

# Runners, Inc. Newsletter

August 2009 Edition

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**In Memory of  
ERIC WAYNE ANDERSON**



Eric Anderson, a driver at Runners, Inc. for 14 years lost his long battle with cancer on June 30, 2009. Eric worked the night shift at Runners to support urgent customer requests and was meticulous with record keeping and very

## GREETINGS...

We hope your summer has been a great one. We've been busy making sure all your courier, storage, and delivery needs are being met but in our spare time we've created this little newsletter to share some "behind the scenes" information on the people that make up the RUNNERS family.

## MEET THE DRIVER

Currently, Pam Lilly has the distinction of being the only woman courier providing services to Runners, Inc. According to the U.S. Department of Labor statistics for 2008, there are 261,000 people employed nationally as couriers and messengers, and of that number 17,400 women work in this nontraditional occupation for women.



Pam is no stranger to the demands of working as an independent courier. For the past 9 years, her route has primarily been transporting human specimens such as waste, blood and other medical biohazard material. She's very conscientious with deliveries assigned to her, but tries not to think too much about what's inside the boxes! The most unusual delivery she made was human eyes to an air cargo company at BWI for transport to another destination. Previously, Pam worked in data entry and secretarial office support, but found it too confining. She likes to keep moving and enjoys driving. With her outgoing personality and warm smile she easily makes friends wherever she goes.

## RUNNERS "Just for Fun" Corner

Click on the link to play "[Circle the Cat](#)" but don't blame us if you don't get any work done today... This game is addictive!



organized. No matter what the situation, he always wanted to do what was right and had exemplary work ethics. A Rockville native, he lived in Wheaton, Maryland and was a life-long sports fanatic. While he passionately loved all sports, baseball was his favorite and he was a devoted fan of the Washington Nationals. He enjoyed a challenge and cross-word puzzles honed his critical thinking skills. Eric is survived by his mother and two brothers. He was a Vietnam Veteran and did two tours of duty. His military internment at Garrison Forest Veterans Cemetery in Owings Mills, Maryland was attended by family and close friends. It was a rainy and cloudy day, but the sun came out just in time for a final farewell to Eric who was normally quiet and soft-spoken. His sister-in-law, Laura Anderson, was making a toast to Eric at a post-funeral gathering and said she hoped he was having a good time being reunited with his dad and brother who both predeceased him within the past year. We're not sure if it was a coincidence or not, but at that precise moment, a very loud cannon went off and everyone in attendance couldn't help but feel it was Eric's way of keeping in touch! Eric will be missed by all who knew him.

## NAME THAT HORSE CONTEST

In our Spring Newsletter we featured a story about our dispatcher, Roy Fritts, and announced the arrival of two new fillies and one colt at his horse-farm. We're running a contest to submit names for the two new fillies. This is a great opportunity for you to name the next potential Kentucky Derby winner! When you enter the "Name That Horse Contest" you'll also qualify for winning one of two gift baskets filled with wonderful products from one of our customers, Demeter's Pantry, an importer of all natural Greek foods [Demeter's Pantry](#) or \$50 worth of free services from Runners, Inc. As an added bonus Demeter's Pantry will offer customers a 25% discount if "Runners, Inc. Newsletter" is mentioned in an order, but please note, they only accept email orders sent to [sales@demeterspantry.com](mailto:sales@demeterspantry.com).



Here's how to enter:

Send an email to [info@runnersinc.com](mailto:info@runnersinc.com) (include "NAME THAT HORSE" in the subject line) with your name and suggestions for either one or both of the fillies. To help you get creative, here are the names of the filly's parents:

Filly #1: Mother's name: Corridor Lil  
Father's name: Evangelism

Filly #2: Mother's name: Place Warning  
Father's name: Country Only

Two winners will be selected by close of business on September 18, 2009.

Enter as many names as you want (better chances of winning), but each entry/name must be submitted individually.

**Include your name and contact information in the email in the following format:**

**NAME FOR FILLY #1**  
Submitted by (your name):  
Email:

Company:  
Phone:

**NAME FOR FILLY #2**  
Submitted by (your name):  
Email:

Company:  
Phone:

## Customer Comments



We're so happy to hear from satisfied customers when we do a good job. Here's what "Hannah" of Danya International, Inc., wrote about a recent delivery and the support she received from Kevin Joyce our Operations Manager. Way to go Kevin!!

*"Dear Runners:  
I am writing to recognize the outstanding service of one of your deliverers, Kevin. I requested a courier on June 26 to deliver a package to our client. The package was time-sensitive, and I was disappointed (and nervous) to hear that the recipients were not available, and our client would not allow the courier to leave our packages at the front desk. Kevin promptly called to inform me of the issue, and then he (and his driver) went out of their way to ensure the package was received. Runners has exceeded my expectations for good customer service once again!"*

## ➤ RUNNERS GETS HELP FROM MICHELANGELO!

Michelangelo Johnson.....that is! Mick (his nickname), a college junior, is helping us support our website [www.runnersinc.com](http://www.runnersinc.com) by making it more interactive with bounce back emails for our electronic forms. We're pleased with his work and feel great about supporting an up and coming business entrepreneur. Mick is a lead web developer for <http://www.sitestash.com> and loves working with small businesses that have "underprivileged websites"!



If you know of anyone who needs a little help with their website, Mick would love to hear from you: [michelangelo.johnson@gmail.com](mailto:michelangelo.johnson@gmail.com)

## ➤ RUNNERS DONATES SPACE FOR AUTISM SPEAKS LENDING LIBRARY

We're happy to announce our continuing support for Autism Speaks and their new venture, a Lending Library, housed at our corporate office.



Donate: Your gently used therapy materials for other families to use.

Borrow: Therapy Materials you need!

Where: 7924 Queenair Drive, Gaithersburg, MD 20879  
301-948-7500 / cell 301-252-1220 /  
toll free 800- 204-7501 / fax 301-330-1451  
[www.runnersinc.com](http://www.runnersinc.com) / [tsmith@runnersinc.com](mailto:tsmith@runnersinc.com)

When: Items may be borrowed or donated weekdays between 9:00 am ~ 5:00 pm to the address above. Pick up is available for a nominal fee.

Please visit the [Lending Library](#) page or phone 202-955-3113 with any questions.

## ➤ WHAT COMES FIRST??? THE CHICKEN... THE EGG... or RUNNERS?

Diane Smith (CEO of Runners, Inc.) is trying her hand at raising egg-laying chickens and making some interesting discoveries about how to take care of them so they'll lay eggs. Here's a picture of Diane, Thor and her "cluckers" in their fenced-in chicken pen. After weeks of patiently waiting, the first egg she discovered was a cause for celebration...until she accidentally dropped it!! She's now getting 4 eggs a day (no more dropped eggs) and is up every morning at 6:30 AM cleaning the hen boxes before starting her busy day.

