

# The World Group Outlook

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## Precious Cargo In Capable Hands.

## World Group Strives to Add Value, Security During Challenging Times.



Merchants Terminal Corporation has embarked on an aggressive strategy to find new ways of adding value to existing and potential customers. Merchants, regarded as a "best in market" service provider, is adding services to expand and complement warehousing operations, trying to keep ahead of the changing frozen distribution landscape. Over the past few years Merchants has developed a state-of-the-art web-based visibility system, which provides customers

real-time access to inventories in a user-friendly Windows environment. Additionally, Merchants has invested in cutting-edge software to monitor and purchase power for facilities, helping to keep increases to customers to a minimum.

In late 2001, Merchants teamed up with the Union Pacific and CSX railroads to offer an integrated rail-transload-trucking solution to west coast processors known as "Express Lane Service," [www.uprr.com/customers/ag-prod/exlane](http://www.uprr.com/customers/ag-prod/exlane). This initiative entails the transport of refrigerated box cars across the country in nine days with transloading and transportation to east coast markets provided by Merchants. In 2001, Merchants handled 165 rail cars and consolidated 495 trailers to east coast receivers. This program saves customers on average more than 20% per trailer relative to shipping FTL from the west coast.

This year Merchants is taking this program to the next level by integrating it with its Vendor Managed Inventory Solution. Recognizing the superior locations of warehouses relative to major foodservice distributors and retailers such as the Ahold Companies, Sysco, C&S, and US Foodservice, Merchants is now offering this Express Lane rail

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## World Group Welcomes Great Lakes Cold Storage and Imperial Freezer Services

## Network Grows To 8 Members

*Great Lakes Cold Storage, Cleveland, Ohio and Imperial Freezer Services, Sanford North Carolina were accepted into the World Group during the organizations annual meeting, bringing to 8 the number of refrigerated public warehousing-logistics providers in the North American market.*

*Great Lakes Cold Storage provides deep-frozen and refrigerated warehousing and distribution service throughout the eastern central states from a facility located outside greater Cleveland metro area (see more on page 2). The company is represented by Executive Vice President, William H. Sus.*

*Imperial Freezer Services serves the North Carolina and the greater southeast - ern US from its 3 million cu. ft. facility just north of Fayetteville. Chuck McCarthy, VP of Operations, is the World Group representative.*

*Welcome aboard!*



# Great Lakes Cold Storage: The Best Choice in the Midwest



Great Lakes Cold Storage is a modern, single story, fully racked facility strategically located off all major truck arteries just 15 miles southeast of metro Cleveland, Ohio. The warehouse is serviced by the Wheeling & Lake Erie railroad, which provides daily spotting to the distribution center. The company owns an additional 8 adjacent acres for future potential customer food processing and/or warehouse expansion.

The facility was purchased by Mr. Patrick J. Gorbett in 1999. Mr. Gorbett, who has been in the food industry 30 years and is a current board member of the IARW and past chairman of the local midwest chapter, also owns and operates Gateway Cold Storage located in metro Cleveland, Ohio. Under his direction, Great Lakes Cold Storage was taken from a single-account dedicated operation to

its current multi-account full distribution center operation whose customer base includes numerous major national frozen food manufacturers. The state-of-the-art frozen food public warehousing company has a computerized refrigeration system, penthouse evaporators, and all external piping assuring product

integrity. The resident and proprietary warehouse computer system keeps customers' inventories in a real time mode. Additionally, a 30 camera digital security and monitoring system with historical capacity provides both peace-of-mind to customers as well as another value-added component for tracking proper handling and product movement.

Great Lakes Cold Storage's mission statement is straightforward. To provide the best frozen food warehousing and distribution at the highest level of

customer service, on-time performance, superior sanitation, and impeccable product rotation & inventory control." This is assured through hands-on top management being located on-site, ready to meet each customer's specific warehousing needs.

Couple all this with a professional and seasoned warehousing team with over 100 years of collective experience in properly handling all types

of products, and you have the best and most prudent choice for a company's third party regional frozen food warehousing requirements. Any inquiries should be directed to Mr. William H. Sus, Executive Vice President.

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**Established:** 1999

**Facility Location:**  
Solon, Ohio

**Storage Capacity:**  
over 4,550,000 cu.ft

**Temperature Range:**  
-20°F to 45°F

**Number of Dock Doors:**  
Truck: 24  
Rail: 5

**Services Offered:** Full Two-Way EDI & Internet Remote PC Communications, Sharp Freezing, Q.A. Inspection, A.I.B. Inspected, Fully Racked, Refrigerated Docks, Daily Multi-Shift Operations, Rail & Truck Crossing Docks, Ongoing Cycle Counting, Store Door Selection & Route Operations, Drop & Switch Trailer Programs, Slip sheeting, Clamping, and Customer Pick Up

**Geographic Region Served:**  
United States, Canada, Mexico, and Europe

**Type of Companies Served:** Food Manufacturers and Processors, Retail, Wholesale, & Food Service Distributors, Importers & Exporters, and Food Brokers

#### **Management Staff:**

Patrick J. Gorbett  
President & CEO

William H. Sus  
Executive Vice President

Kevin Gorbett  
Director Of Operations

Larry Zeigler  
Administrative Manager



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service to a larger universe of west coast processors. Now these processors can achieve additional savings in addition to the benefits of having their inventory positioned so close to their customers. Most recently, Merchants offered this logistics solution to Frozsun Foods, Inc. of California. A leading producer and manufacturer of frozen fruits, Frozsun was challenged with distribution of their frozen fruit produced on the West coast with consumption in the East. Utilizing the consistent Express Lane service, Frozsun is able to keep minimal forward positioned inventory while benefiting from Merchants unique Mid-Atlantic distribution location and benefit from the significant inbound freight savings from rail.

Later this year, Merchants plans to round-out its complete logistics offerings with the unveiling of a transportation division offering consolidated shipping, full truckload and dedicated fleet programs.



There are many ways in which NOCS helps customers contain or cut

costs. In several cases, especially with fresh poultry customers, NOCS suggests that customers freeze fresh product directly at the port warehouse rather than at the customer's own plant or at a nearby warehouse. The benefit to this approach is that the processor not only saves on the handling and storage costs of another warehouse, but can save on costs within their own system as well. By freezing and storing the product at the port facility, the product is already in the position to be loaded, with no additional handling or trucking required. The customer only pays one trucking bill, instead of paying for two warehouse moves. The freezing charges are a cost the customer incurs anyway, regardless of whether the frozen product is stored with NOCS, stored at their own facility or with another warehouse company. The final outcome is both significantly reduced warehouse costs as well as good business/logistic sense.

Another way in which NOCS helps customers contain costs is by transloading product at the port warehouses from trucks directly into containers. This method of



handling completely eliminates storage and saves time in getting the shipment to its final destination. In most cases, it only takes an hour or two to transload an entire truckload; therefore, the movement is swift and specific, and all export documentation accompanies the load.

Most transloading is performed on product that is pre-inspected and ready for export, with all cartons marked with the proper export stamps and labels. In the event the product arriving at NOCS' warehouse is not ready for export, government inspectors are on-site to approve product for export and to issue the proper stamps and forms for the export process. Copies of the export paperwork are then mailed or Fed Ex'd to the relative government offices to complete the documentation requirements. By offering this service, NOCS gives customer the cost savings of either having their staff member on site or the cost of performing the steps at their own production or warehousing facility.

With the NOCS Transport Division performing the local dray of the container to and from the port, complete control is given to NOCS with regards to the arrival of containers in relation to the trucks from which the product is transloaded. NOCS is able to avoid having the incoming carrier wait for the container to arrive. Customers benefit by the time savings and flexibility this provides by making the potential for hold ups and layovers virtually non-existent.

One of the most important ways in which NOCS helps contain customer's cost is by offering a "one-stop" approach to warehousing, transportation and shipping. NOCS offers customers the option of using NOCS for all of the steps in the logistics process, thereby reducing the time and effort involved with a rate structure that takes into consideration the total volume of services being applied.

In many instances, giving customers the assurance that we will handle all phases of the outbound [or inbound] process is somewhat difficult to assign a number to; yet, it has tremendous value in making critical business decisions.



U. S. GROWERS COLD STORAGE inc.

U.S. Growers knows all too well the economic hardships companies are experiencing. Finding new ways to cut costs,

while continuing to provide customers with the finest service possible, has been very trying and in some cases rather frustrating. U.S. Growers has developed a new on-line Warehouse Management System and is currently in the process of implementing new state-of-the-art material handling equipment to help get both customers as well as themselves on the road to economic recovery.

Offering 24-hour on-line access from anywhere in the world, the Warehouse Management System can be used as an extension of a customer's computer, giving customers the information they need, when they need

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## NOCS Announces Progress of New Jourdan Road Complex in New Orleans, LA

Progress on the new 3.5 million cubic feet Jourdan Road facility is moving along quite nicely as the completion date of early May is approaching. The new facility with 24 dock doors for shipping and receiving, and a 2-car, double-spur rail siding, will double blast freezing capacity for NOCS in New Orleans to approximately



1.2 million pounds per day.

The facility also features a breakbulk loading side on the Mississippi River Gulf Outlet, which is ideally situated to service two or three breakbulk vessels simultaneously, depending on their size.

The property will also house the corporate office and warehouse offices, which are also under construction, immediately adjacent to the warehouse building.

NOCS is looking forward to the new facility helping customers move more product through New Orleans.

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it. The real-time system allows customers to track product and account information up to the minute. This value-added service saves time, paper and countless hours of overtime for both customers and the U.S. Growers staff.

U.S. Growers is also continually researching state-of-the-art material handling equipment to control costs. U.S. Growers is

presently considering both a new state-of-the-art stretch wrap machine as well as a bar code scanner. The wrap machine would both save money on wrap as well as provide stability to the product on the pallet. The machine features an ergonomic

advantage that would help U.S. Growers bottom line by reducing the risk of injuries, which directly affects workers comp insurance. The bar code scanner has the ability to scan the product information (i.e. pack dates, production dates, UPC codes, establishment numbers and weights) and has the ability to tally the weights, which is presently a very labor-intensive task. The scanner will not only save time but will give customers much needed information in a timely matter.

Upgrading material handling equipment and computer software will help U.S. Growers continue to offer customers the best service possible at a fair price, and will hopefully allow everyone to see a better bottom line.



## Neither rain, sleet, nor TWO AND A HALF feet of snow keep Merchants Terminal from meeting customer's needs.

What many on the east coast are calling the "President's Day Storm," or the most snow seen in these parts since 1922, tested Merchants emergency preparedness. Fortunately, all of Merchants managers keep employee call lists at home and have pre-arranged carpool routes to get the minimum essential personnel in to work when most other people can't navigate. Managers were also able to access appointment schedules and customer phone numbers from home in order to proactively contact customers and make contingency plans when necessary. Two of the plants opened on time, with the third delayed by highway conditions. Fortunately, a number of inbound loads to this facility could be diverted to other plants.



**Jeff Carden, Merchants Jessup Plant Manager, standing next to an imposing mound of snow.**

### American Cold Storage

1.800.626.6381  
FAX 1.502.634.4757  
Locations: 5 in Kentucky, Tennessee, Indiana and Oklahoma  
Contact: Dave Collins  
dcollins@americancold.com

### Great Lakes Cold Storage

1.888.248.9600  
FAX 1.440.248.3950  
Location: Ohio  
Contact: William H. Sus  
info@glcsinc.com

### Henningsen Cold Storage Co.

1.800.791.2653(COLD)  
FAX 1.503.531.5410  
Locations: 8 in Idaho, North Dakota, Oklahoma, Oregon, Washington, Pennsylvania  
Contact: Tony Lucarelli  
tony.lucarelli@henningsen.com

### Imperial Freezer Services

1.919.775-4474  
FAX 1.919.775.4459  
Location: North Carolina  
Contact: Chuck McCarthy  
chuck@imperialfreezerservices.com

### Merchants Terminal Corporation

1.410.342.9300  
FAX 1.410.522.1163  
Locations: 3 in Maryland  
Contact: Harry Halpert  
hhalpert@merchantsterminal.com

### NOCS

1.800.STA.COLD  
FAX 1.504.944.8539  
Locations: 5 in Louisiana, Texas, South Carolina  
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markb@nocs.com

### Trenton Cold Storage, Ltd.

1.613.394.3317  
FAX 1.613.394.3263  
Locations: 5 in Ontario, Canada  
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### U.S. Growers Cold Storage, Inc.

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