



Eddy Messenger Service

**The resources you need.
The attention you deserve.**

Established 1927

About Eddy Messenger Service

Eddy Messenger Service is one of the nation's **oldest and most experienced** providers of same-day delivery and logistics services. Established in 1927, we have a depth of experience that is unmatched by our local and national competitors.

We provide **regional same-day delivery** solutions through our three full-service locations—something local couriers can't offer—but with the personal attention you don't get from larger couriers. And we provide **local delivery** for the smaller businesses that national couriers just won't touch.

Throughout our history, the reasons for our success have been quite simple:

- We have the **experience** to tailor our services to meet each customer's needs.
- We have the high level of **personal service** that our customers deserve.
- We have the **commitment** to invest in the products and services—such as our technology platform and continuity assurance program—that bring added-value and benefits to our customers.
- We have the **resources** to provide the dependable on-time delivery our customers expect.

With a solid service reputation built on **over 80 years** in the delivery business, perhaps our greatest asset is the peace of mind we bring our customers who rely on us to perform a critical function of their business.



Why Choose Eddy Messenger Service

Why do companies of all sizes and industries—from Fortune 500 corporations to mid-size firms and small local businesses—rely on Eddy Messenger Service to handle their same-day delivery needs?

Well, we can think of two good reasons:

The Resources You Need

- Local and regional same-day delivery solutions
- Multiple full-service locations
- Full range of delivery and logistics services
- Innovative technology
- Financial stability
- Comprehensive insurance coverage

The Attention You Deserve

- 80+ years experience
- “Customer First” philosophy
- Putting the “person” in personal service
- Customized, cost-effective deliveries
- Proven record of customer satisfaction
- Industry-specific expertise

We service customers in a diverse range of industries including:

- Banks and financial institutions
- Law and accounting firms
- Medical and diagnostic labs
- Professional services firms.
- Retailers
- Technology providers
- Healthcare/pharmaceuticals
- Printing and graphic firms

www.eddymessenger.com

Services

Established in 1927, Eddy Messenger Service has an unmatched experience in getting shipments **where** they have to be... **when** they have to be there.

With our large delivery fleet of hatchbacks, wagons, vans and straight trucks, we can handle everything from a single envelope to a truckload of freight. And we can tailor a solution to meet your specific needs.

We offer a full range of time-critical, same-day delivery and logistics services, including:

- **On-Demand Delivery**

Eddy Messenger Service is one of the leading providers of same-day, on-demand, time-critical delivery in the tri-state area.

Customers can place and track their orders in real-time, **24/7**, by calling and speaking live to an Eddy Messenger employee or via our Web-based order entry and tracking system.

- **Scheduled Delivery**

With scheduled delivery, customers save the time and effort of having to call in each request. Instead, recurring deliveries are handled **automatically** by drivers familiar with their specific needs.

This service is ideal for companies with recurring, time-sensitive pickups and deliveries on a **daily, weekly or monthly basis**. We'll customize a scheduled delivery solution to maximize efficiency, minimize costs and increase accountability.



Services

- **Routed/Distribution Delivery**

This service is ideal for companies that require regular, time-critical pickup and delivery for multiple locations, such as banks, financial institutions, medical and diagnostic labs and payroll companies.

We offer two types of routed/distribution solutions:

- **Dedicated Routes:** Ideal for companies with multiple pickups or deliveries made at specific, pre-determined times.
- **Distribution:** For companies whose delivery volumes and requirements fluctuate, we can bring shipments to one of our warehouses or pickup directly from your facility.

- **Warehousing**

This is a practical solution for companies with limited storage space or who want to outsource their inventory management off-site. Customers can use their offices more efficiently, save the expense of additional storage rental and avoid the frustration of trying to find items placed in storage.

- **Delivery Fleet Outsourcing**

This service can benefit companies of **all sizes**—whether their delivery “fleet” is one part-time person or multiple vehicles. By outsourcing the delivery function to Eddy Messenger Service, companies can save the expense of hiring and training delivery personnel and of purchasing delivery vehicles and insurance. In addition, internal delivery personnel can be used more effectively and assigned to do other tasks, as needed.

Our services are available **24 hours a day, 7 days a week**. And whenever you call, you’ll speak **live** to an Eddy Messenger Service employee (not an automated system or third party answering service), for prompt, personal and professional assistance.

Innovative Technology

Eddy Messenger Service has one of the most advanced technology platforms in the industry, providing our customers an enhanced level of **flexibility, accessibility** and **functionality** from the time the order is placed to the time it is delivered and invoiced.

Our enhanced interactive technology platform includes:

- **Online order entry and tracking**

For customers who prefer to use the Internet rather than call us directly, our online order entry and tracking system provides real-time status information on all orders and deliveries.

- **Proof of delivery via e-mail**

E-mail notices can be sent automatically to designated personnel to confirm when orders are placed, picked up and/or delivered. This convenient feature eliminates the need for your staff to actively track shipments.

- **Customized reporting**

Customers can design their own account-specific management reports online for the information they need, when they need it.

- **Customized billing**

Invoices and billing periods can be customized to provide clarity and departmental accountability for faster processing.

- **Disaster Prevention Program**

We take a proactive approach that goes beyond disaster recovery to a system that actually helps prevent disasters from occurring in the first place.



Innovative Technology

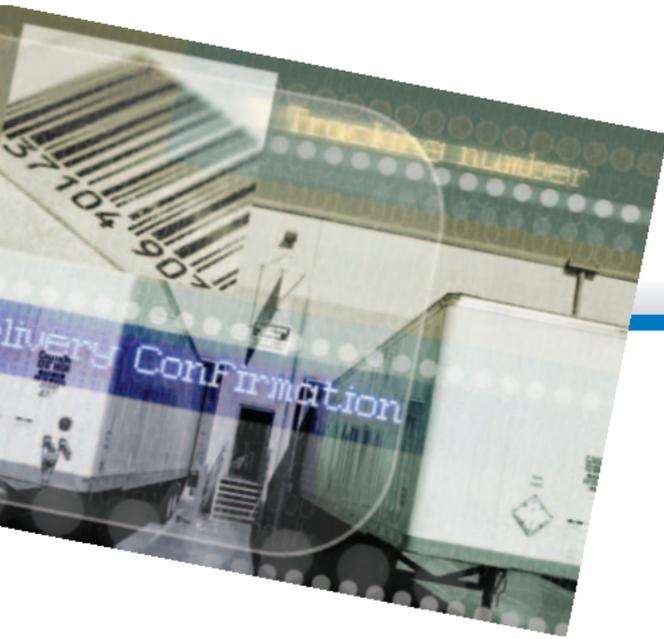
- **Data Security**

All client information is stored off-site in a Data Center with multiple levels of protection to prevent unauthorized access to confidential information about our customers and the clients of our customers.

- **Uninterrupted Service**

Each of our offices has their own interruptible power supply and emergency generators and our computer and phone systems are likewise protected by battery back-ups.

As a result, we have complete access to all delivery information for uninterrupted service and continual operation during blackouts, bad weather or other disasters.



Our entire technology platform is designed to provide **added-value** to our customers. In fact, all our technological enhancements are a direct result of the feedback we have received from our customers.

We are continually investigating new technological developments that will allow us to provide the **high level of service** our customers have come to expect from Eddy Messenger Service.

www.eddymessenger.com

Westchester

Corporate Headquarters
5 West Main Street
Elmsford, NY 10523

Phone: 914.345.0795

Manhattan

1026 6th Avenue
New York, NY 10018

Phone: 646.366.6800

Stamford

348 Fairfield Avenue
Stamford, CT 06902

Phone: 203.348.0005



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