

# The Quarterly Dispatch



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2020



## A Message from the President:

Team,

After navigating through one of the worst years on record for small business, we made it through and are in a better spot now than we were a year ago. Through a global pandemic we managed to open a new terminal through the FLE acquisition, maintain all jobs and finish the year very strong with record sales. Although 2020 was very challenging, we've had many triumphs for which everyone should be proud.

I want to touch on a few of the initiatives we'll be rolling out early this year.

- We've kicked off our weights and inspections program with the installation of a dimensionalizer on Chicago's dock. This move will be followed up with outfitting many of our forklifts with scales for reweighing freight. Dimming and reweighing our freight will help us capture additional revenue that we may otherwise be missing with inaccurate weights and freight classes provided on the BOL.
- HR is kicking off a few new programs to thank our loyal employees, recognize top performers and raise awareness of benefits and opportunities that Sutton has to offer
- We have a lot of new equipment on order. 28 freightliners and 44 Utility trailers.
- Lastly, I would like to congratulate Jack Lakinger on his promotion to Corporate Sales Manager. Jack has been with us since we opened up in Chicago. He's been instrumental to our growth in that territory and this promotion is well deserved. We've set big goals for Jack and the sales team this year. I have no doubt they'll exceed our expectations.

This company has a ton of momentum with a lot of talented and motivated people pushing it. I'm extremely excited to see us achieve and hopefully smash our goals for 2021!

## Knocking it out of the Park

Many have described the year 2020 as a dumpster fire... Reflecting back on the good, the bad and the ugly parts of 2020, we are thankful to say, Sutton Transport has come out on top.

When other carriers were laying off employees or shutting their doors, we bought a company and opened a new terminal in Minneapolis!! This terminal has helped us grow exponentially amid the challenging pandemic environment.

Though many were pulling trucks off the road, we bought 22 new trucks and 39 new trailers!



Through the government shutdowns when companies closed their doors to visitors, our sales team found unique ways to continue to bring on new business. The team has brought on more than 230 NEW customers during this pandemic.



In the fourth quarter, we broke two records!! First we hit 10,000 bills in a single week. But that didn't slow us down from slaying the next goal. By the end of the quarter, we knocked out the next goal of 11,000 bills per week!

We closed out the year with record breaking annual revenue. After 41 years of service, we are soaring into 2021 positioned to nail another record breaking year.

## Saying Goodbye to 2020 – Q4 Finance Update

– Ross Bodenheimer, VP Finance

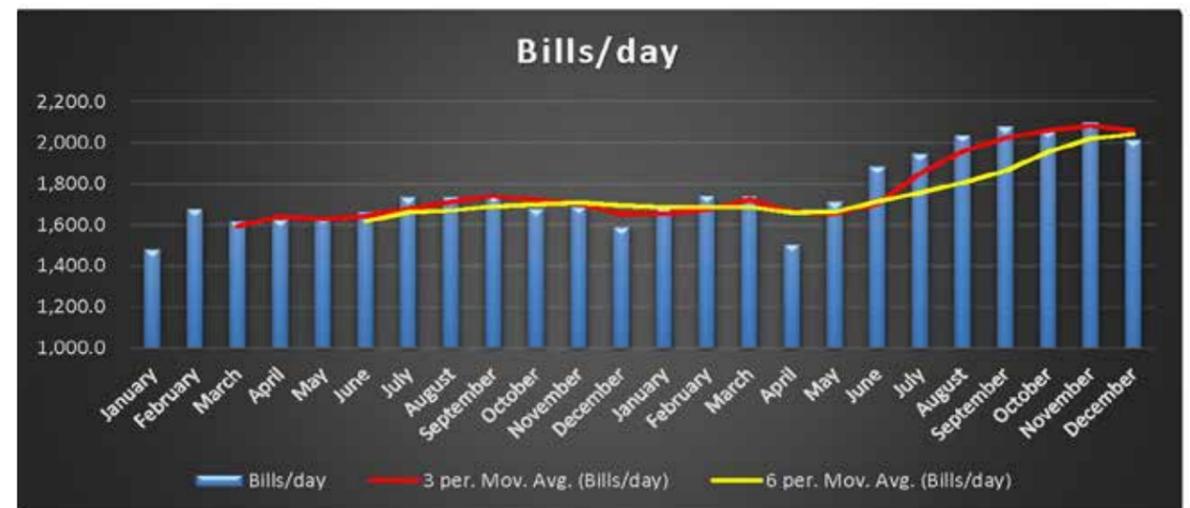
Sutton Transport, Inc. had a lot to overcome in 2020. COVID-19 stole the show and was encompassing the world, our business, and our personal lives. Globally, COVID-19 caused many layoffs, company shutdowns, forced quarantines, and lower levels of income to many families. When facing adversity our employees stood strong and really made 2020 a huge success. Thank you for all of your hard work and dedication.

As I look back over the year, so much could have gone wrong. We could have had layoffs, hiring freezes, pay decreases, or a significant loss of business. Instead, Sutton Transport Inc., was able to pull off some spectacular things allowing for us to avoid all of these situations. Here are just a few of the noteworthy accomplishments for the year.

- Acquisition of FLE in April
- Hazard pay bonuses to all active employees in May
- Zero layoffs during a global pandemic with forced government shutdowns
- Improvements to our benefits plan
- Increased contributions to employees participating in HSA's.
- No increases to the cost of health insurance.
- Added benefits through our new spousal HRA program.
- Record shipment volumes during the summer and fall.
- Record annual revenue in the history of our 41 year old company.

At the time of this article financial results have not been finalized however, here are some estimates on performance.

- Revenue increased 13.6% in 2020 over 2019!
- Quality of Earnings increased from 2.2% to 5.5%, that is a 150% increase!
- Bill count increased from 415,818 bills in 2019 to 474,253 in 2020. That is a 14.1% increase!
- Bills per day had a huge rebound starting in June of 2020 and operations was able to handle large volumes of freight in the last half of the year!



Thank you all for you hard work and dedication. I can't wait to see what you can all do in 2021.

# Human Resources and You!

# 2021

## HAPPY NEW YEAR!!

Hope these first few weeks of 2021 have been good to you. We are adding new and exciting programs this year to recognize our employees. Two (2) of these programs are; Years of Service and Carrying the Ball.

### Years of Service

We'll recognize those employees employed for 1 year, 5, 10, 15, 20, 25+ years. When recognized, you will receive a folder from Royal Recognition containing a catalog of merchandise you can choose from. Items range from apparel, tools, grills, counter-top appliances, ceiling fans, cookware, sporting goods, watches and jewelry to name a few.

### Carrying the Ball

This program recognizes Staff Support employees (Customer Service, Office Administration, Professional/Technical) for their day-to-day efforts that contribute in a special way to getting the job done. Each month you and your manager can nominate an employee who meets the specific criteria listed on the opposing page. We'll pick one winner per month from those nominees.

The winning recipient will receive two items:

- Carrying the Ball Traveling Trophy  
Trophy will be in the recipient's presence for one month until the next month's winner is identified.
- Gift Certificate  
Original gift certificates from either popular stores, theaters and/or restaurants will be issued to the winners.

### Carrying the Ball Nominee Criteria:

#### 1. Selflessness

- Assumes the leading role by taking charge in the completion or execution of a task or project. Sees it to completion.
- Shows more concern with the needs and wishes of others than with one's own.
- Does whatever it takes to get the job done.
- Exhibits selfless behavior by assisting employees with any issue, an unusually heavy workload\* or a project.

\*An unusually heavy workload is defined as when co-workers are absent or handling multiple projects simultaneously.\*

#### 2. Core Values – Being EPICC

Demonstrates all five (5) core values daily in their interactions with other employees, customers and/or vendors.

##### Employee Focused

- Works together within the Company and with customers to deliver better solutions and collectively accomplish our goals.
- Strives to do their best work and contribute to the goals and culture of the business.
- Professionalism
- Is respectful when interacting with our coworkers, superiors and prospective customers.
- Always speaks kindly to/about customers and team members with dignity and respect.
- Recognizes what needs to be done then makes it happen without prodding.
- Accomplishes more than what is asked while constantly striving for improvement.

##### Integrity

- Always conducts self with honesty and honor without compromising the truth.

##### Customer Driven

- Always provides the highest quality service to exceed our customer's (internal and external) expectations.
- Builds trust, confidence, and loyalty.

##### Continuous Improvement

- Dedicated to constantly raise our own bar for self-improvement by seeking resources to increase one's knowledge and skills.
- Contributes to the organization's success by pursuing business best practices, employee empowerment, compliance and safety awareness.

# CUSTOMER DRIVEN



## Customer Feedback



We've made a selection for January to get this recognition program off and running!

I'm happy to introduce Lucy Glover, our HR Administrator. She has worked relentlessly day in and day out to keep us compliant with Driver licensing and endorsements, required OSHA and FMCSA training and certifications, benefit enrollments and anything else she is asked to

do. She is our "Shell-answer person" for all that is ADP and benefits. Lucy is always Employee-focused putting your questions first. She displays Professionalism and Integrity at every turn. Her Customers are you. Enough said. And Lucy strives for efficient Continuous process improvements with an upbeat attitude.

Rock on Lucy. You are truly EPICC.



We had a miss-shipment on our end with you guys and Bobby went above and beyond the next day when he was doing another pickup with us to help track down our pallet. He got me in touch with Doug and we were able to locate the skid and put a hold on it to make sure it got to the correct destination.

He could have easily just gave me a # to try and figure it out myself but he handed me his own phone with Doug on the line who was willing to help out right away. The service is much appreciated and potentially could have cost my company \$5,000-6,000 if that shipment went missing or to the wrong location. Good employees go a long way!

Scott, Industrial Solutions Unlimited

I received an invoice already on that BOL we spoke about yesterday and noticed you were able to get it fixed. Thank you very much for fixing my mistake. Also, thanks for everything you and Sutton have done for us this year. We consider the carriers we use to be partners. We wouldn't be able to do what we do without your help. And your services didn't miss a beat this year when we were all dealt a tough situation with covid. So thank you for your support!

- Damian, Pro Fastening

Everyone here at AG Transportation just want to make sure both of you know how great all your employees really are! They go above and beyond for us and we really appreciate all of them! THANK YOU FOR SUCH GREAT SERVICE ALL THE TIME!

- Laura, AG Transportation



# THE OFFICE OF INFORMATION TECHNOLOGY



## 2020 IT Wrap Up

The IT Department is much more than a help desk. They build infrastructure that improves efficiencies and provides a better user experience for our customers.

In 2020, the IT Department had a lot of notable accomplishments.

1. Purchased and installed additional servers for our network to support our continued growth.
2. Built a custom program to calculate what we pay our partner carriers when we split a load. The program calculates a complicated algorithm based on mileage, tariff pricing accessorials, among other things.
3. Built an Automated Collections module for the Accounts Receivable Department. The module sends out an automated email once per month. All responses are collected in the McLeod system so the customer service reps can answer any questions that come in regarding Accounts Payable.
4. Customers can now choose to receive billing summaries on a daily or weekly basis.
5. The customer portal now offers a “Quick Quote” option.
6. All Sutton Transport computers were upgraded to Microsoft 365.
7. Onboarded 30+ customers to the EDI/API program. This allows them to integrate our services, billing, etc. into their software systems taking the pressure off our customer service team.
8. We brought on CIS program to streamline and improve our rating process. CIS provides tools to calculate shipping costs to ensure we are charging rates with adequate profit.



How to help boost your Terminal Audit score!

Did you know your terminal goes through an audit (operational review) twice a year?

You can do your part to help boost the score your home terminal is awarded!

## How you can contribute!

1. Mark freight with destination city
2. Fill out all necessary paperwork. BOLs signed and dated. POD's complete.
3. Secure freight properly. Straps/load bars used where necessary.
4. Complete daily forklift inspections
5. Check to ensure vehicle is chocked prior to loading/unloading
6. Wear a seatbelt while operating a forklift
7. Keep dock and work areas clear of debris
8. Trailer tandems slid back at dock.
9. Ensure trailer doors are closed when parked in lot.
10. Keep work areas and truck cabs clean
11. Keep parking lot clean of trash
12. Wear your high vis vest
13. All drivers must be wearing uniform or Sutton apparel. If a hat is worn, it must be a provided Sutton Transport hat.
14. Chocks properly stored when not in use.
15. Pro Stickers filled out with both pieces and spots

# Equipment & Maintenance



3 month rolling CSA Fleet Maintenance at 17%

### NEW EQUIPMENT IN Q4:

- 5 new straight trucks in Minneapolis
- 8 new day cabs
- 1 new sleeper cab

Please Welcome Eric Snodie to the team! Eric is our second tractor mechanic to help our growing fleet stay in tip top shape!

Thank you to all drivers who are being specific on their DVIR write ups- it makes it much quicker to diagnose the cause of an issue.

Please remember that we have a no idling policy (with the exception of units doing a liftgate delivery) and trucks need to be turned off when not in use.

# LEADS TO CASH

We recognize that our drivers have daily face-time with hundreds of potential customers at each delivery. To best harness the power of our fleet of drivers we created the Leads To Cash program.

## DO YOU WANT TO EARN CASH?

- 1) Identify freight from another carrier upon delivery.
- 2) Collect contact information
- 3) Enter information into the form on your PeopleNet

# The 100 Club Q2 Honor Roll

These drivers earned a score of 100 for the ENTIRE quarter!!



Ben Froemming  
P&D - Wausau



Jose Vargas  
P&D - Chicago



Michael Knopick  
Linehaul - Milwaukee

### October

**CHICAGO:** Jose Vargas, Konrad Skarzynski, Marvin Mooty

**MILWAUKEE:** Frank Ditello, Kiley Hayhurst, Mike Knopick, Nick Wesley

**MADISON:** Doug Duff, Brian Evert, Ben Mosby

**OSHKOSH:** David Fair, David Noffke, Robert Valley, Steven Keller

**WAUSAU:** Ben Froemming, Gary Ostricki, Roy Billington

**Tomah:** JoEllen Dries, Darin Aicher, Brett Gratz

**Minneapolis:** David Marshik, Rober Sword, Justin Pianalto

### November

**CHICAGO:** David Domian, Jakub Kowalczyk, Jose Vargas, Konrad Skarzynski, Rafal Degorski, Ricardo Renteria, Sam Jordan, Sean Fletcher

**MILWAUKEE:** Michael Knopick, Tshiab Thao, Kiley Hayhurst

**MADISON:** Cameron Somsen, Ben Mosby, Kevin Carrillo,

**OSHKOSH:** David Noffke, Jeff Newhouse, Shawn Rickert, Tim Larson

**WAUSAU:** Ben Froemming, Dave Van Porfliet, Gary Ostricki

**TOMAH:** Brett Gratz, JoEllen Dries, Scott Stalsberg, Kent Eisner

**Minneapolis:** Kevin Baisley, David Marshik, Tim Jensen

### December

**CHICAGO:** David Domian, Jakub Kowalczyk, Jose Vargas, Sam Jordan

**MILWAUKEE:** Michael Knopick, Frank Ditello, Kevin Spade, Paul Miller, Tshiab Thao

**MADISON:** Cameron Somsen, Ben Mosby, Kevin Carrillo

**OSHKOSH:** Jeff Newhouse, Steven Keller, Brian Finn

**WAUSAU:** Ben Froemming, Roy Billington, Jake Kaminski, Jason Henry

**TOMAH:** Craig Davis, Darin Aicher, Brett Gratz

**Minneapolis:** Ian Hedberg, Tim Jensen, David Marshik

# Employee Anniversaries



# Welcome Aboard!

## October

Jim MacFall - 16 years  
Greg Witt - 14 years  
Bryan Rubin - 13 years  
Steve Ammeter - 12 years  
Steve Keller - 9 years  
Cheryl Phillips - 8 years  
Jason Henry - 8 years  
Adam Babics - 6 years  
Richard Elsen - 4 years  
Ken Heis - 4 years  
Orlando Cruz' - 3 years  
Dannie Stallworth - 3 years  
Robert Davis - 3 years  
Aaron Davis - 3 years  
Beau Nabozny - 3 years  
Daniel Calkins - 2 years  
John Piotrowski - 2 years  
Darin Aicher - 2 years  
Prince Penson - 2 years  
Brett Gratz - 1 year  
Shawn Karst - 1 year  
Ross Bodenheimer - 1 year  
Dan Winters - 1 year

## November

Mike Dodge - 9 years  
Jeremy Jacobs - 8 years  
Derrick Hester - 5 years  
Gerald Pierce - 4 years  
Herb Dennis - 3 years  
Mark Morgan - 3 years  
Angelo Greco - 3 years  
Gerald Hall - 3 years  
Elias Macias - 3 years  
Ray Shaw - 3 years  
Mike Przybylski - 3 years  
Michael Ytuarte - 2 years  
Robert Paquette - 2 years  
Michael Bernstein - 2 years  
Michael Mack - 2 years  
Ismael Castillo - 1 year  
Brandon DeBlecourt - 1 year

## December

William Richter - 8 years  
Mark Maki - 7 years  
Frank Ditello - 7 years  
Jakub Kowalczyk - 6 years  
Troy Cummings - 6 years  
Brian Larkee - 6 years  
Jodi Rettkowski - 5 years  
James Inda - 4 years  
Clint Berndt - 4 years  
Thomas Vondra - 3 years  
Corey Holman - 3 years  
Wojciech Rezmer - 3 years  
Gustavo Montero - 3 years  
Michael Keidel - 2 years  
Timothy Larson - 2 years  
Ivan Pena - 2 years  
Gonzalo Perez - 2 years  
Josh Kulas - 2 years  
Robert Valley - 1 year  
Alex Acurio - 1 year  
Frank Tanniehill - 1 year  
Erika Vanegas - 1 year  
Christopher Nimke - 1 year  
David Wallace - 1 year

Robert Moriarity - P&D, Chicago  
Andrew Wilburn - Linehaul, Chicago  
Elihu Truth - P&D, Minneapolis  
Thomas Sundberg - Linehaul, Minneapolis  
Justin Malin - Dock, Oshkosh  
Rosalinda Fuentes - Dock, Milwaukee  
Jesus Ramires - Dock, Chicago  
Jordan Burgess - Dock, Milwaukee  
Matthew Chard - Dock Supervisor, Madison  
Antonio Chapman - Dock, Milwaukee  
Bruno Gonzalez - Dock, Minneapolis  
Stephanie Marino - Office Assistant, Chicago  
Orlando Muñoz - Dock, Chicago  
Tyshawn Blackwell - Dock, Minneapolis  
Quintin Petty - Dispatcher, Chicago  
Matthew Hagar - Dock, Oshkosh  
Sean Brady - Nationwide, Milwaukee  
Ben Lemper - P&D, Wausau  
Michael Kaufmann - P&D, Chicago  
Terence Stout - Linehaul, Tomah  
Timothy Lindsley - Linehaul, Wausau  
Wojciech Zadlo - P&D, Chicago  
Tomasz Letkeiwich - P&D, Chicago  
Russell Prah - Linehaul, Wausau  
Craig Davis - P&D, Tomah  
Eduardo Lopez - P&D, Chicago  
Gregory Siegler - P&D, Milwaukee  
Paul Miller - Straight Truck, Milwaukee  
Charlotte Oestreich - P&D, Minneapolis  
Tim Radatz - P&D, Wausau  
John Yonkoski - Straight Truck, Milwaukee  
Eric Snodie - Technician, Wausau

Alphonso Johnson - Linehaul, Milwaukee  
Rory Thurnbauer - P&D, Madison  
April Depies - P&D, Oshkosh  
Braulio Pacheco Lopez - P&D, Chicago  
Tangela Coleman - P&D, Oshkosh  
Ken Wanlass - P&D, Chicago  
James Keane - Nationwide, Chicago  
Joseph Schmiedeberg - P&D, Minneapolis  
Carl Buttz - P&D, Tomah  
Mark Reyes - Linehaul, Chicago  
Emmanuel Rangel - P&D, Chicago  
Cameron Somsen - Linehaul, Madison  
William Brandt - IT Specialist, Wausau  
Terry Clinton - Dock Supervisor, Tomah  
Paula Siegler - Customer Service, Milwaukee  
Jeremy Vetterkind - Dir. of Yield Management, Wausau  
Megan Foster - Office Assistant, Minneapolis  
Raelena Hoff - Accounts Receivable, Wausau  
Devin Isaac - Dock, Chicago  
Milda Pupsyte - Office Assistant, Chicago  
Daniel Sanchez Ortiz - Spotter, Chicago  
Thomas Kuchenberg - Dock, Oshkosh



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\*Contact [kellyt@suttontrans.com](mailto:kellyt@suttontrans.com) with any ideas on content for the next Quarterly Dispatch newsletter!