

# NVC update

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## '69 NY Knicks Found in NVC Warehouse! Jerseys and Game Programs, Too.



Not the actual 1969 champion New York Knicks, but rather the Madison Square Garden basketball floor they won their NBA Championship on.

NVC's 70,000 square foot warehouse in Rockleigh, NJ, has been the home of the Knicks hardwood floor ever since our client, a major sports memorabilia company, purchased all 4700 square feet. Over the years, the company has used NVC as a strategic warehouse resource to store memorabilia from New York sports teams as well as college and professional teams.

"We believe in meeting the needs of our customers, and strategic warehousing, like storing the Knicks championship floor, is just one way we provide added-value service to our clients," said Paul Henrici, President of NVC Logistics Group.

"Besides our experience in home delivery and field exchange, we've been offering warehousing, along with cross-docking and fulfillment services for more than 30 years," he said.


"Home health spas are another example of the strategic warehouse support we offer," said Bob Kovacs, SVP Operations for all three NVC asset-based locations. "Our client came to us with a specific, seasonal need, and we are able to provide strategic warehousing alternatives along with home delivery - a value added combination many other transportation companies don't offer."

Many major public warehouses and distribution centers have millions of square feet and tend to provide impersonal service. NVC views warehousing services from a strategic, customer-centric perspective. Many clients have major warehouse and distribution facilities with hundreds of products, large and small. These distribution centers may have limited receiving hours, process orders

based on size, or be incentivized based on the volume they move.

Since not all SKU's churn at the same speed or require the same handling, NVC provides an attractive, flexible supplement to clients warehouse requirements. That's why companies often look to supplement their warehousing requirements by strategically outsourcing specific products. Categories lending themselves to outsourcing include:

- Low Volume/Slow moving products
- Products not easy to warehouse
- SKU's requiring special handling
- Odd - sized SKU's
- Unique Products
- Items bought in bulk needing sporadic replenishment
- Difficult to fulfill items
- Non-strategic assets
- Cyclical or Seasonal items

When delivery is more than a destination 

# Being Green



## Environmentally Friendly Improving Our Footprint

With high energy prices, increasing fuel emissions and an emphasis on being 'green', individuals and corporations are becoming more aware of their impact on the environment. This includes members of the transportation industry.

NVC has been an active participant in this movement, having joined the EPA sponsored SmartWay™ Transport Partnership. Smartway is an innovative collaboration between the EPA and the freight sector designed to improve fuel efficiency, reduce greenhouse gas emissions and improve air quality. We joined Smartway for two reasons: Social Responsibility, as it's helping us reduce our environmental impact, and Cost Savings, allowing us to be more efficient by reducing fuel consumption.

Recently, Smartway recognized NVC as valuable partner in the program and awarded us their highest score, 1.25, representing outstanding environmental performance. The score is calculated based on utilizing commercially available fuel saving strategies, actively evaluating the latest emerging technologies and superior fuel efficiency and conservation.

NVC Logistics Group will continue to look for ways to make a positive impact. As a nationwide transportation management company, making thousands of truck deliveries each year, we are committed to improving our environmental "footprint" within the freight transportation sector.

"It's a small, but significant step and NVC is proud to be recognized as an outstanding SmartWay partner," said Bob Kovacs SVP Operations. "By reducing fuel consumption, saving money and being environmentally friendly, you can't go wrong".

### Heightened Employee Awareness Too!

Internally, we are continuing with our company-wide recycling program. In fact, we've had to triple the size and number of the company's disposal containers due to the efforts of all employees. Most obvious are the recycling containers in place throughout all of our facilities.

In addition, our state-of-the-art, proprietary web-based management and tracking software has had a positive environmental impact, reducing the amount of paper used and copiers required. EDI and XML order processing has replaced faxed and printed orders. Proof of Delivery documents can be found online as well, and 85% of Billing and Invoicing is paperless. The automated system also provides more efficient routing of all deliveries and returns, resulting in reduced fuel and maintenance costs. And we recycle our cardboard. They're small but positive steps in helping the environment.

### Fast Facts

#### Being "Green" in America:

- 81% of people recycle.
- 82% plan to reduce water use.
- 63% of men & 64% of women rate preserving the environment "very important."
- 26% say they "actively" seek environmentally friendly products.
- 85% would consider switching brands due to a company's negative corporate responsibilities.
- 53% worry a 'great deal' about pollution of drinking water.



#### Age impacts commitment to the environment

Percentage who have reduced their carbon footprint/emissions:

Age:	18 - 31	71%
Age:	32 - 43	69%
Age:	44 - 62	74%
Age:	63 plus	80%

# Asset Recovery

## When does 6,457 + 85 = 1?

It all adds up when talking about NVC's Asset Recovery Program. Just recently, NVC partnered with a large 3PL on a major recovery program: 6,457 assets were recovered from 85 different locations by 1 company, NVC. This new service offering grew from NVC's extensive experience and expertise in handling warranty returns and field exchanges for major OEMs, Etailers and Service Departments.

Asset Recovery is linked directly to the Reverse Logistics industry, and NVC has been proficient in this area for quite some time. "We are well-versed in returns and field exchange, as we've been doing it for nearly 20 years," said Paul Henrici, President of NVC Logistics Group. "We know how to enter a home or place of business, positively interact with customers, and remove the items with as little disruption as possible.



We realize that we are acting as the client's in-the-field-ambassador and making a good impression is just as important as safely and quickly transporting the items back to our clients. It's all part of the customer satisfaction equation," he said. "Our expansion into asset recovery was a logical next-step for us. We have the infrastructure already in place and our experience allows us to seamlessly move into the business-to-business side of recovering products at end-of-lease or end-of-life." NVC is also a member of the Reverse Logistics Association and has both exhibited and presented at their national conference.

The program is designed to meet the needs of both large and small companies recovering assets from single or multiple locations, either locally, regionally or nationally. Also, this Asset Recovery program fits those companies servicing businesses that are in liquidation.

NVC provides visibility, reliability and accountability for the return of these assets. And since each client has different requirements, NVC tailors its Asset Recovery service to meet their needs.

### Asset Recovery Service

- White Glove Pick-up at Designated Locations
- Experienced Asset Recovery Teams
- Scanning/Capture of Model & Serial Number
- Disconnect/De-Install Service
- Labeling
- Packaging/Palletizing
- Debris Removal
- Transportation to Authorized Warehouse or NVC facility
- Cross-dock Services
- Local, Regional, Nationwide Coverage

### Asset Recovery Product Types

- Desktops
- Monitors
- Servers
- Storage Devices
- Printers
- Fax Machines
- Copiers
- Store Fixtures
- Kiosks
- ATMs

Single-source management of the recovery process, reduced paperwork and improved cost containment are just a few of the benefits clients receive when utilizing NVC's Asset Recovery service.

As a strategic compliment to our nationwide home and business delivery services, NVC has three asset-based warehouse facilities totaling 150,000 square feet. And through our partner network, we have access to another 1 million square feet of space optimally located across the country.

#### Our warehouse services include:

Receiving, Sorting, Segregating, Fulfillment, Pick/Pack, Bar-coding/Labeling and Shipping. Courier and Expedited deliveries are also available.

All our facilities are equipped with digital cameras, updated sprinklers, state-of-the art security and safety features.



New York / New Jersey Metro



Chicago Metro



Los Angeles Metro

## A few web sites that may help you stay current on news, research and information about our industry.

INTERNATIONAL WAREHOUSE LOGISTICS ASSN [WWW.IWLA.COM](http://WWW.IWLA.COM)  
WAREHOUSE EDUCATION & RESEARCH COUNCIL [WWW.WERC.ORG](http://WWW.WERC.ORG)  
SMARTWAY TRANSPORT PARTNERSHIP [WWW.EPA.GOV/SMARTWAY](http://WWW.EPA.GOV/SMARTWAY)  
U.S. DEPARTMENT OF TRANSPORTATION [WWW.DOT.GOV](http://WWW.DOT.GOV)  
TRANSPORTATION RESEARCH BOARD [WWW.TRB.ORG](http://WWW.TRB.ORG)  
REVERSE LOGISTICS ASSOCIATION [WWW.REVERSELOGISTICSTRENDS.COM](http://WWW.REVERSELOGISTICSTRENDS.COM)  
AMERICAN SOCIETY OF TRANSPORTATION & LOGISTICS [WWW.ASTL.ORG](http://WWW.ASTL.ORG)  
COUNCIL OF SUPPLY CHAIN MANAGEMENT PROF. [WWW.CSCMP.ORG](http://WWW.CSCMP.ORG)  
NATIONAL INDUSTRIAL TRANSPORTATION LEAGUE [WWW.NITL.ORG](http://WWW.NITL.ORG)



## New Software for Greater Efficiency

### Growth requires new system

#### Points of Interest

We successfully handle over 200,000 shipments each year. In addition to the homes of Hollywood celebrities and professional athletes, some of the more interesting places we've been include:

- Citi Field (NY Mets)
- The Pentagon
- NFL Studios
- Puerto Rico
- Mackinac Island
- Martha Stewart Studios
- Apple
- New York City Hall
- Miami Heat
- Fox News
- Oracle
- Aleutian Islands

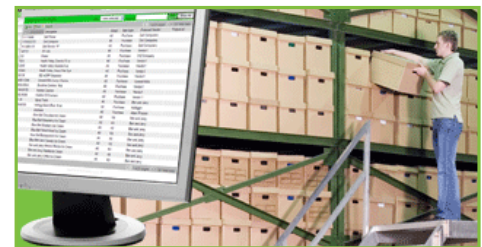
With multiple warehouse locations situated in major metro markets, NVC has implemented a new Warehouse Management System (WMS).

In growing to three warehouse locations over the past 16 months, improving warehouse efficiency and logistics operations productivity was essential. "As we grow the business and fill our warehouses, improving visibility and control over the receipt, storage and shipment of goods throughout our facilities is imperative", said Bob Kovacs, SVP Operations.

"This system allows us to achieve our goals while also providing the flexibility to expand our service offerings across our warehouses in Northern New Jersey, Chicago and Los Angeles."

NVC selected the SmartTurn™ WMS, as it was quick and easy to implement, required few resources to sustain and had minimal data conversion restrictions. "As importantly, it readily integrated with our proprietary tracking system, financial software and mobile scanning devices", said Kovacs.

The warehouse became a very busy, labor intensive area given the volume of deliveries, field exchange and asset recovery. The SmartTurn™ WMS will scan and capture data on the spot in the warehouse, provide better visibility on quantities and bin locations, and monitor the flow of items moving through the warehouses.



When delivery is more than a destination  **NVC**  
Logistics Group