



Lone Star State. Five-Star Service

Five locations make United States Cold Storage part of the Texas landscape and help customers reach the Southwest and Mexico.

Want to know why Texas has such a larger-than-life mystique? Consider this: It spans more than 267 million square miles and boasts a private ranch larger than the state of Rhode Island. Heck! Texas was even its own country from 1836 to 1845.

Believe it or not, the Lone Star State also has played a big role in the history of refrigerated distribution. With so many hot, parched residents, it was the ideal market for emerging brewer Anheuser-Busch. Historians say the St. Louis-based company developed one of the first refrigerated railcars in the early 1900s to ship Budweiser® to Texas.

More than a century later, the state remains a top consumer market. Billed as the “Silicon Valley of the South,” it’s home to computer manufacturers Dell and Compaq (now part of Hewlett-Packard) and three of the nation’s top 10 most populous cities: Houston, Dallas and San Antonio. Meanwhile, the state is a key distribution point to the larger Southwest and Mexico. In fact, Laredo, Texas — on the Mexican border — is billed as the world’s largest inland port.

These facts certainly aren’t lost on United States Cold Storage Inc. (USCS), Cherry Hill, N.J. A 116-year-old company, USCS has been investing in Texas since the 1950s. George Cruz is a 23-year USCS veteran, vice president and area manager responsible for the Texas, Florida and Tennessee markets.

“I have been involved with this dynamic Texas market for nearly 20 years and during that time, we have tripled our presence with an aggressive, sustained growth program,” he says. “USCS has been providing an unparalleled LTL consolidation program in this region for many years. Coupled with our sister plants on the border in Laredo, we not only offer efficient and effective distribution access to the Southwest, but also import distribution synergies for many customers.”

Behind the scenes, USCS’ Dallas, Ft. Worth and Arlington facilities often work as a team and, together, are hailed as the company’s “DFW Metroplex.” Mark Lorion, a USCS vice president of national sales, elaborates:

“With three diverse facilities, we offer specialized storage and services, including multi-temp rooms, low-temp ice cream storage, the most cost-effective freight consolidation in the region, rail handling and a wide variety of individually tailored distribution programs.

“We have been able to differentiate ourselves in several areas by focusing on the ongoing needs of our customers,” he adds.

“USCS provides the latest technology, training and support to the operations group to help them succeed in



meeting customer requirements. Our eUSCOLD online services enable our customers to better manage their inventory and orders with real-time information. And at the new RFID Solution Center in Dallas, we are conducting valuable research to meet current and future RFID mandates.”

Dallas: USCS’ versatile veteran

Although they collectively comprise the DFW Metroplex, USCS’ three Dallas-area facilities have distinct and unique capabilities.

Perhaps most fascinating is USCS Dallas. Although it’s the company’s oldest site at 40 years, the operation on Pulaski Street is piloting USCS’ work on the very latest in RFID technology. Meanwhile, USCS Dallas’ two buildings (Pulaski and Halifax streets) operate 5.9 million cubic feet of space, fully racked with 24,200 pallet positions. Among other features are blast

freezing (more than 500 pallet positions), an enclosed rail dock (handling up to nine rail cars) and ice cream storage capabilities of -20°F.

Not surprisingly, Dallas handles a tremendous variety of products, including potatoes, ice cream, juice concentrates and value-added finished goods

Brian Kroll, Manager

USCS Dallas – Pulaski*

5150 Pulaski Street
Dallas, Texas 75247
(214) 631-4863
Fax: (214) 631-4615
bkroll@uscold.com



- 4.6 million cubic feet
- Fully racked with 19,550 pallet positions
- Enclosed refrigerated dock with 31 truck doors
- Temperature range -20°F to +55°F
- Blast freezing capacity 432,000 lb.
- Tempering services
- USDA inspection services
- PDQ Logistics freight consolidation
- TaskMaster WMS with RF Bar Code scanning
- eUSCOLD ONLINE SERVICES
- Served by UP, BN Railroads (9 rail positions on enclosed rail dock)

**USCS has established this facility as an "RFID Solution Test Center" to meet mandates from Wal-Mart and other major retail accounts.*



USCS – Halifax

Halifax c/o 5150 Pulaski Street
Dallas, Texas 75247
(214) 631-4863
Fax: (214) 637-1333

- 1.3 million cubic feet
- Racked with 4,650 pallet positions
- Low-temperature -20°F storage for ice cream
- Enclosed refrigerated dock with 8 truck doors
- Blast freezing capacity 330,000 lb.
- TaskMaster WMS with RF Bar Code scanning
- eUSCOLD ONLINE SERVICES

for retail and foodservice distribution.

"We have worked very hard to build a reputation for providing excellent customer service," says Manager Brian Kroll. "This is, by far, our No. 1 priority. We operate out of an older building, but feel we can compete with anyone. We have been extremely full all year, but through it all, we have maintained our level of service. I'm very proud of that."

There's certainly no argument from customers, even those as diverse as ConAgra Foodservice Specialty Potato Products in Kennewick, Wash., and Cool Brands International, an ice cream and novelties processor based in Ronkonkoma, N.Y.

John LeSauvage is Cool Brands' vice president of operations.

"We chose USCS Dallas because of a long-standing relationship with USCS in Sacramento, Calif. Upon acquiring a local production plant in Dallas, the USCS Dallas facility was the clear choice to handle our extensive warehousing and shipping needs.

"USCS provides receiving, storing and shipping of our [frozen bulk ingredients and finished] products. They also provide daily cut reports and potential shortage reports several days in advance. Their eUSCOLD Web site offers us full access to our account for live, 24/7 information."

Mel Woodman is ConAgra's manager of warehouse services. His company uses USCS Dallas — as well as sister locations in Arlington, Ft. Worth and Warsaw, N.C. — to receive, store and distribute foodservice frozen french fries, hash browns and other items.

"We chose USCS Dallas for a program account because of rail service, availability of space, service capabilities and location. There are a number of [exceptional service] stories I could tell but most notably, this location always goes beyond the call of duty when dealing with our varied issues concerning rail car unloading and customer service.

"What I like most is the fact that this U.S. Cold staff listens to what we need

or suggest and offers the help that we need, when we need it. Seldom are there complaints. They understand customer service and handle it correctly."

Fort Worth its weight in cold

Rail car handling and customer service also are key themes at USCS Fort Worth. Meanwhile, this 10-year-old facility is a company flagship known both for its productivity (it helped pilot USCS' TaskMaster warehouse management and RF bar code scanning technologies), as well as freight consolidation.

It's here that USCS operates its PDQ Logistics program. Each day, Metroplex Traffic Manager Linda Jones works with plants to coordinate LTL pooling activities. And it's a considerable business. Last year, for example, Jones says the three facilities consolidated 19,332 customer orders into 9,420 pooled loads totaling nearly 230 million pounds.

Those aren't the only numbers involved. For the record, USCS Fort Worth is an 8.4 million-cubic-foot facility with 31,400 pallet positions of its own, as well as seven rail car positions, 42 truck doors and an enclosed 60-foot deep dock for custom order assembly.

And there are more figures on the way. Officials plan by next fall to open a Phase IV expansion totaling 3.0 million cubic feet with an additional 12,000 racked pallet positions, two additional rail car spots and 15 more truck doors.

"We're building to meet our growing customers' needs and keep the Metroplex operating smoothly as the region's top-performing logistics provider," says Manager Frank Monroe. "Meanwhile, I am proud of our staff. Despite how busy we have been, they've been flexible, and when we get special requests, we either meet or exceed them."

Echoing those sentiments is Andy Kavjian, director of distribution for Gorton's, the frozen seafood processor in Gloucester, Mass.

Frank Monroe, Manager

USCS Fort Worth

2554 Downing Drive
Fort Worth, Texas
76106
(817) 624-1900
Fax: (817) 624-7190
fmonroe@uscold.com



- 8.4 million cubic feet*
- Fully racked with 31,400 pallet positions*
- Enclosed 60-ft. wide refrigerated dock with 42 doors
- PDQ Logistics freight consolidation
- Served by BN Railroad (7 rail positions)
- USDA inspection services
- Import/ export services
- TaskMaster WMS with RF Bar Code scanning
- eUSCOLD ONLINE SERVICES

*Additional 3.0 million cubic feet and 12,000 racked pallet positions will be



Michelle Grimes, Manager

USCS Arlington

3300 E. Park Row Drive
Arlington, Texas 76010
(817) 633-3070
Fax: (817) 649-3505
mgrimes@uscold.com



- 4.6 million cubic feet
- Fully racked with 18,684 pallet positions
- Enclosed refrigerated dock
- Fully convertible storage rooms with temperatures from -5°F to +55°F
- Truck Doors — 30
- Rail service — Union Pacific Railroad (7 rail car sidings)
- PDQ Logistics freight consolidation
- Local Cartage — Dallas/Ft. Worth Area
- RF Bar Code scanning
- eUSCOLD ONLINE SERVICES



“USCS’ personnel have incorporated flexibility into their operation as manufacturers and customers carry less inventory. Meanwhile, the depth of management at each USCS facility is evident throughout the year, and their customer service group is proactive and assists with developing timely contingency plans when needed.”

USCS’ Dallas and Fort Worth sites have serviced Gorton’s South Region for more than 15 years. During that time, Kavjian notes that the two Texas warehouses have won Gorton’s annual warehouse award (recognizing outstanding performance) on seven separate occasions.

In a similar fashion, frozen vegetable processor Birds Eye Foods, Rochester, N.Y., relies on USCS’ freight consolidation program with USCS Fort Worth serving as a finished goods distribution center for the Southwest.

“No matter what we have asked them to do for us — in whatever the timeframe — they have made the commitment and delivered without exception,” notes Jay Miller, director of warehousing.

The Arlington advantage

Picking up that customer service theme is USCS Arlington, a 4.6 million-cubic-foot operation and perhaps the most versatile of the Metroplex facilities. Interestingly, though, that versatility has a story behind it.

From its construction in 1984 until 2001, this warehouse served as the Southwest distribution center for a major club store operator. On one hand, the experience was invaluable. Working with as many as 200 different vendors, Arlington honed its skills for accurately handling and casepacking a high volume of product. Moreover, the multi-temp warehouse was designed with several convertible rooms to ensure product quality at proper storage temperatures.

The only drawback? Manager Michelle Grimes wants the world to know that since its club store contract expired, USCS Arlington is no longer restricted by program-related rates and restrictions.

That said, this 21-year-old facility has been forging its own new reputation with customers and carriers alike.

“If we’re known for anything,” says Grimes, “it’s for our employees and the customer service they provide. They make even the smallest customer feel as though they are the only one here. We still have as many as 200 different vendors and — whether it’s providing special pallet services, freight consolidation, rail service or import-export handling — we’re flexible to each of their needs.”

Since re-establishing itself as a true public warehouse, USCS Arlington has re-racked to offer 18,684 pallet positions with storage options from -5°F to +55°F. To further enhance its productivity, Arlington implemented USCS’ patented Taskmaster WMS system with RF bar code scanning. It all comes together then as facility customers such as Ruiz Foods Inc. tap into the eUSCOLD system.

“USCS Arlington handles our frozen Mexican food storage and distribution in the South Central United States,” says Louis Steck, Ruiz director of logistics. “We selected USCS because of its top-notch personnel and Web-based data accessibility. Arlington has done an outstanding job to meet the ever-demanding requirements from our customers for timely and accurate shipments.”

Speaking of shipping, USCS Arlington offers everything from nationwide LTL pooling to cartage throughout the Dallas and Fort Worth areas.

David Bishop is president of Refrigerated Transport Inc. (RTI), a carrier leasing space inside the USCS Arlington facility. RTI relies on USCS for storage and cross-dock services as it loads and ships refrigerated and frozen prepared foods, chocolates, dairy products, potatoes and more.

“We chose USCS because of their outstanding customer service and strong management team,” says Bishop. “They are exemplary in everything they do, and they go beyond the call of duty for RTI.”

Laredo: gateway to Mexico

Just as the Metroplex serves the Southwest, USCS' Laredo operations serve as an important gateway to Mexico. And there's no understating that importance. Since USCS established a presence in Laredo in 1975, this bustling border city has become the primary trade route connecting Mexico, the United States and Canada.

A 32-year USCS veteran, Luis Guardiola has worked in Laredo for his entire career. Today, he manages the company's Laredo operations as vice president and area manager.

"The amount of international trade passing through Laredo each day is estimated at 9,000 trucks and 1,800 rail cars," he says. "It's here that the Mexico's principal highways and railroads — leading from Central America through Mexico City — converge and meet our major rail lines and Interstate 35. All major U.S. refrigerated and Mexican carriers have truck terminals here."

Not surprisingly, USCS Laredo has fitted its facilities for year-round import and export handling. To handle such a large volume of traffic, the operation's two sites feature enclosed refrigerated docks with 58 doors, 16 rail car positions and trans-load and cross-docking services. Inside, meanwhile, they offer a combined 9.1 million cubic feet of space with 51,000 pallet positions and temperatures ranging from -5°F to +55°F. All operations are directed and monitored by TaskMaster WMS and RF bar code scanning. And although they may be far away, customers can link into Laredo inventories at any time via eUSCOLD.

Meanwhile, USCS employees take the lead to help goods travel across both


borders. With raw materials and finished heading both directions, USCS Laredo serves as a U.S. customs bonded warehouse with on-site USDA inspection facilities. It's also authorized by Mexico as an official SAGARPA import inspection facility for fruit and vegetables.

Among those customers using USCS in both capacities is Worldwide Food Sales, a Los Angeles trading company. Joe Dunn is a co-founder of the business, which ships frozen Mexican fruit into the United States (and overseas) and imports frozen U.S. vegetables into Mexico.

"We deal with cold storage operations throughout the country, but none compare to USCS when it comes to service," says Dunn. "If I need anything — from a picture of a product to a thor-

ough inspection of it — they'll take care of it. It's as though the employees in Laredo are part of my company. Having worked with them so long, I trust them completely and haven't had to go down there in years."

ConAgra's Mel Woodman appreciates Laredo as well.

"Business conditions constantly change due to nature of the border crossing, and there other developments like new pallet regulations imposed by the Mexican government. We need warehouses not only to handle the value-added activities associated with our [potato] products, but respond to these changing situations. When it comes to those areas, USCS certainly meets — and most often exceeds — our expectations." 

Luis Guardiola, V.P., Area Manager

USCS - Laredo

1602 Island Street
Laredo, Texas 78041
(956) 722-3951
Fax: (956) 722-4325
lguardiola@uscold.com



USCS Laredo - Calton Rd.

W. Calton Rd. & Santa Maria Ave.
Laredo, Texas 78041
(956) 722-3951
Fax: (956) 722-4325

- 7.1 million cubic feet
- Racked with 38,700 pallet positions
- Enclosed refrigerated dock with 43 doors
- Temperature range -5°F to +55°F
- USDA inspection services
- U.S. Customs Bonded Warehouse
- Authorized Mexican SAGARPA import inspection for fruit, vegetables
- Fresh produce handling
- TaskMaster WMS with RF Bar Code scanning
- eUSCOLD ONLINE SERVICES
- Served by UP Railroad (9 rail positions)
- Transloading, cross docking
- 2.0 million cubic feet
- Racked with 12,300 pallet positions
- Enclosed refrigerated dock with 16 doors
- Temperature range -5°F to +55°F
- USDA inspection services
- U.S. Customs Bonded Warehouse
- TaskMaster WMS with RF Bar Code scanning
- eUSCOLD ONLINE SERVICES
- Served by UP railroad (7 rail positions)
- Transloading, cross docking



UNITED STATES COLD STORAGE, INC.

100 Dobbs Lane, Suite 102
Cherry Hill, New Jersey 08034-1436
(856) 354-8181 • FAX (856) 354-8199
National Sales: (510) 471-1703
www.uscoldstorage.com

eUSCOLD
Online Services



For information regarding import-export services (in Spanish), call George Cruz at (214) 638-0195.

