



The Extra Mile

HAVE A SAFE AND HAPPY 4TH OF JULY

SERVICE. DEPENDABILITY. TRUCKING.



TIPS TO ENSURE EXCELLENT INTERMODAL SERVICE

- Include the "Last Free Day" with your delivery order.
- Provide name of **Steamship Line**.
- Provide copy of **Bill of Lading**.
- Ensure **Booking Number** is correct.
- All **Hazmat** loads must have **IMO** on file with steamship line and port.
- Ensure booking contains correct **Container Size**.

The real story about Intermodal

You need an ocean container picked up or delivered. Just call a freight company and get it done right? Not quite.

Hauling containers is a highly specialized business and every container handled by Jetco requires a high level of individual attention.

"We pride ourselves on a personal interaction with our customers," said Rebecca Segovia. "That's because we truly do believe that when we book a job, we own it. It's as important to us that it reaches its destination as it is to you."

To ensure excellent service, here are the steps we take to make the intermodal delivery process run smoothly:

- Ensure the container has been unloaded, cleared customs and is ready for pickup. It is essential for all holds to be released before the container is ready for pickup.
- Understand the contents of the container. Heavy containers may need a tri-axle chassis. Out of gauge open top and flat racks may require

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When you need a tri-axle chassis

The rules for when a delivery requires a tri-axle chassis are pretty clear, according to Jetco Delivery's Russell Mattern.

Whenever a 20' container exceeds 38,000 pounds, regulations require the use of a tri-axle chassis, Mattern says.

Jetco Delivery is well equipped to handle these heavier container loads because recently added several state-of-the-art tri-axle chassis (pictured at right) to its fleet for just these types of projects.



> SHARING THE ROAD: TIPS FOR SAFELY NAVIGATING BUSY BYWAYS

Because motorists and truck drivers share the road every day, AAA has compiled a list of tips to help both car and truck drivers travel with care.

Safety Tips for Motorists

- Be aware that trucks create wind gusts. Keep both hands on the wheel when you pass a truck or when a truck passes you.
- Leave plenty of room between you and a truck when coming to a stop on a hill. Trucks may roll back as the driver takes his or her foot off the brake.

• Don't speed up when a truck is passing you. Instead, stay to the right and slow down slightly. Let the truck pass you. This will give the truck driver plenty of room to pass safely and get you out of the truck's blind spot faster.

• If a truck driver is signaling to change lanes, give him or her space. An average truck changing lanes at highway speeds needs an eight second gap or 700 feet - the length of 2 1/2 football fields.

> MEET MAURIS MATTERN

Mauris Mattern, his brother Russell and friend John Phillips started Jetco Delivery with one truck and a burning desire to provide their customers with a different experience when transporting their equipment.

Thirty years later, Jetco Delivery has grown into a company known for its record of putting customers first and following through on its promises.

"I had been working as a dispatcher for a delivery company here in Houston for six years and realized

that I was about as high up as I was going to go at that business," Mattern remembers.

"So, I borrowed money from my dad, convinced Russell and John to do this with me and we started out on our own."



MAURIS MATTERN

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THE RIGHT TRACK

Real-time updates on your delivery's location at any time with Jetco's new GPS system

Today's globalized and fast-paced business environment demands that delivery companies be able to track and maintain data on shipments every minute of the day.

As part of our continuing investment in our equipment and personnel, Jetco Delivery recently installed Global Positioning Satellite (GPS) capabilities in every truck of our growing fleet.

The reason is simple: We want to provide our customers with up-to-the-minute, real-

time information regarding the location of every shipment we're hauling, whether across town or across the country.

The benefit, of course, is that you'll always know when to expect a delivery and can plan accordingly when a piece of equipment is critical to completing your project.

The GPS installation is just another example of Jetco's commitment to providing you with the most technologically sophisticated delivery system available in the marketplace today.

CUSTOMER CASE STUDY

A Jetco customer asked us to send a team to the East Coast for a mission critical delivery. Our customer needed to monitor the status of the load 24/7 until it was delivered.

Jetco created an Internet portal especially for the customer so the firm could watch our trucks' progress in real time. They knew exactly where their cargo was located ... down to the street address at any given moment.

>CONTACTING THE JETCO TEAM

Jetco offers several convenient ways to request a rate and service from one of our qualified representatives

By e-mail: To request a rate, send an e-mail to rates@jetcodelivery.com

To book a load or to inquire about the status of an existing load, e-mail us at customerservice@jetcodelivery.com

To request a proof of delivery: POD@jetcodelivery.com

Online: You may request a rate or any other service at www.jetcodelivery.com

By Phone:

Main Phone Number
(713) 676-1111

Rate Hotline
(713) 678-6400

Customer Service Hotline
(713) 678-6420

Accounting Hotline
(713) 678-6410

Main Fax
(713) 675-5000

LTL Fax
(713) 672-1000

Semi/Tractor Fax
(713) 676-1400

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Mattern says Jetco was originally moving smaller cargo but that as the size of their customers' businesses grew, the requests to move larger cargo expanded as well.

"We just decided that we'd have to grow right along with them to meet the demand," he says.

"We made a name for ourselves because we bent over backwards to do everything we could for our customers so that once they hired us to deliver something for them, they wouldn't have to worry that we'd get it done."

The result was that Jetco enjoyed a steady trajectory of growth that continues to this day.

Mattern said that in the early days of the business, the focus for most delivery companies was competing on the rates charged. But as customers' demands increased, the focus shifted to more of a service-oriented business that rewarded the companies - like Jetco - that could get a delivery to its destination on time and safely.

"Our ability to exceed our customers' expectations continues to set us apart from the others in this business," he said.

While Mauris and his partners sold the business to Brian Fielkow in 2006, he continues to work with the same customers he's come to know as friends. When he's not working, Mauris enjoys the serenity of sailing, fishing and spending time near the water.

"That's just where I feel comfortable," he said.

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permits. Hazmat loads have special paperwork requirements.

■ **Ensure the driver has all of the qualifications necessary to handle the load.** This may include hazmat certification. Early next year, all drivers will be required to have TWIC cards to enter any port property.

However, even when we do all of our homework, things can go wrong. Here are the most common problems we encounter handling containers:

■ **Equipment Availability:** The steamship line may have provided you with a valid booking number. However, they might not have any containers available. Some steamship lines are more reliable than others in proactively communicating equipment availability.

■ **Bad Chassis:** Many containers are hauled from chassis pools. Because we have no control over the maintenance of these units, we have made a decision to reduce our use of pool

chassis. At the same time, we are adding to our fleet of company-owned chassis. This will allow us to have better access to chassis that are always under our control.

■ **Delays:** You can lose a truck for an entire day at the port. Computer problems ... long lines ... security times. They can all make for a difficult day at the port.

■ **Incorrect In-Gate Information:** Our trucks can arrive at the port only to be turned away with your cargo. In-gate dates have been unreliable due to vessel delays and over-booking. We strongly advise our customers to frequently monitor ship schedules, in-gate availability, cut offs and last free days. This information can change by the minute.

When it comes to intermodal container hauling, experience counts. You can rely on Jetco's professional team to get it right each time.

"And that really all starts with our focus on the customer from the very beginning," Segovia said.

"We provide a total customer service experience with every intermodal delivery process."