



New Beginnings

Innovative Solutions Since 1915

Message from the President

It is with great pride that I am announcing the new William B. Meyer, Inc. tagline, "For every move there is a new beginning." To us, every move represents a change and brings with it the opportunity for a "new beginning". We bring to these "new beginnings" the proficiency of a tremendously talented and motivated team of experienced people. They comprise a successful infrastructure of support and professionalism that facilitates the needs of our clients.

This year, we have developed a new website that I urge you to visit. At www.williamsbmeyer.com you will find up-to-date information about William B. Meyer, Inc. and will also discover the highlights of our vast array of services. This new website allows our clients to have immediate access to their critical information. They can track their customers' orders throughout our enterprise with real-time, up-to-date information so that they can make their business decisions more effectively. Each business line is highlighted at our website to introduce you to the services that we are developing and employing to benefit all of our clients.

In 2004, we also introduced many new and innovative uses for technology across the breadth and scope of our operations. From PalmPilot technology for delivery services to online proof of delivery images to bar-code scanning capabilities, we continue to bring our customers state-of-the-art information at their fingertips. Our diverse technological advances will enhance your day-to-day needs.

There is a new William B. Meyer, Inc. brochure, as well. If you have not received a copy to date and would like peruse our services, please give us a call or contact us online at www.williamsbmeyer.com and we will send one to you.

As we draw closer to the end of our 89th year in business and embark on our ninth decade, it is only natural to reflect on how our company has evolved and continues to expand and flourish. From relocating rare and priceless historic documents at the Abraham Lincoln Presidential Library in Springfield, Illinois to protecting and storing business records and back-up tapes in our DataVaults in Stratford, CT and Bedford Hills, NY, there is always a new opportunity to embrace. I would like to thank

all of our people at William B. Meyer, Inc. and our clients who help to make us grow and meet the challenges and rewards of our business and make our "new beginnings" a reality.

Tom Gillon



Inside Meyer

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New Client Corner



William B. Meyer, Inc. Delivers For the New Ikea in New Haven

William B. Meyer, Inc. has been named the exclusive home delivery company for the new Ikea store which opened at the end of July in New Haven, Connecticut. The delivery service covers a 200 mile radius, which includes north to Vermont, east to the tip of Long Island, New

York, south just past Philadelphia, Pennsylvania and west to Albany. This service will be provided to Ikea customers who purchase items that they can't transport home. As an extra service for an additional fee, this will enable shoppers to purchase large items such as beds, sofas and other large pieces that often don't fit in their cars. Approximately 1,000 deliveries will be made each month.

William B. Meyer, Inc. Chosen for Special Rigging/Relocation Project By Sikorsky Aircraft

Confident in our ability and in view of our long-term relationship, Sikorsky Aircraft, a division of United Technologies Corporation, chose William B. Meyer, Inc. Rigging Division to relocate 40,000 square feet of tooling fixtures from warehouse storage in Stratford, CT to a government facility out-of-state. This tightly sequenced move of approximately one hundred trailer loads will be packaged, transported and then stored in their new site. Since some of the tooling being transported is over-dimensional in height and width, special permitting will be required. The move is on a critical timeline and Larry Fisher of the Rigging Division has spent a great deal of time in preparing the relocation plan. It will take place over the next several months.



Abraham Lincoln Presidential Library On the Move

The Library Relocation Division was recently awarded a most prestigious move by the State of Illinois. As a national leader in this field, William B. Meyer, Inc. was selected on a point system based on experience, project management, capabilities, availability and flexibility without

the consideration of price to relocate the Abraham Lincoln Presidential Library in Springfield, Illinois. This once in a lifetime collection relocation consists of 16,000 lineal feet of rare books, periodicals and ledgers; 12,500 cubic feet of manuscripts and photographs and 136,000 reels of microfilm, as well as, newspapers and memorabilia. The collection will relocate from the historic Old State Capital to the library's new home one block away. The Governor of Illinois is personally moving the priceless notes for Lincoln's Gettysburg Address the day the building is dedicated.

Motts and Snapple Unite In A New Location

Over 450 employees were relocated during the course of two weekends. The Stamford, Connecticut headquarters for Mott's Inc. and the White Plains, New York headquarters for Snapple Beverage Group were consolidated in a highly coordinated move by the William B. Meyer, Inc. Commercial Moving Division. The two groups of Cadbury Schweppes were joined together in their new home at 900 King Street in Rye Brook, New York. Complete

contents of both headquarters including furniture, computers, files and filing systems were transported in record time so that the company's employees would not experience any downtime and could resume work at their desks on Monday morning. It was undeniably an aggressive schedule which succeeded in accomplishing a smooth transition for our client.

William B. Meyer, Inc., A Leader in School Relocation

The Commercial Moving Division has assisted numerous schools and universities in cities and towns this summer throughout Connecticut and Massachusetts. Projects ranging from mold and asbestos abatement, general renovations and the installation of new furniture gave reason for the Boards of education to employ William B. Meyer, Inc.'s expertise. Stamford, Fairfield, Weston, Westport, Norwalk, Milford, Pomperaug and Boston head the list in helping to make us a leader in the school renovation market.

In the News

William B. Meyer, Inc. Announces New Vice President/CIO

William B. Meyer, Inc. announced the promotion of Frank Shiboski to the position of Vice President and Chief Information Officer. In Mr. Shiboski's tenure with William B. Meyer, Inc., he has been a catalyst in transforming the company to a position where technology is utilized to have a competitive edge in the marketplace.



Frank has also been instrumental in the development of William B. Meyer, Inc.'s information systems that are critical to the daily operation of our business. He joined William B. Meyer, Inc. as the Director of Information Systems over four years ago and has over twenty years of experience in the field of information technology.

William B. Meyer, Inc. Announces New Director of Service Excellence

William B. Meyer, Inc. has announced the appointment of Jim LaBanca to serve as the Director of Service Excellence for their household goods and home delivery divisions. Well-known for their distinctive level of customer service excellence, William B. Meyer, Inc. has developed this new position to further enhance the strength and unsurpassed quality of their customer service teams. Mr. LaBanca will be responsible for the development and implementation of service excellence initiatives. Jim LaBanca has more than 12 years of experience in the relocation and moving industry.



Joe Del Ferro Named Salesperson of the Month By United Van Lines

It is with great pride that we congratulate Joe Del Ferro, who was recognized by United Van Lines as Salesperson of the Month in Special Services for his undeniable track record of success in August. He was honored for his delivery program for Sprint as they rolled out a nationwide program. At the same time, Joe's efforts were directed to the loading and delivery of 40 van loads of display fixtures to 700 T J Maxx stores nationwide. If that was not enough also during that same time frame, Joe was busy booking and coordinating 250 trailer loads of new store fixtures to TJ Maxx Stores nationwide for their jewelry and shoe display areas.



Terrorism fear a boon to Stratford firm

Kimberly S. Johnson, Register Staff

(Reprinted from the New Haven Register, Tuesday, August 3, 2004 issue)

STRATFORD — In the wake of a heightened security alert in parts of New York City and New Jersey, business is picking up for one local company. Sales are up 17 percent over the last six months for William B. Meyer's off-site data protection division, compared with the first half of 2003. Half of that new business is coming from clients in New York City and northern New Jersey.



Businesses looking to back up their computer data and store it far away are calling the transportation and storage company. "With the elevated terrorist warning, companies are more cognizant that they have to do something and take the necessary precautions to safeguard their critical assets," said Joseph Aloï, Records Manager of William B. Meyer Off-site Data Protection. Meyer picks up physical backups and takes them to Stratford or Bedford Hills, N.Y., where they are placed in a "DataVault," a 1,600-square-foot, fire retardant steel structure.

Meyer's clients include large and small financial, manufacturing and medical companies. When a business needs to access the information, officials contact Meyer by phone or through a secure Web site, which also tracks movement of the data tapes. Aloï's staff will retrieve the backups from the DataVault and deliver them to the company.

Several businesses in New York have set up remote sites in the event of a catastrophe, where they can boot a computer system and conduct business, Aloï said. Part of Meyer's contracts now include delivery to these alternative locations.

To accommodate the new business, Meyer recently hired five new employees. Meyer is projecting 35 percent growth in its data protection division this year. It's also expanding the Stratford DataVault by 800 square feet. "A year ago, companies (in the New York area) thought that we were too far away," Aloï said. "Now they like the idea that we're 40 miles away and that they can do a restore in three hours from (the time they) call."

Where One Fulfillment Company Sees Customer Service Opportunity

(reprinted from InternetRetailer.com August 25, 2004)

Fulfillment companies are beginning to offer Internet retailers a new-value-added customer service: web store design and more online access to shipping information.



William B. Meyer, a Stratford, CT, fulfillment, inventory management and logistics company, is now designing several sites and stores for more of its new and long-standing customers, including Cuthbertson Imports, a dinnerware retailer that sells online at Amazon.com. and at other third-party sites.

The company is also linking those sites to web-based customer service options that include real-time access to order management information and live chat. "It makes sense for a fulfillment company to offer these kinds of customer service options, and we do," says William B. Meyer CIO Frank Shiboski. "We already do a lot of data integration work with clients on the back-end, so it's a natural extension to offer store design and other web services on the front-end."

William B. Meyer, which picks, packs and ships orders as a certified service provider to web merchants who sell on Amazon.com's auction site, says Internet retailers are demanding more web-based service applications. For Cuthbertson, and other web-retailers, William B. Meyer is building custom web-based customer service applications that

give merchants more online and real-time access to shipping information. "Web-based customer service means that if we ship for them then we also provide them and their customers with access to instant information that's also integrated across channels and the call center," Shiboski says.

As fulfillment companies develop more web-based customer service applications for Internet retailers, a big item is going to be building e-mail shipment notifications with customized back-end reporting features. Many fulfillment companies such as William B. Meyer already offer direct marketers and web merchants and multi-channel retailers call center services, so it makes sense to round out the program with hosting, store development or live chat applications, Shiboski says. "A fulfillment company such as ours is already in the retailer's technology loop," he says. "We know their people, systems and inventory, so it's natural that we would offer them more value-added web-based services."

In the Community (continued)



William B. Meyer, Inc. Embarks On A Goodwill Mission to the Lakota Nation

Janice Murray's passion for the Lakota Nation has led her on a mission for the third year in a row to collect much needed items such as warm coats, clothes, blankets, household items, insulation, heavy plastic and canned food for the Pine Ridge Reservation in South Dakota and she has successfully involved the entire Connecticut community.

During the past three years, the public has overwhelming supported this cause by donating thousands of pounds of items which have been transported by William B. Meyer, Inc. each year. In September we made the trek across the country to the Lakota Nation. We donated our services and were eager to assist Ms. Murray's efforts. "Janice Murray is an inspiration and we are proud that William B. Meyer, Inc. can be part of such a worthwhile community effort. Our driver and crew were able to witness the plight of these proud and wonderful Lakota people firsthand for the past two years and we are committed to helping make a difference in their lives." states Chuck Mattes, Executive Vice President, William B. Meyer, Inc.

William B. Meyer, Inc. Sponsors Turkey Hunt Run

On Saturday morning, November 6, 2004, the Council of Churches of Greater Bridgeport, Inc. will hold their first 5K -3.1 mile "Turkey Hunt Run" at Seaside Park in Bridgeport, CT. There will also be a two mile fitness walk and a fun run for children. William B. Meyer, Inc. is the premiere sponsor for this event which will help to raise money to provide Thanksgiving dinners for over 5,000 families in need. The Council of Churches of Greater Bridgeport serves the needs of over twenty hunger outreach projects throughout the area. To participate in the "Turkey Hunt Run" call Elissa Leone at the Council of Churches of Greater Bridgeport-203-334-1121 ext.258.





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& Management
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In the Community

Roxbury Butterflies Are Free!

As part of William B. Meyer, Inc.'s new marketing campaign, 'For every move there is a new beginning' and the company's strong commitment to giving back to the community, William B. Meyer, Inc. donated butterfly farms to each kindergarten class at Roxbury Elementary School, a public school in Stamford, CT. For William B. Meyer, Inc., the butterfly is symbolic of the trust and stability that their company gives to their clients. The butterfly also represents the care and quality of service that William B. Meyer, Inc. has provided for the past 89 years.

Chuck Mattes, Executive Vice President of William B. Meyer, Inc. was on hand to enjoy the enthusiasm of more than one hundred young students at the release of the butterflies and stated, "It is always a pleasure to partner with a school and encourage children to experience such a special event. At William B. Meyer, Inc., we recognize the importance of expanding the exploring minds of our young people. Our new logo includes a yellow butterfly and the tagline, 'For every move there is a new beginning' and I can't think of a better beginning to kick-off our marketing endeavor. We consider ourselves fortunate to be able to participate in this memorable day!" William B. Meyer, Inc. also donated copies of Eric Carle's book, *The Very Hungry Caterpillar* to each of the kindergarten classrooms and the school's media center.

"In the Community" more stories inside...

For every move there is a new beginning.



Roxbury kindergartener Ilana Olin and William B. Meyer, Inc. Executive Vice President Chuck Mattes receiving "butterflies" of thanks painted by the kindergarteners as a token of their appreciation for William B. Meyer, Inc.'s generous donation.