



The Extra Mile

SERVICE. DEPENDABILITY. TRUCKING.

Putting Our Customers First



> MEET STEVE ZOLD

Steve Zold loves a challenge. In fact, Jetco's vice president says that it's the challenges he faces in his role every day that make him love his job so much.



STEVE ZOLD

"I've always been drawn to the idea of making what appears to be impossible, possible," Zold says. "That's what we get to do everyday. Customers will ask us to handle a job that at first glance seems like it can't be done. But we find a way to do it and exceed their expectations. I thrive on that."

Zold joined Jetco Delivery in August 2006, after more than 20 years of experience as a transportation industry executive who focused on fleet management and delivering exemplary customer service.

"I have always been committed to providing customers with outstanding service," Zold said. "That's our focus at Jetco and if our customers have a question about that service, the buck stops here. They can call me any time."

When he's not overseeing the day-to-day operations and helping to grow Jetco, Zold enjoys spending time with his family, stock-car racing, riding motorcycles and fishing. A native of Wisconsin, Zold and his wife Lori have two sons.

"Definitely, family is my first priority," he says. "And Jetco certainly has that feel to it as well. We're all a team here and we work that way."

"The reality is that we live and breathe the trucking industry every day. I think our customers can really sense that when they hire us. Their cargo and priorities are as important to us as they are to them."

Zold can be reached via e-mail at szold@jetcodelivery.com or by phone at 713.678.6430.

Providing strong, reliable customer service is a top priority at Jetco

Jetco builds lasting partnerships with our customers by providing service that is focused on safety, efficiency and consistent communications throughout the delivery process.

"Whether you need to move a mission critical five-pound box or 150,000 pounds of machinery, we treat our customers' cargo as if it is our own," said Kim Light, Jetco's customer service manager "But perhaps more importantly, we work as a team to make sure that the customer always gets the best feedback on service from the moment a job comes in the door."

That's because at Jetco, each member of the customer service team - which combined have more than 100 years of experience in the Houston market working with Houston-based companies - offers input on the best methods for delivery, the most efficient use of resources and the safest means for moving each shipment.

From the moment a quote comes in - either via e-mail or by phone - the Jetco customer service team determines whose expertise will be the right fit for the particular shipment so the customer gets the

best service and attention to detail throughout the process.

"The great thing about Jetco is that everyone in customer service understands each mode of shipping whether Intermodal, LTL (less than truckload) or something else," Light said. "We all depend on each other's input to ensure that every delivery gets from Point A to Point B safely and on time."

Light said Jetco approaches the delivery of a customer's shipments as a partnership, which enables the company to go beyond simply providing a commoditized service.

"We provide real value because we get to know the customers so that each shipment is handled individually and with their best interests at heart," Light said. "We won't move a load that's unsafe and we'll always be cost-conscious in terms of helping them determine the best options for moving our customers' freight."

"Ultimately, Jetco and our customers have a vested interest in every load. It's a true partnership in every sense of the word."

TIPS FOR GETTING QUOTES

■ Once in a while, spam filters block legitimate emails and attachments, including quotes from Jetco. If you have not received a reply to a rate or service request within an hour, please give us a call. Note that rating complex projects and over-dimensional loads takes longer.

■ When requesting a rate, please save your quote number. Then, when you contact us to schedule to the load, be sure that we have your quote number. This will ensure that your invoice matches the quoted rate.

Drivers lauded with special attention during week

During the last week of August, Jetco Delivery joined trucking companies throughout the U.S. to honor the company's drivers during National Truck Driver Appreciation Week.

The National Truck Driver Appreciation Week - which is sponsored by the American Trucking Association - recognizes the integral role drivers serve in delivery everything we need safely and efficiently.

"Simply put, without truck drivers, our economy would come to a standstill," said Jeff McKinney, Jetco's safety director. "All of us depend on truckers for the food we eat, the clothes we wear and nearly everything else that makes our lives easier."

Throughout the week, Jetco honored its drivers with breakfasts, special prize drawings, a lunchtime cookout and other events.

Several of Jetco's drivers have been with company for more than a decade. Such a feat is an accomplishment, McKinney said, because Jetco's standards for hiring and keeping drivers are stringent.

"All of our drivers must have a minimum of two years of experience and a clean motor vehicle report," McKinney said. "They also have to pass a 10-year criminal background check, receive approval for TWIC certification and pass the DOT physicals. We believe we have the best drivers in the business."

