

Messenger Spotlight
SUMMER FUN!



The Quicksilver Family

I started Quicksilver in 1982 with a plan to work for five years and then return to teaching or perhaps attend law school. Five years seemed like a long time to stick with one job. At age 29, I was single with no children and to look forward more than five years seemed foolish. This year I turned 66 and signed up for Medicare. That five year job plan has lasted almost 40 years. So why do I still feel like that same 29 year old? I look in the mirror and do not see the 66 year old. How time flies. And the older I get, the faster time seems to go. Do I wish that I was 29 again? No, but I also prefer to be younger than Medicare eligible. I would like to complain about my new aches and pains which is the worst part of aging. But I have led a blessed life with few regrets.

This summer I spent four weeks with my two grandchildren. Ages one and two, they are now old enough to know me. Never thought I would enjoy being called "Grampa." I was so wrong. What a thrill to see them run up to me with a big hug and say "Grampa." They made me feel young again as we played with toys and went camping.

In late September, I travelled to Colorado to spend five days with my Quicksilver partners, all younger than me. Without them, I might have sold Quicksilver decades ago and moved on to a new career. The younger partners have that same excitement that I felt when we completed our first delivery in July 1982. I am so

grateful to everyone that has been part of the Quicksilver family. Over 20,000 people have worked at Quicksilver since we opened. Our sales team has sold almost one billion dollars in small package same day deliveries. These are numbers that would have been unimaginable in 1982. That first year we were thrilled to have revenue of \$200,000 and ten drivers. How time flies!



Mike Crary,
Founder & Chairman

Busy - Busy...Family and Friends

I know if you work at Quicksilver you had a busy summer. Historically our summers are very busy with vacation coverage for our own employees and the employees of the customers we serve. This summer has been compounded by the robust economy and the challenges to find new employees. Things generally smooth out as we enter the fall season. Thanks for all the long hours and hard work by everyone at Quicksilver.

Every city and state that Quicksilver operates in has so many options for recreation and fun. It is truly a blessing to live in this great country. The weekend scene that will stick with me from this summer is from a lake in the mountains of Colorado. This lake's shore is lined with multimillion dollar houses with boat garages housing some very fancy toys. This lake also has a pretty good sized public beach and every weekend the beach was filled with families. Families that are not spending \$30 each for lunch and jet skiing their afternoon away. They were eating lunch from a cooler and sitting at the picnic tables at the park. They were wading in the water and laughing and enjoying the company of their friends and family as much as anyone at that lake.

In this age of social media that is designed to make us envious of others' wonderful lives, it is actually

beautiful to be reminded that the basics of life and time together is what makes us happy. We are so fortunate to live in this great country filled with opportunity and options, fancy or not, to seek happiness.

Finally, for those of us that are empty nesters, fall is a wonderful, uncrowded and calm time to enjoy the fun things our states have to offer. As we enter fall remember, the colorful leaves can revive our souls.

Thanks to all,

Chuck Miller,
CEO



From the Sales Team

2019 has been a great year for the Sales team so far. We've seen tremendous growth in adding new business as well as having an increase in our repeat business. Quicksilver does a great job of supporting the Sales Team, making it easy for us to provide solutions for many different types of industries. How do they do that? The answer is simple. Quicksilver was founded on the premise of listening to our Customers, and our Customers want dependable service. In our business, most of our competitors hire drivers that are independent contractors. These drivers have been known to contract with 2, 3 or even 4 different companies. Quicksilver operates with a team of over 500 employee drivers. This gives us the advantage over our competitors by being able to depend on our employees to be there when our Customers need them.

and growing after more than 35 years. Drivers that stand out above their competitors because they offer a comprehensive benefit package as well as opportunities for advancement. It helps us ease their mind to know that we extensively vet and qualify every single driver that gets hired. Our drivers are trained and certified in handling everything from life saving medical necessities, documents and other small packages, to freight of all shapes and sizes.

And, at the end of the day, it helps us ease our customers' mind by letting them know that when you let Quicksilver handle your deliveries, you are entrusting a company that is still locally owned and family oriented.

Quicksilver is the partner you can depend on.

How does this help us on the Sales Team? It helps us ease our prospective customers' mind by letting them know that we hire only the very best of the best drivers. Drivers that want full time work. Drivers that are looking to stay with a company that is still thriving

The Quicksilver Sales Team

Notes from the IT Dept from Jeff Larsen, Chief Technology Officer

In the near future, we will be releasing an update to the web site that our customers use to place and track their orders. The new site will be mobile friendly and fully incorporate our new color scheme and logo. We can't wait to unveil it to everyone!

Here is a sneak peek at the new order page:

Quicksilver | QEC Online MyQuicksilver Create Order Track Order Address Book Hi, Josh

Create Order

✕ Cancel Order ✓ Continue

Service Request Info

Your Name
Josh Corbett

Your Phone
6514841111

Pickup From

Import Address

Company Address Book

My Address Book

Pickup from My Address

Company
Enter Company Name

Address
Enter Street Address

City

Deliver To

Import Address

Company Address Book

My Address Book

Deliver To My Address

Company
Enter Company Name

Address
Enter Street Address

City

Order Title
Add A Title To Your Order

Pickup & Delivery Instructions
Enter any Additional Delivery &

Minneapolis/St. Paul



Summer Time Fun!

As we wind down on our busy summer QEC Minnesota would like to take a second to highlight all the fun stuff our staff did over the summer.

Bill Lage spent a week in Alaska with his son. Bill said they drove over 1200 miles exploring everything from the Denali to panning for gold. He said it was nice to get away and see all the wildlife up there. Bill described as “the best trip ever.”

Larry Simon spent some time in Chicago visiting with family and going to a Cubs game at Wrigley Field. Larry says, “Go Cubs!!!!!!”

Nick Hoskins took the first day of the Minnesota State Fair off. He said its tradition he loves to get out there early and see all the new stuff.

Jay Schober spent some time fishing up at his cabin near Mille Lacs Lake in Central Minnesota.

Thanks for all the submissions. Thanks for all the hard work in making this a successful and busy summer. Enjoy it, because if the fall moves as fast as the summer did, the “S” word (snow) is right around the corner and coming in before we know it.

Rob Lust, General Manager

Summer of 2019 has seen a nice increase in business! We attribute this to the sales effort bringing in several new customers and helping us attract new drivers!

With the focus on continuing to increase our staffing we are hoping the growth with our new customers business will remain steady. Speaking of increasing our staffing, the entire MN Quicksilver staff would like to welcome all the new employees and drivers! This is a great time to come on board. Our business and customers are growing each day, with more and more opportunities on the way. We are happy and grateful that you have chosen Quicksilver for your career and look forward to working together for many years and decades to come!

Thank you for all your hard work!

Sean McGivern, Operations Manager

Denver



Summer is winding down...

It's been a crazy busy summer in Denver this year! The high temperatures have coincided with the high mileage that our drivers have logged as they've wrangled their way through the road construction "jungle" that Denver has been lately. Denver and the state of Colorado are growing in leaps and bounds. Denver has seen record breaking numbers of people moving into the state and it seems everywhere you look new housing is being built. Our Sales team has taken advantage of that growth and we've experienced a substantial increase in daily deliveries!

To help us with the expansion in the customer base, we've added some new faces to our Customer Service and Dispatch team. They have hit the ground running and we couldn't be happier to have them on board. Human Resources has also been diligently working with an intense focus on bringing more drivers on board.

Summer Adventures from Denver

Perry Loughridge went to Ireland this summer, where he visited Killarney National Park, a 15th Century Castle and many other exciting places.

Crystal Hamilton went to Florida this summer, where she visited the iconic Daytona International Speedway and spent some time in Key West.

Drew Lawrence, shares a very special summertime adventure story with us: "I'm standing outside of a newly constructed building in Downtown Denver, in 98-degree heat. I've called every number on the ticket and have been knocking on every unmarked door trying to find the person I'm supposed to deliver the package to. Just as I'm getting ready to call in to Customer Service, I feel my pocket start to vibrate. Unknown phone number is what the display shows and I think to myself, it's about time. Someone from the delivery ticket is calling me back. "Quicksilver, this is Drew."

Immediately they respond "Hey, Drew, how are you today?"

Instantly my blood starts to boil. If it's another telemarketer asking me about my car's extended warranty, I might lose my phone by throwing it off the top of this downtown high rise. "I'm doing great, thanks, how are you?" I respond.

"Great thanks, say, how is your day today?"

Seeing as how I love talking to people, I say "Great thanks, what can I do for you?"

"What If I were to make your day so much better?"

"Try me" I said to this poor woman on the other side of the line.

"You've been matched with a baby boy in Texas."

Have you ever heard anything so loud that your ears ring and everything starts to go blurry? That is the way I felt when we found out that my wife and I have been matched with a baby for adoption. We have been working on this for the past few years and we couldn't be more excited. Thank you to Quicksilver and the Denver management for being so compassionate and understanding during this exciting time in our lives. Henry was born on the 29th of August; 5lbs 11oz and 18.5" tall. This little bundle of joy was early by 6 weeks. We spent 2 weeks in the NICU so he could learn a few things before coming home. He is doing great; he knows how to eat, and he knows how to sleep. Now if only his mother and I could learn to sleep as well."

Thanks for the submissions, everyone!

Exciting things are happening here in Denver, and we are in a full court press going into the busy fall/holiday season. We want to thank all our drivers and our operations staff for the many miles driven and the long hours worked. YOU are the reason Quicksilver Denver is still going strong after 33 years!

Jennifer Cardon, General Manager

Kansas City



Onward and Upward

When I started visiting KC in June of 2018 it reminded me so much of my early years in QEC CO. I saw potential and possibility and was thrilled at the chance to become part of the team. I have only been with this operation for one year, but it honestly felt like home from the beginning. There have been many changes at QEC KC this past year, all of which have made us better and stronger. We are a small but mighty group and we greatly appreciate the support everyone has provided. And guess what? This year marks 30 years of operations for QEC KC! We would love for you to join us next Spring for our 30-year celebration!



Woody

Woody played a huge role in the remodeling efforts at QEC KC this past Spring. He is the "muscle" of the dynamic duo we have come to know and love, Woody & Chuck! No matter the task he worked tirelessly, without complaint, to completion. A more diligent worker none will find. We could all stand to learn a thing or two from him. Thank you, Woody! You are truly an inspiration. We look forward to seeing you again soon!



Summertime Fun

A huge CONGRATULATIONS goes to Ron Frison! His delicious BBQ placed his team, **Hunka Hunka Burnin' Rub** #25 out of 500 in the American Royal World Series of Barbecue last weekend here in Kansas City! Competitors come to KC from all over the world every year to compete. Way to go Ron! And thanks for sharing!



Jennifer Karr had some fun out on a boat this summer and also checked out a Kansas City Chiefs game.

Rachel Pasquale and her daughter visited Indianapolis, IN. While there they got to visit a sunflower farm and The Cake Bake Shop, which makes Oprah Winfrey's favorite mint chocolate cake.

Bailey Phillips took in a Royals game and visited the Lake of the Ozarks.

A fun summer was had by all. Thanks for the submissions, everyone!

Hope for the Best, Prepare for the Worst

According to everyone I talk to, last winter in KC was the worst in many years. It was my first winter, so I must take their word for it. But I hope, and I'm sure I am not alone, that this coming winter is nothing like last. Regardless, let us be **prepared**, come what may.

Zenia Lewis, General Manager

Milwaukee



Did you Know...

Milwaukee began offering warehouse space as a value-added service for our Freight Division customers over a decade ago. Today, Pure Wine, WI, Inc. occupies over 5,000 square feet of warehouse space here at our facility.

Interview with Marc Goodman, General Manager of Pure Wine WI.

How did your previous experience prepare you for a Leadership role with Pure Wine WI?

My experience with selling wine goes back to almost my first job which was when I was 12 and cleaned a bar on the weekends. From there I began dishwashing and some food prep. From that first job I enjoyed working the restaurant business; the fast pace, craziness and comradery captivated me at an early age. As I aged, I found my way into waiting tables as the pay was better and did this throughout college. I also found that knowing a bit about the wines only added to my tips and long-term personal relationships with my customers. From there I began to really enjoy wine and the business side of things with immense passion. Also being able to learn something new every day kept me hungry for more. When Pure Wine kicked off in WI, I was a big supporter as the Wine Director for Sendik's Food Markets. Troy (owner of Pure Wine) and I became friends. I would say everything I learned at Sendik's has been integral for my role with Pure but there so much throughout all the restaurants and Sendik's that have helped prepare me to work with what is our small Pure Wine WI family.

Transportation services within your industry are typically routed; what's the value of offering an expedited delivery service as part of your Supply Chain?

It's an incredible ability to offer next day or even potentially same day service. Whether it's a restaurant or retailer in need, it's common business practice these days to hold just the right amount of inventory and our ability to run with expedited service allows us to help keep our customers business practices in place while providing great products when they need them not when a truck has been routed their way.

Briefly explain how a transportation company can prepare themselves for a partnership with a boutique wine distributor such as Pure Wine WI.

Whether due to customer needs, cost control or service expectations, as we've done here in WI, there will always be tweaks and changes. So, from the transportation side I think it's best to evaluate and plan as best as possible but as we've learned it's important to be ready to evolve when forced or once you see a better way. For instance, as much as we do deliver product that is expedited, we also kind of sort of route a couple of the days due to the distance and planning requirements. Success is a partnership and is achieved when both the transportation company and distributorship is achieving their desired results. So, it's important to work as a team.

What's the growth forecast of Pure Wine WI over the next 2 to 5 years? How does that compare with your industry?

We have a strong plan to more than double our business in the next 2 to 5 years. I'm guessing most distribution companies are older, often bigger and I doubt that this type of growth could be expected or planned for.

Summertime Fun

The annual summer outing was held at Cool Waters on Saturday July 27th. We couldn't have asked for better weather that day. Quicksilver team members came out to soak up some sun, have a great lunch and let's not forget the raffle prizes. We appreciate you!



Janice Patterson, General Manager

Phoenix



Did you know...

The Fall season is one of the busiest for Quicksilver Phoenix. After the scorching summer is about over business picks up through the end of the year. This is the time to get some extra runs and make some extra money. A lot of the records QEC Phoenix has set have come in these upcoming months as we see an increase in our run count. As we get closer to the Holidays our customers have us deliver gifts to their clients to show their appreciation for the business as well as a lot of companies having to take care of items prior to the end of the year. Be ready as we will be looking to increase our number of customers looking for outstanding courier and dock service. This can only happen thanks to the hard work and dedication from our talented staff.

I had the pleasure of crossing off a bucket list item this Summer by flying to Boston to see Fenway Park, home of the Red Sox. The stadium was first opened in April of 1912, ironically the same week the Titanic sank. It was unbelievable to be in a place where Babe Ruth actually stood at home plate 100 years ago. The history of the stadium is nothing short of amazing for a baseball fan and I was fortunate to get to take a tour of the ballpark. We saw the Green Monster and all the baseball tattoos where you can actually see the seams of where the ball hit the wall. We even got to go inside the wall and see where the workers sit during a game as it is still a manually operated scoreboard to this day like it was back in 1912. If you ever get the chance to see Fenway, I would encourage you to do so. I can't wait to go back!

Summertime Fun

Greg Wohar knows how to squeeze as much fun into 11 days as one person can do. Greg and his wife traveled from Phoenix to New York, London, Paris, and finally back to Phoenix in a week and a half! They traveled by plane, train, subway, took 2 River cruises and saw many sights along the way. To name a few they saw Westminster Abbey, The Shard, The Eiffel Tower, The NY Freedom Tower and the 9/11 Memorial. Greg said he loved the train traveling the countryside at 186 mph from London to Paris and the food was amazing. Greg works hard and judging from that vacation, he likes to play hard also!



Doug Cross, General Manager



Anniversaries

Minneapolis/St. Paul

April

#85 Stan Hagen - 18 years
Brian Freed - 15 years
Jackie Martagon - 6 years
Amber DuPree - 3 years
#210 Brian Smith - 2 years
#107 Tommy Budish Jr. - 1 year
#78 Charles Crawford - 1 year
#81 Heather Blakely - 1 Year

May

Tina Tacker - 19 years
#245 Tom Sheehy - 13 years
#60 Van Moua - 7 years
#461 Larry Simon - 6 years
#223 Tim Gustafson - 3 years
#115 Peter Xiong - 1 year

June

Brian Heyer - 31 years
#276 Bruce Ormberg - 31 years
#232 Randy Newgren - 15 years
#450 Bart Riney - 14 years
#469 Randy Christianson - 14 years
Kevin Larson - 7 years
#518 Kal Petershick - 6 years
#522 Shane Spessard - 6 years
#351 Steve Wolter - 5 years
#395 Mike Hafner - 5 years
#137 James Wallack - 4 years
Jack Sloan - 3 years
#173 Bob Angeli - 2 years

July

Bob Ley - 29 years
#443 Randy Edgar - 5 years
Rachael Adkins - 3 years
#296 Shane Honnette - 1 year

August

#323 Jamie Carter - 23 years
#598 Wayne Satre - 7 years
#478 Samantha Bougie - 5 years
#523 Nate Lundy - 4 years
#416 Josh Thomas - 2 years
#119 Steve Bennett - 1 year

September

#530 Kevin Madsen - 21 years
#263 Jeri Curro - 20 years
#622 Jay Schober - 17 years
Maggie Rogness - 13 years
#259 Ted Sunderland - 11 years
#545 Ryan Chooraman - 4 years
#422 Bill Lage - 2 years
#412 Adam Wirth - 2 years

#365 Huot Tuon - 1 year
#358 Jamie Gulden - 1 year
Amy Zopfi - 1 year

Denver

April

Phil Cordova - 26 years
#339 Kevin Allen - 24 years
#224 Mauricio Miranda - 2 years
#178 Anthony Larson - 1 year
#356 Tommy Skull - 1 year
#346 Mark Raney - 1 year

May

#441 Dean Stephens - 13 years
Julie McIntosh - 12 years
#71 Kip Fuhrman - 3 years
Drew Lawrence - 3 years
#216 Dave Hale - 2 years
#249 Larry Cornelius - 1 year
#152 Ben Kinney - 1 year

June

#127 Jodi Brooks - 20 years
#332 Lorin Klein - 13 years
#153 Jim Hoover - 8 years
#147 Michael Pogliano - 8 years
#206 Jon Mosher - 6 years
#273 Stephen Hall - 4 years
Priscilla Hernandez - 3 years
#385 Joyce Mello - 2 years
#85 Jeff Edwards - 2 years
#21 Andy Amaya Jr - 2 years
#187 Kristy Hebert - 1 year
#28 Sam DeFries - 1 year
#105 Jesus Mena - 1 year

July

#382 Terry Pottorf - 15 years
Kyle Parks - 10 years
#312 Vince Parry - 7 years
#169 Mark Olson - 3 years
#228 Roberto Solis Jr - 2 years
#29 Donn Letbetter - 1 year
#260 Rae Mitchell - 1 year
Chris Perrone - 1 year

August

Nancy Fontaine - 9 years
#219 Willie Rosas - 7 years
#342 Jeff Davis - 6 years
#286 Paul Keehn - 4 years
#168 Mike Applegate - 1 year
#261 Rich Newell - 1 year

September

#140 Keith Kellogg - 24 years
#271 Scott Lugar - 7 years
#63 Myron Chicas - 5 years
#334 Ken Klein - 4 years
#412 Tim Marriott - 4 years
Jennifer Cardon - 4 years
#175 Paul Leeper - 4 years
#15 Robert Peterson - 1 year
#293 Don Corn - 1 year

Kansas City

April

#461 Heber Aquino - 4 years
#30 Shane Beagley - 2 years
#599 Billy Grills - 1 year
#484 Richard Stone Jr - 1 year
John Guyer - 1 year

May

#460 Bill Lochman - 11 years
#156 Jason Vasquez - 4 years
#347 Michael Brake - 3 years
Zak Kral - 3 years
Rachel Pasquale - 2 years
#428 Mojo Yimer - 1 year
#204 Jeff Frazier - 1 year
#209 Christie Gierch - 1 year

June

#272 Randy Clayton - 6 years
#331 Craig Burton - 5 years
#426 Micah Gibler - 1 year
#138 Matt Collins - 1 year

July

#48 Bill Cooper - 11 years

August

#498 Bill Striplin - 10 years
#300 Bryan Hampton - 10 years
#383 Scott Wermes - 5 years
#221 Jordan Ott - 1 year
#89 William Woodson - 1 year

September

#525 Justin Hinton - 14 years
#457 Cindy Beltran - 2 years
#235 Kevin Sanders - 1 year

Milwaukee

April

#401 Bob Mitchell - 29 years
Pedro Lallave Jr - 21 years
#134 Dean Peterson - 12 years
#73 Bill Harris - 7 years
#58 Joe Manker - 5 years
#249 Mike LaufenBerg - 4 years
Nyija Holmes - 2 years
Danielle Kumm - 1 year

May

Shawna Parish - 23 years
#269 Ron Murphy - 16 years
Bruce South - 8 years
#169 Bill Sandrone - 6 years
#151 Monica Crego - 6 years
#303 Tony Reese - 1 year

June

Janice Patterson - 29 years
#458 Julio Cerda, 14 years
Kristina Robinson - 13 years
#14 John Teister - 2 years

#89 Robert Varnell - 2 years
#178 Jake Saeger - 1 year

July

#90 Raymond Alexander - 1 year

August

#122 Ron Turner - 2 years
#236 Will Seller - 2 years

September

Bob Murnane - 26 years
#312 Tom Babeck - 18 years
Denisia Miller - 8 years
#218 Patrick Steiner - 6 years
#72 Burnial Beasley - 4 years
#99 Xavier Mackey - 3 years
#83 Timmie Crosley - 2 years

Phoenix

April

Everett Hopkins - 11 years
#602 Tom Geyerman - 10 years
#67 Johnny Gilbert - 5 years
Shantay Harris - 4 Years
#721 Robert Pilchman - 2 years
#624 Colin Drosendahl - 1 year

May

Nathan Phillips - 8 years
#159 John Hose - 6 years
#81 Lance Youngclaus - 4 years
#633 Donice Sweats - 1 year
#549 Jon Owen - 1 year

June

#532 Chris Smith - 7 years
#789 Sara Castro - 5 years
#529 Dave Welton - 5 years
#689 Chris Sloat - 2 years
#679 Al Martinez - 2 years
#567 Johana Ramos - 2 years
#537 Rob Magness - 2 years
#557 Duane Hilborne - 2 years
#577 Ayad Yousif - 2 years
#61 James Haddad - 1 year
#690 Joe Tissaw - 1 year

July

#164 Rick Sanchez - 7 years
Mike Gable - 4 years
#709 Sean Sherman - 3 years
#185 James Penny - 2 years

August

#699 John Fuller - 12 years
#453 Urlick Bialas - 7 years
Dave Silva - 6 years
#626 Jerry Tinsman - 4 years
#525 Shanda Chavez - 1 year

September

#731 Ed Roberts - 6 years
#40 Raul Chacon - 3 years
#74 Jayms Milhim - 2 years
#608 Muriel Scroggins - 2 years