the multi-million dollar yacht, Mosaique, wanted to finish their masterpiece with the most stunning interior and exterior lighting system ever to set sail, they turned to British marine lighting designers Aqualuce. When Aqualuce had to figure out how to get the extremely fragile, one-of-a-kind system to the shipbuilding yard in Turkey, they turned to Quick's UK office. Navigating the labyrinthine world of Turkish customs regulations, creating custom packaging for hundreds of thousands of dollars worth of lighting equipment and moving the goods from the UK to Turkey on schedule, Quick was able to help christen the floating palace with style.

Quick UK: 44-208-897-7273

# QuickSTAT Compliance Corner



## NEW REGULATIONS ISSUED BY DOT AND IATA/ICAO AFFECT GLOBAL TRANSPORT OF DIAGNOSTIC SPECIMENS AND INFECTIOUS SUBSTANCES

### Significant Changes Required for Compliance of New Regulations

**O**n August 14, 2002, the Department of Transportation's (DOT's) Research and Special Programs Administration (RSPA) issued a final rule in the Federal Register under docket HM-226 on the subject of infectious substances. The changes were given a voluntary compliance date of September 13, 2002 and an effective date of February 14, 2003. The final rule clearly defines infectious substances and diagnostic specimens. RSPA has eliminated the exception for diagnostic specimens and imposed new packaging and hazard communication requirements consistent with amendments to the United Nations Recommendations on the Transport of Dangerous Goods.

The International Air Transport Association (IATA) 44th Edition of the Dangerous Goods Regulations will be effective on January 1, 2003. The new regulations include changes that would dramatically affect how infectious substances and diagnostic specimens are transported by air internationally.

Specimens being transported for "investigational purposes" that contain Risk Group 2 and 3 pathogens will be shipped as

Diagnostic Specimens. A diagnostic specimen is not described as an infectious substance unless the source patient or animal has or may have a serious human or animal disease from a Risk Group 4 pathogen.

Infectious clinical samples in Risk Groups 2 and 3 must be shipped as: "Diagnostic Specimen Packed in Compliance with IATA Packing Instruction 650." The package must be marked with these words and "UN 3373" (the new UN number), as well as the net quantity of material being shipped inside the box. There is no need to utilize Class 6.2 packaging, and there are no hazard labels to be placed on the package. Most importantly, there is no Shipper's Declaration required.

However, Dry Ice package marking and labeling requirements remain the same.

*For up-to-the-minute information on these breaking regulatory changes, check our regulatory updates on [www.qicstat.com](http://www.qicstat.com), or contact Jay Johnson, Worldwide Clinical Trials Director, at 919.345.6661, or [jay\\_johnson@qintl.com](mailto:jay_johnson@qintl.com).*

## How Well Do You Know Quick?

Visit [QUICKINTL.COM](http://QUICKINTL.COM) by February 28th, 2003 for a Chance to Win a Sony Clié, the Hottest New Gadget on the Market Today !

**T**his year, we're holding the first ever Quick Trivia Contest on our Web site at [www.quickintl.com](http://www.quickintl.com). Simply log onto the site, click on the "QUICK CONTEST" icon and answer five simple questions. Every contestant who answers all five questions correctly will automatically be entered into a drawing to win a Sony Clié Personal Entertainment Organizer, combining leading technology with the latest Palm operating system. Entries must be received by February 28th. The drawing will be held on March 21st. The five winners will be notified via e-mail. Log on now!

[Hint: Answers to all questions can be found on [www.quickintl.com](http://www.quickintl.com) – happy hunting!]



### The Questions:

1. In what year was Quick International Courier founded?
2. What holiday does Austria celebrate on May 1st?
3. What is the name of Quick's biopharmaceutical shipping division?
4. What is the primary document needed for clearing your shipment through customs?
5. How many kilograms equal 100 pounds?

As you scour our site for the answers, we hope you'll find our many new features to be useful and informative. May the best Web surfers win!