



VOLUME 1, ISSUE 3

# NEWSLETTER

OCTOBER, NOVEMBER, DECEMBER 2015

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## HIGHLIGHTED TERMINAL

LME SLU (356) TERMINAL—SAINT LOUIS, MO

Terminal Mgr: Pat Hilke

Avg Daily Tonnage YTD:

IB/OB = 145,532 lbs / 194,354 lbs

Avg Daily Shipment count:

IB/OB = 108 / 138

**Top 5 Accounts:**

True Mfg—Manufacture coolers for restaurants

Tiger Logistics—Distributor of many types of freight

Glideaway—Manufacturer of bed frames

Proctor & Gamble—Dist. of toiletries & personal hygiene products

Dr Pepper—Manufacturer of soda syrup & carbonated products

LME opened our own St Louis Terminal on December 1, 2013.

It is a 21 door terminal located just north of downtown St Louis.

SLU provides service to both Missouri and Illinois areas.

**The LME SLU Team includes:**

- 11 full-time City P&D Drivers
- 9 full-time Dock Workers
- 4 Linehaul Drivers
- 3 Office Personnel

**LME SLU Operation Leaders:**

Charles Bock — is our Operations Manager

Robin Ryan — is our Office Manager

Bill Saunders — is our I/B Dock Leadman

Mike DuBoise — is our O/B Dock Leadman

**Fun Fact::**

St Louis is the gateway to the west, home of the Gateway Arch, St Louis Cardinals ("best fans in baseball"), St Louis Rams and the St Louis Blues.

St Louis is also home to some of the best Italian food in America.



Mike Bill Robin Charles

## SPECIAL POINTS OF INTEREST:

- Highlighted Terminal
- Driver of the Month
- LME "Shout Outs"
- Welcome to the LME Team



LME SLU



LME SLU

**OPERATIONS**

MIKE SANFORD-VP OPERATIONS

Greetings and Happy Holiday season to all!

**“Do it right the first time”**

How many times have we all heard this in our life? It pertains to just about everything we do. If we do it right the first time we save so much time, aggravation and most importantly, needless mistakes that do nothing but make it more difficult to do our job each day.

I know we put a tremendous amount of information out to all managers to communicate to the Teams in the field through weekly meetings, as there are many process and procedure adjustments happening quite frequently.

All of this is done so that we continuously improve in all aspects of our business. Both, for our customers and more importantly the safety of all of you.

I hear from people far too many times that there is pressure to get our jobs done fast and we have to hurry so we don't miss anything. While I agree that there is a great deal to accomplish on a daily basis, I don't

agree that we should take shortcuts. It is much easier to do things right the first time, even if it takes a little longer to accomplish our task.

When we make a mistake the amount of time, energy and expense is dramatically increased to fix the errors of our ways.

***“We had a fundamental belief that doing it right the first time was going to be easier than having to go back and fix it. And I cannot say strongly enough that the repercussions of that attitude are staggering. I've seen them again and again throughout my business life”***

- Steve Jobs co Founder Apple

Some basic points to insure our job is done right the first time:

- ◆ Taking that little extra time when we are at a Delivery or Pick Up stop – to insure we are aware of our surroundings to prevent every accident we can

- ◆ Performing proper pre and post trips so we know we are safe to go on the street every day and can be sure equipment is properly repaired
- ◆ Making certain freight is secure in our trailers for safe transportation,
- ◆ Getting information accurately transferred from B/L to our computer system so all of the terms and information is there for operations
- ◆ Sending out an invoice that is correct the first time so we get paid timely
- ◆ Getting proper notations on paperwork at the time of pick up and delivery

This list goes on and on but it is critical that we follow processes and procedures and we continually look for opportunities to improve. Doing it right the first time is absolutely critical to our success.

**CLAIM PREVENTION**

SHEILA BRIESEMEISTER — CLAIMS MANAGER

Claims continue to decline. This success is strictly due to the outstanding work and dedication by all departments. At the time of this submission to the Editor, claims charged out are down by 31.28% for the year to date compared to 2014. That is GREAT news! Reduction in claims makes LME more profitable which means continued good paying jobs and employment security. We look forward to an even better 2016 and fewer claims. Your input can

help reduce claims and we welcome suggestions or concerns that may directly affect our freight handling and hopefully prevent a claim from occurring in the first place. No one wins when we have lost or damaged freight. Our Customers rely on LME to provide on time and claim free service. We want to be the best in the business! Your help and continued support will allow us to be the best.



## SALES &amp; MARKETING

ROGER MCGILLIS—VP SALES &amp; MARKETING

Greetings Everyone,

2015 and the fourth quarter is rapidly coming to an end and our revenue continues to hold steady. The holidays, along with the colder weather and snow, always makes this time of the year a little more challenging in achieving our revenue goals. In October, we added Trisha Walton, Account Executive in Kansas City, to the LME sales team. Her background includes experience in packaging and transportation sales and we appreciate the enthusiasm and work ethic she has brought to her sales territory. If you have not met her yet, please make sure you welcome her to LME!

We would like to highlight a few new accounts that have started this quarter:

**Regal Beloit** – We've been trying to get our foot

into this door for many years. Regal Beloit has many divisions and plant locations all over the country and within our direct area. Mike Brown, National Sales, was able to get started with their facility in Aberdeen, called Hub City, Inc. Our ABR terminal and the entire operations team did a great job servicing this account, so they added Leeson Electric in Minneapolis, as well as some new Iowa business. As we continue to prove our service, this account has huge potential to grow into one of our top accounts.

**Grainger** – This is new business that also started in the fourth quarter. Scott Ellis, National Sales, was able to get us a bid opportunity. We were able to be competitive and get a shot at the vendor business. We are now looking at the opportunity to handle some of their store to store business as we grow the relationship.

**CVS** – Here's a great example of seasonal business that makes sense for us to handle. It is also a good example of what sales relationships can do for us and how operations can step up to the plate to make things happen. Mike Brown has a great relationship with OHL and was able to get us a shot at this business. He worked closely with operations to make this happen which resulted in a huge revenue boost over a two week period in October. We are always looking for seasonal opportunities in the 4<sup>th</sup> & 1<sup>st</sup> quarter to help offset the slow times over the holidays and winter months.

**LME Xpress Gold: An inexpensive way to obtain "peace of mind" when shipping a hot order.**



## PRICING

JIM MORSE—VP OF PRICING

What is the difference between **Pricing** and **Costing** and when is one applied over the other?

"**Pricing**" is quite simply the charge we apply to move our customers shipments. Determining what charge, or price to apply to any given account, can vary depending upon if we are already handling (some or all of) the business or the account is new to LME. In the case of new business - ideally we "know" or can find out what the customer is paying to move the freight via other carriers. We "know" or learn of the pricing from having our sales force meet with a potential customer, and as part of the "sale" the customer divulges the price he or she is presently paying to move their product. In these cases, if the sales rep "sells" the customer on using LME's services, the next step for the sales rep is to enter the required pricing in an on-line pricing request. The pricing request is then transmitted to the Pricing Department. The Pricing Department makes a

determination as to whether or not the proposed pricing will "work for" LME. And if the pricing as proposed is approved, the pricing request is forwarded to Coding and Publication. A tariff or pricing document is established, and the pricing is published in our computer system. Once published and set up in our system, all shipments tendered to LME from that point moving forward are rated as per the published pricing. So, in this case, the price is established based upon market conditions - or - what is the other carrier charging to move the freight - and can we do it at that price (or close to it). What if the customer does not share their pricing information? In these cases we are then often times placed in a position whereby we compare the account in question to other accounts with similar product and shipment volumes. In other words, our price offer will be similar to what we have offered other customers that ship the same or similar commodities.

When we perform "**Costing**" we do so under a couple different scenarios. If we are handling an accounts business, we can "cost" that business by feeding our cost model with a data base of (or listing of) existing shipments. We can cost a month's worth, 6 months, or an entire years worth of shipments in the model. These shipments have had our pricing applied to them - so when we cost an account we measure the charges (or established pricing) against the costs to handle the shipments. When an account is costed we know how the account costs by: weight grouping, lane, origin, destination, and direct vs. non-direct. We can also see which cost segments seem "out of line." The cost segments include: pickup, delivery, origin and destination dock, cross dock, linehaul, billing and collection (admin) and loss and damage. In short, our cost analysis tells us how an account performs overall, but we can also identify specific segments that

may need attention/adjustment. For example, we may find that an account's minimum charges are not performing well, or a given lane is not profitable, or we are not charging enough for an accessorial service that is being performed. Once we have this information, we can propose pricing adjustments to attack the pricing deficiencies. All of the above applies to accounts where we are handling the business. In those cases where we have not handled the business, we typically ask for a data file (an excel spreadsheet containing line by line shipment info) and run that data file through our cost model. We perform "what if" pricing to establish what pricing, if any we wish to propose to the account. And if we do in fact get the business from a "new" account - we then do follow up costings on actual shipments received to make sure our "what if" analysis matches what we are actually hauling.



## SAFETY & RECRUITING

CINDY SENFTNER — DIRECTOR OF SAFETY

### SAFETY IS EVERYONE'S BUSINESS

Safety **is** a Culture, Safety **is** an attitude, Safety **IS NOT** a Program. Every person in the organization from top management to the newest employee is responsible and accountable for preventing injuries and accidents. The safety department is here to bring awareness and provide effective training programs to teach and motivate employees to be a productive part of the safety culture.

Many of you are active in building a strong safety culture at LME. Whether you're serving on a safety committee, training new drivers or dockworkers on safe work procedures, etc. please know that LME very much appreciates your involvement and hard work and encourages you to get others involved.

If you want to be more involved in safety and make a difference, reach out to your manager and ask to be part of your terminal's Safety Committee. Duties of the Committee include:

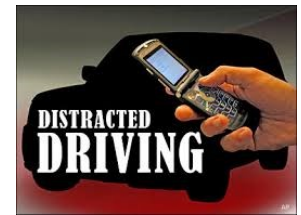
1. Report unsafe conditions and suggest corrective action.
2. Review vehicle accidents, incidents and near misses (not for faultfinding but for fact finding to prevent re-occurrences).
3. Review injuries (not for faultfinding but for fact finding to prevent re-occurrences).
4. Contribute ideas and suggestions for improvement in safety.
5. Make periodic facility safety audits.
6. Posting and distribution of safety materials to employees.

*Build enthusiasm for safety!*

### DISTRACTED DRIVING – ONE TEXT OR CALL COULD WRECK IT ALL

It's the Law! Drivers of Commercial Motor Vehicles operating in interstate commerce are prohibited from texting or using a hand-held mobile device while operating their vehicles. For ALL drivers – talking on a hand-held cell phone is banned in 14 states and text messaging in 46 states. An estimated 1 in 4 car crashes involves cell phone use. Almost everyone has seen a driver distracted by a cell phone but when you are the one who is distracted you often don't realize that driver is you.

Recently I attended a safety meeting. The speaker was David Teater, Senior Director for the National Safety Council. He spoke about the science of driver distraction and how the use of mobile devices degrades driver performance. David and his wife, Judy, lost their 12-year old son Joseph in 2004 when another driver, talking on a cell phone, ran a red light and struck the vehicle Judy was driving. Just a moment of distraction by another driver silenced his son, who liked to greet his dad with, "Hey Daddio, how is it going?" Can you imagine what this would be like? Is one text or call worth it?



Quick Tidbit -

### **SLOW DOWN- THOSE LINES ON THE ROAD ARE LONGER THAN YOU THINK**

Take a guess – how long are the dashed lines that are painted down the middle of the road? If you're like most people you answered "two to three feet." The real answer is 10 feet with the empty space between the lines measuring 30 feet! That's the federal guidelines for every street, highway, and rural road in the United States where dashed lines separate traffic lanes or indicate where passing is allowed. Every time a car passes a new dashed line, the car has traveled 40 feet. To most people 40 feet looks like a lot less than 40 feet when they're on the road. People cover more ground than they think in a given period of time. The fact that most of us grossly underestimate the length of these lines implies that we're misjudging distances as we drive and are driving too fast as a result.

*We would like to say a special thank you to the following terminals for meeting their 3rd Qtr. Accident & Injury Safety Goals: ABR, CGO, DSM, FAR, GRF, KCS, MIN, OMH, STC, WAT, WLO*

Upcoming birthdays in the Safety Department: Heidi Kenning ~ February 17



## DRIVER OF THE MONTH AWARDS:

### Jason Elmer of the LME JVL Terminal

Jason Elmer has been employed at LME since February of 2003..

Jason normally begins his day at 5AM working the inbound trailers.

His normal P&D run is the west side of Madison, Wisconsin with the deliveries in Madison, Middleton and Verona. The pickups that he handle are typically in Middleton, Verona, Evansville and Janesville.

Not only is he one of our most productive drivers, but he has never had an accident-preventable or non-preventable in his 12 plus years of service.

Jason also is willing to do repairs on the terminal building and to our equipment.

Jason is truly a valuable asset to our Janesville operation and is well deserving of this "Driver of the Month" recognition.

Scott Lengling - APP, JVL & MIL Terminal Manager



OCTOBER 2015 Driver of the Month

### Steve Gums of the LME FAR Terminal.

Steve has been a P & D driver with LME, at the Fargo terminal, since June of 1997. He is a dedicated and valuable member of the Fargo team, always making sure the job gets done. Steve is always willing to drive the extra mile to help out fellow drivers with both pickups and deliveries on their routes.

Outside of work Steve is always working on and around the house with his wife Rachel. Steve is also very mechanically

inclined, doing all his own work and maintenance on their vehicles.

Steve really enjoys being outdoors, whether he's just working in the yard or out fishing. Congratulations Steve on this award, and thanks for all the hard work!

Jeff Thoennes - FAR, BIS, MIN & GRF Terminal Manager



NOVEMBER 2015 Driver of the Month

### Charles "CJ" Knor of the LME DSM Terminal

CJ has been with LME for close to 4 years. He spent the first 3 years working in Chicago and the last 15 months working in Des Moines.

CJ is a valuable member of the LME team. CJ is the driver trainer for the Des Moines facility. He is on the Safety Committee and is active with continuing education of local team members.

CJ is extremely committed to promoting and maintaining both a productive and safe work environment. He thrives when given new challenges and can always be counted on for giving maximum effort.

Congratulations and thank you CJ for your past and future devotion to bettering the Des Moines team.

Jeff Johnson - DSM, WLO & FTD Terminal Manager



DECEMBER 2015 Driver of the Month

**CONGRATULATIONS TO ALL 2015 DRIVER OF THE MONTH RECIPIENTS!**

## HR/BENEFITS

CHRISTY JOHNSON—HR/PAYROLL MANAGER



First I would like to start out by saying what a year we have had! I appreciate everyone's continued support on all the changes we have gone through in 2015. Now that our benefits are on the same calendar year, benefits should be easier on all of us! Thank you so much!

**New for 2016!** Identity theft protection through InfoArmor. Beginning January 1<sup>st</sup> if you would like to be covered for identity theft please visit <http://www.myprivacyarmor.com/LME> and sign up. This is a company paid benefit. \$0 cost to you! And you can sign your family up for an additional fee billed directly to you (information on the website). LME will not be adding you to their system; it is completely up to you to do so be sure to visit the website! Take advantage of the great benefits of being protected.

**Year end.** W2's are due to you by February 1<sup>st</sup>. I will do my best to get them out sooner but I have many new challenges this year with new forms that I must provide to you for health insurance coverage's. I am working through this issue and hope that it doesn't slow down my process too much. Please be patient and know I will do my best to get them out as soon as possible.

# WELCOME TO THE LME TEAM

## OCTOBER 2015

CGO	DRV	ALEJANDRO HUITRON
CGO	DRV	GILBERTO DIAZ
CORP	OFC	MAI KER PHA
DSM	DCK	MICHAEL BOYD
DSM	DCK	TYLER VANNASENG
GRF	DRV	BRANDON GRABAU
KCS	SALES	TRISHA WALTON
OMH	DRV	CHRISTOPHER HOPKINS
OMH	DRV	WAYNE REED
SLU	DRV	PIERRE COCHRAN
SUP	DRV	DEREK HAGE
WAT	OFC	SHAWNA WREN
WLO	DRV	TRAVIS GRONOWSKI

## NOVEMBER 2015

APP	DCK	MICHAEL CHRISTIANO
APP	DCK	KYLE STOFFEL
CORP	OFC	DEANNA DENN
CTL	DRV	DENTON STRASSBURG
DSM	DCK	AUSTIN ROBERTSON
DSM	DRV	CHARLES WOOD
DSM	DCK	MARK MITCHELL
JVL	DRV	JEFFREY SWEETLAND
SXF	DRV	JOSHUA FALES
SXF	OFC	STEPHANIE CALLAHAN

## DECEMBER 2015

CGO	DRV	GERARDO SANCHEZ
CORP	OFC	JO DEE MAE DRAY
CTL	DRV	HARRISON WARMINGTON
DSM	DRV	LOGAN HALE
DSM	OFC	DANA KNOR
FAR	DCK	JOSHUA SKALICKY
WLO	DCK	ELLIOTT HALSCH



# LME “SHOUT OUTS”



## OUR #1 ASSET = OUR EMPLOYEES

A “SHOUT OUT” to **Dee Martin** (JVL Office), member of the LME JVL Team since 2014.

*“I wanted to mention that Dee did an excellent job following up on the issue with PRO 3140521510 (delivered one pallet short last week). It’s reassuring to see that it was taken care of promptly and I was updated consistently without having to ask what’s going on. It gives me confidence to continue steering new business toward LME because I know our customers will be serviced well.”* Chris Trieloff—Logistics Coordinator—Motomco LTD.

A “SHOUT OUT” to SLU Team Members: **Dontrell Humbert** (SLU Driver) LME Team member since March 2013. & **Robin Hotop** (SLU Office Manager), member of the LME SLU Team since 2013.

*“Pat, I appreciate the time you took to talk to me today in regards to a local driver by the name of Dontrell Humbert. This is just a small token of a gratitude toward Don, he always arrives on time and is always smiling and has a great attitude, which is rare in this business. I am a firm believer in professionalism and attitude, in which both are displayed in Don and Robin Hotop. This goes to show what type of employees LME has working for you.”* Justin Hulsey—Villa Lighting

A “SHOUT OUT” to LME Team Members: **Brandon Budach** (Rates & Collections) LME Team member since 2005, **Dianne Lundeen** (Customer Service) LME Team member since 2006 & **Jake Whitney** (Traffic Manager) LME Team member since 2007 *“Like to give a shout out to Brandon Budach, Dianne Lundeen, and Jake Whitney and so many more. Could not accomplish the possible without their DAILY assistance, guidance, and reprimands.”* Aaron Telecky—ROC & EAU Terminal Manager & Sales

A “SHOUT OUT” to **Steve Schmit** (MIS Dept), LME Team member since 1997.

*“A Shout Out and Congratulations to Steve for winning the Corp Weight Loss Challenge”* Dan Stadick—VP MIS

A “SHOUT OUT” to **Sara Hager** (LME Billing Supervisor) LME Team member since 2006 & **Kristi Werner** (LME Billing / Coding) LME Team member since 2009. *“A Shout Out to Sara Hager and Kristi Werner for the job they have done on the business out of Hantover Inc—Kansas City going to Canada”* Jim English—Regional Director of Sales

A “SHOUT OUT” to **Will Mendoza** (RIL P&D Driver) LME Team member since 2004

*I received a call from Dick Stach, owner of Stach’s Water Equipment, Kewanee IL. He wanted to let me know that while our driver was making a delivery there, Will saw that his truck was stuck in the snow so Will shov-  
eled him out. He said Will was polite, professional and the “Best dang truck driver he’s ever seen.”*

Teresa Duffek—RIL Terminal Manager

A “SHOUT OUT” to the **FTD Terminal Team**: Dave, Mark, Mick & Ronnie

*“I would like to send a shout out to the FTD facility. Dave, Mark, Mick and Ronnie are extremely dependable and safe drivers. They are self sufficient doing all of the dock and office work themselves. Their hard work and dependability is greatly appreciated!”*

Jeff Johnson - Terminal Manager DSM, FTD & WLO



## IT / MIS - INFORMATION TECHNOLOGY-DEDICATED TO KEEPING YOUR COMPUTERS & PRINTERS UP AND RUNNING 24/7

DAN STADICK-VP IT/MIS

The new IBM computer system is here and we are getting it loaded. We plan on switching over to it sometime in January. We also started the process to move our network to new vendors with backup capability. This will help when data lines go down as the backups will be on different circuits.

We are going to test a new FreightSnap dimensioning product in Kansas City and new PeopleNet devices in the Superior terminal. So plenty of projects going on at this point.

Wishing everyone a great holiday season from the IT department



Dan Stadick—VP MIS

# LME

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## LME Mission:

*To provide transportation services that consistently exceed the expectations of our customers while achieving managed profitable growth and employee recognition.*

A new addition to our LME Newsletter. In each issue, we will include a recipe from a member of the LME Family. The recipes we will pull from, were submitted last year in an effort to create an LME Recipe Book.



## Loved recipes Made by our Employees

### MEATBALL SANDWICH CASSEROLE

BY DEB TRENTACOSTI / MIL

#### INGREDIENTS:

- 1 bag of frozen meatballs
- 1 jar marinara sauce or spaghetti sauce
- 1 cup mozzarella cheese – shredded
- 1 cup Italian blend cheese – shredded
- 1/2 cup parmesan cheese – shredded
- 1 loaf of fresh Italian bread – sliced



#### PREPARE:

- Preheat oven to 400 degrees
- Place entire bag of meatballs in pot with sauce ( I also add garlic, onion powder, salt and pepper to taste) and cook over medium heat until warmed completely through. ( about 10 minutes )
- Stir as needed to keep meatballs from sticking to pot.
- Once heated through, remove from heat. Place meatballs in the center of a 9 x 13 baking dish.
- Layer mozzarella and the Italian blend cheeses over meatballs, topping off with the parmesan cheese.
- Take slices of Italian bread and line the pan all the way around them so they are kind of keeping the meatballs towards the center of the pan. The bread slices will be standing up in the pan. NOTE: you have creative freedom here with the bread. You can lightly butter and garlic the bread slices prior to placing in the pan if you prefer or even brush lightly with olive oil and garlic.

Place in oven and bake for approx.. 25 minutes or until cheese is melted and bubbly. Remove from oven and serve.

Enjoy! This is a 30 minute meal and it is delicious.



Q U A L I T Y . S E R V I C E . V A L U E . A L W A Y S .