



# TLM Dispatch

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## Message from the Owners

We want to welcome you to the first edition of TLM Dispatch. We are publishing this newsletter quarterly as a way for our customer partners, carrier partners and TLM team members to become more familiar with each other. During these economically challenging times, we are thankful for our loyal customer and carrier relationships. Additionally, we are extremely pleased to report that both our customer and carrier base is growing very steadily. We are also very pleased to have a dedicated, professional team at TLM that works hard to lighten your work load and provide the best care to you and your customers.

Since the very beginning, our direction has been determined by our customers, our purpose has been to serve as a liaison between our customers and our carriers and our goal has been to build

and continuously improve long-term partnerships with both customers and carriers. We attribute our success to our high ethical standards, our commitment to process improvement and our ability to provide overall savings.

In each issue of TLM Dispatch, we plan to highlight new services, provide customer testimonials, spotlight TLM employees, focus on trends within the industry and provide human interest stories. We welcome your feedback regarding this first issue directly to us at the emails shown below.

We sincerely thank each and every one of you!

Mike Hutchins  
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## We're Still the Same



You may have heard the adage "The more things change, the more they stay the same." This certainly is true for the TLM logo. We've redesigned our logo to better reflect who we are and what we do. Although we have a new logo, we still offer the same partner-based quality services that you've come to expect from TLM. Our mission is to meet and exceed the transportation and distribution needs of our customers, and *that* will not change.



TLM employees lend a helping hand during a local community food drive. See story on page 3

## Customer Testimonial: Audrey Olson, Tuff Shed, Inc.

"I am the logistics manager for Tuff Shed, Inc., and was new to the transportation industry when I had the good fortune to meet Mike Hutchins. He assisted me in the movement of freight from our vendors to our store locations and reload centers.

Over the past seven years our business has grown and I have continued to use TLM. They

have never missed a beat during the best and worst of any given situation. They have continued to provide prompt, courteous and affordable transportation. They have always been proactive in notifying me of any changes in rates and anything that would affect the delivery of our material.

I will continue the partnership with TLM because of the personalization, and the experienced, qualified and dedicated professionals available at any time.

Many thanks to all the personnel at TLM. I know it takes a team to make the management of shipping operations work, and I know I can count on all of you."

*"TLM has never missed a beat during the best and worst of any given situation."*

## Shipping Labels Now Available

TLM Online offers a quick and convenient way to manage all of your inbound and outbound shipments from just one location. Customers who use TLM Online are able to generate online rate quotes from selected carriers, create shipping orders from quotes, print online bills of lading, dispatch shipments, and access immediate online shipment tracing.

Now customers who create bills of lading through TLM Online are able to print shipping labels as well.

"We are always looking for ways to improve our customers' shipping process," said Mike Hutchins. "The labels are automatically generated and easy to print. It's one more service that we offer and one less thing that our customers have to worry about."

**Q.** Why are vendors willing to arrange your inbound shipping, pay the freight bill and then bill you for the freight charge?

**A.** Many customers are paying too much shipping on inbound freight because they are letting their vendors handle their freight on a "pre-pay-and-add" basis which often is a concealed profit center for the vendors. Or, they lack the volume and relationships with trucking companies to qualify for anything but "retail" freight prices. TLM uses established relationships with partner trucking companies to leverage the competition within the freight industry and to negotiate contracts with those trucking companies on behalf of our customers. We then pass the savings on to them.

It may seem easier to allow the vendor to handle the inbound freight process, but taking control will save you money. It will reduce your shipping costs, you will receive goods as you need them and you will be able to better manage dock congestion.

## TLM Upgrades Server



It's not Fort Knox, but the Red Rocks Data Center in Morrison, Colorado is proving to be a highly secure site to store one of our most valued treasures, the TLM server.

After several years of wrestling with downtime and outages from a site in Pennsylvania, TLM relocated the server in

September. The new site is a former NASA satellite-uplink facility that is staffed 24 hours a day, seven days a week. If one high-speed internet connection goes down, the site has links to several others.

"It's important to TLM and to our customers that our website is always available," said Paul Raeder, vice president. "Since moving the server to Red Rocks, we don't expect anymore downtime."

The server is backed up daily at the second location in Pennsylvania for emergencies only.

## Volunteers in Action

Knowing that good things can happen when people come together, TLM joined St. Luke's United Methodist Church in Highlands Ranch for the Feeding of the 5,000 food drive in October. Mike Hutchins, TLM president and a member of St. Luke's, arranged for two Yellow Transportation 48-foot trailers to be on site during the 2-day event to collect non-perishable food items and deliver them to the Denver Urban

Ministries. The community raised 40,000 pounds of food, or enough food to make 1,000 meals per day for 5 weeks.

"We are so pleased with the outcome of this food drive," said Hutchins. "Halfway through, we loaded a van full of food to deliver to DenUM because their cupboards were bare. This is a perfect example of what can be accomplished when a community works together for a good cause."

TLM employees volun-

teered their time to fill boxes and load the trucks. "This was a good experience for our staff. We had fun and it brought us all closer together," said Hutchins.

Special thanks to Yellow for donating the use of their trucks and delivering all food to DenUM. "Together as a community, we were able to make a difference in the local fight against hunger," Hutchins added.



## Welcome KCBPU!

TLM has expanded its services to include municipalities and utilities and we are pleased to welcome the Kansas City Board of Public Utilities as one of our newest customers. When asked why KCBPU chose to use TLM for their inbound and outbound shipping needs, here is what Nan Wolf, manager of Purchasing and Supply had to say:

*"TLM is a company that provides excellent customer service, they manage all of your shipments for you, they're trustworthy, they don't require a contract, plus they save your company money. What more could a company ask for?"*



**Kansas City,  
Board of Public Utilities**

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October 27, 2008

The KC Board of Public Utilities (BPU) started doing business with Transportation Logistics Management (TLM) for several reasons.

- BPU hadn't contracted with anyone to manage their transportation needs in the past, and since TLM doesn't require a contract to do business with them, this seemed like the perfect opportunity to give this type of service a try.
- TLM manages both your inbound and outbound shipments. All shipments can be tracked on their website. Each BPU facility has their own sign on to set up an outbound shipment or to check the status on inbound shipments which allows them ample time to schedule employees and any necessary equipment needed for shipments when they arrive.
- TLM negotiates the transportation rates with the freight carriers for you and provides an immediate discount on the freight costs. The larger volume of shipments TLM manages, the larger the discount they are able to obtain for you.
- TLM's provides excellent customer service, the President/Owner, Mike Hutchins and our Account Manager, Ray Randall are personable and trustworthy.

TLM is a company that provides excellent customer service, they manage all of your shipments for you, they're trustworthy, they don't require a contract, plus they save your company money. What more could a company ask for?

KC Board of Public Utilities

*Nan Wolf*

Nan Wolf  
Manager of Purchasing & Supply

"EQUAL OPPORTUNITY EMPLOYER"



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## TLM Vision and Mission Statement

### Corporate Vision

Your Partner in Transportation Solutions

### TLM Mission

At TLM, our mission is to meet the transportation and distribution needs of our customers and, in doing so, exceed their expectations for service, quality and value. We are committed that our actions and interactions with our customers, employees and service providers reflect the high standards on which TLM is built: reliability, integrity, and high moral values.

## Employee Spotlight: Erik Weispenning



To some of you, Erik Weispenning is the voice of TLM. He's an operations and customer service rep who takes your calls and handles your shipments. Erik enjoys working with customers and has a knack for problem solving.

"There was an order last Christmas that had to go from Minnesota to California and had to be delivered by Dec. 28. It was an oversized load that needed to go through

several states, and I investigated the state rules and holiday restrictions along the way. I worked closely with the carrier for several days, and that shipment arrived on time," Erik said.

Erik has been with TLM since November 2007. He is responsible for rating and coordinating shipments for customers, scheduling carriers, verifying pick ups, and entering orders into the system. He also follows up on problems with billing issues, damages, and reconsignments.

Erik grew up in Colorado Springs and joined the Army after high school, serving four years at Ft. Bragg in North Carolina.

Prior to joining TLM, Erik was the head of security for a local mall. He also has worked in printing, manufacturing, and shipping.

Erik has been married to Karin for six years and is the proud dad of a four-year old son, and a two-year old daughter. He enjoys playing with his kids, watching football and spouting football facts. Erik's love for the game spills over to the office as he runs the football pool "for pride only, no money involved," he said. But if he was a betting man, his money would be on the Pittsburgh Steelers. Erik is an avid Steelers fan, but we forgive him for this because he's such a good guy.

"Erik brings fresh ideas and perspective to his job, and is good at problem resolution," said Mike Hutchins, president. "We're very pleased to have him as part of the TLM team."

**Your Partner in Transportation Solutions**