

## NEW CARRIER LAWS 'PULL BACK CURTAIN' FOR GREATER VISIBILITY AND FOOD SAFETY



Greg Syfan, President

Two very important rule changes in the way we operate are coming down the road in 2017 and 2018. Our customers and carriers need to understand their impact, but most importantly, I want to assure you that our company will be ready.

Both rules involve innovations in technology that allow us to do things that were unimaginable just a few years ago.

Here's the first one that I would like to discuss: By December 2017, all licensed carriers who are required to keep travel logs must now use an Electronic Logging Device, or ELD, to document their trips and prove their compliance with HOS (Hours of Service) rules. In simple terms, this requirement will take the pen (or mouse) out of the hands of the driver because the reporting will be done by a device hooked directly to the truck engine.

With our fleets, we already have Rand McNally GPS systems on board that not only send directions to drivers but allow them to report their exact location and

load status to us and our customers. The only difference now, under the federal rules, is that the engine's Electronic Control Module (ECM) will do the reporting automatically.

We've known this day was coming, so we are ready. And we will expect all our carrier partners to be ready well ahead of the December 2017 deadline. Working with an ELD-compliant carrier will now be just as important as having cargo insurance on your loads.

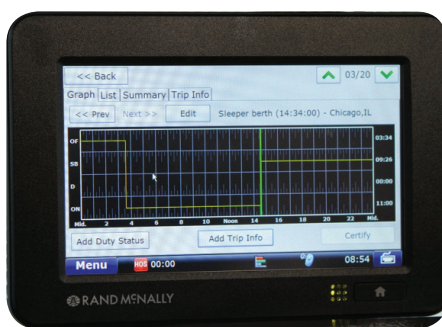
I am not a fan of more red tape, but any rule that makes our industry safer and

more transparent is welcome. The same goes for the new law coming out of the FDA for food shipments, which has always been one of our company's top skill areas.

Originally signed into law back in 2011, the Food Safety Modernization Act (FSMA) requirements have been a long time coming. The FDA just completed the FSMA's safe food transport rulemaking in March 2016.

For example, the Sanitary Transportation of Human and Animal Food Rule requires adequate operational measures to ensure safe temperatures; no contamination of prepared food with raw food; no unintentional introduction of food allergens; and no contamination of foodstuffs by other freight.

*continued on page 4*



*Syfan Logistics has long placed GPS systems in their trucks to allow the company and the client to know the specific location of each shipment. Syfan is working to become completely ELD compliant by mid-year.*

### WE WISH YOU A SUCCESSFUL 2017!

Our team members hope you have a blessed and prosperous New Year. We look forward to continuing our partnership and serving your needs in 2017.

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## SYFAN LOGISTICS EARNS NATIONAL RECOGNITION FROM INBOUND LOGISTICS AND GLOBAL TRADE MAGAZINES

Inbound Logistics and Global Trade magazines have again ranked Syfan Logistics as one of the top third-party logistics firms in America.

For the third straight year, Inbound Logistics named Syfan Logistics to its list of Top 100 third-party logistics companies in America. The company earned the same recognition in Global Trade for the first time.

“Being named a Leading 3PL by two nationally respected publications is a testament to our Syfan Logistics team,” says Jim Syfan, CEO of Syfan Logistics. “We have a group of talented and hard-working professionals who strive every day to deliver the service our customers have come to expect.”

Inbound Logistics’ editors research, conduct personal interviews and evaluate information about logistics companies from around the country to determine its Top 100 rankings. The honor is awarded based on criteria such as operational excellence, innovation, network of customer relationships, and

quality of services. Hundreds of 3PLs were considered for the list.

Global Trade recognizes the top 3PLs in the United States by taking an in-depth look at innovative and versatile 3PLs across the that have unique partnerships with their customers.



## NEW PHONE SYSTEM AND WORKFLOW SOFTWARE TO IMPROVE EFFICIENCY

Syfan Logistics has invested in a new phone system and workflow software to improve efficiency and better serve its customers.

The new phone system – ShoreTel – is integrated with the company’s McLeod transportation software and provides advanced reporting and analytics capabilities.

One key feature allows Syfan team members to click a number on the computer screen and have the phone immediately start dialing, as opposed to manually dialing.

Another efficient feature for inbound calls is the ShoreTel integration module reads the inbound caller ID and opens either LoadMaster or PowerBroker software for the user saving significant time and keystrokes and leading to a better customer experience.

The company also has installed new phones from Clear Choice Telephones. One of its most valuable tools is the Brightmetrics Call Reporting and Analytics software to help improve team members’ performance. The new system allows for supervisors to easily coach and monitor their team, allowing for quicker on-boarding of new team members.

In August, Syfan implemented McLeod Workflow. This program streamlined the accounting processes so that when documents are received on loads, the load is then put into a workflow “queue” that gives our accounting team visibility to that load. The result is a quicker and more efficient process to get loads billed to our customers and our carriers paid. Workflow is another step for Syfan to be truly paperless. It also provides accounting management team with more flexibility to balance workloads among our accounting staff.

## KATIE BERTUZZI JOINS SYFAN LOGISTICS AS MIDWEST REGIONAL SALES MANAGER

Syfan Logistics has expanded its sales staff, adding Katie Bertuzzi as the company’s new Midwest Regional Sales Manager.

Bertuzzi comes to Syfan with nearly 10 years of transportation industry experience and represents the company’s outside sales from Chesterton, Ind.

She is originally from the “Bourbon Capital of the World” – Bardstown, Kentucky. Her favorite pastime is spent on her stand-up jet ski at the lake.



## SYFAN LOGISTICS TEAM MEMBERS HELP WITH LOUISIANA FLOOD RELIEF



*Turbo Truck Center employees sorted and boxed donations for Louisiana flood victims.*



*Syfan Transport team member Mark Free, who delivered the donations to Baton Rouge, took a photo from his truck that shows the damage to the Baton Rouge area.*

Syfan Logistics took part in two recent humanitarian efforts – one on the state level and one locally – to aid Louisiana flood victims this summer.

“This is a great example of different communities and groups coming together to aid people in need,” Syfan Logistics CEO Jim Syfan says.

Massive flooding in the Baton Rouge area displaced more than 10,000 people this past fall.

Along with several transport companies from around the state, Syfan worked with the Georgia Motor Trucking Association, WSB-TV in Atlanta and several law enforcement agencies. “Convoy of Care” collected and transported five tractor trailer loads of relief supplies to flood victims in Baton Rouge.

In addition, Syfan, Gainesville First United Methodist Church, Hall County Schools, local community businesses and churches collected donations for Louisiana flood victims. Syfan placed its trailers at Gainesville First United Methodist Church and Chestatee High School.

Turbo Truck Center team members sorted and boxed the donations and Syfan Transport team member Mark Free delivered the donations to Baton Rouge.

## TEAM MEMBERS TAKE PART IN SAFETY PROGRAMS

Syfan Logistics believes in safety training programs to help keep our workplace and employees safe.

The company recently took part in an active shooter training program presented by the City of Gainesville Police Department. Syfan also offered self-defense class and a gun safety class for all employees.

The active shooter training program is called CRASE (Civilian Response to Active Shooter Events) and consisted of two classes – the first for management and the second for all team members. The program coincides with law enforcement’s training and curriculum for active shooters and has been designated by the FBI as the national standard for active shooter response training. The goal is to get law enforcement agencies and civilians to follow the same procedures during an active shooting workplace situation. CRASE



*Twelve Syfan team members took part in the gun safety class.*

is geared toward civilians and helps them understand steps to increase safety the best way possible until officers arrive.

The self-defense class involved two two-hour sessions that covered basic steps such as:

- never turn your back on someone,
- avoid dark or deserted roads,
- don't be glued to your phone,
- parking lot safety

- how to hit and throw punches with knees and elbows.

The second class allowed our team members to actually respond to an attack with an instructor in the protection suit. The company also purchased a set of mats that allow team members to practice the punches in our gym.

Through the Gainesville Police Department, we offered gun safety training which included four hours of classroom instruction on gun safety and gun laws. Then participants went to the gun range for live fire instruction such as how to hold, load and safety firing. Twelve team members took part in the training.

We want to thank the Gainesville Police Department for providing these training programs for our company and team members.

## NEW CARRIER LAWS *continued from page 1*

Likewise, the vehicles and transportation equipment used for food shipments must be properly maintained to ensure adequate temperature control and clean conditions for the safe transport of food.

This rule applies to most shippers, brokers, receivers, "loaders" and rail or motor carriers transporting human and animal food. It takes effect for most businesses in April 2017, while some smaller entities can comply by April 2018.

If the carrier agrees with a shipper or broker to ensure sanitary conditions during transport, then the carrier must be trained in the required sanitary

practices with proof of such training retained for at least one year.

If carriers are not careful, they could risk losing and wasting food shipments that are not transported according to the new rule requirements.

Our company has addressed most of the new rule, but we'll be looking to actually improve upon the requirements, such as new protective seals for food shipments and real-time reporting of product temperatures.

### WELCOME TO CHANGE

The bottom line for both new requirements – ELD compliance and

FSMA – is greater visibility and food safety during transport. Change can be difficult. It can be costly. But we welcome any change that makes our industry and our business more transparent.

Syfan Transport and Syfan Logistics have always set the bar for the highest level of visibility and food safety in our operations while embracing new technology that allows us to do an even better job of delivering on that promise. We'll never retreat from this course, so I urge everyone to get on board. The future looks to be an exciting ride.

## SYFAN PROVIDES HEALTH SCREENINGS FOR INSURED TEAM MEMBERS

Through our health insurance provider Humana, Syfan offered all our insured team members the opportunity to participate in a Vitality Check.

During Humana Vitality's onsite visit, our team members were provided health screenings including body mass index (BMI),

blood pressure, blood glucose and total cholesterol checks. A health coach will be available through our plan for areas that an individual may need help on.

Having a healthy workplace has always been a high priority for Syfan. We have an onsite gym and participate as a group in local 5Ks to benefits various causes.



*Syfan Logistics President Greg Syfan goes through the health assessment.*

## New Team Members

George Bell – TTC

Katie Bertuzzi – SLI

Marna Collet – SLI

Montese Cooley – SDI

Eduardo Espinoza – TTC

Salvador Garcia – SLI

Sampson Grissom – SDI

John Kesler – SDI

Michael Lambert – TTC

John Lang – TTC

Jason O'Kelley – SLI

Stephen Webb – SLI



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