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Three Critical Flows in the Supply Chain

By Scott Sigman

At Vanguard Services, drivers are recognized as business partners supporting customers. Drivers help clients in their efforts at maximizing customer service in the logistics and supply chains. Customer service is not just delivering, on time, goods that are ordered, purchased and promised and which ultimately flow to a destination via truck. It is much more than that. There are really three flows in the supply chain, the flow of goods, the flow of information and the flow of cash. Lets look at how this relates to Vanguard Services drivers.

The critical documentation that supports any shipment or goods movement is governed today by information flows. If information does not flow the right way, with complete details to support the actual freight or cargo, that freight won't move, or shouldn't move. Nothing quite stops a shipment's movement like incorrect documentation. Ensuring that the right equipment, and the right materials are what is moving can be important, especially in the business world that relies upon just in time inventory control as well as for general production or sales management. Too much or too little product in the wrong place or at the wrong time can be costly to a company's bottom line. Drivers and dispatchers, working together can help clients to ensure they maintain timely, efficient materials controls.

Drivers may be moving the goods in the right quantity, at the right time, from the right origin to the right destination as efficiently and as safely as possible. If the customer documentation is right, the cash flow, or payments for the freight and the services getting the freight to where it needs to be are just as critical to the business arrangement as the actual movement of the goods. If the goods are not being paid for, which partly relies on accurate, correct documentation, here again, nothing quite stops a flows of goods, or flows of information between companies, like a breakdown in the flow of cash. Ensuring that cash flows are moving correctly is the business of accounting departments, and senior management, but if goods flows aren't moving correctly, and documentation or information flows are not moving as efficiently as possible, the cash flow could flow another direction.

As Vanguard Services real-world employees, business partners, it is important that goods flow from origin to destination, safely, without delay, according to schedule, and interactions with Vanguard Services clients are conducted with an eye toward meeting or exceeding customer expectations, Courtesy, cooperation and collaboration can improve business processes. Being on the front line, drivers and dispatchers have a unique role, where they can favorably impact business operations. More than just an employee, Vanguard Services drivers can be business partners, helping to expand and increase Vanguard business with clients to ensure the three flows are maintained, the goods flows, the information flows and the cash flows, to keep the American economy moving.



Driver of the Year Awards Given

Congratulations to Tommy Stoddard (Memphis, Tennessee), Bob Manns (Roanoke, Texas) and Robert Chestnut (Allentown, Pennsylvania). They were all awarded the Bridgestone-Firestone Driver of the Year award in April.

All 3 drivers along with Cliff Fowler, Director of Safety for Vanguard, traveled to Nashville, Tennessee for the annual Bridgestone-Firestone driver of the year celebration. Every year, each Bridgestone-Firestone Distribution center selects one driver worthy of being its driver of the year and that driver is treated to a week of fun courtesy of Bridgestone-Firestone.



Left to right: Tommy Stoddard—Memphis, TN; Cliff Fowler—Vanguard Safety Director; Bob Manns—Roanoke, TX; Robert Chestnut—Allentown PA, at the Driver of the Year awards.

The festivities began the Tuesday, April 11th with dinner at the Old Hickory Steakhouse in the Grand Olde Opry Hotel courtesy of Vanguard Services. Wednesday morning, the group traveled to the Kenworth Plant in Chillicothe, Ohio on an 8 passenger leer jet. The group found the plant quite impressive. On Wednesday night, the awards dinner was at the Stockyard Restaurant in Nashville. The group had a great time!

Thursday was the busiest day of the trip. The group toured the Bridgestone-Firestone plant in Warren County, Tennessee. Next, they visited the Jack Daniels Distillery in Lynchburg, Tennessee. After having lunch at Mary Bo Bo's on the Jack Daniel property, the group returned to Nashville. Thursday evening the group attended a Nashville Predators hockey game. The highlight of the game was the Zamboni between the first and second periods. Allentown's driver of the year, Robert Chestnut got to ride on the Zamboni, courtesy of the Nashville Predators. Fun was had by all!

Each driver along with Cliff Fowler, Vanguard's Safety Director, were invited to Nashville, Tennessee for a celebration. Celebration events included a trip to the Kenworth-Chillicothe plant. The group enjoyed the tour and were impressed with the production area and employees.

Congratulations Tommy, Bob and Robert!

Cell Phone Safety Guidelines

More Cell Phone Use The National Highway Traffic Safety Administration (NHTSA) found in 2005 that 6 percent of drivers overall used hand-held cell phones while driving, up from 5 percent in 2004. The survey found the jump most noticeable among women, up at 8 percent from 6 percent in 2004. Young drivers ages 16 to 24 are using phones while driving at a level of 10 percent, up from 8 percent in 2004. The percentage of adult males using cell phones while driving rose from 4 to 5 percent over the two year period. The survey determined the number of drivers using headsets rose, too. In 2004, the level of only 0.4 percent doubled, to 0.8 percent in 2005.

Inattentive Driving Risks Importantly, inattentive driving accounted for 6.4 percent of crash fatalities in 2003, the latest year for which data is available, according to the U.S. Department of Transportation. Inattentive driving includes talking, eating, putting on make up and attending to children. Using cell phones and other wireless or electronic units are also considered distractions. The distractions associated with cell phone use

while driving are FAR GREATER than other distractions. Conversations using a cell phone demand greater continuous concentration, which diverts the driver's eyes from the road and his mind from driving. A

2004 study from the NHTSA found that drivers using hand-free cell phones had to redial calls 40 percent of the time, compared with 18 percent for drivers using hand-held sets, suggesting that hands-free sets may provide drivers with a false sense of ease. Be aware of these added risks and keep educated about the effects of all driver distractions and be extra conscientious about safe driving habits. Existing laws that regulate driving are not consistently enforced. The reasons for the regulations usually relate to safe operation and should always be followed.

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Safety Awards

The following awards were earned from October 2005 to March 2006.

1 YEAR SAFETY

Richard Akins
Dale Armstrong
Jeffrey Baba
Hubert Barrett
Robert Bedley
Harry Bolling
Paul Borton
Barbara Brinkley
Wade Bryson
Aaron Corley
Raymond Elrod
Robert Ferris
David Fierro
Randall Fruits
Artie Gray
James Harris
Michael Heaton
Peter Herschel
John Hicks
Kayle Jackson
Anthony Katenay
Larry Kelley
Williamson Kenneth
Richard King, Jr.
David Krivanec
Michael Lester
Larry Lewis
William Lloyd
William Lyons, Jr.
Charles McNeely
Steven McPherson
Brian Meeks
Steven Milem
Paul Peavy
Tex Pope
Terrance Prock
Jerry Reynolds
Robert Robinson
Roberto Rodriguez
Chet Scott
Randie Shively
Daniel Smith
LawrenceSmith
David Sneed
William Srygler
Kenneth Stafford
Jeffrey Steakley
Joseph Sullivan
John Trice
Jose Valdez

Edward Vaughn
Douglas Vieira
Lonny Watts
Ralph Williams
Egerton Wyatt

2 YEARS SAFETY

Danny Ashburn
Nathaniel Banks
Jeffrey Bartch
Richard Brown
Danny Canipe
Joseph Chapman
Darrell Cooper
Stanley Cowan
Hugh Cunningham
Larry Daigle
Miller Dickson
Terry Fondren
Troy Gladstone
Alfred Graziano
Andrew Grubbs
Sean Hamilton
Michael Heck
Fred Hegwood
Kelly Hillis
Chad Hubbard
Russell Hurd
Cecil James
Errol Lassere, Jr.
Brian Lopes
Patrick Loveall
Edson Lucia
Harrison Mapp
Bryan Martin
Thomas Montellanico
Mark Nelson
Boyd Paul
Dwight Pember
Jerry Perkins
Andy Porter
Gary Prater
Greg Rouse
Richard Scharber
Frank Smith
Chad Stewart
David Stewart
John Thompson
Stephen Triplett
Michael Vrensen
Stevan Wiebenga
Loyde Wimberly
Timothy Young

3 YEARS SAFETY

Luiz Camargo
Ronnie Carpenter
Steve Cornelius
Salvador Cortes
Talmadge Fuqua
James Glancy
Florencio Hernandez
David Newberry
Douglas Padgett
Gary Pierce
Kenneth Ryder
Clarence Schmig
Larry Stanley
Charles Touchton

4 YEARS SAFETY

Jonathan Banks
Shaun Barbare
Gurney Bennett, Jr.
Charles Brandenberger
Daniel Busher
Lawrence Chapman
Charles Clark, III
Bradley Diehl
Robert Dover
Bruce Everett
Jerry Long, Jr.
Howard Mills
Jeffery Muntean
Scott Presswood
Juan Ribot
Richard Wise

5 YEARS SAFETY

Jimmie Allen
Richard Blackburn
Richard Burns
Stephen Cobb
Jack Edgins
David Futrell
Andy Gambrell, Sr.
Anthony Lackey
Jose McCoy
Steve Mitchell
Ricky Moreno
Dennis Peeler
Larry Reep
Edward Rudy
Chris Schmac
James Urban

6 YEARS SAFETY

Michael Baker
Gary Brown

Ronald DelVisco
Craig Hoffman
Larry Jones
Dennis Kleitz
Jeffery Leftwich
Robert Radke
Robert Stone
Wayne Strejcek
Mark Tidmore

7 YEARS SAFETY

Aaron Alderman, Jr.
Robert Avant, Jr.
Terry Brown
Edward Feeler
Daniel Jania
Warren Mull
Anthony Sanna
William Scott

8 YEARS SAFETY

John Danehower
Randall Hurley
Bori Kozlenko
James Layfield
David Leister
Eugenio Martinez
George McNeely
Morris Schrum
Matthew Spencer
Michael Stancell
Robert Thornton
Lew Whiteley

9 YEARS SAFETY

Michael Ambrose
Tracy Hunter
Robert Messer
John Troxell, Jr.
10 YEARS SAFETY
Greg Carey
Wayne Dockery
Owen Raines
Edmund Zayas, Jr.

11 YEARS SAFETY

Billy Anderson, Sr.
Robert Jansen
Truman Richardson
Larry Rosenbrock

12 YEARS SAFETY

Freddie Boggs
Thomas Huffman

Glen Murphy, Sr.
Robert Starr, Jr.
Ray Surman

13 YEARS SAFETY

Joseph Arnone, Jr.
Tally Bright

14 YEARS SAFETY

Joe Dailey
John Dean
Steven Kissick

15 YEARS SAFETY

Randy Pickering
Edward Snyder
Robert Weliever

16 YEARS SAFETY

Morris Baldwin
Wilton Davenport, Jr.
Mitchell Fisler
Gary Puckett

17 YEARS SAFETY

Billy Dobbs
Sylvester Oliver
Sammie Striplin
Lonnie Williams

18 YEARS SAFETY

Jerald Noel

21 YEARS SAFETY

Sam Thompson

22 YEARS SAFETY

William Greene
Earl Keller
James Marling

24 YEARS SAFETY

Jerry Whaley

25 YEARS SAFETY

Daniel Munroe

26 YEARS SAFETY

Larry Norris

29 YEARS SAFETY

James Widener

31 YEARS SAFETY

Gary Martin
Charles Sutton



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Cell Phone Safety

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State Restrictions New York was the first state to enact cell phone use restrictions while driving, in 2001. Drivers there face fines of \$100 for the first violation, \$200 for the second and \$500 thereafter. In June 2003 federal and state highway safety agencies issued new guidelines for reporting crashes caused by distracted drivers. Authorities are asking police across the nation to note whether a driver was distracted and the source of the distraction, such as cell phone, radio, passenger or another vehicle.

In January 2004 New Jersey passed a bill prohibiting the use of cell phones while driving and in April of that year the District of Columbia (DC) followed suit. In New Jersey fines range between \$100 and \$250; in DC fines are \$100.

More than thirty state legislatures have looked at bills that would restrict the use of cell phones while driving in just the last year. Four states, Colorado, Delaware, Maryland and Tennessee, banned cell phone use by young drivers. In May 2005, the city of Chicago banned the use of hand held cell phones while driving, imposing penalties of \$50, or \$200 if the driver is involved in an incident when property damage or an injury occurred. In late 2005 Connecticut passed a law banning the use of hand-held cell phones while driving. That goes further than some similar laws in other states and municipalities. Drivers in Connecticut can be fined \$100 for using a cell phone. Those pulled over for speeding or other moving violations can be fined in that state for other driving distractions such as putting on makeup or turning to discipline children in the back seat.

Always Be Safety Conscious! Minimize the use of phones while driving, whether handheld or hands free...
From the Insurance Information Institute

News from the Benefits Department

On May 1, 2006, Vanguard Services changed insurance carriers from United HealthCare to Anthem Blue Cross/Blue Shield. With the plan improvements that Anthem has brought, along with the increase in the size of their provider network, we believe this to be an excellent step forward toward an outstanding benefit package for our employees. Information on enrollment has been sent. If you would like additional information about Anthem and their network please visit www.anthem.com and select your state. As always, Vanguard's Benefits Office is here to help. Please call 1-800-428-9225 Monday through Friday between the hours of 7:30 am and 4:00 pm Eastern time.

Payroll Dept. would like you to know...

Reading your pay stub We use an employee ID and not your (SS#). The employee name section should be exactly like your Social Security card. You may notice that the section for the Social Security number looks like XXX-XX-1234 to protect your privacy. There are three dates on the top line: the check date, start period and end period. This shows when and for which week the payment was issued.

The earnings section may include some codes that start with "#", e.g. #EXP. These are printed in the "earnings" section, but are not taxable wage items. The "TAXES" section shows how much has been withheld from your pay. Please make sure that we have the correct State and Local withholdings. The Local codes for Indiana start with IND and use the county number. The withholding for Ohio and Pennsylvania are much more complex. The "Deductions" section shows other items that were withheld from your check. These include Section 125 health insurance and H.S.A employee contributions.

If you are unsure about what is being withheld, please contact the payroll department or your area office. Please remember that Payroll must be able to identify you before discussing anything on your stub. Identity theft continues to be a problem.

Please do not use the last stub of the year to prepare your tax return. The W-2 forms will be processed and distributed before January 31, 2007. Taxable income varies by Federal, state and local definition. If you use the amounts in the "Earnings" section or "GROSS YTD," you could be using an incorrect (and maybe too large) figure.