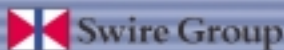


# Your *National* LOGISTICS PARTNER

## *Midwest Focus*



*The logistics network that works for you.*





# *Living the legacy*

United States Cold Storage locations in Chicago and Omaha build on the Midwest's reputation as the "nation's freight handler."



**I**t was 1916 that poet Carl Sandburg described Chicago, in part, as a "Player with Railroads and the Nation's Freight Handler."

Some things never change. Given its critical location, Chicago remains one of the nation's busiest freight distribution centers. Likewise, nearby Omaha, Neb., remains a vital center to the food processing industry, particularly in meat.

It comes as no surprise that Chicago and Omaha are logistics centers for United States Cold Storage Inc., a company that's grown up with the warehousing industry. Through its predecessor companies, USCS dates back to 1889. And for decades, this Swire Group company has literally been among the movers in Chicago, Omaha and the greater Midwest.

Sites in Omaha as well as in Minooka and Lyons, Ill., collectively account for more than 20 million cubic feet of space in a nationwide network of more than 120 million cubic feet.

"United States Cold Storage considers the Midwest as possibly our most important market presence," says Jerome Scherer, vice president of national sales, marketing and government affairs. "Our company name and emblem originated from a major government cold storage warehouse established in Chicago in 1919 and our dedication to serving the Midwest has remained consistent throughout the years.

"Our Omaha and Chicago facilities provide an excellence in service that can only be accomplished by the most experienced and dedicated of staff, which we have. We intend to continue the expansion of our business to meet the growing

demands of our many Midwest storage and distribution customers."

USCS V.P., Area Manager Jerry Pohl says the four Midwest facilities provide not only strategic balance to the wider company network but they also represent a balanced approach to today's logistics needs . . . serving process and production needs, in Omaha; as well as advanced distribution needs, in Chicago.

Speaking of distribution, Pohl draws another important distinction.

"What makes our Chicago locations unique is that we offer national distribution from here to 48 states. Regional competitors can't make that claim."

USCS' Minooka site is home to the company's year-old Transportation Management System. USCS TMS is a comprehensive load building, scheduling and planning program for consolidated and truckload shipments – retail and foodservice – anywhere in the continental United States. Thanks to USCS TMS, which is the backbone of the company's 30-plus year PDQ Logistics service, officials say many retail and foodservice companies use Minooka and Lyons as "master warehouses" from which they coordinate all distribution and address their emergency inventory needs.

## **A Lyons share of the business**

Among those customers using USCS' Lyons facility as a master warehouse are national foodservice processors Eli's Cheesecake Company, Chicago; and Unilever Best Foods, which operates a frozen soup plant in suburban Franklin Park, Ill.

"We use them to store our product and we send two to three trucks daily," says Donna Carberry, Eli's customer service manager. "They store to our specifications and arrange the transportation for orders that are shipped. Most of our customers pick up Eli's with other goods and the one stop shop makes it more convenient for them."

"We get excellent service," she continues. "They store, pick, and ship our orders accurately and timely. We get the hands-on service that our business demands."

Adds Dave Magnus, Unilever's western region warehouse operations manager.

"Just like any third-party logistics provider – particularly national companies – you're only as good as your local management team. USCS has superior local management and that's been the key for us. They know our business, our requirements and our customers and their inventory control – aided by RF scanning – is near perfect.

"Any issues we have are few and far between and when something does happen, it only takes one telephone call and I don't have to worry about it again. They are priced competitively for the market and when you look at the whole picture including service and quality, it's worth it."

Such comments may be considered as "return on investment" for a company known for reinvesting in its operations. The 5.7-million-cubic-foot Lyons site is one of the oldest yet modernized facilities within USCS' system.

Built in 1979, the plant has undergone extensive refurbishing with a new, retrofitted refrigeration system. Meanwhile, Lyons is further enhancing its paperless warehouse management system by implementing customized sequential order picking.

Plant Manager Michael Radnoti says the goal is to maximize cube utilization in pooling programs.

As for the facility itself, Lyons can store approximately 27,500 pallets. Current services include -- but are not limited to --

warehousing and storage, distribution, crossdocking, blast freezing, and U.S.D.A inspection for both import and export.

For his part, Radnoti is more inclined to talk about the facility's human resources, what he deems a mixture "of veterans with over 20 years experience along with young, new and aggressive employees."

"From the warehouseman to the customer service reps, to the maintenance department and to our staff of managers and supervisors. We all care and take pride in what we do. We truly believe that business goes where it's wanted and stay's where it's appreciated. As a consumer and family member, I feel good about how we take care of our customers' products."

## Going, growing forward

Given such good reputation in a growing market, USCS would soon need to expand. And that's just what it did in 1997 when a land-locked Lyons site was operating at over 100 percent of capacity.

*Diane Stewart, Manager*

### USCS Minooka

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Minooka, IL 60447  
(815) 467-0455  
Fax: (815) 467-0460  
[dstewart@uscold.com](mailto:dstewart@uscold.com)



- 9.4 million cubic feet of frozen (convertible) space
- 37,000 racked pallet positions
- Dock doors: 49
- 50-foot refrigerated docks
- Rail service provided by CSX
- eUSCOLD Online Services
- TaskMaster WMS with RF bar code scanning
- Additional land to expand
- Order selection, ultra-low temperature storage
- Customized customer pick-up programs
- Nationwide distribution via PDQ Logistics transportation services



*Michael Radnoti, Manager*

### USCS Lyons

8424 W. 47th Street, PO Box 312  
Lyons, IL 60534  
(708) 442-6660  
Fax: (708) 442-0995  
[mradnoti@uscold.com](mailto:mradnoti@uscold.com)



- 5.7 million cubic feet of frozen (convertible) space
- 28,578 racked pallet positions
- Advanced IBM computer system for inventory management
- U.S. Customs bonded warehouse, USDA approved Class A warehouse
- Rail Service: Santa Fe (reciprocal switching for all lines entering Chicago)
- eUSCOLD Online Services
- Blast freezing, order selection, labeling
- TaskMaster WMS with RF bar code scanning
- Nationwide distribution via PDQ Logistics transportation services





With Lyons conveniently located off Interstate 55 near Chicago, USCS looked slightly further west to Minooka, just off Interstate 80. In 1997, the company opened a 3 million-cubic-foot site with frozen and convertible space. Then there was no looking back, as Midwest customer activity dictated three successive expansions in 1998, 1999 and 2000.

The storage and distribution facility now holds 37,000 pallet positions with 10,200 of those pallet positions also convertible to refrigerated space as needed. Total cube is now 9.4 million cubic feet with Phase V expansion plans in the works. Company executives expect Phase V to add 2.5 million cubic feet and another 9,480 pallet positions for a targeted opening date in late 2004 or early 2005.

There's no fooling visitors who see Minooka's sprawling size and active docks. Meanwhile, it's what's going on inside that makes all the difference.

Services at this USDA-approved site include cross docking, labeling, repackaging, USDA inspections, customized bar coding for both customer and consignees, RF Bar Code scanning of all inventory, advanced EDI (including Advance Ship Notices), and a complete transportation department.

Meanwhile, the company's e-USCOLD website brings all plant activity (as well as activity in Omaha and

Lyons) directly to the customer's desktop where real-time inventory processing can be viewed. Customers can access all their data 24 hours a day/ seven days a week.

Plant Manager Diane Stewart is a 26-year USCS veteran who transferred to Minooka from Lyons.

"We believe we surpass our competition with superior customer service. We respond immediately to emergency requests to add orders to our pool trucks and 99 percent of the time, we are successful delivering the order on time at the most economical freight rate available.

"We are extremely flexible, which is necessary in today's market of just in time inventory. Here, we live by the slogan, 'The difficult we do immediately, the impossible just takes a little longer.'"

And there's no argument from Minooka customers on that point.

Says Tony McGee, director of transportation for foodservice supplier Bakery Chef, "USCS is providing storage and re-distribution of our products throughout the United States. Their pooling program is excellent, and their service is unsurpassed."

Darla Evans is senior manager of customer service and distribution for Kellogg Co.'s Natural and Frozen Foods business. Kellogg is a 16-year partner with USCS in Chicago.

"Minooka is in a good location to service the Midwest, as well as the

Chicago area. USCS is a leader in technology and process improvement and they provide excellent service at a competitive rate structure.

"Minooka also has a great management team," she concludes. "They all have a 'What can I do to help?' attitude."

## Omaha, at the crossroads

Usually, when you say that someone's "at a crossroads," it means they're facing a tough decision.

In the case of United States Cold Storage, however, the company's two facilities in Omaha, Nebraska, are almost literally at the nation's crossroads; located off Interstates 80 and 29 in close proximity to Denver, Chicago, Minneapolis, Kansas City and St. Louis.

For that matter, there's also nothing tough about doing business with USCS, say several food processors.

"We have used other cold storage facilities but [USCS-Omaha's] service and attention to detail sets them apart," says Pat Calhoun, distribution manager for Omaha's James Skinner Baking Co.

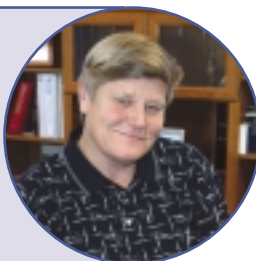
Cindy Vogel, manages purchasing and scheduling for Pinnacle Foods Corp., an Omaha processor of Swanson® frozen meals and entrees.

"We have been partnering with USCS for more than 25 years and find their service to be outstanding and their rates competitive," she says.

Until 2002, Pinnacle had been leasing USCS' 3 million-cubic-foot warehouse in Omaha's Oakdale area. Although USCS has resumed public refrigerated warehouse operations at the fully racked site, Pinnacle remains there as a loyal customer.

***"What makes our Chicago locations unique is that we offer national distribution from here to 48 states. Regional competitors can't make that claim."***

***– Jerry Pohl, USCS V.P., area manager***



**Tom Vaghy, V.P., Manager**  
**USCS Omaha**

4302 South 30th Street  
Omaha, NE 68107  
(402) 731-9900  
Fax: (402) 731-3955  
tvaghy@uscold.com



- 2.6 million cubic feet of refrigerated space
- Blast freezing capacity: 650 pallets to -30 degrees F.
- Sharp freezing at -15 degrees
- Dock doors: 53
- Rail service from Brandon Corp. provides reciprocal switching to link 5 area railroads to every major market nationwide.
- eUSCOLD Online Services
- Approved USDA warehouse
- Export services, manifest and shipping coordination
- TaskMaster WMS with RF bar code scanning
- Just-In-Time order assembly



**Tom Vaghy, V.P., Manager**  
**USCS Omaha-Oakdale**

10711 Olive Street  
Omaha, NE 68128  
(402) 339-8855  
Fax: (402) 339-8856  
tvaghy@uscold.com

- 3 million cubic feet of refrigerated space
- 11,300 racked pallet positions
- Dock doors: 31
- Enclosed refrigerated docks
- Customized customer programs
- eUSCOLD Online Services
- Just-In-Time order assembly



Says Vogel, “We use them for both finished product and ingredient storage. They ship customer orders for us as well as ship product into our production plant for daily use. Another service they provide is exporting of product to Canada. They handle all of the paperwork necessary for these export shipments. The on-line information they have on their web site is most useful to us. They provide after-hours emergency services when needed.”



***“We’ve got great experience and the right facilities to perform proper blast freezing according to USDA standards.”***

**– Omaha Operations Manager John Kurtz**

Back in the city, USCS 30th Street site is one of company’s veteran operations and a well-known fixture in the city’s busy meat packaging district. Omaha management and supervisory staff boasts an average of more than 20 years of service per person.

Meanwhile, the 2.6-million-cubic-foot building is not only up to date (receiving an “Excellent” sanitation rating from the American Sanitation Institute) but it is also cutting edge with services like web-enabled 24/7 “live inventory” access for all customers (via eUSCOLD.com) and cross-docking.

Omaha takes radio frequency (RF) barcode scanning to the next level as well. Applying its long-standing expertise, the site developed an information-rich barcode for incoming fresh and frozen meat, including beef offal and primal cuts. Already recognized for its USDA inspection services (critical for federal school lunch programs) meat processors appreciate the advanced recall and tracking capabilities made possible through RF scanning.

“Our system can create and download a customer-friendly document,” notes Vice President and Plant Manager Tom Vaghy. “As a result, our barcode tracks box number, net weight, gross weight, kilograms and production date.

Even our customers did not have that much data and they love this ser-

vice for its recall tracking capabilities (available to all customers).”

Also of interest to Omaha’s many slaughterhouse operations is USCS’ blast freezing capacity of 650 pallet spaces.

“We’ve got great experience and the right facilities to perform proper blast freezing according to USDA standards. We understand the critical need to reduce purge and bacteria growth in fresh meat,” says Operations Manager John

Kurtz. “Our blast freezers have fans capable of cooling up to 2,100 cubic feet per minute with -30°F temperatures. With that kind of controlled temperature – plus the air velocity – you can bring a pallet load of product down from 40°F to below zero within 48 hours.”

Meanwhile, both Omaha facilities handle much more than meat. They routinely handle and store vegetables, fruit, fish, ice cream, frozen dinners, entrees and more. For example, a well-timed visit often finds the Oakdale warehouse smelling like a bakery. That’s because USCS takes in product fresh from the oven of a nearby baker. Omaha’s 30th Street location also handles finished bakery goods, like those from Skinner.

Specifically, Omaha stores Skinner’s refrigerated ingredients, it stores finished goods, and it serves as the company’s national distribution facility. As such, Omaha picks orders and prepares bills of lading for nationwide shipments. It handles between 150 and 200 different SKUs of finished product and ships more than 1 million cases per year.

“USCS is very professional in making sure an order is shipped correctly and getting trucks loaded on a timely basis,” says Calhoun. “In the event of a discrepancy, their follow-up is top notch. They are flexible in their hours of operation . . . they do whatever it takes to accommodate their customers.”

## USCS Locations:

### **California**

Bakersfield  
Dinuba (2 plants)  
Fresno  
Sacramento  
Tracy  
Tulare (2 plants)  
Union City

### **Delaware**

Milford

### **Florida**

Miami  
Orlando (3 plants)

### **Illinois**

Chicago (Lyons)  
Minooka

### **Nebraska**

Omaha (2 plants)

### **North Carolina**

Lumberton  
Warsaw

### **Tennessee**

Lavergne  
Smyrna

### **Texas**

Arlington  
Dallas  
Ft. Worth  
Laredo (2 plants)

United States Cold Storage is putting innovative solutions to work today while anticipating diverse customer needs tomorrow and beyond.

An aggressive expansion program and the latest in warehouse management technology enable USCS to provide excellent distribution programs supported by a terrific array of service options.

Call today to learn more about the world class network that provides the ultimate in low temperature storage and logistic services.

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[www.uscoldstorage.com](http://www.uscoldstorage.com)



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