

CELEBRATING **15** YEARS OF BUSINESS

Courier company goes the extra mile

DASH
COURIER & LOGISTICS

Dash Courier Service

Founded in 1999

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Charlotte, NC 28217

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www.DashCourier.com

What is the primary mission of your company?

Dash Courier Service exists to enhance the efficiency and profitability of the businesses we serve by providing reliable on-time delivery, logistics and warehousing services at a reasonable cost. Our service adapts to the unique needs of our customers and the individual demands of their clients. Each person involved in the daily operations at Dash is committed to providing prompt, reliable, and courteous service to the companies and individuals who utilize our services.

What sets your business apart from your competitors?

While this may be a bad pun, the difference between DASH

and other companies that claim to do what we do is that we go the extra mile. Yes, there are tangible differences between DASH and other companies out there. We provide 'round the clock service seven days a week. We have a physical presence, through our five facilities, in both North and South Carolina. We are staffed by professional, uniformed drivers who are properly credentialed, HIPAA compliant, Hazmat certified and Nuclear medicine approved. And, our customer service representatives and dispatch team boast a hundred years of collective experience. Tim Houck, our co-owner and I are here every day, and very involved in the day-to-day operation of the company and we utilize the most advanced CRM, scheduling and order processing software in the industry. Are all of these "features" unique to DASH? Probably most, but what does make us unique is the commitment that each of our associates makes both to DASH and our clients. Everyone here cares very much about doing the best job possible. It's rare, I think, to find individuals who are willing to do more than that which is simply required and we've been fortunate enough to find individuals who really take pride in their work.

What, if anything, has changed since your business was founded?

Plenty has changed. Fifteen years ago we were truly a courier company that catered to what I would call relatively small customers, which is simply the nature of a start-up company. Our primary business was small package delivery and we met our customers' needs with a small fleet of cars. As the last 15 years have passed, we've seen incredible growth not only here in Charlotte where we're headquartered, but all across the Carolinas. Bigger businesses now call this part of the country home and as the region has grown so have we.

The surrounding area grew, the companies grew and with that growth, our fleet grew from cars to larger vehicles. In addition to cars for small package delivery, our fleet now comprises straight trucks and cargo vans. The healthcare and financial industries, for example, have boomed here and meeting the needs of these clients has certainly fueled our growth. Today, we consider ourselves much more than a courier company; we are now a full service expediting, logistics and warehousing company.

Describe the defining moment you knew your business would be successful?

I think that my business partner, Tim Houck and I knew that we would be successful from the moment we started ... maybe even before then. We had both been in the courier business for many years before we started DASH and between us, had a wealth of experience. Between us, prior to starting the new company, we had learned a great deal about what works in the business ... and what doesn't.

What are your plans for the future?

Currently, we have four branch offices in the Carolinas — Charlotte, Durham, Greenville, SC and Charleston, SC — and we will continue to focus on growing our presence in these markets. In addition, we continue to keep an eye out for high-growth areas in which to expand with a new facility. We also know that it's important to keep ahead of the curve in terms of processes, both internal and customer-facing, so that we can capitalize on any opportunity that may allow us to streamline and increase efficiencies. Like every business, we continually face rising costs, so we need to constantly innovate to stay competitive and offer the industry's best products.

**Our Business is Picking Up ...
and We Deliver!**

**Contact us around the clock
at 888-755-3274**

DASH
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RUSH DELIVERY THROUGHOUT THE CAROLINAS AND BEYOND

Locations in Charlotte, Raleigh/Durham, Greenville/Spartanburg, and Charleston