

# What our customers say...

Thank you, thank you, thank you. I so appreciate your help. You're the best! I knew once I copied you I would get an answer. I wasn't involved in this movement but, of course, I was asked to follow up on it anyway. Have a great day!

**Specialty Dyes and Chemicals Company**

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I want to thank you and the rest of the Logistics Plus team for working so hard to complete our project in such an efficient and professional manner. I really appreciate everyone's extra effort to ensure shipments went smoothly and quickly from origin to job site. I also really appreciate the excellent communication with the entire team throughout the project.

**Solar Industry Manufacturer**

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I was the most skeptical person here on whether Logistics Plus could handle our business. You guys have really gotten it done and I could not be more impressed. Everybody goes the extra mile, including employees who worked for us over the holiday weekend, and one in particular who even worked on a load for us while at his daughter's softball game. That is what we are seeing from you and we could not be more pleased.

**Industrial Hose Manufacturer**

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You are a small percent of the companies I work with (and I work with many) that actually take charge of their work, takes responsibility of the work, and most importantly, shows pride in what they do. It is my pleasure to work with you. I have also made a point to my customer that he could have not picked a better freight forwarding company to move his containers.

**Leading Food Crafting Company**

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View these and hundreds more testimonials online at [www.logisticsplus.net/testimonials](http://www.logisticsplus.net/testimonials)

## Other Recent Testimonials

Institutional Casework Inc.

I just wanted to give a quick shout out to your truckload crew for this perfect week. Yesterday we loaded 3 truckloads and today (Saturday) we are finishing up loading this one. All 4 trucks were here ON TIME and all went very smoothly. They really make these busy times go smooth and headache free for me!!! Props to them! I truly appreciate all you guys do.

*Mike Sorce, Shipping  
Institutional Casework Inc.*



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PSNergy LLC

Dear Jim ... Many people take the time to complain, but few take the time to compliment. I have been dealing with Julie for the past several domestic shipments we have made. She is Awesome! Thanks for the great service, and the attitude to serve the customer. I know that starts at the top! Thanks.

*Carl Nicolia – President*



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Ameridrives Couplings

I wanted to personally thank you and your team for the great job you all did on helping us out of a bind on this air export to Australia. You made every effort to find an option to have the freight in Australia Monday morning 6/12 and followed through all weekend to keep us updated with the progress. We at Ameridrives appreciate your effort in helping us take care of a customer in urgent need.

*Duane Stutzman, Logistics Manager*



JNS Fabulous Finds



Dear Amazon FBA sellers: We would like to tell of our incredible experience with Logistics Plus, Jessica Konieczki and her team. For the past year we have been in France and Italy sourcing products for our Amazon account. Shipping these products back to the USA from both countries with their related laws, duties, declarations, product specific papers and more, was handled professionally and expeditiously by Jessica and her team. Yes there were some bumps in the road and Jessica took them in stride and reached quick resolution. On the 5 star rating system Logistics Plus and Jessica get a 6.

*Jerry and Susan*

*JNS Fabulous Finds*

*JNS Fabulous Finds storefront on Amazon*

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Parker Hannifin Corporation

Good afternoon! I realize you all know how good you are. But for the record, here at Parker, we have many other options. Yet time and again, you simply do it better, faster and for the right price. It is called, just get it done. And I really appreciate it!!

Best regards,

*Steve Adiska – Division Export Administrator*

*Parker Hannifin Corporation – Instrumentation Products Division*



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Seneca Mineral Company

Thanks to Logistics Plus for helping us deliver on our promise of prompt delivery to our customers! These 5 gallon pails of Alpine Ice Melt are headed to Iowa today!

*Seneca Mineral Company*

[senecamineral.com](http://senecamineral.com)

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Global transportation industry supplier

I would just like to take a minute to express my great appreciation for the Trade Compliance team in Erie, PA. This team works very hard to make sure our field locations, which I am a part of, can operate quickly and efficiently when exporting material. More specifically, I work directly with Davorka Fulurija numerous times each week. Each time she is more than willing to take the time to help me with my requests, regardless of what it might require. I had previously tried to nominate her for an "Above and Beyond" but was informed that this was only a reward system utilized for our own employees, and could not be given to contractors. So, I wanted to reach out to you and express my gratitude and appreciation for Davorka and the immense amount of help she has offered me. Thank you.

*General Operations Support Specialist*

*Global transportation industry supplier*

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TTM Technologies

Thank you to TTM Technologies for this wonderful surprise that came today for the Logistics Plus DFW team, and for recognizing our efforts in going above and beyond to meet your important deadline! We know you were in jeopardy of missing a deadline with your customer due to a repair that was needed; but we are glad we could avoid that from happening by helping you and your team tomorrow install parts in a master controller.

*Dawn Fritche – Facility Manager*

*Logistics Plus Dallas-Fort Worth Warehouse*

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Alstom

Happy New Year! I just wanted to send along some positive feedback to you regarding the support we have received in the second half of 2016 from Josh Nkomo. Josh went above and beyond on multiple occasions to help us work through issues and meet deadlines on shipments to China. He always is responsive and maintains a positive attitude, which is very helpful on urgent shipments with many particular customer requirements.

*Senior Project Manager  
Alstom*



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Brown Box Ventures LLC



Thank you! You guys are great to work with. With 2016 being my first year in this business, you folks have been so easy to get along with and helpful to me as I "learn the ropes."

*Kevin Horton  
Brown Box Ventures, LLC  
(Amazon Seller)  
[www.brownboxventures.com](http://www.brownboxventures.com)*

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National/international awards company

I want to compliment one of your employees, Abby Perez. We are a national/international awards company. We sell plaques, trophies, acrylics, medals, etc. for every type of event from corporate awards to little league baseball/softball tournaments. We also supply many marathon races across the nation. We recently had an issue with receiving 18,500 medals for one of our major customers. The issue began with our container getting stuck in customs x-ray on the west coast. We've been through this before and understand the delay that it can cause (usually up to 5-7 days). Unfortunately for us, this delay ended up being two weeks; and once it made it onto the rail, it arrived in Dallas, TX. on Thanksgiving Day.

This is where Abby comes into play...not sure the exact timing, but she notified me about our container when it was still in California. Once we found out about the x-ray, I started to get a little concerned about getting the medals to my customer in Memphis, TN on time. Abby stayed on this shipment and gave me updates (as best as she could) basically every day. When we realized that everything pretty much shuts down for Thanksgiving, Abby suggested that we expedite our shipment from Dallas to us in Ottawa, KS, a great move on her part! Once she got approval, she began communicating with the forwarder in California, the warehouse in Dallas and the trucking firm to make sure everyone was on board to do whatever they could to make sure we got our shipment on time. The medals were released to the trucker just yesterday afternoon, and by 10:00 pm last night he was sitting at our warehouse to be unloaded.

Abby even texted me once an hour to give me updates where the truck was so we could facilitate things on a timely basis on my end (she even texted me while she was reading her 2-year old daughter a bed time story!). Our driver left at 11:30 pm last night and arrived in Memphis at 7:30 am this morning – an hour and half before our customer's requested ETA time!

Because of her efforts and constant communication with me, what turned out to be a mission...did get accomplished! I deal with a lot of logistics people and have NEVER dealt with any one as compassionate about her job and taking care of their customer like Abby. I just want you to know how much our company appreciates all of her hard

work...a pat on the back isn't enough for this gal!

*Director of inventory for a prominent national/international awards company*

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EAGems

Tim Crandall and those who work with him, were fantastic! We could not have asked for better service. Always there when we needed, even at totally unexpected hours. Thank you so much! We will without a doubt use you again soon. Thank you sincerely for making what appears to be a very complicated process – smooth as glass!

*Amazon Seller Testimonial*  
*Rhonda, CBO at EAGems*  
[edwardallengems.com](http://edwardallengems.com)

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Upado Unlimited

I started an importing business a year and a half ago, and although I contacted several freight forwarding companies, it was Tim Crandall at Logistics Plus who was always quick with answers to my many questions. Because of that, I went with Logistic Plus, and I am really glad I did. Tim has handled all of my shipments with friendly professionalism, speed and attention to detail. The paperwork is always in order, even when I have special requests. Tim and his team make shipping from China a pleasure!

*Amazon Seller Testimonial*  
*From the Owner of Upado Unlimited*  
[www.upadounlimited.com](http://www.upadounlimited.com)

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Gexpro

Thanks again for all the help. Service was incredible... I wish everyone was like you guys!!

*Joshua Marshall – Gexpro*

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GE Power

We would like to thank you for your safe and on time delivery of our (generator) shipment from Prunerov, Czech Republic to Yatagan, Turkey.

Project Summary: Delivery of 1 unit generator from Prunerov via Truck + Barge + Vessel to Yatagan job-site

Scope: Door-to-Port

Project Duration: February-July 2016

Cargo Dimensions: 6/50 x 3.96 x 4.18 – Grow 183 tons (LxWxH)

As an Energy Projects Investor, logistics service, quality, timing, and information flow are criteria which you have shown good samples of. We would like to inform you that, as GE (Alstom) Power Services Turkey, we are fully satisfied with your service and appreciate your efforts, and we look forward to our business relationship to keep improving for our further projects.

*Customer Fulfillment Manager, Power Service, GE Power*

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Online Retailer

If you're looking for an awesome freight forwarding company that knows the Amazon business, I'd like to introduce you to Logistics Plus. Tim Crandall at Logistics Plus has been helping me for more than a year now. He and his team are great! I highly recommend them.

*Joe*

*Online Retailer*

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Howard Industries

We get solicited all the time regarding our outbound and inbound freight, but were willing to take a look at the Association's program because of the trust we have in the MBA. We were curious to see if we'd see any savings considering the discounts we had negotiated over the years — and, sure enough, we have. Since we began participating in the program, we have been very pleased with the responsiveness of the LP representatives and how easy the eShipPlus online freight management tool is to use."

*Plant Manager*



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Midwest Manufacturing Company

I have to sing praises for Valerie (Corrales) this morning. We are located in (Ohio) and per the customer's direction, we used Logistics Plus to pick up and deliver 2 boxes to a customer in Australia. I wanted someone at your company to know that she provided constant updates as to where these packages were, any kinds of delays, etc. and I received an e-mail from her Friday advising that all boxes had been delivered (one was delayed). This was wonderful customer service and the fact that she constantly was updating me, really provided comfort in the fact that she was following this shipment until it reached destination. I do all the shipments here at our office and she's the only one that has gone out of their way, with any carrier I've worked with, to make this a 'worry free' delivery because she had it on her radar and always, always communicated with me until it reached destination. Kudos to her and I hope all your employees are like that. Could you pass this on the proper people so they know how outstanding she is? Thank you! I've also notified our account in Australia how great she's been, so they know they've chosen the right carrier with Logistics Plus! Thank you so much!

*Anonymous, Midwest Manufacturing Company*

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GE Mining

Good morning! One of the things we do at GE is nominate people for recognition at the end of the year for doing exemplary work. We would like to recognize Diana (Sanchez) for all of the extra effort she has put forth in 2015. She has done a great job for us and is truly considered part of our team.

*Alex Lascano, Account Manager, GE Mining*

## *What do our customers say about us?*

Jim,

Thanks for the opportunity to provide some feedback. I wouldn't miss it. I'm only hopeful that letters like this one will make a difference in the selection process, because I don't want to see any turnover or change in this key service area. You guys have provided unbelievable service to me over the 4 years that I've been with GE Rail. Every member of your domestic routing group has gone over and above expectations without being asked. I remember at one point when I managed the DC that I used to have all of their home phone numbers. When I would reluctantly call, they never made me feel bad about it and did whatever it took help me out. Tim Tabon even drove to the plant one night about 11:00pm. Their willingness to serve is unparalleled. As talented guys like Tim and Craig have moved on over time you've back-filled them with top-notch, equally qualified individuals and we didn't miss a beat. To me that speaks to your ability to hire, retain, reward and make the whole team understand your service vision.

Today, as the Parts Customer Service Manager, I regularly interact with the Export Services piece of your business and, again, nothing but the best. Darla, Rob, Jeff, Heidi and Lisa are some of the most dedicated and proactive employees that I've ever worked with. Thank God that they have the knowledge of our business and International Trade laws that allows us to do so much export. As we grow internationally, their roles will become even more valuable, and I think you'll see them run out of capacity in 2007.

I also cannot say enough about Dave Watkins leadership of the Core Return project. Dave was absolutely the right fit for that role. In 1Q06, he helped us rollout the solution to more than 50 customers, 2.5X our expectation. Feedback has been excellent. He makes the process easy to use and easy to "sell" to our customers.

I can't imagine a different provider could do a better job than your team already does...All of them, not just those that I've singled out above. Thanks for all that you've done and for all that you are hopefully yet to do.

**Shawn Holt**  
**Hanover Park**

P.S. Tell Hallberg that I didn't forget everything that he's done for me going back to the Elk Grove Village days either. I still owe him a drink or two for all that work that he did back then when we were a 90,000 sq ft warehouse.



We at TransAIR want everyone at G.E. to know what a FANTASTIC job Lori did this past week end. All previous records were broken for the total amount of successful air expedited locomotive parts in a 48 hour period. This record has not been broken in 15 years. She did not whine, cry, scream nor pull Her Hair out (I think)

I have personally have handled this account for almost 20 years, Lori is one to look up to and be appreciated. I am sure the respective depots could do their job and keep the trains moving, so for that alone CHEERS .....

**Ms. Renee Hughes**  
**TransAIR, Inc**

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Karen,

Excellent work! Thank You for helping us out with this very important shipment. We appreciate the follow-ups with the updates. Once again you have exceeded our expectations.

**Rick Stiff**  
**AK Steel**

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As an expense buyer 10 years ago, I worked with the fledgling Logistics Plus as they became the Routing Center for Transportation Systems. We negotiated items including rates, invoice payments, and scope of services rendered. Working with Jim and the team in open, honest, discussions yielded positive, constructive results for everyone.

10 years later, I'm a consumer, albeit rare, of Logistics Plus services. When I need them, they are there. The team is quick, efficient, knowledgeable and easy to work with. It's usually an Out of Service crisis situation when I need their expertise and they never fail to delight with their level of service.

Recommending Logistics Plus for additional GE businesses is easy to do. Logistics Plus understands and embodies the GE Spirit, embracing it rather than being intimidated. Any business they serve will benefit from the expertise and high standards of service provided on a daily basis.

If there is any additional information needed regarding this recommendation, please do not hesitate to contact me.

**Martha Miller**  
**Global Services Support**  
**GE Transportation**





Dear Jim,

Thanks for sending the mail. LP+, seeing you work, the way you work and treat people is truly an inspiration. I am fortunate that I could spend time with such great people as you.

With Best Regards,

Gopal

**S. Gopalakrishnan**  
**Senior Manager - Commercial**  
**Sage Metals**

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I can't begin to say enough about this team at GE Logistics, there response time is outstanding and they make my job so much easier. I normally deal with Denise Bickerstaff, I know I that I can count on her no matter what to get my shipments where they need to go. And if for some reason she is not in I still get outstanding service from another team member at GE Logistics. I can't imagine not working with them there level of support is amazing. It has always been a pleasure working this team and I hope we continue to do so.

Thanks,  
Jen

**Jennifer Buettner**  
**GE Transportation**

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Thank you soo much for everything. You and Jon took a lot of stress off my shoulders for this pick-up and I really appreciate working with you.  
Thanks

**Joe Stanton**  
**Account Specialist**  
**Mazzella Lifting Technologies**





Hello, James,

I am the materials manager at the Denver CSC. Recently MR Tanks, p/n 41C611756P7, became quite a 'hot item' for our account. Over the past few days, I needed to report to my various sites, account leaders, and to our customer, the timing of when these tanks would be in inventory. Vendor is located in Mexico, and these are distributed to Denver CSC (SDC) from BAF in Texas. Updated and accurate information was needed and that is exactly what Raquel Rowan provided in a pro-active and professional manner. She was absolutely outstanding in her follow-up and, though not needed, she allowed me (with great patience) to explore possible alternatives to meeting our customers needs (changing routing, etc) as a 'just in case' precaution. She has always responded to any of my requests, email or voicemail, in a timely manner. And, again, I cannot state enough how I appreciate how pro-active she is and to have her follow-up prior to having to be asked for status is simply refreshing and outstanding.

Thank you,  
Michelle

**Michelle Enlow**  
**UP Service Field Materials Manager**

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Hello Jim,

I work within Lord as a Material Control Coordinator importing rubber from Canada to our plants. I have worked very closely with Mike Smith over the past two years and he never ceases to amaze me as to what he can pull off within a short window of notice. Recently (last week) we had another major breakdown of a critical piece of machinery in the Bowling Green plant that required several short notice pick-ups and deliveries either to the plant or to a supplier and Mike always went the extra mile to help us, whether it was during the morning, evening or weekend, he always was there for us in support of what we were needing and in constant communication. Without his help, we couldn't have minimized the impact we had with our production...we hardly missed a beat! I wanted to share this with you because I feel Mike has Lord's best interest in mind and is a true professional in his ability to handle challenging situations as they arise.

Thank you,

**Richard P. Keown**  
**LORD Corporation**  
**Material Control Coordinator**



We have been using the Rail Routing Center (Logistics Plus) for about three years and the service we have been provided has been the best I have seen in my 10+ years organizing shipments. We were acquired by GE about five years ago and before that I was in charge of routing so I know of the numerous problems and hassles that come with dealing with shipping material. One of the benefits of being acquired by GE we were able to have the benefit of having Logistics Plus handle our shipments. Over the years the service has been top-notch especially with our representative Denise Bickerstaff. On the rare occasion that a problem occurred with our shipment, Logistics Plus went to great lengths to satisfy us and our customer. The extra steps taken by Logistics Plus kept us in good standing with our customers and as a result strengthened our bottom line.

Should Logistics Plus not be our routing provider in the future GE will be losing a strong asset to our company as a whole.

**Kemp Buettner**  
**Project Manager**  
**GE Transportation**



The Rail Routing Center has been an invaluable and key contributor on the ITCS China project. They have provided sound advice and instruction from the very beginning of the project. Without them, this project would not have been successful. They have provided very useful information on working with the L/C, international shipping laws, international shipping paperwork and shipping methods. Each time I have a question, they provide thorough answers in an extremely prompt manner. We never have to wait on responses from the Rail Routing Center. Also, they are careful to provide tracking numbers on shipments and are willing to check on the status of a shipment for you at any time. They are very price conscience and are eager to share the most cost effective shipping method. They are a joy to work with and they are truly experts that provide an extremely valuable service to Global Signaling.

Best Regards,  
**Angela Howery**  
**GE Transportation**  
**Rail Materials Engineer**



Hi my name is James Estok and I write the dmr's for bldg 12 . In my expierence in getting parts shipped out of bld 12 you could not ask for any better of a team of people from GE routing center. All the people there are courteous and very punctual about getting the product out the door. If it were me I would keep the system you have because it works . Also when I need products to go out to Canada I call Mary Beth Sechez for custom papers and she is very punctual , courteous, and gets everything done in a very quickly manner. Its only my opinion but I think you already have a good team of people and I do not think it could be better .

**Jim Estok**  
**GE Transportation**  
**bldg 12 875-3584**

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I would like to say the service they have provided me has been the best. They are professional, reliable and quick to action. I have a great working relationship with the Reps. I deal with and I know my material will be shipped promptly by them. I hope to continue working with them in the future.

**John Suhajda**  
**GE Field Service Rep.**  
**CN Rail Road**  
**Homewood, Illinois**

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Anytime - you earned every word - you and THE TEAM = Bob Hallberg, Max Falkowski, Jennifer or Jessica and I forget her last name, Bonnie Kaczmarek (did she remarry?) Eccles, Fred Rizzuto and of course, the ever lovely, Gretchen Seth. Such fine examples of an excellent team!

**Martha**  
**GE Transportation Systems**

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Jamie –

Can I just say... “This is so cool !!!”

This service [[eshipplus.com](http://eshipplus.com)] your company provides is so slick. What a piece of cake. Bob and Bill watched me go through the steps and were also very pleased at how quick and simple this was. We completed our first shipment today.

THANK YOU FOR COMING TO SEE US AND TELLING US ABOUT YOUR COMPANY !!!!!

**Shannon L. Miller**  
**Accounting / Human Resources**  
**Jamestown Scientific, LLC**



My association with Logistics Plus began in October 2002 when I joined the Global Signaling, LLC operation in Missouri ... and ran through my time of departure in March 2005.

During that 2.5 years, much of it as the Manager, Materials & Sourcing, I had the opportunity to work closely & frequently with our primary contact at Logistics Plus. I was consistently impressed with the focus, dedication, and execution exhibited by the Logistics Plus team. The Global Signaling operation is a relatively short-cycle business with customer orders often being expedited and re-routed. The personnel at Logistics Plus were always available and supportive (even on weekends).

Based upon the level of support and commitment to our business, I would encourage you to give strong consideration to Logistics Plus.

Regards,

**A. DJ Eaton**

**GE Consumer and Industrial  
GE Lighting Distribution**



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Jim,

I wanted you to know that Justin and Chris (along with the crew at Norfolk) again did a great job on the last vessel loading. There were cars straggling and they came thru with their discussions with the railroad.

You have a couple dedicated workers performing for us.

**Mark Heckman  
Lake Erie Biofuels**

Amy,

Thanks for all your help in coordinating this activity. PHC really appreciates what you have done to accomodate our needs and recognizes Logistics Plus as a company which we like to rely on for service in the utmost professional way. Our experience with Logistics Plus made me very confident that the outcome of this challenge was going to be positive, which it is. Again, thank you.

Doug

**Doug Pierson  
Precision Hydraulic Cylinders, Inc.**





All,  
Thanks for you who work during on our Holiday for moving our first stage of the stack from Work Shop to Holcim site.  
Keep the spirit to deliver customer satisfaction for our first EPC project.

Thanks  
**Wahyu Jatmiko**

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This letter is response to request I received for a letter of reference for the Logistics Plus Group. I have dealt with them over several years, first as Manager of Operations for GE Rail Solutions and then as a Program Manager for China LOCOTROL. My experience with them over that time has been extremely positive. All of the individuals I have come in contact with have been very professional and extremely knowledgeable. I have dealt with them on several very complex customer critical shipments that required a tremendous amount of effort and their support on all of these projects was exceptional.

One of the things I like best about dealing with Logistics Plus is that they are one of the few organizations I have dealt with in GE that I only have to make one phone call and I know everything will be taken care of. Everyone who works there is very proactive and very customer focused. I can think of no one better to continue to support us in our import/export needs.

**Jim Schmitz**  
**Program Manager**  
**GE Rail Solutions**

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Bob, just wanted to let you know that we have landed all the containers for this large shipment from Germany, It was quite the task, you had to coordinate the entire shipment on short notice. The end of the year is tough here and you helped me out with the storage of Bullard from Kentucky. Just wanted to say thanks for a job (jobs) well done.  
Thanks Bob

**Dennis Roy**  
**ME Leader**  
**OHV/Wind COE**

I am very happy to submit a recommendation for the services Logistics Plus has provided to me as a buyer, and to our entire business.

I started as an OMLP buyer when we were GE Transportation Systems in February 2003. At that time I bought mainly fabrications from local suppliers in the tri-state region. The Routing Center was invaluable to me on many occasions. Whether the supplier was late or we needed to pull in orders, I could always turn to the Routing Center to expedite the material and NEVER stop our production. The team was open and friendly and always happy to help, and there was never any question as to who you should call when you needed their assistance. They even took extra steps to always follow up thoroughly so that I was fully informed of my shipments.

In one particular case, we had a difficult situation where there was a shipment of parts that had to go from the Erie plant to our e-coating supplier in Niles, OH, and back to Erie as quickly as possible. The Routing Center arranged a truck to take the shipment out to the supplier, wait there for the parts to be completed, and have them back to us in under a day. This was outstanding and the entire GE team was grateful, from my level up to the Business Leader.

Since February 2005 I have been a buyer in Grove City of large castings and forgings. My supply base is global and I have parts that get to us on trucks, ships and planes. Every time I have run into trouble the LP team has been there to assist me. Even when we are not in trouble the LP expeditors track our parts coming across the ocean to ensure we never have a blip. From time to time we do have shortage issues, and the LP team will work with us relentlessly until we are assured that the parts will be transported to us as quickly as possible and at the best possible rate. I know that I can go to them for accurate status as to the whereabouts of parts being shipped to us or even from us. They have booked flights far in advance for me when we know that the parts will have to be air freighted in order to get us a better rate. Also very important, possibly most important, is the fact that the LP professionals are great, hard workers who act as part of the GE team, not just our outside logistics personnel.

In another example, I was pushing to validate a new supplier on a critical item as quickly as possible. Their validation included pulse testing in Germany. We had a strict deadline to meet with in order to get the parts tested and approved for use before we were scheduled to run out and starve production. The LP team helped me not only expedite the shipment to Erie for packaging, but they watched the parts and interacted with GE personnel at every point along the way to make sure things were running smoothly. I knew when my parts were due to ship and arrive and they did so in the timeliest fashion. Without their help the impact would have been much more dramatic.

The work of the LP team has been a huge benefit to me in both of my sourcing roles. They have taken a large amount of work off of my plate, and allow me to focus on the items that are critical as a buyer. I am confident in them and want to keep them around! Most of all, the LP team is great to work with and I believe personality and persistence may be their greatest value-added services that help them stand out from the competition. I hope this helps and that I didn't go on too long, please let me know if I can do anything else!!!

Thanks,

**Lisa M. Ferrence**  
**Contracting Agent**  
**Diesel Engine CoE/ GE Transportation**



Mr. Berlin,

I just wanted to let you know that any time Mike Genzale or I call, it is always a pleasure. Elise is our contact with your company and always takes excellent care of us. I know that customers can drive you nuts, but she is very pleasant to talk to and somehow always manages to get the job done on time while dealing with our crazy request. Because of people like Elise it makes us look good to our customers. Please keep up the excellent work.

*Yours truly,*  
**Nick Sincinito**  
**Shipping Supervisor First Impressions-Printcraft**

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I have consistently been given timely and dependable service with Logistics Plus transporting goods to/from our Mexico facilities. Representatives have always been responsive on short notice and easy to work with.

- Josh

**Joshua Gerlip**  
**GE Transportation**

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Thanks. I approved it and sent it to accounting for processing! You guys really did a FANTASTIC JOB! Thanks again!

**Linda Aloisi**  
**Global Sourcing Manager OMG**

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Hi Jim,

I don't believe Gretchen Nuber has been with LP for a year yet but allow me to share with you that she is doing a really good job. Whether it's her "IT" knowledge or her handling of ROW customs issues. She also has been handling Christine's job since she left w/o one issue or complaint. No sooner will Dan take the MX ops off her plate when Becky goes out of maternity leave and she again will handle a 2 person job. MB will also share Becky's workload too. Just good FYI to have on another solid LP player who is making a good name for LP and herself.

Thanks,

Shawn  
**Shawn J. Snarey**  
**GE Transportation**  
**ITC Import Project Leader, LCB**



Also, Bonnie does a fantastic job. I don't know what you pay her, but she is worth double what you are paying her. Not that the rest of the Employees don't. She is super and does a super job!

Thanks,  
Don

**Donald Kildoo**  
**GE Transportation**

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During my interactions with the ESG group, I have found them to be quick, efficient and helpful with respect to answering and providing all necessary support in relation to various queries like details on LC payments (Letter of Credits), tracking details, packing slip and other export related information.  
Thanks,

Amanda

**AMANDA LESLIE**  
**Cash Applications**  
**GE Transportation (Rail)**

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Gretchen,  
I just knew if we called you that you would get us out of this bind. Thank you for the prompt and exceptional service as always.  
I trust all is well with you.

Regards,

Bob

**Robert D. Murphy**  
*Senior Vice President*  
*Supply Chain Management*  
*OMG, Inc.*



I want to express my sincere and complete satisfaction with the performance, teamwork and cooperation of the Logistics Plus people that are working with the Global Parts Sales Team.

The group headed by Darla Crowe works hard to ensure our success. I depend on these folks to help me successfully execute the many parts sales contracts that I receive from the Asia market. They know their business and they make themselves available at any time to support us.

I hope our business relationship will continue well into the future.

**Sincerely,  
Thomas R. Knepper,  
Senior Proposal Leader, Global Parts Sales  
GE Transportation Parts, LLC**

---

To Logistics Plus,

The level of service provided by your organization is superior. The breadth of knowledge is deep over your employee base and always at our fingertips for an emergency. This facility would not consistently meet our schedules without the diligent teamwork of your group.

Keep up the good work!

**Thanks,  
Janet Krysalka  
GE Transportation**

---

Francisco Nice Job! We have the right individual and company handling our Domestic and Mexican freight.

I am looking forward to working with you and your Monterrey representative.

Thanks

Dan

**Dan Langer  
PHB Corp**

Gretchen,

My contact with your company is only through Stacey and here is what I think:

On a 1-5 scale with 5 being the best, please rate us on the following (your comments on each line are also welcome):

1. Knowledge - Appears to know the business inside out
  2. Professionalism - Always professional
  3. Responsiveness - Extremely. Stacey responds usually within hours and sometimes within minutes to let me know she received my RFQ and that she's working on it.
  4. Pro-activity - Always advising me of issues I might want to consider
  5. Friendliness/ease of use this is self-evident
  6. Follow-up - Excellent
  7. Accessibility - Just a click away
  8. Results achieved - Always
  9. Additional comments -Stacey is very professional and knowledgeable. She always gets me what I want when I need it.
  10. Overall rating - 6
- Thanks,

Fran

**Fran Mannella, Jr., P.E.**  
**Sr. Proposal Estimator**  
**Babcock Power Services Inc.**



Dear Gretchen and Nitin:

Good afternoon.

My name is Terry Vallen and I am a sales person with S & V Industries, Inc. Currently, I am working on a very HOT air shipment from Shanthi Gears to Rexnord, PA. (Dulles)

During the course of the normal business day, I do not often have the opportunity to interact with your logistics team.

With regard to the HOT air shipment mentioned above, I have had a special interest in the delivery status to our customer. In the course of logistical events I have been interacting with Davorka Fulurija.

Please be aware that Davorka has been extremely diligent in her efforts to expedite the parts for us. Davorka has kept S & V informed of the most current freight status and continues to be aware of the urgency.

The level of trust with Logistics Plus, relating to how this particular import is managed, rates rather high. I commend the efforts of Davorka and hope that you will pass this Email on to those who take interest in the professionalism of Logistic Plus employees.

Many regards,  
Terry

**Terry Vallen**  
**S & V Industries Inc.**

---

I would strongly recommend remaining with Logistics Plus. Numerous occasions they have gone above and beyond to support off-highway demands even when seemingly undoable. They have NOT failed, ever. In particular, Bob Hallberg, Khash, James, and when she was here, Davorka. To start over with someone new might be a long and fatal learning curve.

**Larry Blackmer**  
**GE Transportation**

---

Jim:

I always enjoy visiting Logistics Plus because your employees display so much positive energy and enthusiasm. It reminds me of my old fighter squadron.

Cheers,

Scotty

**Scotty Wilson**

**Erie Management Group**



Just want to say I appreciate all your help and have never had any complaints from anyone. Your truck is in on time and the three men I usually talk to **AWESOME JOB**.

Josh Mazur  
George Horetsky  
Chris Fanzini

**Tracy White**  
*Customer Service Coordinator*

---

I can only say good things about the help that Gretchen & Stacey provided in getting the mill and associated equipment to the job from China. Gretchen even stayed in the cold rain with us until 3:00 AM on a Saturday morning to make sure everything was off-loaded and on the trucks. That they came in under budget is amazing for what we had them do for us. They also expedited and arranged Customs clearance for the TLT fans when TLT messed up, at no additional cost to Riley. Extremely good people to deal with!

**Jerry**  
**Gerald Bittner**  
**Project Manager**  
**Riley Power Inc**

---

Marek was professional, customer focused and very good in conflict intervention. I was put in tough situations at EPL, with language barriers, during our price negotiations. Marek tactfully intervened and diligently helped me to focus my thoughts during those situations. I do not have to add any more, you already know about Marek.

I wanted to recognize his support before I forget. We did not get all we want out of the renegotiation, but let me just say, both parties were successful in meeting their objectives .  
Regards

**Tam**  
**Hubbel**

---

Jim,

Just want to let you know that recently we had few request to expedite shipments for our Latham manufacturing facility. Adrian Luszc each time worked pro actively to find solution to bring the goods the quickest way.

We find Adrian's latest performance as top of the line.  
Regards,

**Jerzy**



The team here in Waycross, Ga. (CWG) is quite pleased with the level of service that is provided by the Rail Routing Center.

Thanks,

**Larry Hodges**  
**GE CSX MSA Materials Manager – Waycross**

---

Central freight just picked it up. Thanks again and I just wanted to tell you what a good job you do for us. You have made my job a lot easier with way fewer hassles. It's nice to know all I have to do is call or email LP and forget about it. Tell your boss that I expect him to give you a raise.

**Jeff**  
**Vaughn Storage**

---

The team here in Waycross, Ga. (CWG) is quite pleased with the level of service that is provided by the Rail Routing Center.

Thanks,

**Larry Hodges**  
**Waycross Materials Manager**

---

I have had the privilege of working with several team members of the Export Service Group over the past ten years in my capacity of Asia Sales Manager. My sales accounts included India, Pakistan, Indonesia, Bangladesh, Australia, New Zealand and several other international customers. Many of my former accounts included customers that GE required Letters of Credit as the method of payment. Throughout this time period ESG has performed very well and has gone above and beyond on several occasions to meet some of my more difficult customer and their foreign banks demands. ESG has kept GE from missing numerous end of quarter issues with their experience and efforts to make thing happen.

I would whole heartily support the continuation of the long term relationship with ESG as the proffered support team. The years of experience dealing with the GE customer in Pakistan, India, Indonesia, etc. is a wealth of knowledge not easily replaced. The close proximity to the sales team and Erie is imperative for the continued success and growth of the GE Parts International business. If anyone would like to discuss my comments or experience please do not hesitate to contact me at office: 814-875-5110 or Cell 814-860-1558.

**Regards,**  
**Patrick Handran**  
**Northeast Parts Sales Manager**



Justin, spectacular job!  
Best Regards,

**Chris Peterson**  
Director, Customs Brokerage and Regulatory Affairs  
Freight Savers Shipping - Transmodal Associates

---

I have the highest regards for the LP logistics coordinators. With the small group of onsite representatives and the availability of the routing center, the things these people can perform amaze me. As a buyer I am put into difficult situations with getting parts here in a timely manner and the LP representatives don't even bat an eye when I call upon their expertise. I am very thankful for their support. Sometimes I may not make their job the easiest to perform, but I am very confident that the tasks will get completed when assigned. I deal mostly with Mitch Dougan and he has made my job more flexible with the "magic" he performs in getting my parts here. I don't really deal much with Bonnie Eccles, but when I need her she is always there if Mitch is either out or busy on another project. I am very happy with the service I receive and hope to continue receiving. Thank you for all of the hard work and continued support.

**Marta Gonzalez**  
**GE Transportation**  
**Contracting Agent -Diesel Engine COE**

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Routing center and customs compliance has supported us in a very good way.  
Thanks

**Juan Barrera**  
**Materials / Materiales**  
**GETS Locomotive Services SA de CV**

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The Routing Center is Customer-Focused and at the same-time looks at the big business picture to get us the best cost option. Thanks,

**Sheri Alsbrooks**  
**GECSX MSA Material Leader**



Hello Gretchen

It was always a pleasure working with a group of professionals like yourself. I know in can count on great service.

Regards,

**Alton Meyen**

**Matrix Metals LLC**

---

Bonnie Eccles has come to the rescue more times than I can count in my short time here. Not just for the small universe of parts which I buy, but for many of the buyers. She is an asset; cheerful; knowledgeable, competent. She is a go-to person who forges strong relationships easily and always comes through in a pinch. If she is indicative of the quality of your workforce, then you should get the job.

Best Regards,

**Jan Shahan**

**EVO Line Contracting Agent**

**GE Transportation - Rail**

**Diesel Engine COE**

---

Fred;

I would like to express my joy with Todd Mazur our Logistic Plus in-house shipping coordinator. Over the past ten months Todd has been with us, our ability to ship orders the same day has improved 25% and our customer related shipping issues have dramatically reduced. Information about inbound and outbound shipment has greatly improved and is routinely communicated throughout the organization in a timely and efficient manor. I can't be happier with the job Todd is doing for us.

**Paul Green**

**Environmental Reclamation Services, Inc.**

**Plant Manager**

---

Scott:

Just wanted to thank you again for all you help in getting the Morgan/Finland order out at the last minute. I tried all week to get a confirmation on the ship date so I could give you a heads up but I wasn't getting confirmation.

I know at 4:45 on the last shipping day of the month to find out you had to get a special air shipment/customs paperwork, etc. together was not easy. I appreciate your jumping through hoops for us.

Mickey (from Morgan) extends his appreciation also.

**Marty Keim**

**Customer Service Manager**

**Ameridrives International**

My dealings with Rebecca have always been of the highest degree. Questions and services are always handled in the fastest and most responsive manner possible -- I could not be happier with the service received.

**Richard Rzepka**  
**GE Transportation**

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Cisco,

Your team does an excellent job for us at the Hanover Park Facility. Any time I schedule a pick up from your facility I never have to worry about it. You are right on top of it. Any problems that do pop up are taken care of by you and your team which makes my job easier.

My Thanks for a great job to you and your team,

**Carol Johnson**  
**Hanover Park Facility**  
**GE Transportation**

---

I can only say good things about GE's routing team. They are always available and bend over backwards to help me out. They are all proactive when it comes to getting me tracking information and other related info. They have even helped me to clear up some mistakes that I have made in the past. Whenever I contact them I am always confident that the job is going to get done and I can rest easier knowing that I have given it into good hands

**Victor Adamski**  
**GE Transportation**

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You have been a big help to [RailPower](#)

**Jim Maier**  
**Founding CEO of Railpower**  
**RailPower**



I have several opportunities to interact with the personnel of Logistic Plus during my work tenure with GE Transportation – Rail from 1999 to 2005. I have closely worked with Logistic Plus (LP) in India, China, Jakarta and Erie-Pennsylvania during my assignments as Sourcing Leader in Asia sub continent as well as Sourcing Manager for Propulsion Center of Excellence.

LP, in my context, is a creative solution provider with a committed set of people who take ownership of the problem and work hard in exceeding expectation of customers. The approach is to customize the solution per the need and therefore it is seldom that there is a set methodology of providing service. The approach allows exploiting benefits which are possible in certain conditions. A few examples – Air Freight large quantities of material during peak seasons, combine sea and air shipment to optimize cost and time for delivery, Consolidation of freight to economize transportation costs, defining expectations to suppliers of GE and help them in planning and scheduling shipments.

Besides international logistics, domestic trucking plays an important role in feeding material to the shop especially if the business warrants a change in production schedule and there is no time slack available in getting the material. In numerous such situations, LP has proven to be a trusted partner shouldering the responsibility in monitoring movement of material and reporting the same to aid decision making.

I appreciate all the support provided by the team in Logistic Plus and will certainly recommend them as a solution provider to Logistic issues. If there is a need to contact me to get more details, please feel free to do so and I will detail the experiences.

**Venkat Krishnan**  
**Sourcing Manager – After market RSP**  
**GE Aviation - Engine Services Sourcing**

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Mr. Berlin,

I just wanted to take a brief moment of your time to let you know that Duane, who is our traffic manager here at Ameridrives, does an excellent job for us and myself personally. He always performs above and beyond what is expected of him and does it in a cheerful manner. It is a pleasure to work with a young man who has a great work ethic and pleasant personality. If all your employees are in this mold I can certainly see why Logistics Plus is a strong and growing company. Thank you for your time.

**John C. Folga**  
**Application Engineer**  
**High Performance Coupling Products**  
**Ameridrives Coupling**

I would like to recognize Suzanne King for her outstanding efforts over the past few weeks. Recently sue has been working many late hours and has been willing to do what ever is necessary to ensure I have material when required. She really has gone the extra mile for me over the past few weeks with a demanding schedule.

Sue consistently demonstrates value to GE Grove City. In my opinion she takes expediting to a new level of performance. Rather than waiting for what is asked she consistently goes out of her way to ask questions and raise potential issues that would otherwise be delaying our engine shipments. She is transitioning into a role of not only expediting but proactively aiding in on-time shipments. This is a key area I'm seeking to improve and she is already ahead of the game.

Internally we have a process setup to recognize individuals for going the extra mile. If you have anything similar setup please recognize her for what she does for us. If there is something I should do let me know and I'll take care of it. I felt this should go thru your channels.

Thanks,

**Evan M. Lunt**  
**GE**  
**Transportation**  
**Contracting Agent**

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The Logistics Plus Export Services Group (ESG), the international exporting wing of Logistics+, has been a crucial part of the international sales, marketing and customer service organizations here at GETS. Without their help, support, and expertise our jobs would be so much more difficult. Their professionalism and integrity are always beyond reproach. Quite simply put, they save our butts on regular basis.

Respectfully,  
Dean Warnken

**Dean Warnken**  
**GE Transportation**  
**Int'l Customer Service**



Jim & Dave,

This note is to recognize that Duane has gone "above & beyond" to resolve a critical delivery issue. An Ameridrives key mill customer was actually shutdown due damage they did to some of our parts Saturday night at 2:00. After I found I could not ship direct from the airport counter at 5:00 AM Sunday, I called Duane at that early hour who immediately began verifying options available. To make a long story short, at 8:30 AM Sunday Duane & I personally loaded the parts on a truck at Ameridrives which arrived at the Alabama mill site by 7:30 that night. His assistance was invaluable & was done even as he had to take away his time on a Sunday while he had relatives in town. He did this while maintaining his terrific attitude & took personal commitment & responsibility to see the job through. He has proven many times to be a valuable asset to the Mill Products team on many other occasions, but I feel this particular example deserves special notice as he is a pleasure to work with & a real asset to our success. This customer service will lead to over \$50K of sales with a very satisfied customer.

**James H. Paluh**  
**Business Unit Manager - Mill Products**  
**Ameridrives Coupling**

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Jim,

I wanted to thank you for a nice evening this past Thursday. Duane Stutzman and Logistics Plus have been a great fit for Ameridrives. As a resident of Erie, it is also great to see all that you are doing for the community. Thanks Again!

**Paul Konkol**  
**Business Development Manager**  
**Ameridrives Coupling**

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I am sensitive to anything that negatively impacts our ability to serve our Customer Service Centers (CSC's) and/or warehouses for the materials provided by the Locomotive COE. Materials provided by the Locomotive COE are turned over to Logistics Plus (not in packaged for shipment condition) for transmittal to their end destination. We expect --- and receive --- timely/safe to travel distribution of these materials.

We have many measurements, both internal and external, monitoring our performance to our customer within which Logistics Plus plays a large role. The results have been positive. Additionally, on the rare (rare is good) occasion I contact Logistics Plus my inquiry is always satisfied in a timely professional manner.

**George F. Hoover**  
**GE Transportation**  
**Scheduler / Planner - Locomotive COE**



Hi my name is James Estok and I write the DMR's for Bldg. 12. In my experience in getting parts shipped out of bldg. 12 you could not ask for any better of a team of people from GE routing center. All the people there are courteous and very punctual about getting the product out the door. If it were me I would keep the system you have because it works. Also when I need products to go out to Canada I call Mary Beth Sechez for custom papers and she is very punctual, courteous, and gets everything done very quickly. It's only my opinion but I think you already have a good team of people and I do not think it could be better.

**Jim Estok**  
**GE Transportation**  
**Bldg 12 875-3584**

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"The support and service we receive from Logistics<sup>+</sup> have exceeded our expectations. They have delivered on their promise."

**Dan Allegretto, Corporate Purchasing Manager**  
**Jean Lobaugh, General Accounting Manager**  
**Lord Corporation Mechanical Products Division**

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On behalf of the CN Canadian and CN US operations I wish to recommend Logistic Plus for further work with GE.

Since GE started this CN operation in 1997 it sure would not have grown by 15-16% per year without the honest, respectful, dedicated, timely, expedient and responsive work from the people at GE Rail - Routing. Aside from support related to occasional Customs issues, Routing Erie often helps with the very urgent moves of materials for units from other railroads like BNSF, UP, CSX and CP. Needless to say that within our Global economy North American Railroads do make deals also by "trading power", i.e. locomotives hours or HP.

I wish to mention that we are very satisfied with the weekend support that we get for supporting the railroads, of which of course operate on 7/24 hours basis.

Please feel free to call me if further info is needed.

Regards,  
**Marcel H.**

**Marcel Hébert, P. Eng.**  
**Materials Planner, Materials Leader & Materials Manager CN Operation General Electric**  
**Canada**



I have been with GE Transportation for only two years, it is my pleasure and I'm glad to say that through the two years I have got through you all the services I need up to expectations and sometimes your services exceeded the expectations. Specifically dealing with you, I never got things delayed, and always I get the right on time reply, you always have been supportive w/out limitations, it is the same impression I had from my representatives in Egypt, whom you dealt with them more than me, I never heard from them complain, they were always satisfied and happy working with you. On top of that, I will not forget to mention your compliance with the GE integrity and policy, I noticed several times how much you were aware and careful in complying with the GE policy, this is great, because compliance in GE is a practice that will go in parallel with growth.

Wish you all the success, and hope we will continue seeing you offering us your professional services. Good luck and best regards,

Wael,

**Wael A. Attari**

**Sales Manager**

**GE Transportation - Rail Solutions**

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Since becoming a GE Transportation business, GE ACS in Canton, MA has been utilizing the services of Logistics Plus for all of our freight needs. The support from the Logistics group has been exemplary. From the simplest tasks of answering general inquiries to formulation strategies for our international shipments, I could not have asked for better support.

As a small GE company with limited resources, the team at Logistics, and Ms. Denise Bickerstaff in particular, has supported my one-man shipping/receiving department by managing many of our more difficult shipping requirements, thus eliminating the need for additional resources.

The knowledge that a service like Logistics Plus provides is simply a phone call away is very important to me and my operation, and the knowledge that professionals like Denise and her team are on the other end of that phone call is the most important thing to me.

Respectfully,

**Charlie Locke**

**Sourcing Manager**

**GE Advanced Communication Systems**

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Logistics Plus has done a tremendous job on meeting my requests. Their staff has handled all of my needs to the fullest extent & with complete professionalism. I can not say how much they have been an asset to the locomotive Sourcing Team. I look forward to their continued support here at GE Erie. Keep up the great work!

Regards,

**Mike Edinger**

**Locomotive Expeditor for Bldg.12**



I've worked with Bickerstaff on many logistics matters, because of the challenges we face with our Brazilian customers and getting equipment cleared through customs, both domestically and international custom sites. Denise has performed with an impeccable excellence, and on one particular situation, clarified a shipment totaling \$4,300,000.00 where several items were reconciled and we were able to receive the invoice payment on time for year end sales.

We are very happy to have Denise Bickerstaff on the team supporting our international shipping challenges.

Thanks!

**Sheila Fonkwa**  
**Customer Advocate**  
**GE Transportation Global Signaling**

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We work with ESG (Logistics +) and have received excellent support on transportation and logistics services.

Please do not hesitate to contact me for any other details or questions.

Regards,

**Catalina Gonzalez**  
**Sourcing & Materials Manager**  
**GE Rail Mexico**

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I have been working with ESG (Logistic plus) over the last year concerning \$230MM QTR Locomotive Project, ESG has provided prompt and courteous service throughout that time. I am very impressed that the team is always professional, informative, and has responded well to all our shipping needs. ESG has been a valuable asset in helping us succeed on this project.

**Louis J.L. Liu**  
**GE Transportation**  
**Contract/Proposal Leader**



You have been invaluable to me.

**Lynda Leech**  
**Traffic Clerk / Bldg 63-1**

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I am writing to say a few words about my experience working with Darla Crowe and her team from Logistics Plus here at GE Transportation in Erie. Most of my interaction has been centered around shipping \$16.5 million of locomotive spare parts to QTR, our customer in China. This process began about 1 year ago and continues until the last shipment of spares which should happen by mid-year.

Overall, my experience has been very positive. I consider the Logistics Plus team to be very knowledgeable in the areas of Letter of Credit processing, transportation logistics/expediting, and documentation to support the same. QTR has been a very demanding customer with numerous requirements that we found to be outside the normal course of our export business, probably caused by the fact the spares shipments were being imported duty-exempt. Dealing with requirements of Chinese Customs and the documentation necessary to successfully allow the customer to import the goods was a great challenge to all of us. Logistics Plus worked very closely with the GE functions to fulfill orders promptly and when issues came up, they responded quickly to fix them and meet the customer's requirements.

As an example, at the end of 2005 we conducted daily meetings to ensure the optimal amount of shipments to QTR. Logistics Plus was always represented and responsive, regardless of which day it was around the holidays. All involved did a great job making the shipments at the end of the year. Another example is that we had a number of issues with our Letter of Credit because the original contract was not written with spare parts shipments in mind. We all worked together to amend the Parts L/C where possible, and to properly document and successfully process the L/Cs where there were discrepancies due to changing circumstances we could not control. Bottom line is we had no significant payment issues.

If you have any questions of me or want to discuss our experience in more detail, please do not hesitate to call.

Best regards,  
Tom Stanton

**Tom Stanton**  
**International Product Manager**  
**GE Transportation**  
**Global Locomotive Parts**

Jeremy,

Always you and your team are working outstanding:

- \* Excellent Support
- \* Excellent Attitude
- \* Normally your TEAM has strong capability to communicate in both languages Spanish and English of course facilitate our communication.

Normally your team is trustworthy because you and your TEAM are very responsible. I have been working with 6 persons during 10 years in GE Transportation all of you are Excellent Workers. You are working like a part of GE. The success in our projects is due to you in great way.

Thanks

**Alberto Garcia Ugalde**  
**GE Infrastructure - Rail**  
**SQE Sourcing Casting Specialist**

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My input, efficient also flexible on few special cases from my side.

**Runxi Wang**  
**GE Transportation Systems**

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"Thank you, you did an excellent job of monitoring and communicating on this shipment, may I clone you and give you to the other 99% of our suppliers? Thanks again for all your calls Friday night, parts were in trucks before our Evening shift went home Friday night....I just love JIT!"

**Anonymous**  
**Lord Corporation**

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"After my arrival at JT Automation, we began using Logistics Plus on our LTL shipments. We're now saving about 25% over what we could do on our own...AND your guys (Logistics Plus) provide the bill of lading further helping me to increase my department's productivity! Nice to have you out there."

**Tony Jankowski**  
**Materials Manager**  
**JT Automation, Inc.**

I have had the privilege of working with several team members of the Logistics Plus Export Service Group over the past ten years in my capacity of Asia Sales Manager. My sales accounts included India, Pakistan, Indonesia, Bangladesh, Australia, New Zealand and several other international customers. Many of my former accounts included customers that GE required Letters of Credit as the method of payment. Throughout this time period ESG has performed very well and has gone above and beyond on several occasions to meet some of my more difficult customer and their foreign banks demands. ESG has kept GE from missing numerous end of quarter issues with their experience and efforts to make things happen.

I would whole heartily support the continuation of the long term relationship with ESG as the proffered support team. The years of experience dealing with the GE customer in Pakistan, India, Indonesia, etc. is a wealth of knowledge not easily replaced. The close proximity to the sales team and Erie is imperative for the continued success and growth of the GE Parts International business. If anyone would like to discuss my comments or experience please do not hesitate to contact me at office: 814-875-5110 or Cell 814-860-1558.

**Regards,**  
**Patrick Handran**  
**Northeast Parts Sales Manager**

I would like to say the service they have provided me has been the best. They are professional, reliable and quick to action. I have a great working relationship with the Reps. I deal with and I know my material will be shipped promptly by them. I hope to continue working with them in the future.

**John Suhajda**  
**GE Field Service Rep.**  
**CN Railroad**  
**Homewood, Illinois**



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Jim:

I am happy to submit a letter of recommendation on behalf of Logistics Plus. It has been my pleasure working with everyone over the past several years and I have found the service to be prompt and courteous. I would highly recommend a continuance of the relationship between GE and Logistics Plus.

In particular, I have received outstanding customer service from Denise and Pola. With all the issues I face during a day, I truly appreciate their efforts to get the job done quickly and efficiently.

**Jake Scotch**  
**Contract Agent**  
**GE Transportation**

In previous roles as International Parts Sales & Marketing Manager, and later as Global Parts Customer Service Manager, I was a primary beneficiary of the Logistics Plus Export Service Group's (ESG) support for over five years. I've seen Darla Crowe and her team continuously add new responsibilities while always delivering an outstanding level of service. We've counted on them to resolve significant logistics problems in order to ensure that international sales revenues were maximized at the end of every quarter. Their expertise in managing letters of credit has ensured prompt payment on numerous complicated contracts. The ESG team always puts in the extra hours to make sure we're able to deliver on our promises to customers. Everyone on the team is a true professional - all technically proficient as well. We've been incredibly fortunate to have a team like this to partner with in serving our international customer base.

**Randy G. Pedretti**  
**Commercial Black Belt**  
**Global Parts Sales**

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The service by Logistics Plus has been outstanding in every interaction I've had with them. Their depth of expertise in the transportation industry provides year over year cost out opportunities that they continue to help us realize. They always answer our demanding needs with a smile. They are a pleasure to work with and I fully support continuing the relationship we have.

**Christopher Ferraro**  
**GE Transportation Systems**

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Rob,

I have worked with Logistics Plus ESG since the inception and want to express my sincere thanks for what has been exceptional service. Whenever there have been queries, the ESG team has responded timeously and energetically. ESG work so well with us, that we see them as an extension of the GE team. They certainly exhibit and espouse the GE Values.

**Kevin Prozesky**  
**GE Transportation**  
**Sales Manager**



Lisa

The work that Logistics Plus ESG performs for GE Transportation is invaluable. You folks have become an integral part of the GE Team and have an in-depth knowledge of our customers and business practices. In fact, we fail to see any line of distinction between ESG as a contractor and GE; we are all one team with the same goal ... customer success.

The ESG team does not hesitate to take the extra step or initiative to resolve issues and have developed a great rapport with the field sales managers, customers and banking institutions. In fact, we depend on you and your co-workers to keep us in line and lend your expertise as required.

The services you perform for us relating to Receivables, Compliance, Inspections, and General Logistics are an integral part of our business, and the International Parts and Apparatus Group totally rely on your knowledge and support.

Thanks for all you do; and I think I speak for the total International Team when I say that we look forward to our continued relationship and support of the entire Logistics Plus Organization.

**Yvonne Baracka**  
**GE Transportation Systems**

P.S. Jim, you have a great team and we don't know how we would get along without them!

The crew at Logistics Plus has been very helpful through-out the years. They went the extra step to insure our needs were met. They have taken the lead on new product transportation requirements, developing multiple cab loading techniques to insure the lowest cost transportation from our Mexico suppliers. They are helpful, courteous, and exhibit commitment to getting the job done.

**Denny**  
**Dennis J. Wodzinski**  
**Mgr. Manufacturing Support**  
**GE RAIL**

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I have worked with several people from the Logistics Plus ESG group throughout 4 years (Rob Cain, Darla Crowe, and Jeff Baker). They have provided me with solid support in the everyday operations and their level of knowledge and availability has been critical when evaluating new opportunities. Having limited knowledge of export processes I have relied on this group's knowledge, and I have successfully engaged and executed deals with new customers.

**Erika Rivera**  
**GE Transportation Systems**



Hi,

Lisa's and Logistics Plus ESG's service and support is exceptional. I receive what I need immediately and rarely need to ask follow-up questions. On a scale of 1 to 10, 10 being the best, I would rank them a 9.

Thanks,

**Joseph Godinho**  
**Accounts Receivables**  
**GE Transportation Systems**

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Hi Morning,

I think the logistics service by your team has been very good. Facts are: whenever I required a status of a part number, you can always get it for me. Also, there were some quite tough custom clearing issues involved in logistics, your team managed very well. All those saved a lot of time for me.

Regards

**Jianwei**  
**GE Transportation Systems**

I've been associated with material transportation for the last 25 years and know the value of having a logistics team that goes above and beyond to meet our ever changing needs and unique situations. I've been involved with Logistics Plus for the last 10 years and can personally state that after the initial start up problems, Logistics Plus addressed our issues and quickly responded to resolve any and all problems. Their understanding of our unique needs and matching them with the external transportation world is a valued asset.

With the businesses focus on Lean Manufacturing and supplier on time delivery, it would be a great stumbling block to change our Logistics team at this point. I hope all aspects of material movement will be considered before a final decision is made.

Thanks

**Lee Vincent**  
**GE Transportation Systems**





I would like to say the entire Logistic Plus team, global team as well as the domestic team, does an excellent job communicating what has been shipped with an ETA week or day. I have many parts in India as well as Czech Republic, Russia, and UK.....and this global team always is available for me at my time which may be in late hours of the night (their time). I am provided a spreadsheet on what has shipped from Europe as well as from India. I find this information extremely important to communicate to my customer.....PRODUCTION. I know exactly when parts are due to arrive in port and also at HCW. I am able to work with the Erie team in the event that I can not wait for rail transportation from port to Erie. Always the team attempts to find alternatives to expedite or finds the lowest cost expedite.

I have called with only a part number and have been able to get not only the vessel number, port of entry and but most important ETA to either HCW or the plant. I have all the confidence in the integrity of the information. I understand that to some, this may be viewed as "their job"; however they go above and beyond to keep me informed of issues, concerns, or just to let me know parts are on track.

I want to add that in the event air shipments are necessary, my experience with the team in these countries as well as Erie...is that they attempt to find the lowest [cost] mode of transportation and come forward with ideas....like maybe combination of air and sea shipment....or other ideas to keep the cost of the transportation down.

This entire team has made me more efficient, effective and much more productive. The team has earned my trust; therefore I am able to focus my efforts on deflation for the business. The team knows and understands the parts, the suppliers and of course.....THE CUSTOMER.....GE Infrastructure!  
Regards,

**Jill Lutton**  
**GE Transportation Systems**

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Cooperating with Logistics Plus for several months since I joined China sourcing team, they provide us super service and support. I am willing to continue collaborating with Logistics Plus in future.

**Jessie**  
**GE Transportation Systems**

Morning/ Olivia,

Thank you for all your support and help during past time to our Rail sourcing team!

Your quick response and detail information really impressed my and my supplier, we can still remember your hard work to trace our material, your coordination helped supplier save transportation time and save GE money. I wish Logistics+ could win the bid this time and provide your service to GE Infrastructure in the future.

**Amy Liu**  
**GE Transportation**  
**Supplier Quality Engineer**

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Dave,

I just want to let you know how good of a job James Tupper and Khash Azizollahi are doing. They have bailed me out more than a few times. Yesterday, the Wind area was shut down due to parts that were unexpectedly DMR'd. We had to get parts out of Canada ASAP. Between 7 am and 2:30, they were able to get transportation set up, get the truck there for pick up, clear the paperwork with customs before the truck even got there, and get the parts we needed here. Everyone here was astonished that we could get parts from Canada over the border in such a short period of time. This is only one example.

Just wanted to let you know.

Thanks,  
Mike

**GE Transportation Systems**  
**Mike Smyklo**  
**GE Transportation**  
**Wind Sourcing Leader**

The great thing about Logistics Plus is that you are not a "3PL" - you are a "logistics solutions provider". You know our people. You know our suppliers. You know our customers. You are part of our supply chain. That is why we tell our customers they should use you and not the other "3PLs".

**Anonymous**



Gentlemen

Once again your customer service and response to customer needs are first class.  
Thank all concerned for a job well done.

**Rgds**  
**Peter Kelly**  
**GE Infra, Aviation**

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Hi Monica and Neil,

Thanks to great efforts put by Locomotive team, parts team, China team and especially Logistic + team, we resolved all the documents issues and collected all the payments of QTR project due so far, which includes 3 locomotives payment, \$1.383MM technical service fee, 7 shipments of parts/tools in 2005.

Thanks again for everyone's contribution.

**Louis Liu**  
**GE Transportation**

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Team

We did it! We are loading trucks right now to deliver \$585K spares to the forwarder this afternoon. Thanks to all of you for your immediate attention to this critical sales matter. Friday to Monday ... that has got to be a record for resolving the many issues that could have prevented our shipping this quarter. This is a great example of Team Work .... When the job gets tough the tough get going!

**Yvonne e Baracka**  
**GE Infra, Transportation**

Jim,

Just a quick note to let you know that Dave Watkins performed superbly for us supporting a successful year end push to ship LocoCAM mod kits. This program was important for our group not only financially, but also for customer confidence in this new product. He demonstrated a lot of ownership for making sure execution to our plan continued throughout the Holiday period.... even on his days off. I've thanked him for the good job done. If there is any recognition your company gives to employees please consider him for this.

Thanks,

Brad

**Bradley C. Hendrickson**  
**Monitoring & Diagnostics Services Center**  
**GE Transportation - Rail Solutions**  
**2901 East Lake Road Bldg. 50**  
**Erie, Pa. 16531**

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I received calls from Jeremy and James last night - excellent news about getting the parts up to Latham late last night. I really want to thank James Tupper (Jeremy gave him all the credit) for being so aware of the importance of this shipment and diligently seeing it through to delivery in Latham. There were so many obstacles, that I'm sure it would have been easy to give up on getting the parts last night, but James' efforts really made the impossible happen. Thank you very much to everyone that understood the importance of this shipment and seeing it through to delivery in Latham.

**Eileen M. Becker**  
**GETS/Engine Systems**

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Jim,

I just wanted to drop you a quick note about Bonnie. Bonnie is filling in for Mitch Dougan as he is out due to a death in the family. Bonnie has performed well above any expectations I could have ever had for her. She was able to expedite into Grove City three different part numbers that would have shut the engine production line down. She did this with minimum direction or input from me, simply put I told Bonnie what I needed and she bent over backwards to get these parts for me. Bonnie is an outstanding member of your team, and a great addition to ours as well. Please let Bonnie know that her efforts and professionalism are exactly what we all should be striving towards daily. I can't tell you enough how much Bonnie has impressed me, having only worked directly with her for one day.

Thank you,

**Jeff Fisk**  
**Engine Assembly MTA**



Great job by all involved in getting this part into Latham last night...Francisco, Jeremy, Eileen, Patti and especially James for hitting the winning run in the bottom of the 9th of a hard battled game! Communication and not giving up when it's really important and finding a way to make it happen! This was critical for GE Rail as a whole, not just Latham, to maintain business from one of our customers for the next 2 years.

**Josh Gerlip**  
**GE Infrastructure – Rail--- Product Owner - EMD Engine**

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To repeat some of my statements: All of our (GE Rail) suppliers I have met, visited, audited, in Europe are very satisfied with the work, help, assistance, cooperation they have been receiving from Logistics+. There is no point listing the names of countries or companies involved: I have not heard anything but the expression of gratitude and satisfaction from our suppliers so far - and I have been here for two years now!

And there are not only our suppliers who are satisfied: I am too! For example, concerning only today's "emergency delivery" of EVO piston parts from KS Kolbenschmidt in Germany to Chicago O'Hare (ORD): After KS telling me that the parts were packed and ready to go two days ago but they still do not have a flight for today, I contacted Marek Bures in the Prague office. As usual, he offered his help, called KS immediately and, within minutes, KS contacted me confirming the flight this afternoon... I am not sure that Marek's involvement had been "the trigger" in this case, nevertheless, his response, direct and immediate involvement, "taking charge" attitude are very typical of what we can expect from Logistics+ in Europe!

Thank you very much again and have a wonderful Memorial Day!

**Peter**  
**Peter J. Sandys**  
**GE Transportation**  
**Global Sourcing Supply Chain**

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"As I have seen and reported to you before, the assistance from the Routing Center has been exceptional in their dedication to getting the job done for us at OHV. I have been on the phone with them nights and weekends to do whatever it took, with no complaints from them ever. What they cannot control but are still willing to try and help with is the situations where the suppliers do not call us before shipping."

**Anonymous**  
**GE Transportation Systems**

Ken & Craig,

Thank you very much for going beyond the call of duty late last Friday 12-3-2004.

BNSF 4553 was out of service for a plug 41A216641ABP11. Barstow did not discover the need for this plug until about 2:15 pst (or 5:15 est) on a Friday. There were zero in stock at the warehouse. Dan Kalie & I called everyone we could think of that worked in control, but we just hit the voice recorders, one after another. Finally about 5pm pst (or 8pm est) we got a call from Craig, stating that he received the plug from Ken, and he was waiting for a special courier to arrive. The plug arrived Saturday afternoon, the locomotive BNSF 4553 was fixed & is now pulling freight.

Thank you both!

**Peter J. Bugjo**  
**Material Manager, Barstow**  
**GE Transportation Systems**

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"Thanks for coming through once again on several crucial deliveries, especially this past month. We really count on your efforts and expertise."

**Anonymous**  
**GE Transportation Systems**

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"Now that we have successfully exited the 2nd quarter and exceeded our inventory goal, it is only appropriate that we recognize individuals who played a major role in this process. *The* routing center, provided the necessary and essential execution of transportation and strategy which minimized material input while allowing the correct material in to satisfy our customers and sales requirements. Without their participation and input we would have had a reasonably difficult time in meeting our goals. Thanks again and look forward to do this in the 3rd quarter."

**Anonymous**  
**GE Transportation Systems**



"If anybody took the time to stop and analyze what your team did they would stand in awe and amazement. I've had the privilege to work with your whole team and they all deserve a pat on the back and a tip to the hat."

**Anonymous**  
**GE Transportation Systems**

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"Just wanted to let you know, that Logistic Plus team came through for us on the GEB20 frame. Christian Sundberg spent night and day with forwarders and customs to keep these parts moving.....he actually stopped the train and got the container unloaded ahead of other trains. He knew how critical these parts were to our business and he did whatever was necessary to support his original commitment of parts being here on Friday 2/13. He knew that this was a show stopper for us and could cost the business in excess of \$50k if we did not get the part on 2/13.

Rita - you and your whole team have a passion for excellence and this just one example of that.....keep up the good work!"

**Jill Lutton**  
**Contracting Agent**  
**Propulsion COE**  
**GE Transportation Systems**

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Jim,

I want to thank you and your Logistics Plus team for excellent customer support. I'm specifically referring to an incident that occurred at 9:30 pm on Friday, September 24th. I found out that we did not have any 12 cylinder oil pans for the frame line, which would very quickly result in missed engine shipments and severe production delays. I called Bonnie Eccles's cell phone at 10:00 and interrupted a Friday night football game that she was attending. I explained the severity of this issue to Bonnie and she told me she would make some phone calls and call me back. Approximately one hour later, Bonnie had coordinated a late night shipment of the pans from Hardinger to Grove City (which meant finding

a driver and opening the warehouse in the middle of the night). We were able to make our shipments on time, thus avoiding a production disaster. Thanks again to your team and especially to Bonnie!

**Doug W. Foster**  
**GE Transportation Systems**

Mike,

I would like to nominate Jeremy for a night on the town award. Jeremy has continued to supply us with outstanding service through the Holidays and continuing into the new year. When deliveries seemed impossible because of weather conditions etc., Jeremy always found a way to supply on time shipments.

**Dick Walker**  
**GE Transportation Systems**

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I have had the opportunity to lead the shipping, receiving and currently support the Sourcing team with incoming material. In all of these positions, your team has provided support with the tracking, scheduling, international shipments and general information. Whatever the need may be, you have been able to lend the support needed to get the task at hand done. The response your team has provided, even with short notice, we have still been able to meet the required deliveries. Your knowledge is a great asset to accomplishing my assignments and cannot say enough to what you have helped out with.

**Sincerely,**  
**Christine Davis**  
**GE Transportation Global Signaling**

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During my several years of experience working with GE Transportation's European suppliers, the single reoccurring positive feedback from them has been the excellent service Logistics Plus provides them with. I have never failed to communicate this back not only to GE Transportation itself but also to GE Energy's Jenbacher Gas Engines Company. The Logistics Plus service has significantly helped building and improving our supplier-relationships and assuring on-time delivery - even in numerous instances of extreme emergency!

Thank you very much for your help during these years!  
Best regards,

**Peter J. Sandys**  
**GE Energy**  
**Jenbacher gas engines**  
**Supplier Quality Leader**





Jim,

I have worked closely with the LP team for the past five years. The four individuals that support me have been instrumental in the growth and success of the compliance program. The team is dynamic, not adverse to change, and always looking for opportunities to create efficiencies and improve processes. They are dedicated to the continued growth of the compliance program and all operate with the utmost integrity and dedication.

In addition to the interaction I have with my direct team I also work closely with every component of your routing centers.

All teams are dedicated to GE and have integrated themselves into the environment. Every department is hard working, conscientious and goes above and beyond to ensure that the job gets done no matter how challenging the circumstances.

LP management has created a dynamic, boundary less environment that is responsive to our needs. Thanks to you and your team for all that you do.

**Debbie Wagner**  
**Customs Compliance Manager**  
**GE Infrastructure-Rail**

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Cooperation with the local Logistics+ representative in Prague is excellent, always providing on time information. He deals with GE requirements in a professional way, serving our needs on a high level. Always trying to find the best solution and able to act quickly and arrange the transportation with a short notice.

**Peter Sebo**  
**GE Transportation**

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Vineet,

We appreciate your engagement in understanding our logistics requirements for import of materials from various International locations. We acknowledge your expertise in this area and are benefited with your associations.

I would strongly recommend in retaining your organization as the service provider for future.

best regards  
**Mangal Dev**  
**Director India Operations,**  
**GE Transportation**  
**New Delhi.**

Hello Jim -

I have worked in transportation projects for GE in coordination with Logistics Plus since 1997. The most significant that I could note include the development of transportation routes and procedures for the GE Supply Chain initiatives in Mexico, Eastern Europe, India and China. These sourcing initiatives were key for GE in terms of Global Sourcing and the support from Logistics Plus made the transition from domestic vendors to global suppliers close to seamless. Logistics Plus grew along with GE in terms of solidifying a global supply chain.

During my assignment in Global Services Supply Chain I have witnessed the world class effort that Logistics Plus (through the management of the GE Routing Center) has performed to satisfy GE transportation needs even during several critical supply chain challenges. As the Materials Leader for the UP Service account since 2003, I have leaned on the GE Routing Center to respond to the GE business needs and expectations, which for these accounts are particularly significant given the transportation agreement we have with UPRR. Projects such as the consolidation process between different GE distribution centers and Dodsworth (which facilitates greatly the transportation service that UPRR provides to GE) is just one of the few examples in which Logistics Plus has successfully made a difference that has helped GE to service its customers.

As we face challenges in the current year in terms of transportation cost control, the UP Service account is looking forward for solid and reliable support from the GE Routing Center in order to comply with the transportation agreement between UPRR and GE and, given past performance, I believe Logistics Plus would exceed GE expectations.

Thank you,

**Gilberto Sandoval**  
**GE Transportation**  
**Materials Leader - UP Field Service**

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Thanks for your powerful support for our projects at the logistics.

Thanks and Regards!

**Yongpeng Sun**  
**GE Transportation**  
**Supplier Quality Engineer**



Hi Jim.

I have been at GE Grove City since 1997. I spent a short time in Finance, but I've worked mostly in manufacturing, being a Product Leader managing 2 different production lines in the last 8 years. I love what I do and can't imagine doing anything else. As a Product Leader, one of my top priorities is to make sure I have the material that I need, when I need it. I always knew of the Routing Center in Erie, but I didn't really fully understand what they did or even know of Logistics Plus until 2 years ago when LP personnel were placed on-site at Grove City. I was told we were getting expeditors to help manage our transportation of material, an area that I feel GE Grove City REALLY needed help with.

In the last 2 years, I have developed an understanding of the UNBELIEVABLE service that your company provides for us. Like any other customer, my #1 priority is customer service. To me, the 3 major things that make exceptional customer service to me are:

Dedication - Like GE, LP is all about going the extra mile. SO many times I have seen when 5 or 6pm rolls around and people are getting ready to leave work for the day or 9 or 10pm comes and they are getting ready for bed when the phone or pager rings with an emergency about a shipment that fell through with parts that are needed, or a call from the plant saying that they are out of parts and need more ASAP! Questions are not asked and complaints are not made. It is just DONE. People from your company start to work on the issue as if they were in the office in the middle of the day, and they work on it until closure. I see and hear of people from all over your company that spent a 16 hr day at the office or were up for 5 hours of the night trying to arrange transportation to meet a critical deadline given by GE. That is a service that can almost never be bought. However, that is the service that we get from LP. I can truly understand what the 'plus' stands for in your company's name.

Keeping promises - Reliability is one of the keys to any good relationship, and good customer service is no exception. Don't make promises that you can't keep. Nothing annoys customers more than a broken one. It is very rare when one of your expeditors makes a promise that doesn't happen. And in those rare instances that a promise is broken, it sure isn't from lack of effort.

Dealing with complaints - No one likes hearing complaints, and many of us comment, saying, "You can't please all the people all the time". I NEVER hear that from your people. What I do hear is, "I'll work on it", or "I'll deal with it", or "I'll stay on it until it's done". I've seen with LP that if someone isn't performing, it is dealt with immediately.

I have no idea of the amount money that is spent on transportation for GE Erie or Grove City, but I'm sure it is incredible. However, after becoming very familiar with your company, I am sure that the amount of money that you save for GE on transportation is as equally incredible. LP is a company that provides a service to us. It has great people, and great people make great customer service.

On a personal note, I have been rated at the top my management level at GE Grove City every year I have been there. My peers and all of my upper managers including HR, Finance, and even the Plant Manager have always valued and respected my work ethic, abilities, and even my opinions and suggestions on any issues. I'm hoping that it is no different in this case.

I couldn't imagine any other company handling our logistics other than LP. For a company that is only 10 years in existence, started with only 3 people, and now has grown to over 100 employees, has over 250 customers, and manages over \$250 Million in Global Freight speaks for itself. You and your company MUST be doing things the right way for that kind of growing success.

Please feel free to share this anyone you like.  
Sincerely,

**Buddy Eccles**  
**Product Leader - Turbochargers**  
**GE Grove City**

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AS A CUSTOMER I CAN RECOMMEND LOGISTICS PLUS (RAIL ROUTING CENTER)  
BECAUSE I BELIEVE THAT THEY DO AN EXCELLENT JOB.

**Ronald Conn**  
**GE Transportation**

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Max,  
I have only been in my current role as the Scheduler & Coordinator for the Control CoE Renewal Parts scheduling dept. for the past 2 years but, I can honestly say that I can depend on you and your Logistics Plus team to take care of my shipping needs 100% of the time.

I never have to worry about my parts getting to the correct Customer in a timely fashion because Logistics Plus has the knowledge and dedication to get the job done right the first time.

Whenever I have a Vehicle Out-of-Service I always send it through you and your Logistics Plus team because I can depend on you to get it to the customer safely the very next day.

Your team always follows up that same day via e-mail to everyone involved in the Vehicle Out-of-Service with a shipping tracking number.

Thanks for your help in the past and look forward to working with you and your great Logistics Plus team for many years to come.

Brad

**GE Transportation**  
**Brad McWilliams**  
**RPO Scheduling - Control CoE**



Max,

I'm moving on to another position here at GE. I thank you for all the support you've given me and wanted to let you know you did an outstanding job. I can't remember one time you missed an Out-of-Service shipment. That's good stuff!

Thanks again,

Dan  
Dan Miano  
GE Transportation

Heidi,

Your entire team the Export Services Group (ESG) has been providing outstanding services to us. Knowing how difficult it is to deal with and doing business with the International customers. You and your entire team has been a great help in handling issues which are very unique, difficult and require great insight while reviewing these international shipping document, L/C matters and dealings with banks on both sides. With your great support we were able to save the company lots of dollars, time and resources which may have been levied due to demurrages, extra customs duties, Godown rents etc. I know our customer are not flexible and do charge these penalties on defaulting suppliers who turn in incorrect documentation, or delay in taking action.

I very much appreciate your support and patience in the matters of letters of Credit ( L/C), the L/C language, correcting discrepancies, shipping documents and all the timely support you and your team has been providing us. I would also like to mention how much we appreciate your help and support during the quarter closing dealing with us that involves time zones which are almost half a day apart. You and your team has been providing excellent services during your very early hours and late nights to help us satisfy our customers and commitments.

Thank You!!

Best Regards

## Zafar Shah GE Transportation



Hi Heidi:

I wasn't aware that Export Services Group was bidding for this work. I would be glad to give you my opinion. I thought that ESG did a great job of supporting our international business during my time with GE Rail. I was especially impressed with how closely ESG was willing to work with the A/R and Collections group to make sure everyone was always on the same page about L/C's drafted, invoice billings, and upcoming wire transfers so our business could estimate cash collections on large L/C's. I believe it is extremely important for export to work closely with the various A/R functions within GE as they are so closely linked and ESG always kept me updated and helped fix the log jam whenever we had an L/C issue.

Good luck in your bid! Hope everything is going well in Erie!

Take Care.

**Mark Amoroso, CBA**  
**GE Consumer & Industrial**  
**Credit Manager**  
**Customer Financial Services**

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I have been working with the Logistics Plus Routing Center in various capacities of GE during my eight years of employment. Logistics has always been very helpful for my transportation needs. While working in customer service, they were able to meet my needs by setting up appropriate trucking to pick up and deliver at various locations for overhaul programs. While working in Wreck Repair, they were able to meet our special logistical needs to enable us to meet our customer commitments throughout the United States and our project in Estonia. During the time I have been in Sourcing (4 years), I have had many occasions to call on the expertise and quick response of both the Domestic and International Logistics Personnel to expedite shipments to meet our business needs. Without the cooperation and assistance of the talented staff and management team of Logistics Plus Routing, I would not have been able to meet my commitment to the business. I would highly recommend continuing service with Logistics Plus. This team has the knowledge base and personnel to make our business a success.

Thank you,  
**Kathy Vash Ishman**  
**GE Transportation**



Dear Heidi,

Pleased to have an opportunity to appreciate continuous and professional support we have been receiving from you and your team.

It has been always convenient working with you people in order to achieve best levels of customer satisfaction.

Best regards,

**Ijaz Saeed Khan / Ashar Zia**

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I believe the guys at Logistics Plus (namely Raquel Rowan and Francisco Reyes, who I've had the pleasure of working with) have the drive to go beyond getting the job done. They make my priorities their own and strive to give me all the aid I need. Fulfilling our customers' needs in a timely fashion is our number one concern and we're fortunate enough to have this team on our side. It makes my job easier knowing that they're standing by and that they deliver.

Regards

**Alejandra Alcalá**  
**Materials Specialist**  
**GE Infrastructure – Rail**

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David

In response to your request. During the last 2 years our Diesel Engine Plant in Grove City PA. has experienced introduction of a complete new line of engines. The Evolution Engine was put into production in the fall of 2003 while continuing the existing product line of FDL engines. We needed to ramp the facility from 25 FDL engines a week to 50 EVO and FDL engines per week. The EVO engine is metric and FDL is standard sae to further complicate matters.

I was the capacity leader at the facility during this time frame and first met the team from Logistics Plus. The team was very responsive to the business challenge. The ownership and professionalism by the Logistics Plus team helped the facility achieve it's production goals. This team kept working issues until resolve ,even if it meant not leaving for the day on time. My experience with this team was positive.

**Joe Cermak**  
**GE Transportation**





First of all I want to say "Thanks". While I was the Logistics leader for Transportation back in 2000, you and your team made the day to day tactical movements of product invisible, providing the valuable time needed to focus on other more strategic aspects of my role. You and your team have an impeccable work ethic, doing what ever it takes in terms of man hours to ensure the job is completed properly each and every time. I really never could tell the difference between those on my staff and your business...your efforts were seamless. Of course there were ups and downs, but once again all I recall is how quickly issues were resolved or never brought to my attention at all. I believe you instill in your team what it truly means to understand and support the customer. Thank you & LP again for all you did and all you continue to do for our business.

Best Regards,

**Raymond G. Morrison, Jr., C.Q.E.**  
**ACFC Leader/ Customer Support Y Leader**  
**Certified Master Black Belt**  
**GE Transportation**

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Letter of reference...

I would support the continued service provided by the Rail Routing Center (Logistics Plus). As a Canadian field service site we depend on the Routing Center to provide shipping support from US shipping locations. We have a great working relationship with the Routing Center, we know that our logistics needs will be met.

**Justin Whyte**  
**GE Transportation Systems**  
**Field Service Material Leader**  
**Canadian Pacific Railway**  
**1500 Lougheed Hwy.**  
**Port Coquitlam, BC**

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Logistics Plus has been an integral part of our business. Their expertise and knowledge of our day to day business has been a major contributor in GE Transportation receiving shipments in expedient and timely manner to avoid manufacturing down time. They have an intimate knowledge of all the major players and parts in Latham enabling them to solve any issues with little intervention. Their knowledge of the transportation industry has saved us money thru direction of shipments and lost sales due to none delivery of parts.

**Patricia Eveleth**  
**GE Transportation**  
**Latham, NY**



Rob,

I was only casually aware that bidding was occurring for the routing center services. When I heard this, my initial reaction was one of concern for the reason that a poor decision would be made replacing a valuable asset that, from my perspective, has served Erie very well. I am always concerned about bidding processes which may be too focused on cost and not measured on service.

Whenever I have needed information, ESG provided it quickly. ESG has always participated in the planning phases of projects using their knowledge and experience. ESG has handled numerous shipments and interfaced with GE's customer's in a very professional way even to the extent of receiving positive feedback from those customers. The ESG team has always worked as a team filling in for one another and providing the teamwork to serve us. Having ESG on site and embedded into our operation over the years has provided us with what I consider to be the right level of service and support.

**Steve Drabant**  
**GE Transportation**  
**Product Manager, Locomotive Modernization**

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All,

I want to personally thank each and every person who helped out with the Korea part issues. These have been troublesome for the past eight months or so here at Rail. Specifically, I want to thank Heidi Salusky for her exceptional work on getting the KR issues out in a timely manner. I appreciate so much the help of my wing man, Charlie Keil, for his exceptional work on these parts. Everyone else who participated, thanks as well for getting the parts when needed over the past couple of weeks. Hopefully in the future when these issues arrive, we can respond to them in an efficient manner so this does not have to happen again.

Thanks so much again!  
Sincerely,

Joe

**Joseph C. Van Riper**  
**Renewal Parts Co-Op**  
**Adecco Technical on-site**  
**@ GE - Transportation**



During the past 2 years in my position as market response leader, I have relied on this team to provide transportation cost quotes, which are required on many of my export and domestic proposal responses to the commercial team. This team has very experienced people that clearly understands the products we provide and they work very hard with their network to give us the best possible transportation costs for both quoting and shipping our products to the customer. I have always received very timely and excellent support.

Sincerely,

**Larry R. Bunce**  
**GE Transportation, Rail**  
**CoRES COE - Market Response Leader**

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I have been working with the Logistics Plus team for almost 7 years through purchasing and manufacturing positions. Their customer service has been impeccable to say the least. They are under a lot of stress throughout the day, but still manage to deliver great service with a friendly smile. All of my interactions with this team have been handled with the utmost professionalism and courtesy. They have always done a great job with communication with our vendors, truck driving organizations, and us to deliver the expedited service this organization demands each and every day. Their familiarization and relationships with GE contacts and the overall flow of this business is also of great value in communicating the final product. To sum it up, outstanding team and customer service!

Please call for any further kudos on this team.

Sincerely,

**Rebecca Reed**  
**GE Transportation**

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The routing center, in my experience, has always been very responsive any time assistance is needed from GETS. Everyone I've worked with at the routing center provides timely communication and is committed to having parts delivered as expeditiously as possible. This level of support is very consistent.

Afra  
**Afra Gerstenfeld**  
**GE Transportation**

I use the routing center, Logistics Plus, services at least 2 times per week. I am continually impressed with the level of support I get from all of the associates I work with, namely James Tupper and Khashayar Azizollahi. The routing center understands the sense of urgency in moving critical products and always responds to my needs in a timely fashion. In addition, the routing center associates have compiled a thorough collection of internal GE contacts that enables them to set up shipments with little involvement on the part of a buyer. I feel confident that the routing center will get my product moved in the quickest, most inexpensive way, each time I place a premium transportation for critical parts. The routing center associates also make a point to follow up with me to provide tracking information on all the critical shipments they move on my behalf. The current routing center team has continually exceeded my expectations in moving my critical shipments. Thank you.

Sincerely,

Erica Burick - bearing buyer

**Erica R. Burick**  
**GE**  
**Transportation**  
**Contracting Agent**  
**Global Strategic Sourcing**

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Tremendous support from Erie Team. Highly satisfied with level of current service.

**Todd Kindel**  
**GE Transportation**

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Cain/Darla

The export services has picked the job and performed up to our satisfaction lately. The people has got matured and respond to customer call effectively and quickly Darla has shown tremendous leadership qualities and it is really very pleasing to work with her

Best regards

Tariq

**Tariq Wattoo**  
**GE Transportation**  
**Pakistan**

Lisa,

I am willing to say some words about your service. These years, you and your group provide high quality service on documentation, shipping arrangement and L/C payment, etc. You response quickly, no mistake on documents, and remind me on L/C status, pre-note the policy change on wood packing certificate. You provide strong support to me and my business. I appreciated all your effort and looking forward keep working with you and your group.

Take Care and Good Luck!

Mi

**Mi, Mingyue**  
**GE Transportation**

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I am pleased to present this letter of recommendation for ESG, in regards to the routing center services bid. I have had the distinct pleasure of working with ESG over the past few years, and can tell you that they deserve to remain on as GE Transportation's routing center.

In my experiences, I have had to deal with complicated orders, which demand some special attention. ESG not only worked with me to get these orders shipped out, they offered suggestions of their own, and did everything with professionalism and kindness. And, I have never had an issue getting parts to a customer, no matter what had to be done on their end. They are also immediate and accurate with any responses to questions I may have. I find working with them easy and affective, and truly hope that they remain as our routing center.

If there are any additional questions, or anything else I can do, please let me know.

Thank you.

Sincerely,

**Lisa Zaczyk**  
**Product Management**  
**Locomotive Parts Marketing**



I have been very pleased with the GE Mexico Routing Center, Logistics Plus. They have a high degree of customer focus and are extremely responsive. The Routing Center is staffed with transportation specialists that are experts in complex shipping arrangements. They strive to solve any problems which arise and deal with issues such as driver shortages, whether delays etc. They understand the urgency which rail customers demand and expect from their supplier (GE Transportation).

Stephen Trier

The purpose of this letter is to share my opinion and comments regarding the services provided by Logistics Plus operating as the Routing Center for GE Infrastructure – Rail. I have been a Contracting Agent with GE Rail for approximately six years. During that time, I have had the opportunity to work very closely with the team from Logistics Plus. I have worked with not only the team that handles Domestic Routing based here in Erie, but also the International teams located in Erie, Asia, and Europe.

Over the years, I have seen this Logistics Plus team grow in size and experience. They maintain a core group of professional personnel with years of experience in the logistics and transportation arena. These seasoned professionals are then utilized to train the newer members of the team. Logistics Plus has added personnel and additional services to then meet the growing needs of GE Rail. As more of the supply base has been moved overseas, Logistics Plus has answered this need by creating International Routing Centers that are strategically located around the world to handle the transportation of goods coming from these foreign countries. The team members who fill these positions are not only knowledgeable of transportation services, but also of the local language and customs. This has been key to the successful sourcing of parts from overseas suppliers.

Another way that Logistics Plus has expanded and adapted to the needs of GE Rail is by their support after normal working hours. They maintain an on-call schedule and emergency phone numbers that the Contracting Agents can use any time of the day. Recently, they have even added an additional person who works on Saturdays to provide on-site support over the weekends. This has greatly benefited the ability of the Sourcing team to expedite parts and better support the manufacturing operations of GE Rail.

One of the key traits that I have seen instilled in all the members of the Logistics Plus team is their persistence. They do not take “no” for an answer. I have experienced numerous instances when members of the Logistics Plus team will spend many hours searching for transportation alternatives and options to ensure that parts are delivered per the schedule that we require. They will often draw upon their collective experience to determine creative ways to accomplish these shipments.

The bottom-line is that I have not been dissatisfied by any of the services that I have received from the Logistic Plus team. They consistently provide timely feedback and answers to any questions that I ask. In fact, this team will often go above and beyond what I ask in order to provide me additional details and information. In my opinion, Logistics Plus has been a world-class Routing Center for GE Rail. I feel that they would be very capable and highly successful extending these services to all of GE Infrastructure.

Regards,

**Jeremy A. Crist, C.P.M.**  
**Contracting Agent**  
**GE Infrastructure – Rail**  
**Erie, PA**



Personally, I've received an excellent service level from the routing center, Especially from James Tupper, Francisco Tijerina and Khashayar Azizollahi. Always keeping me informed of the status of my shipments and with the sense or urgency I need.

Responses are quick and usually satisfactory providing all the options available.

I hope we can keep the same support level we've had.

Regards

**Arturo Garduño**  
**GE Transportation**  
**Propulsion/OHV/Motor coils sourcing**

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On behalf of the Component Repair Exchange Services group within GE Transportation Systems – Rail, I can unequivocally offer my group's recommendation of the Logistics Plus organization.

My team manages seven North American repair facilities, which supports over forty separate customer locations. The Logistics Plus team coordinates over 3,000 truckload shipments per year for these sites – without a significant miss or problem. Their team is completely integrated in our daily and weekly conferences calls, they are available around the clock by phone, and work with us via email and instant messaging as though they were a part of the organic GE team.

I have found that Logistics Plus recruits, trains, and supports some of the best and brightest people that I have worked with. They are able to juggle a dizzying array of tasks, priorities, and mission-critical requirements seven days a week. Their team is genuinely helpful and looks for ways to make things easier on us as the customer, not easier for themselves.

In years of managing North American repair locations, I have never heard a valid complaint from either my sites or my suppliers about the interaction or performance of the Logistics Plus team in Erie. They have earned my utmost confidence and respect.

Please feel free to forward this recommendation, and encourage anyone that needs more information or has any questions to contact me at any time.

Thanks and best of luck,

Michael A. Foley

**Unit Exchange Operations Manager**  
**GE Infrastructure - Rail**

My name is Marcela Sadurni, I'm part of the GE Transportation team in Saltillo, Coahuila. Being in the Area of Import/ Export has given me the need and opportunity to work closely with the Rail Routing Center (Logistic Plus), with Jeremy D Chafee (Export) and Raquel C Rowan (Import). Working with both of them, has been a great experience, through their quick answers, accurate solutions and support we have been able to achieve our goals and fulfill our customer's expectations. LP has been available for us with a high quality service and friendly representatives.

This is a great opportunity to recommend LP and Thank Jeremy and Raquel for their Great Job. Have a Nice Day.

**Marcela Sadurni Garcia de Quevedo**  
**GE Transportation**  
**Import /Export**

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Attn. Mr. Jim Berlin,

I am writing this letter to inform you of the total satisfaction I have with the performance of the Logistics Plus personal you have in place in the Grove City facility. I have worked with Mitch Dougan and Bonnie Eccles on many different occasions along with Bob Hallberg when I was a Buyer working with Sourcing. In my current position as Product Owner of the EVO Main Frame line I rely on Suzanne King daily to insure the delivery of Main Frames to and from the warehouse along with what seems like the ever-present emergency shipments she has arranged. I can honestly say Logistics Plus has never let me down and I look forward to working with Suzanne and the rest of the L.P. people for a long time to come.

Sincerely,  
**Ray Lenkner**  
**Product Owner, EVO Main Frame line**  
**GE Transportation**

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Hi Lisa,

It's truly been a pleasure working with the export team. I understand that the export team is generally hard pressed for time because of the volumes, but I've always received the necessary co-operation when required.

I'm part of the Accounts Receivables team and there are a lot of activities, items to which I do not have access or control like L/C drafts, however I have received the necessary assistance whenever required and that makes work easier. I have been part of AR for little more than a year and more than 40% of payments in my portfolio are through L/C for which I depend on the export team.

So thanks for your help.

Regards,

Vijai

**Vijai Krishna**  
**GE Transportation**

Jim,

I wanted to send you my comments regarding the service provided by the Logistics group here in Grove City. I am an MTA for the Low Bay area and have worked here only six months.

In the short time I have been here the group has been extremely beneficial to the continued running of our lines as well as increasing my knowledge of the parts and the supply chain they go through. I have found everyone in the group:

- \* Proactive
- \* Intelligent about their parts and the processes
- \* Receptive to ideas
- \* Very personable
- \* Dedicated and hard working
- \* Most importantly, an extremely valuable asset to our team!

**Brad Stevenson**  
**MTA - Low Bay**  
**Grove City**

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Lisa

I always get timely responses from your team and am satisfied with the level of service

Thanx

**Bruno Chingandu**  
**GE Transportation, Sales Representative**  
**Africa**

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This email is in regards to the exceptional job performance by Heidi Salusky and Lisa Tisdale. They have contributed to my measurements as well as the measurements of my team in the past year. Their work ethic have proven reliable for various job tasks ranging from resolving freight problems to increasing rapport with the customer. When I am in a crunch, Heidi and Lisa are outstanding and always dependable for whatever circumstance. I recommend that these associates be awarded for their roles in logistics for GE Rail and need to be considered in this bid.

Yours truly,

**Joe Van Riper**  
**Global Renewal Parts**  
**GE - Transportation**



The Logistics Plus team has always supported me and my team well the past several years. They have always looked at the least expensive way to get out going or incoming freight to it's destination in the time needed. We have had many special requests for large out going material such as tooling or fixtures going overseas and it is great to be able to just contact one person and get everything taken care of including looking at the most economical way in the least amount of time. I would recommend their services to whom ever may be looking for this type of service.

**James Frits**  
**Strategic Sourcing Leader**  
**Castings & Forgings**  
**GE Transportation**

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For the past 5 years I have been a warehouse clerk / Materials Specialist at the GE CSC in Selkirk, NY. I have enjoyed an excellent relationship with folks at the Routing Center in Erie. They have never failed to be knowledgeable, understanding, conscientious & helpful in setting up or helping me set up transportation for our material needs. They have always strived to follow up, especially on the emergency expedited shipments. Together we have had some excellent results while being mindful of cost.

**Respectfully**  
**Doug Muller**  
**Materials Specialist**  
**GE CSC / Selkirk**

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The routing center has been an excellent help with our problems over the past few years that we have been a part of GE, especially Kash. He is very helpful and extremely efficient, especially when you need an answer ASAP and he calls you back ASAP! Raquel in the Mexico routing center is also very helpful and extremely efficient. We would definitely be lost without them!

**Mary Stuart**  
**GE Transportation**



I manage the GE Rail Distribution Center in Roanoke, VA and have had the privilege of working with Logistics Plus on a daily basis for approximately five years. One of my primary responsibilities is to ensure critical material deliveries to Norfolk Southern Railroad. I can say with absolute certainty that the support of Logistics Plus has greatly contributed to my success in fulfilling this responsibility.

The ability to immediately communicate urgent requests is a necessity, not a luxury, for those of us in the field who must provide face-to-face accountability with the customer. This is an area in which Logistics Plus excels. Their accessibility is second to none which is quite impressive considering the large volume of people who depend on them. I am grateful for their high level of responsiveness as well as the reassurance that they can quickly be reached.

Another area in which Logistics Plus excels is experience. They know the correct people and processes required to get the job done. The knowledge they have accumulated allows them to accurately communicate team capabilities. They “help us help ourselves” by making certain we are aware of the shipping deadlines and process requirements at multiple GE sites. They instill confidence by performing at a high level and do not promise what cannot be delivered.

Finally, it is important for me to articulate that everyone I have worked with at Logistics Plus is both intelligent and conscientious. This combination of attributes makes them a pleasure to work with. Quite honestly, they have made life easier and better for my customers and me. I have a plethora of documentation to support everything stated in this letter which I would be glad to provide upon request. I can be reached at 540-982-2184 or [Bryant.Hamilton@Trans.ge.com](mailto:Bryant.Hamilton@Trans.ge.com).

Sincerely,

**Bryant B. Hamilton**  
**Manager – GE Rail Distribution Center (RVD)**

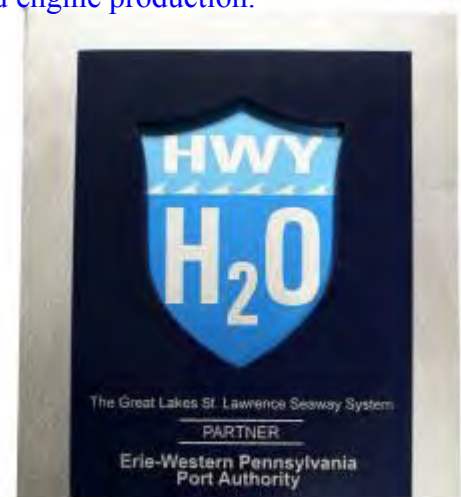
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Logistics Plus proactively engages in the daily production and material issues that require supplier contact and/or expediting services. Being consistently aligned with the sourcing and material teams in Grove City has been a key enabler to swift problem resolution.

Problems don't always pop up M-F (8-4)... The Logistics Plus team has also done an outstanding job of being available at all hours (including weekends). This "extra" effort has been instrumental to maintaining manufacturing flow during Grove City's record engine production.

Thanks for a job well done.  
Regards,

**Joseph Grim**  
**GE**  
**Transportation**  
**Black Belt**  
**Grove City Engine Plant**



Max,

This letter is from George Gustafson and myself. We cannot say enough good things about the job that you have done for us especially on our renewal parts services. You have been extremely responsive, responsible and most importantly incredibly accurate since they day that logistics plus took over the pick up and transportation of our orders. In all the years that you have been providing this service, I don't know of a single error that has been made by your company. There are not many places that can say that! What you consider daily standard service most other companies would consider above and beyond. We would highly recommend your company to anyone looking for a logistics company.

Thanks for everything,

**Lois Guzek and George Gustafson**  
**GE Transportation Systems**  
**Propulsion COE**

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Jeff,

I would like to tke this opportunity to offer my full support to the Logistics Plus team for their outstanding support to the International service and Parts Marketing organization.

While serving as the International service Manager for GE Transportation Systems -Rail Division- I had the opportunity to work with all facets of the Logistics Plus team from Warranty Administration to the timely shipments of providing material overseas to support a complete engine overhaul program. The LP team has always exceeded my expectation in terms of taking the extra effort to constantly monitor cost without jeopardizing customer expectations. Because of their concerted efforts at reducing cost we decreased the overall shipping costs of shipping warranty and International MSA material by over 5% per year over the last three years by continually working with the freight forwarders and shipping agents for ideas that could help us reduce our expenses.

I support the continued use of the LP team in future endeavors at GE Rail and if anyone would like to discuss this message, please feel free to give me a call at 814-875-5896.

Thanks,

**Paul Barko**  
**GE Transportation**



Mike,

The Cumberland team does have some comments about the routing center for Rail. We have had a good experience with the service provided by Routing Center; at Cumberland we maintain a weekly check book for all transportation transactions and run weekly reports of transportation cost and the routing center have been very helpful at getting quotes. Also we have do analysis together with the routing center in order to get better carrier to and from Cumberland.

Thanks

**Patricio Espinosa**  
**Field Service Material Manager**  
**GE Transportation**

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This letter is intended to describe the consistent, dedicated and professional job that is currently provided to the CN service team from the Rail Routing Center led by Mike Smith and his Routing team.

From the point of contact via phone, e-mail or same time connection, the responses and reaction time to get a product moving are very quick. From moving a 50 lb part to a 45,000 lb part, the connection service they have with a multitude of courier service providers is top notch. Many a times, the product is delivered ahead of schedule and in a professional and courteous manner.

The Routing Center Team is always willing to help (and even have contact persons available during after hours and on weekends). They are very well informed if there happens to be a problem with the shipping and are quite good about contacting the consignee about the time delays and making alternate arrangements.

In speaking with some managers at one of the flat deck service providers (which handles a large quantity of our heavy moving freight), the comments were nothing but complementary with regards to the professionalism and positive attitude that the whole team exemplifies.

Without a doubt in my mind, this team deserves an A+ for the service they provide and the dedication that each team member consistently displays to all parties involved in making this business flourish the way it has.

Sincerely,

**Marc Philippot**  
**Technical Advisor / Lead Material Supervisor - CN Service Team**



Over the last 2 and 1/2 years, Logistics Plus has supported the Marine and Stationary proposal activity by responding to numerous requests for transportation cost to both domestic and international locations. These requests quite often involve the movement of enclosed generating sets requiring special trailers, permitting and other special handling. The response to these requests has consistently been both timely and accurate.

**Roy A Harsh**  
**GE Transportation**  
**Proposals Manager**

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"It has been my distinct pleasure to work with ESG over the last year, whereby they have made dramatic and highly valuable contributions to our parts team, helping us deliver efficiently to the largest railroad customers in the world. "

**Dennis Peters**  
**GE Transportation**

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In reference to the level of support provided by the Logistics Team in Erie for Global Signaling, my contact with the team and the support has been TOP NOTCH!. I have had a number of challenges over the last 3 to 4 years of having to not only send material overseas for Hot Box Detector Systems but to also receive material from international customers for repair and return. The Logistics Team has been able to stay ahead of the game when it came to arranging transportation of goods to the customers, but also kept us informed whenever a minor change was required in paperwork or in the customer receiving the material.

I have also had an opportunity to work with the Logistics Team when Global Signaling performed a rework program on CTS-2 Switch Machines. They were able to readily arrange for transportation of CTS-2 switch machines to be returned to the facility for the rework and then followed up to make sure that proper arrangements were made to return the machines back to the end customer. This included machines domestically in North America and also machines from Canada. Not only were the machines returned on time per commitment, but paperwork for customs was completed in a timely manner and also flawlessly so that there were no delays in border customs.

I have total confidence in the Logistics Team and expect to be able to receive the same level of service in the future.

**Randy Goyer**  
**Field Service Leader**

Denise,

I have worked with you and Logistics Plus for the last several years and have been more than satisfied with the level of service you and your team provide. There has always been a knowledgeable person available to answer my questions or research my request timely. Your past experience with our business would be hard to replace.

**Judy Pruitt, C.P.M.**  
**Buyer**  
**GE Transportation - Rail**  
**Global Signaling**

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The Rail Routing Center has been especially effective handling the problems that sometimes occur during transportation. At Global Signaling we have had a couple of times where we ran into obstacles with international shipments and each time the Rail Routing Center was able to find solutions that got our product delivered and still be within the Compliance requirements. They've even helped us to determine the owners of equipment that we could not trace locally.

**Christopher Luevano**  
**GE Transportation**

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A large part of my job is dealing with freight invoices and invoicing problems. Logistics Plus has never been anything but professional and very helpful in all circumstances. In addition, their response time in getting back to me on questions has been outstanding. In all the time I have worked with them, I cannot think of one instance where I could complain. That's quite an accomplishment these days, when customer service doesn't seem to be what is used to.

I sincerely hope we can continue to work with Logistics Plus - simply said, they provide great service.

**Charlyn Fries**  
**GETS Global Signaling**  
**Grain Valley, Mo.**



Jim,

I wanted to write a quick note to you regarding the type of service L.P. provides. I have worked with many of the departments of L.P. such as Mexico routing, E.S.G. and a majority of the L.P. expeditors. I can say that I have never been let down by the L.P. staff. I have asked them to pull some pretty big rabbits out of the hat, and every time they have come through. When there has been a late delivery I have never been able to say that it was due to a lack of effort on the Logistics side of the transaction.

Thanks to your entire team for their professionalism and hard work.

**Jeff Fisk**  
**Engine Assembly MTA**

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I have been involved with Logistic Plus team in India and Jakarta for nearly 6 years. To me, Logistic plus team provides the best services one can expect from "Logistic Solution Provider". This team knows our people, our suppliers, our customers and our critical business needs. In short, you guys are part of our Global Supply Chain. These are the reasons we recommend our suppliers to take Logistic Plus's service outside GE business as well. Keep up the good works!!!

Should there be any question from anyone ,please feel free to contact me and I will detail the experiences.

Regards,

**Sumanta Bhunia**  
**GE Transportation**  
**Sourcing Leader - Asia (Rest)**

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GEMC has been having commercial relation with the Rail Routing Center (Logistic Plus) since more than 5 years ago; during this time they have demonstrated commitment with the company, always looking for the best and low cost transport methods.

Also, I would like to mention that they a very good service including business involvement, sense of urgency, support and effective communication.

So, I am recommending this supplier for any further business with GE.

Best regards,

**Ivan Perez Leza**  
**Materials Manager (GEMC)**



As the logistics person in Rail China, I have been involving in several on-going QTR projects, which gave me many chances to work with this logistics team in Erie. Undoubtedly they're one of the best logistics team I've ever been working with. At all times I have found them to be dependable, professional, passionate, and with tremendous patience in their daily detailed works.

Of particular value to me as a logistics counterpart in different time zone was team's prompt response. Each time, I raised an issue via email to Denise Bickerstaff, Lisa Tisdale, Darla Crowe, and the other team members (I will not list their names here). I will always receive their supportive solutions, confirmations and feedback the next day my time which means the same day they were informed.

During the QTR contract equipment delivery, GE has been required to prepare quite huge documents both for L/C and customs clearance purpose. The whole team is fully dedicated to support in getting materials out of US with proper documents presented timely. Their invaluable support and assistance and positive "Can do" attitude is a great advantage for GE to meet customer's request and achieve customer satisfaction.

We're looking forward to working with the team in the future for the warranty material supply for China contracts.

**Sincerely, Elsa Cui**  
**Logistics Supervisor**  
**Infrastructure, Transportation China**

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Denise,

Please pass along that the Warrensburg Shipping Department located in the 609A building has been extremely satisfied with Logistic +. You and your group have very good at providing 24 hour 7 day a week support to us.

You have been able to procure trucks under almost impossible circumstances.

Many times we have needed special couriers that you have set up and followed up on so that we could support the urgent needs of customers.

The advice we have received on international shipments has saved us from making many mistakes. Saving us both time and money.

I hope to continue working with you and the whole team.

Thanks for all you do.  
Barb

**Barb Swigart**  
**GE Transportation**





Logistics Plus is a valued supplier to GE Transportation here in Erie, Pa. They provide quality transportation with on time delivery while at the same time trying to ship within the most cost effective way.

They do more than just provide a transport service and their customer support is invaluable; scheduling according to our "changing wants and real needs" and not just to what the purchase order states. They often route emergency products straight through while taking the less needed parts and scheduling them on a slower route.

Their personnel call to verify degrees of urgency, weekend outages, track shipments, receiving capabilities and confirm ETA.

Besides working within their own business budgets they also bear in mind our sensitivity to unwanted inventory and quarter point inventory counts. I believe they provide a complete logistics package for domestic and international routing while at the same time adding a personal touch to let us know we are being taken care of.

Sincerely,

**Bobbie Konieczki, Commodity Sourcing leader  
GE Transportation**

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Raquel,

I want to take the time to explain the importance of the GE Transportation Routing Center in the success of our company.

Every single person that I deal with in the GE Routing Center is efficient, responsive, reliable, dedicated and most importantly customer centric. Because everyone knows the trucking industry, the customer requirements and the urgency for most shipments, there is very little guidance and instructions that are required.

I think that a significant part of the very high customer satisfaction that has been expressed by all Canadian customers, including Illinois Central and Wisconsin Central, is due to the excellent service provided by the Routing Center's dedicated knowledgeable employees.

**Bill Landers  
Sales Manager - Canada  
GE Transportation**



Jim -

As you know I generally like to take a moment every so often and tell you what a great job your team does with all of my stuff here. The team that you have in place is superb; you are able to blend together a perfect mix of individuals and backgrounds to come up with the right answer. The domestic folks make the difficult seem routine on a daily basis, and your international team is better than it has ever been.

What I like most about everyone within Logistics Plus is the way that each person takes my critical delivery issue and makes it their critical delivery issue. It is not at all uncommon to get updates late at night, over the weekends and over the holidays. I cannot say enough good things about the people within Logistics Plus. Truly, your vision combined with the execution and dedication of this team is what makes Logistics Plus as good as they are today.

My thanks and wishing you continued success.

RDW

**Richard D. Weismiller, C.P.M.**  
**GE Transportation**  
**Locomotive COE**  
**Contracting Agent**

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I have had the opportunity to work with the Export Services Group during the four years of 2001-2005. Our daily interactions consisted of requested services provided by ESG to the International Parts Proposal Team. ESG provided transportation cost quotations in order for the Proposal Team to successfully bid on tenders and request for quotations. They also provided specific documentation, including transportation docs, certificates, and tender documentation to support specific bids, along with several other services. The information frequently required short notice and also had to be complete, professional, and competitive given the nature of the international market.

Each of the team members within the ESG organization has demonstrated a superior work ethic and a drive for high standards in order to meet the demands of their client. The quality services they provide exemplify the GE Values and quality rigor that GE implements throughout their businesses and among their suppliers and vendors.

Given the leadership, communication, experience, and knowledge of the Export Services Group, I would fully support further opportunities to work with this company. My experience in working with them enabled me to be successful in managing my responsibilities with the proposal process and to support the initiatives of International Parts Sales organization.

Sincerely,

**Jennifer A. Shamp**  
**GE Consumer Finance (previously GE Transportation)**

Dear Heidi,

I have nothing to complaining about your team support with me. Some things that we ask can't be done because GE's system doesn't allow us to do, so we usually try another solution for the problem. All the requests done to your team took the time expected to be done and answered/solved.

Great job!!

**Eduardo Drummond**  
**Tradimex - Negócios Internacionais**  
**A serviço da GE – Transportation**

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Jim-

I am writing in reference to Larry Williamson, one of our LP personnel in Grove City. I work very closely with Larry on crankshafts from Ellwood National Crankshaft, one of our most critical engine components. I have been a buyer here since February 2005 and have been handling the crankshafts and working with Larry since then.

Larry is great to work with. I know I can be confident in the information he provides to me. I can also count on Larry for everything from creating the schedule at the beginning of the crank lead time to setting up the trucks to bring the parts to us. He does much more than what the job description may lead one to believe. Larry is responsible for maintaining the schedule throughout the year. He has to fulfill contractual obligations (a very complicated contract!) with the supplier while managing to feed all of our customers (GC assembly, Renewal Parts, UX, etc). With an ever-changing build plan, it takes a lot of know-how to bring the right parts in at the right time and match the supplier schedule to the GC schedule, and Larry is able to manage this. Larry has created a schedule out of little to no information provided to him many times and we always know it will work out for us. Since I have been here I've also taken over as the Renewal Parts buyer, and Larry is an asset in this as well, adding cranks to the schedule as needed and communicating with customer service. Larry also does an excellent job in communicating with people throughout the business. Whether using spreadsheets or emails, and whether communicating inventory levels, supplier breakdowns or any other issues that need attention, Larry gets the message to the right people at the right time.

Without Larry's help I don't believe we would have the great day-to-day relations with our supplier we are now able to maintain. I know that I alone as a buyer could never handle the work he does along with my current duties. Bottom line for me is that without a crankshaft, you can't build an engine. . . without Larry's help we would build a lot less!

Thank you,  
**Lisa**  
**GE Transportation**



Pola,

I really have appreciated all the help you and the team have provided in resolving some difficult delivery issues over the last 18 months, especially with the Robert Bosch supply chain, where we were hand to mouth over the course of most of 2005.

RM

**Rob Meola**  
**GE Transportation**

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Rob:

I would be pleased to acknowledge for you that ESG has done great work for programs that I have been involved in. Your organization has provided us valuable information to be used in our Maintenance Service Agreement proposals. These proposals can be complex and the knowledge of your organization has been appreciated.

On the transactional side of things, I see your organization always putting forth the extra effort to ensure not only GE's needs are met but also our customer's needs.

I hope to see your local presence continue to help support our proposal efforts as well as our transactional functions.

Sincerely,

**Todd Cronin**  
**MSA Technical Proposal Leader**

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Bob, I'm not sure you caught the entire story on retainer block failures and Andy's response. I was pulled into a meeting yesterday that detailed the failure of the current aluminum retainer block. It was decided to make new retainer blocks in bldg 5 out of steel. These would be ready today and we needed to deliver multiple parts to multiple locations in Erie and Meadville for final machining. Of course there were some issues but Andy hung in there with us and really stepped up when we needed him. I'm not sure you know but this issue would have caused the miss shipment of Egypt locomotives this week and next week. This in turn would have had a significant impact on GE's ability to get out 100 locos but month end to ensure they hit profit plan as detailed by Lorenzo. We're not home safe yet but all working together like this we can make it happen.

**GE Transportation**  
**Ron Weismiller**  
**NPI Contract Agent**

Doing business in this part of the world required more than just regular knowledge about the industry, but also required contextual experiences. ESG as the backbone of our deliverable to customer has shown a tremendous effort to WOW the customer, by understanding them, by listening to their problems, and take necessary action to make it happen. Seeing them in action, will differentiate them from the rest of the industry --- they are there to make it happen.

**Satya Heragandhi**  
**Sales Director - South East Asia**  
**GE Transportation**

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We definitely receive excellent service from your organization. You and your people have a very demanding job, and you do it very well.

**Bob Tabolt**  
**GE Transportation Systems (GETS)**  
**Propulsion COE - Buyer**

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Jeff

You have my full support for a renewed contract. I have always been very pleased with the level of knowledge and quick response turn around when any freight quotes or other important data was required to do proposals over the years. I believe the level of knowledge that your combined group brings to GE each day is very valuable.

**Cinda Beach**  
**GE Transportation**

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Vineet -- Outstanding effort. Thank you for putting forth the extra effort in support of this critical shipment.

**Raymond G. Morrison Jr., C.Q.E.**  
**Global Customer Support Leader**  
**GE Transportation**

David/Raymond,

Wanted to give more positive feedback on your team members.

Vineet Garg helped us over the holidays to get this important order out for our customer. Vineet was on vacation and still coordinated this critical shipment for us. We first thought we would not be able to get them the parts in time but Vineet made it happen.

Thanks,

Bob

**Robert Rehberg**  
**GE Transportation**

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Pola,

I have had nothing but positive responses and courteous service in my dealings with the routing center. The international section has been very helpful on many of my emergencies for AMTRAK with supplier Vossloh. The in-country group has jumped through hoops to keep us in locomotive batteries during a time that we were switching suppliers. Hopefully you will be successful in your bid, so that we may continue receiving the same excellent service.

**Richard Foessett**  
**Contracting Agent**  
**GE Rail Locomotive Sourcing**

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We have been using Logistics+ for approximately 3+ years and this is the first I have actually gone on to the website. In 2004, Logistics+ was awarded our in-house Service Award and I wanted to commend Logistics+ on the EXCELLENT service you provide to not only Sterling Technologies, but to other companies we have referred. Josh Mazur is truly an asset to your operation and is terribly missed when he is out of the office on consignment! Josh goes above and beyond the call of duty on every occasion. He has pulled through for us in every situation and is an absolute pleasure to deal with! Kudos to Jessica Ardillo who steps up to the plate in Josh's absence - another fantastic employee! We sincerely appreciate all of the effort put forth by Logistics+! Keep up the great work and thank you!

**Crystal**  
**Office/Admin**  
**Sterling Technologies, Inc.**  
Gretchen,

I just wanted to thank you all and let you know that Pat Zapolski moved heaven and earth to get the components here on time for the Rural Electric job. We certainly appreciate it and have every confidence that you'll be able to take good care of us in the coming year. Thanks for all your help.

Have a Merry Christmas,

Wes

**Wes Clark**

---

Gretchen,

It has been a pleasure working with you too. Thank you so much for all your help. Today as I made my rounds to say good-bye to everyone at Renold, I received many good comments about Abi and how much better things are today than they were before we partnered with your organization.

Someone asked me what my legacy was at Renold, and I would have to say making a change for the better in our export process would be it. We couldn't have done it without the help from Norm and Logistics Plus. I will be in touch and will be sure to refer Logistics Plus if any of my new clients need your services. And also, as we discussed before, I would be more than happy to speak to any prospective clients of yours on how happy I have been with our partnership.

Have a great holiday.

Kelly

**Controller**

**Renolds**

---

The first 2 Arcelor Mittal Size 38's left for Chicago last night after the customer's inspection at Rockhill. I really appreciate everyone's efforts and micromanagement of the schedule to make this happen on time - especially with Mittal's receiving closing today for the rest of the year. Especially the ownership taken when I was in the UK and negotiations.

For the record, if it was not for detailed planning right down to the truck driving all night - we would have missed the shipment as the storm has basically shutdown trucking in Chicago today! Our truck was waiting at the gate when Mittal opened this morning.

Due to fiscal January being a very short month, I have adjusted the 2009 shipment plan for the next 2 to be fiscal February.

Thanks again,

Jim

**GE Rail**

**James Malone, C.P.M.**

**Black Belt Global Services Org.**

Shelly,

Nice job keeping on top of these invoice. In this environment it means a lot to the business!

Keep up the good work.

Regards,  
Jim

**GE Rail**  
**James Malone, C.P.M.**  
**Black Belt Global Services Org.**

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Bob,

I wanted to write you a quick note to inform you of Joey Anderson's performance. Just a few minutes ago, Joey was able to get an expedited truck set-up from Canada to Grove City. He worked with the folks in Erie to get the truck set up in under 20 minutes. This has to be some kind of record!

Beyond this, Joey has picked up the understanding of his responsibilities very quickly. Joey has a very tough job of staying on top of all of the orders and material we have internationally, and he has performed with outstanding results. He has identified parts shortages that I would have missed, and has also worked the same issues on his own, saving me valuable time in dealing with them directly. He has been on the phone with me at midnight while helping to work through issues with vendors. I just wanted you to know that Joey is a very valued asset to this team!

Thank you,

**Jeff Fisk**  
**Contracting Agent**  
**Diesel Engine COE**

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Jim,

Really appreciate your team member's great job! I would like to say "thank you" to Qiu, Olivia for her always fully supporting on every tough shipment!

Thanks.

**Jessie**  
**GE Transportation**



Karen,

Excellent job!!!

Great communication and tracking.

Thank you to the entire team for the continued dedication.

Thank you,

**Matthew**  
**US Steel**

---

Bob,

I wanted to drop you a quick note to let you know what a outstanding job Emily has done for the Propulsion COE. I would like to say how refreshing it has been working with since February, when Pola left.

Specifically, that she is extremely proactive, looks in advance at supplier's parts that have a history of causing "problems". Many time she will call my team in advance stating date parts are arriving to port and or clearing from customs and that standard transportation will arrive on this date. She has tremendous follow through and always copies the buyer on her emails to freight forwarders or whom ever.

In addition she has phoned my cell long after hours or on a weekend to update me on shipments.....all without my asking her to do this. She is a very dedicated, committed, passionate individual and has such a positive attitude that I wish she was a part of my team!

Too many times people only drop lines on the negative and I felt that I should let you all know about one of your outstanding employees!

Regards

**Jill Lutton**  
**Propulsion COE Fulfillment Leader**  
**GE Transportation**



Bob and Jim,

I wanted to take the time to commend the work being done by Khash for the Wind business.

In the past few months Khash has established an LOB as well as participated on 2 conference calls per week with the team, supplier and myself to identify potential issues etc. The report Khash has developed has become the "key" to identifying the actual material status.

I want to commend him for the effort and ask that this report continue to be updated and provided weekly.

Best Regards,

Su

**Su P. Konieczki, Senior Buyer**  
**Wind Sourcing**  
**GE Transportation**

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Thanks to the LP team! Tough expedite with all the things working against this one! Thanks for seeing it to completion!

**Evan Lunt**  
**GE Transportation**

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Hi Bob-

Just wanted to get in touch with you regarding Sonny Vidakovic's assistance since I have been at GE. I've only been the Material Expeditor for Building #5 and 7 since the beginning of April and Sonny has been a great help to me almost daily. I cannot think of an instance where he has "dropped the ball" for me. Maybe he doesn't always get me the answer that I and the rest of the production team want to hear as far as eta's, etc., but almost all of that has to do with the logistics of the trucking companies or what Sonny has been told by them. Sonny's response time is impressive as well and feel that I can count on him to get me things when promised. I think that Sonny and I are developing a good "team relationship" and my only hope is that he stays as my "go to guy" for a while.

Regards,

Tim

**Tim May**  
**GE Infra**

Naran,

Over the past few days I have had the privilege of working with yet another member of your staff. In the absence of Winson but with business churning along Joker has had to step in and pick up the slack. As usual nothing I do seems to be straight forward and my home office has once again made matters more complicated. I started an air shipment a few weeks ago that got put on hold but the parts were already in your hands and sent to the warehouse. Winson put a hold on it and arranged for the shipment to be stored. Now it has to be pulled and sent via ocean. Joker has stepped in and handled this like he was on the job the whole time and provided me with options that I will be deciding on shortly. I understand this is not a simple task by any standards but Joker has made it look as if it is indeed straight forward and simple.

I am very impressed with his knowledge and professionalism, as I am with your entire staff. It is always a pleasure to work with you and I look forward to this sound and productive relationship in the future.

Regards,  
Ken

**Kenneth J. Cook**  
***Chief Representative***  
***Hills, Inc. Shanghai, China***

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Khash,

This letter is my personal recommendation for Sonny Vidakovic, I found him to be consistently pleasant, tackling all my transportation need with dedication and a smile. Sonny is extraordinarily helpful in the areas setting up carriers to ship and deliver to or from the suppliers. I think he will be a better asset as he gains more experience. He seems to be a team player and quick learner.

Thanks  
GE Rail (GETS)

**Michael Sonny Nouri**  
**Propulsion COE - Production Parts**

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Kudos to Lucas Kafarski and Logistics Plus for recognizing the needs of the buyers and executing a system that will save us an enormous amount of time and energy in reporting out to the business.

**Christine Plaza**  
**GE Infra, Transportation**

Jim,

I just want you to know that Lauri went above and beyond for me today. Regarding a CSX Transportation issue. We had a shipment out of HP that was to go UPS NDA and instead got shipped UPS Freight. The customer called and had production shut down. Lauri contact the carrier today at 11:45 to rescue the material. It is being delivered today at 4 PM. So because of her I have a very grateful customer.

Thanks

Carol

**Carol A. Johnson**  
**GE Infrastructure Transportation**

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Bob,

Thanks for all of your help last night. You made all of this happen.  
Thanks!

**Andrew Paris**  
**GE Infra, Transportation**

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Bob ,

I just thought you should know Jessica has been great ! Everything we have thrown at her she has came through from calls made @ 10:00 pm at night to getting material out of terminals and expediting them to our CSC locations .I can't thank her enough please ,please ,please pass this on .She is truly an asset to your company !

**Nitsa Cox**  
**GE Transportation**  
**Rail**  
**Shipment Clerk**  
**Global Supply Chain**

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Action like that makes me tell you and who else asks that you are THE BEST!!!!!!!!!!!!!!!!!!!!!!!!!!!!

Thank you,  
Elisa

**Elisa Barbosa**  
**GE Transportation**

Hi, James,

I am the materials manager for Denver and the West. I frequently take advantage of Tim Tabon due to his constant ability to get the job done. I am at a loss to explain why I have yet to sing his praises to you. (I have written to you about Rowan in the past.) Tonight is yet another example of how I come to him late with a panic call for a shipment request that he moves on without giving me grief. I deserved it and yet he was nice. I was too late with my request tonight but none the less he made a great effort. He is absolutely outstanding! I, and my entire team, greatly appreciate him and his work. We could not be successful without him.

Tim,

THANK YOU for all you do for us. Thank you for your efforts and great personality (ie restraint from yelling or laughing at me, it was laughing with me, right??...). You are much appreciated.

Thanks for listening,  
Michelle

**Michelle Enlow**  
**UP Service Field Materials Manager**  
**GE Transportation**

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Bob and Jim:

OHV had a ridiculous amount of premium air freight shipments starting on Thursday (8). All were extremely significant to our production and all needed to be moved at relatively same "on fire" priority. In addition to these air freight shipments, Kama and Bob were asked to deliver a consolidated trailer in remarkable speed.

Your team continues to show an amazing commitment to success while we place high demands upon them. Although Kama was not on call this weekend, she entertained all of our calls with good spirit and excellent service to our OHV team.

Please know that the International Team and indirectly the Routing Center is doing a fabulous job moving our freight and it is greatly appreciated while we work through these supply chain issues.

**Christine S. Plaza**  
**Contracting Agent**  
**OHV/WIND COE**  
**General Electric Company**



Hello, James,

I am the materials manager at the Denver CSC. Recently MR Tanks, p/n 41C611756P7, became quite a 'hot item' for our account. Over the past few days, I needed to report to my various sites, account leaders, and to our customer, the timing of when these tanks would be in inventory. Vendor is located in Mexico, and these are distributed to Denver CSC (SDC) from BAF in Texas. Updated and accurate information was needed and that is exactly what Raquel Rowan provided in a pro-active and professional manner. She was absolutely outstanding in her follow-up and, though not needed, she allowed me (with great patience) to explore possible alternatives to meeting our customers needs (changing routing, etc) as a 'just in case' precaution. She has always responded to any of my requests, email or voicemail, in a timely manner. And, again, I cannot state enough how I appreciate how pro-active she is and to have her follow-up prior to having to be asked for status is simply refreshing and outstanding.

Thank you,  
Michelle

**Michelle Enlow**  
**UP Service Field Materials Manager**

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Hi Lucas,

I went around key users of the system, asking feedback and here is the result:

Import/Export team feedback:

- Very good monitoring cargo until it arrives at Atrade
- Allows all the materials team access to information, minimizing questions about materials status

Follow up team feedback:

- Accurate information about materials on time
- Helps monitoring production necessities vs material arrival

Overall ts is a great tool that has been helping us a lot. Also you have been great in assisting us with the implementation, training, customization and issue solving.

Moving forward, the integrations that are been develop with the other systems (Easy, Atrade Access) will be great to reduce rework and even more on time information.

Thank you very much for all the support.

Best regards,

**Stephanie Grant Craveiro**  
**GE**  
**OMLP - Operation Management Leadership Program**

Thanks Vikash , This is the excellent job done by you & your team to deliver on time which was important to stay committed in front of our customer.

Rgs

Ramanathan

**Krishnan Ramanathan**  
**GE Transportation**

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James - Much thanks for the help tracking this down from Hardinger and DHL. Wouldn't have found it without your help. Good service is usually hard to find.

Rick

**Richard Brak**  
**GE Infra, Transportations**

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"I just wanted to take a minute to bring to your attention, the incredible job Lisa Tisdale has been doing for us. Specifically regarding her work with our large Egyptian National Railway (ENR) contracts. Although we didn't get as much into 2007 sales, it wasn't due to lack of effort on Lisa's part. She has spent, and continues to spend, many hours both before and after her normal work hours, as well as working part of her Thanksgiving Christmas and New Year's holidays in support of these orders. If she were a GE employee, I would be nominating her for a \$250 recognition award, but since she isn't, I can only hope that you offer a similar sort of program that you could nominate her for. In any case I just thought I should pass on our appreciation for Lisa's fine efforts. Thanks for your time."

**Respectfully,**  
**Dean Warnken**  
**Int'l Customer Service**  
**GE Transportation**

---

You have showed a great deal of patience with this customer and it should be noted....

Well done!

Thanks!

Sheila

**Sheila Fonkwa**  
**GE Transportation**  
**International Customer advocate**



GE Energy Denver team and Tim -

As the year gets closer to an end, on behalf of the GETS UP Service and Commercial teams, we want to thank you for all the help regarding AC Traction Motors and the alternators. These are commodities difficult to manage given the dynamics of the RR operations so we appreciate your continuous help. Thank you and the best for you and your loved ones during the and in 2008!

**Gilberto Sandoval**  
**GE Transportation**  
**Materials Leader - UP Field Service**

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You are TERRIFIC!!!! Once again the Routing Center exceeds even my high expectations.

Keep up the fabulous work!

Martha

**Martha Miller**  
**GE Transportations**

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Leanne is doing a kick-butt effort on the M&S. We are down to a few stragglers for shippers for the kits, all of which are because of extraneous issues like quality problems, late definition, etc. We just had a call /w Hesse on the AMOT valves and it looks like they are going to break free the quality issue late this week and squeak enough out to get all sales covered. I did not need to say much of anything on the call. She handled it very well.

**MC**  
**Michael Colantoni**  
**GETS**

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Hello Jim -

On behalf of our UP Service Materials & Customer Service Teams we want to recognize Max Falkowski's efforts in the support of our account and customer.

The example below is just one of the many instances in which Max and the rest of the Logistics Plus team has shown their customer centricity to GE.

I have witnessed this level of dedication of the entire Logistics Plus team for over 10 years now (since mid 1997 when we shipped the first fuel tank...those were the days) and your team has NEVER stopped surprising us.

Please pass our appreciation to Max (and the always supportive Tim

Tabon) and the rest of the crew. Too bad we cannot have you guys helping us with EVERY shipment but we will gracefully take each one we can!

Thanks again.

**GE-UP Service Team**



Despite of multiple issues with the process, the export services group made a great job and the bearings shipped yesterday (thanks Duane and Vineet!!)

**Garcia Armando**  
**GE Transportation System**

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Folks,

Due to recent issues and problems regarding transporting critical material between the plant and PSB, I'm proposing a new tactical process that I want everyone to follow. This pertains to material that will halt the assembly of any cabs at PSB as well as OOS material coming from PSB to G.E.

You need to call Jeremy Chaffee at the routing center on 6466 or whoever he appoints as the point person. Jeremy will determine the appropriate carrier and dispatch them in time to meet our customer needs. Jeremy's reputation always exceeds expectation, meaning once you call Jeremy the deed is as good as done. This is the kind of service we need.

Please do not abuse this service but don't be afraid to utilize it when necessary. Be sure you identify the material, the location, and the person to which it's going to as well as identifying the carrier for tracking purposes. Jeremy will take care of the rest.

Use G.E. transportation on all large shipments of material but note the trailer number and driver name. Coordinate this through George or Bob at the garage. Also, let them know if it's needed by a certain time. For weekend shipments, make sure you contact Rob Bennett 6829 or George or Bob so they can set up drivers. If they can't, call Jeremy.

If there are any questions, contact me and we will discuss it at the 10 am production meeting.

Thanks  
Lee

**Lee Vincent**  
***Materials Specialist***  
***Locomotive Repair Services***  
***GE Transportation Systems***

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Natalie,

You have come a long way since last year ....but, of course, we ALL knew that you had what it takes to manage this business with an inbred passion that is evident in everything that you do....well done, as always! Thanks.

**Kluz, David L**  
**GE Infra, Transportation**

Natalie -- Thank you again. Your persistence and "never give up" attitude is very much appreciated. Keep driving, only a few more days left in the quarter!!

**Raymond G. Morrison Jr., C.Q.E.**  
**Global Customer Support Leader**  
**GE Transportation**  
**Certified Master Black Belt**

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Eugenio,  
Thank you. It is always a pleasure to hear the positive feedback for the outstanding service the team provides. GE definitely respects the efforts and results that Lauri and Jessica provide to us as part of the Logistics Plus Team. Their passion for 'making things happen' whenever required is why LP has been a mainstay of our operations for over ten years now. Thanks once again for bringing their good work to our attention ( I am copying in Jim Berlin, the owner of Logistics Plus, so that he can also see the results of his excellent staff)!  
Regards,  
Dave

**David L. Kluz**  
**Manager, Global Logistics Analysis**  
**GE Infrastructure Rail / Aviation**

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Jim,  
I just wanted to point out the SUPER human effort that both Bob and Mitch put in this week. Bob and Mitch worked way above and beyond to get the lugs here from China. Along the way they had to overcome many obstacles that were out of their control, and they did it with outstanding results. The engine production line would have been in a shutdown situation for the better part of a week if not for their efforts. I can't stress enough the positive impact I have had working with these outstanding gentlemen. Please pass on how grateful I / we are for their efforts.

Thank you,

**Jeff Fisk**  
**Contracting Agent**  
**Diesel Engine COE**



Mitch,

Keep it up! We want to keep the impression here we need every last IFE and we will utterly die without them. Great job staying ahead of this and raising the flag! Excellent work!

**Evan Lunt**  
**GE Infra, Transportation**

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Good Morning Jim,

GE Thermometrics was again recognized by ECI (Viasystems) for our outstanding performance and consistency as a supplier to this customer.

I feel we were able to achieve this by the outstanding support given to us by Sue and her team at Logistics Plus. She does an excellent job and I felt you needed to know.

Thanks Sue for all your hard work.

Regards,

**Lori McCoy**  
**GE Transportation**

---

NICE COVERAGE IN MAX' ABSENCE! I'd expected to have to wait for Max' return but am delighted to see Josh covering even the email! As usual, stellar service

**Martha Miller**  
**GE Transportation**

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Dave & Jim,

Not sure if you saw this, but the Logistics staff did a fantastic job during this 'crisis'. Beba has been, and continues to be, fully engaged in my part/vendor strategies. Bob worked the phone lines like a telethon, seeing it all the way through. Not sure if it is part of your protocol, but a lunch or some special recognition is certainly in order. They worked extremely hard to assure we shipped loco's! Thanks,

**Tiger Biletnikoff**  
**GE Transportation**

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You are mighty efficient and accomplished at this stuff

**Mike Foley**  
**GE Transportation**

Fantastic job from end to end on this one folks. Thank you for your diligence!

**Rob Young**  
**GE**  
**Transportation**

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Jim - Bonnie also helped us out enormously on Friday, actually for a GESL part. She absolutely made it happen. I was very impressed with her determination & the fact she was not going to give up. She is special.

**Paul**  
**GE**  
**Transportation**

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Bob,

Just a quick note to let you know what a great job I think Dave Watkins is doing in support of UX core returns. We've expanded his original scope from coordination of returns and logistics to now include much more of the leadership in coordinating information gathering from CSRs. We use a metric called the Pedretti Factor to evaluate our progress in bringing in the aging cores. Dave has helped to improve it by 50% in the 6 months that he has assumed this responsibility. We set a year end goal for the Loco Parts group Pedretti factor score of 10,000 and Dave has positioned us to finish the year with an even better score. His organization and follow through are exceptional.

Thanks,

**Shawn Holt**  
**GE - Transportation Locomotive Parts Customer Service Manager**

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Jim,

Just wanted to take a moment to give you some feedback on Ryan Sitter. Ryan has been such an outstanding addition to the Logistics team, & has always gone above & beyond to assist the GSC Finance Team / Sourcing teams w/ key projects & issues. I continuously tell Dave Kluz that Ryan deserves a promotion...Kevin sees the drive / motivation / commitment that Ryan exudes, & I have the privilege of working w/ him on an almost daily basis. His extensive transportation knowledge / expertise is impressive, & is well communicated to any audience he entertains. Just thought you should be aware...

**Dara DeDad**  
**Sourcing Finance Leader**  
**GE Rail**

Bon,

Even in the Reader's Digest version, AIRFREIGHT CANCELLED, is a welcome outcome even when it would have been at the supplier's expense. The dedicated persistence and tenacity of the LP team is what allows us to move to an airfreight cancelled scenario. Thanks to all for the passion for excellence that you bring to the job each and every day. We, as GE, are constantly after our suppliers to bring to us year over year deflation and when airfreight situations arise that a supplier has to absorb even when they are at fault eventually affects our negotiated pricing somewhere down the line and even if we don't want to admit it, GE pays for that airfreight in one form or another so once again, kudos to the team for effectively averting a costly situation with your attentive efforts!!!

**KLUZ**

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Jim,

Just wanted to drop you a line to mention that Biswa is really on top of things. He really steps up and takes charge.....he keeps me very informed and always seems to be there when I need answers.....even on Holidays. I buy annually over \$10m from India, so it is very important to me to have someone I can count on and trust to provide accurate information. He does little extras for me as well....sends me weekly a intransit list which I have come to depend on.

He always does things by the book....what I mean....he will not ship without the PTAs being complete....and he keeps after me to do the PTAs so that I do not have issues or missed shipments. He does this in a very professional and assertive way!!

Please recognize his efforts!

**Jill Lutton**

Contracting Agent

Propulsion COE GE Rail

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Jim,

I would like to inform you of the outstanding job done by the Mexico Logistics team in supporting and implementing a difficult task of getting some very high profile and customer sensitive parts shipped from Mexico to Erie this past week. Jeremy Chaffee took the lead with back up from Rachel Rowan. They both spent some weekend time and after hours making sure that everything ran smooth, which it did. Their outstanding effort allowed us to meet our customer expectations.

Please extend my gratitude to Jeremy and Rachel in the form of a "nite on the town award" for their efforts.

**GE RAIL (GETS)**

**Martin J. Drabic**

**Propulsion COE - Contracting Agent**

Let me introduce myself, I work here in Mexico in Guadalajara CSC(XGM) and maybe you don't know but this is my last day here in GE. The intention for this email is that I must tell you about an employee you have in your team, and her name is Raquel Rowan. I want to tell you that here in our shop we have a great appreciation for her, we have accomplished the promise dates we gave to our customer when she has participated with her experience and knowledge.

I remember she sent us an email like one or two months ago to have our feedback about her performance, but we didn't send any information about our feeling about it. So today I wanted to tell you about this. Here we appreciate Raquel as person, partner and friend. Please think in her anytime you have a promotion in your team.

Have a great day.

Thank you Raquel!

Sincerely,

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Todd,

I would like to thank you for your extra effort over the past few days with the unexpected circumstances thrown at us out of the blue. You have been diligent in addressing every curve ball we have thrown and we at C/G appreciate it. These unfortunate economic times have caught up to our industry and more uncertainty is expected going forward. I am confident that with your help we can get through it.

Thanks again.

**Christopher J. Shaw**  
**Supply Chain Manager**  
**C/G Electrodes LLC**

