

U.S./Brussels

Scheduled Service Set For Metro

Metro International Airways, Flying Tigers' passenger division, will inaugurate scheduled B747 service between the U.S. and Brussels, Belgium, March 25, starting with two flights per week. Frequencies will increase to three per week in May, four in June and back to three in September.

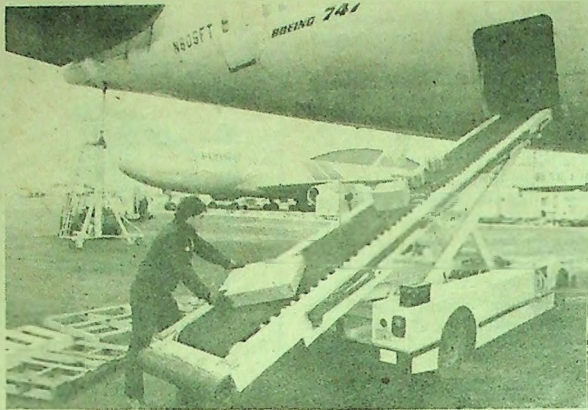
Three Classes

The flights, operating from JFK International Airport in New York, will offer three classes of service — Economy, Metropolitan and Captain's Deck.

Reservation/information numbers are as follows: In New York, (212) 687-8540; in New Jersey, Delaware, New England and Pennsylvania, (800) 233-0110; elsewhere, (800) 223-0104.

Israel, Too

In addition, the U.S. State Department has given Metro the nod to operate scheduled passenger service between the U.S. and Israel, pending approval of the Israeli government. Metro currently operates charters between the East Coast and Israel, and will begin West Coast/Israel charters in April.



Door-to-door: It's working... ...and you can find out exactly how in this issue of Flying Tigers Review. Above, RSM Darrell Challis off-loads a door-to-door shipment from the belly of a B747 in Boston, Mass. for guaranteed on-time delivery in a nearby suburb. Want to know more? Turn to page 4.

Detroit, Switzerland, Japan, Terminals of Year

The results are in. Detroit, Switzerland and Japan have been named Flying Tigers' 1981 Terminals of the Year for North America, Europe and Asia, respectively.

Winners were selected on the basis of revenue growth — 1981 versus 1980; terminal cost control — 1981 versus 1980; and service reliability, including KIAC entry.

This is the third year for the airline's Terminal of the Year — "T.O.T.Y." — awards program, and the first year for our European operation. There will be more about the awards and the winning Flying Tigers operations in upcoming issues of *Flying Tigers Review*.

Stepped-Up Schedule

Smooth Sailing for Door-to-Door Roll-Out

Smooth implementation of our guaranteed door-to-door service thus far has spurred acceleration of the program, said Executive Vice President John Flynn.

Off-Line Step-Up

Under the revised schedule, all domestic on-line terminals will be origin points for the innovative new three levels of service by March 1. In addition, the first phase of the startup in off-line cities will begin March 1 — a month ahead of schedule.

Newest cities to become origin terminals are Cincinnati, St. Louis, Detroit and Anchorage the week of Feb. 22, bringing to 20 the number of terminals "on-line" with the new program.

New Control Center

March 1 startup of service in off-line cities coincides with startup of our new off-line control center under Gene Ochi, new director of customer service. The headquarters-based control center will be responsible for shipment control and tracking to and from off-line points where the airline does not have direct KIAC support. The center will provide a toll-free 800 telephone number for shippers in these areas, Ochi said, facilitating our new door-to-door pickup and delivery capabilities.

Reliable!

Door-to-door reliability for the weeks of February 8 and 15 has averaged 97.1 percent and 99.0 percent, respectively, with volumes steadily increasing. Radio

and television advertising continues in origin cities with a new ad set to debut in a number of origin stations, and a Spanish-speaking version due in San Juan.

"As both volumes and our reliability get better in the formative stages of this new program, I become more and more enthusiastic about the potential of our door-to-door effort," Flynn said. "But all you have to do is watch your television or listen to your radio to know that we have a lot of competition out there. We must continue to be the best — to give our new — as well as our existing — customers the best possible service at all levels."

See page 4 for a day in the life of a Flying Tigers guaranteed door-to-door shipment!

Employees Give Extra Hours

A few weeks ago, Flying Tigers management asked general and administrative employees for some help; and the response has been excellent, says President Tom Grojean.

"I am pleased to report that the response to the voluntary nine-hour day has been tremendous," he said, "with a large majority of general and administrative employees volunteering at least an extra hour a day to help boost productivity at the airline. Thanks to all for contributing your extra effort during these critical times."

The voluntary extra hour a day was suggested in mid-January when the airline presented a number of personnel policy changes for general and administrative employees to effect greater productivity and cost savings.

Wilson Fills in For VP-Flying

Captain Dick Wilson has been named acting senior director-flying while Dick Keefer, vice president-flying, recuperates from a recent illness.

Wilson is expected to be in this position until the middle of March, with full responsibility and authority for the flying division during that time, said Lewis Jordan, senior vice president-operations.

"We are fortunate to have the services of Captain Wilson during this period," Jordan said. "In the meantime, I know all employees join me in wishing Dick Keefer a quick recovery."

Ossello to Assist In Crew Control

Jim Ossello is assisting Flying Tigers for the next several weeks in the development of standards and systems in crew control and improving utilization of crew resources.

Formerly director of crew scheduling, Ossello logged 16 years of crew scheduling experience with Flying Tigers before resigning in 1978 to open his own sporting goods business near Seattle, Washington.



CAB Chairman Visits Flying Tigers

Civil Aeronautics Board Chairman Dan McKinnon visited Flying Tigers headquarters February 17 to become better acquainted with the airline and its management.

McKinnon met with Chairman Wayne Hoffman, Executive Vice President John Flynn, Senior Vice President-Operations Lewis Jordan, and VPs Larry Nagin, Ad-

ministration & Law, and Tom Barron, finance. The agenda included a brief slide history and commentary about Flying Tigers and the airfreight industry and informal open discussion on the government's role in international aviation policy, followed by a walking tour of the headquarters facilities.

McKinnon boarded one of the airline's B747 jetfreighters accompanied by VP-Maintenance & Engineering Harold Woody, and was checked out in our new B747 flight simulator with the assistance of Captains Dick Wilson, acting senior director of flying and Bill Chaney, director flight training.

Photos — Above right: McKinnon, second from right, received mementos of his visit to the airline — an airplane model and blue and white Flying Tigers golf hats — from, l-r, John Flynn, Larry Nagin and Wayne Hoffman. Above left: The CAB chief descends from the upper deck of a B747 jetfreighter during tour of the maintenance hangar. At left: McKinnon takes the left seat for simulator check ride with Captain Dick Wilson.



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Mail Delivery Made Easier With A Little Help from Flying Tigers

Flying Tigers and mail — a natural combination, right? Today, yes — but it hasn't always been that way. Although mail presently represents a significant portion of our business, in the early days of "air mail", only passenger airlines were authorized to carry mail.

Why, when Civil Aeronautics Board (CAB) regulations stipulate that any certified air carrier with scheduled service can carry mail, was Flying Tigers not allowed to participate in the air mail program from the outset? Because in the formative years of the aviation industry, major passenger airlines questioned the legitimacy of all-cargo carriers and lobbied strongly against them — making Flying Tigers' quest for certification and scheduled service a long and arduous struggle. Certification finally came for the air cargo lines in 1949, three years and many court battles after Flying Tigers submitted its original petition for certification.

In spite of this victory, authorization for cargo carriers to transport mail did not come until

1955. The authorization specified that cargo airlines would be permitted to carry non-priority, first class mail and postcards on a nonsubsidized basis and at rates comparable to air cargo — a privilege passenger lines had been enjoying for two years.

Finally, Flying Tigers carried its first mail shipment in mid-1956.

Ups and Downs

During the first years of involvement with the mail program, Flying Tigers did not establish a well defined system for managing, planning and setting up procedures. As a result, the program did not achieve significant success for several years — revenues were erratic at best.

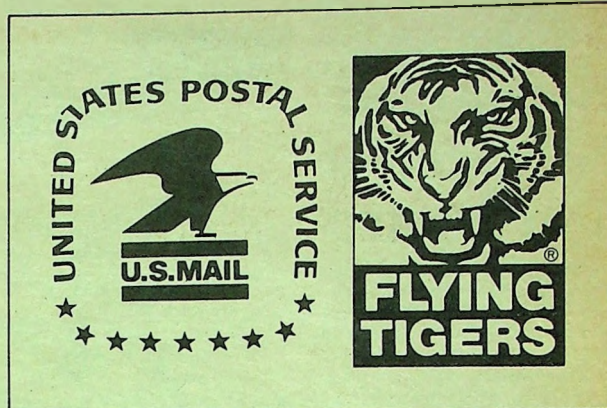
Initiation of international mail service in August 1969 — mail shipments to Vietnam — was the first significant sign of success for the program.

The program made another dramatic upswing in March 1973 with the introduction of the Domestic Mail Containerization program. Containerization provided the Postal Service the op-

tion to load loose sack mail in Flying Tigers containers for shipment at lower rates than charged by other air carriers.

For six months Flying Tigers monopolized the containerized mail market — more than doubling our market share and increasing mail revenues by almost 200 percent. Then the major airlines sued the United States Postal Service (USPS) for allowing discriminatory and prejudicial container rates for Flying Tigers — and won. With the entry of other airlines into the containerization market, our mail revenues and market share dropped again.

In 1980, taking steps to improve the mail program, Flying Tigers established the government sales department responsible for overseeing the program. Based in New York and under the direction of Russ Daly, director, and Bob Smith, manager, the department has begun to develop improved and standardized procedures for securing and handling mail systemwide. "Centralization is already proving successful — we've begun to operate more



efficiently, our relationship with the Postal Service continues to improve and mail revenues have risen steadily," Daly said.

In 1981, domestic revenues exceeded \$3.2 million, compared to 1980 revenues of \$2.1 million. International revenues in 1981 were: Pacific — \$17.3 million, Atlantic — \$7 million; compared to 1980 figures of: Pacific — \$13.7 million, Atlantic (October

through December only) — \$4.7 million.

CAB Sets Rates

The Federal Aviation Act of 1958 empowers the CAB upon its own initiative, or upon petition of the Postmaster General or an air carrier, to fix "fair and reasonable rates for air mail transport".

"As might be expected, the di-

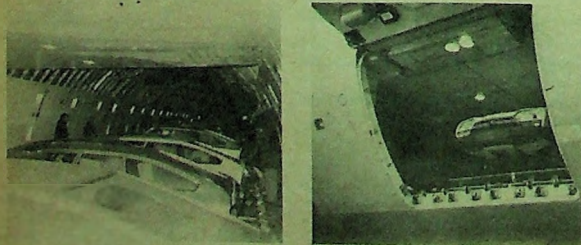
The Inside Story

Shipments, Charters, Worldwide

Citroens to South America

Two Flying Tigers B747 charter flights carried Citroen automobiles — some 62 in all — 52 scooters and crystalware from Paris, France to Lima, Peru recently. Below, top photo, cars wait in the airline's warehouse at Charles de Gaulle International Airport, Paris for loading on board B747. Vehicles traveled both on the main deck, bottom left, and in the bellies, bottom right.

— Submitted by Alain Dupont-CDG



CVG, SFO Share Superbowl Spirit

Whether between schools, cities, states or individuals, where there's a football game there's bound to be some good-natured rivalry.

This year's superbowl — played between teams representing two Flying Tigers terminal cities — was no exception, as Flying Tigers fans rooted for their Bengal Tigers in Cincinnati and their Forty-Niners in San Francisco.

It's history now — the Forty-Niners edged the Tigers — and in the spirit of sportsmanship the number two team's Flying Tigers fans sent the following verse to their colleagues at SFO.

Attention: The Winners

There once was a Forty-Niner,
Who thought there was none finer,
Who heard a challenge and traveled East
With plans to kill the beast.

Now, the beast, though young and lean,
Was not the type to be called green.
Its stripes were orange and black,
With power and cunning it did not lack.

It was a neutral field for this classic fight,
For great honor this battle was held;
And all eyes gleamed with delight
To see which warrior would be felled.

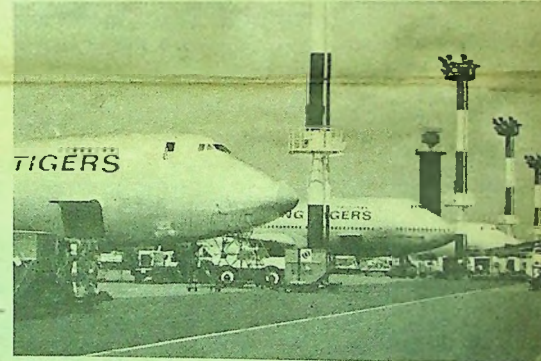
And so it began this cunning battle of might,
All through the afternoon light,
Through the dust and the mire,
Along with the crowd's cheers as if in choir.

But alas, it came to an end,
For one had begun to bend,
And as the crowd's roar died away,
The beaten on the field lay.

And when this was done,
And the victor knew he had won,
It was a victory none finer,
Than for the San Francisco Forty-Niners.

But for the Bengal beast
There was no feast;
For he, what can we but say,
That next year another season lay.

Congratulations for a game well played from Bengal country.



Narita Line-Up

Impressive view of three Flying Tigers B747 jetfreighters lined up at the airline's airfreight terminal at Narita, Japan underscores Flying Tigers' strong presence in Asia. The distinctive orange and white striped light standards identify the Narita facility, where all Flying Tigers scheduled flights transit between the U.S. and Asia.

— Photo by Captain Bob Martin

FLYING TIGERS review

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rective opened an ongoing battle between the CAB and air carriers regarding what constitutes fair and reasonable rates and methods used for determining these rates," Smith said. "Rates are set quarterly based on a formula derived from economic trends, the price of fuel, etc.," he added.

International mail rates are classified into two categories — civil and military. Further, military mail is divided into three types: air mail; military ordinary (MOM); and space available (SAM). Having high priority, rates for civil, military air mail and MOM are the same, with low priority SAM representing the lowest rate.

Domestic mail is classified "loose sack" or containerized — loose sack representing the highest rate. Loose sack mail is high priority mail dispatched from USPS air mail facilities to air carriers in sacks, pouches, Postal Service containers and trays. Normally, only Express Mail and first class is dispatched at the loose sack rate.

Containerized mail is divided into two rates: daylight container (DACOM) and standard container (NICOM). The distinction between the two rates is based on departure times of flights and the priority of the mail. The DACOM rate applies to non-priority mail dispatched for flights departing origin airports between 6:01 a.m. and 8:59 p.m.; NICOM rate applies to mail dispatched for flights departing between 9:00 p.m. and 6:00 a.m., with the same priority as loose sack.

Postmaster General Oversees Procedures

As stated earlier, CAB certified air carriers with scheduled service are eligible to carry mail; furthermore, the Federal Aviation Act gives the Postmaster General the authority to require any certified air carrier to trans-

performance was poor and the Postal Service's tolerance levels for us were lowered," Smith explained.

Since 1977, the USPS has ranked carriers into three groups — group one being the best. Flying Tigers has been in group three every year. "We are determined to move into group one," Smith said.

Pointing out improvement in our service during 1981, Smith added, "In July, Flying Tigers handled 47,072 pieces of mail and mishandled 2,176 pieces; in October, we handled 71,518 pieces of mail (including containers) and only mishandled 216 pieces. Quite an improvement."

Steps being taken to improve mail service include dedicating crews at Flying Tigers terminals systemwide specifically for mail handling; increasing the overall awareness of mail handling procedures at all levels — stressing the importance of the revenues it affords Flying Tigers; and improving relations between Flying Tigers and the USPS.

Equitable Distribution

Airlines participating in the mail program routinely submit updated flight schedules to the USPS, which, in turn, attempts to tender mail as equitably as possible among competing carriers. Factors considered when distributing mail among airlines include: USPS delivery standards; arrival time and processing capabilities at both postal origin and destination; costs; adequacy of terminal facilities at both dispatching and receiving locations; and dependability of each carrier's service.

Equitable distribution guidelines further assign the following priorities when choosing among carriers: (1) carriers providing container service versus loose sack; (2) non-stop flights; (3)



Inspecting a Flying Tigers U.S. mail shipment, Manager of Government Services, Bob Smith, above.

Tigers terminals to take steps to improve relations with local postal facilities. "Dedicating personnel — both operations and sales — to the mail program is one move that can help us improve our relationship with the USPS," Smith said.

He further explained that an essential part of this "public relations" endeavor between the airline and Postal Service is effective communications. "If the USPS understood how our system operates as a whole, the potential for mail would improve greatly."

According to Smith, many of these actions are already showing positive results. "I attribute much of the growth in mail volume during the past year to these extra efforts," he said.

Seattle is one terminal that has proven how improved relations with the Postal Service can improve mail business. During the past year, SEA has increased its mail destinations from one to five, and effective December 1, began mail service — both civilian and military — to Asia. "As the result of actions taken by an alert and aggressive mail crew at Seattle, that terminal moved approximately 341,000 pounds of mail to Anchorage during a two-and-a-half-week period of October — an opportunity that could have slipped through our fingers had we not already established a good rapport and communications with that Postal Service," Smith explained.

Daly and Smith also commended Los Angeles for its mail program. "LAX was the first terminal to delegate a salesperson to work specifically with mail," Smith said. He added that LAX generated an additional \$94,000 in mail revenues during December 1981 as the result of a special two-week project the terminal initiated to help the Postal Service meet the annual "Christmas crush".

Daly noted that JFK carried approximately three million pounds of transatlantic mail during the Christmas season.

Daly and Smith also praised Chicago and Boston for increasing originating domestic mail.

International Mail

Since Flying Tigers started shipping mail to Vietnam in 1969, the international mail service has helped open cargo routes overseas. "We originally patterned a lot of our Asia scheduled cargo service around the mail program — shipping mail while we developed commercial business," Smith explained.

"In the Pacific, we are one of the major mail carriers because our stop points are at locations with major military installations. Now we are working to attract more mail business to and from Europe," Daly explained.

ground and the flight schedule was still operational, we could continue to process mail."

Outlook

Legislation presently before Congress and expected to be passed early this year will change the mail picture considerably. "The upcoming 'CAB Sunset' bill — legislation dismantling the CAB by 1985 — will bring about a deregulation situation for domestic mail. When this happens, air carriers will bid for mail business," Smith explained. "This action is expected to cause an increase in mail rates."

Under deregulation, the USPS would become a commercial account — meaning that Flying Tigers would not be obligated to accept mail considered commercially unprofitable, but instead could develop profitable services to market to the USPS.

Preparing for this move, the Postal Service is developing a bidding procedure for procuring the best service at the most reasonable rates. "The direction the Postal Service is taking is to place the point-to-point city pairs currently in their routing scheme up for bid to any carrier that can perform the service required on the routes needed. The successful bidder will be considered on the basis of price, past performance, dependability, current facilities, equipment, etc. Theoretically, this will open the mail market to any of the '418 certified' carriers," Smith said.

"The present administration wants to move the CAB Sunset effective date up to October 1982 — and Postal Service planning is targeted for this earlier date. If conditions are ideal, we can expect to see some interim contracts as early as March 1982.

"The new atmosphere for domestic mail revenues looks good for carriers that have it all together — experienced and dedicated personnel, excellent service, competitive rates and strategic routings. With these considerations in mind, I think Flying Tigers is definitely in the ball game. The improvements we have shown during the past year are commendable and indicative of what we can and must do to compete successfully for mail business in a deregulated marketplace.

"To maintain the progress made to date and keep up the momentum will require the combined skills and efforts of several departments at every terminal and headquarters, including pricing, service assurance, schedule planning, terminal operations and sales. I look forward to the opportunity to compete in a deregulated marketplace, because I am sure we will be a leader in the mail business," Smith said.



Loading mail at the JFK airmail facility for transportation to the Flying Tigers terminal is Ramp Serviceman John DuBarry, above.

port mail.

The Postmaster General also is responsible for establishing rules and regulations necessary for the safe and expeditious handling of air mail. Failure to comply with these guidelines can result in substantial fines.

Flying Tigers' Terminals Operating Manual (TOM) includes a section highlighting such postal requirements as handling, documentation, security, irregularities, transfers and pickup and delivery of mail. The TOM also covers the types of infractions, penalties levied and how to dispute charges.

The USPS has developed a system for grading air mail carriers' performance — dictating that penalties are lower for airlines staying within specified "tolerance levels". "Despite tremendous improvement in service last year, we will pay more in fines for 1980/81 because our 1979/80

direct flights with intermediate stops; (4) routings with intra-line transfers; and (5) routing with interline transfers.

"The carrier that most consistently meets Postal Service standards gets the business," Smith said. He added that the government sales department has been working with the schedule committee to develop ways to make our schedule more compatible with USPS needs.

Customer Relations Is Important

Smith went on to explain that in equitable distribution rules, as is often the case with regulations, the "human factor" plays an important role. "I have found that Flying Tigers' terminals maintaining a good working relationship with their respective USPS facilities enjoy a greater market share than stations not cultivating such rapport." For this reason, Smith encourages Flying



Mail memories . . . 1969 — Marking the first pallet of U.S. mail out of Seattle on Flying Tigers as a scheduled transpacific carrier in 1969, the airline's founder and then-President Mr. Bob Prescott, left, and Brig. Gen. Arthur W. Cruikshank, Jr., Postmaster James Symbol and Secretary of State Ludlow Kramer affix an oversized airmail "stamp" to the container.

Door-to-Door Service:

Story and Photos by Alan Kelly,
Public Relations Representative

Since its inauguration January 11, Flying Tigers' aggressive guaranteed door-to-door program has begun to show its company and customers the exciting potential of a strong domestic pickup and delivery system.

From one door to another, between Los Angeles and Boston, here is one example of a recent door-to-door shipment that tells why it had to happen, who was involved and how Flying Tigers made it work.

From Boston and Back

In Saugus, Mass., a north shore suburb of Boston, a 1977 Pontiac Grand Prix was vandalized and

left without the two glass and aluminum windows of its stylish T-top roof.

With cold New England weather prevailing, the car was rendered useless and quickly turned over by its owner to a Saugus auto glass repair shop.

Frank Rossetti, manager of Central Auto Glass, began a search for two Hurst 76A T-top hatches that ended at Pacific T-top, a car repair and modification center in Huntington Beach, Calif.

Days later the T-tops arrived by mail in Saugus — two for the car's right side and none for its left. So, with an itchy car owner, Rossetti had to act quickly. On Tuesday, Jan. 26 at 3:00 p.m., he began calling popular airfreight companies to arrange a speedy exchange in Huntington Beach

for one left-side T-top hatch.

"I thought I'd make it easy since one hatch had to be returned and another had to be picked up, all at the same place," said Rossetti. "But one company said they'd do it only if I made two calls — one for the pickup and one for the delivery; I would have been delayed a day."

Local radio advertising jarred Rossetti's memory of Flying Tigers. At 5:00 p.m., Barbara Hemmingway, a Boston customer service representative, answered his call and arranged to make it easy.

"It was no problem," said Boston Custom Service Supervisor Dennis Carey. "With our new procedures, a simultaneous pickup and delivery could be promised."

Rossetti was given a choice of three levels of 100 percent, money-back guaranteed service: *Priority*, for delivery by 1:00 p.m. of the next business day; *Overnight*, for delivery not later than 5:00 p.m. of the next business

day; or *Economy*, for delivery not later than 5 p.m. of the second business day. He chose overnight delivery by 5:00 p.m. the next day — Wednesday. Since he had called after the pickup deadline, Rossetti made delivery to the terminal himself.

On-time arrival in Huntington Beach, 35 miles southeast of Los Angeles, would require shipment on flight #273, a weekday wide-body flight departing Boston that night at 12:30 a.m. Here's how it worked, from Boston and back again:

in Southern California, Customer Service Representative Dee Hasegawa called Pacific T-top to confirm the pickup. She then telephoned information to truck dispatch and Manny Sousa, the attending traffic agent.

Sousa entered onto the pickup log the shipper's name, address and telephone; a contact name; the destination; number of pieces and weight; the package(s) dimensions and contents; the time ready for pickup; the pickup location's closing time; and the type of airbill appropriate for that shipment.

Step-by-Step LAX to BOS

Tuesday

3:00 p.m. (6:00 p.m. Boston time) — As a member of Flying Tigers' Los Angeles sales/customer service/delivery "triad" team serving Huntington Beach and other Orange County areas

Wednesday

5:40 a.m. — Flight #273 arrived early in Los Angeles from Boston and Chicago. Its special package of an automobile glass T-top hatch was offloaded and prepared for truck delivery to Huntington Beach.

8:45 a.m. — The truck, a 27-

Tuesday, 3:00 p.m.
Dee Hasagawa, below left, LAX customer service representative, calls Pacific T-top to confirm a pickup; relays information to traffic agent Manny Sousa, below right, in truck dispatch.

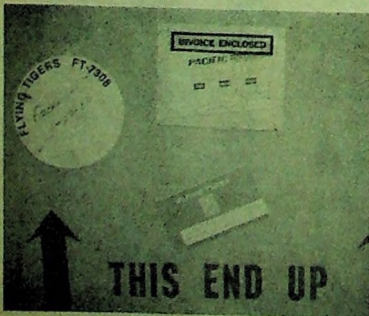
Wednesday, 8:45 a.m.
Truck driver Sheldon Dotterer at right, checks with Dee Hasagawa before departing for Pacific T-top with his door-to-door delivery that arrived in LAX from BOS at 5:40 a.m.



Wednesday, 5:20 p.m.
Caldera, at right, applies shipping labels and a bright green, 5-inch dot, detailed below, to identify the parcel as a door-to-door shipment; completes a green shipment control card and places it in the Boston slot on the control board, at right below. Later, Lead RSM Chuck Calleja, left in photo at right below, will sort through the control cards and direct door-to-door shipments to scales and staging areas.



Wednesday, 7:30 p.m.
LAX employees helping to move the shipment through the system include, above l-r, Traffic Agents Rick Therien and Nancy Toneatto. Rick is entering details of the shipment into the computer; Nancy prepares the weight and balance for the flight on which the T-top will travel.



(Here's How) it Works!

foot tractor/trailer, was driven by Sheldon Dotterer, who collected his manifest, checked the pickup log and planned his route. His first pickup — and delivery — was at Pacific T-top.

To prevent any mix-ups, Dotterer double-checked his stops with fellow "Triad" member Hasegawa.

9:50 a.m. — Delivery was made and the boxed hatches were exchanged. (With delivery completed before 1:00 p.m., the overnight package had actually received priority service.) Dotterer waited for Chris Pestritto, parts manager for Pacific T-top, to check his newly delivered package. Satisfied that it did contain the improper hatch, he completed an overnight airbill (#1049 0745) for delivery of the replacement part to Saugus by 5:00 p.m. the next day, Thursday.

Pestritto was given one copy of the airbill; four other copies were kept for the origin station, the

accounting department, the consignee and the destination station.

10:00 a.m. — Dotterer departed Pacific T-top to complete his rounds.

5:15 p.m. — Dotterer arrived back at LAX. Ramp Serviceman John Caldera assisted in offloading his truck, affixing to the Boston door-to-door package a red, rectangular sticker and distinctive, five-inch, bright green dot used to distinguish door-to-door shipments from others. (The dot's special shade of green is the most noticeable color known.)

Reading from the airbill, Caldera entered the origin, destination, airbill number, number of pieces, weight and type of service onto the stickers for identification. He then completed a green shipment control card, placed it in the "BOS" slot on the control board, and put the all-important airbill into a special pouch to be

given to operations.

To reach Boston for overnight service and promised delivery before 5:00 p.m., the Saugus-bound package would fly that night through Chicago via flight #10, on the same aircraft that arrived earlier in Los Angeles as flight #273.

Final steps to move the package through the LAX system involved the efforts of one lead ramp serviceman, two traffic agents and various ramp crew. Prior to flight #10's 2250 departure, Traffic Agent Rick Therien in operations entered details of the shipment into the computer. (Only door-to-door shipments travel with their own original airbills, which, in future months, will be entered and tracked by a modified KIAC computer system.)

Lead RSM Chuck Calleja sorted through shipment control cards and directed door-to-door shipments from arriving trucks

to the scales and staging areas. With the door-to-door program in its infancy, Boston-bound shipments did not fill a container or pallet, so each piece was bulk-loaded into the plane's belly hold.

Door-to-door airbills were passed into operations where Traffic Agent Nancy Toneatto prepared flight #10's weight and balance, telling ramp crews the order and position of shipments for aircraft loading.

11:50 p.m. — Flight #10 pushed out on time with 175,000 revenue pounds on board and flew to Chicago where cargo was trans-loaded before the flight proceeded to Boston an hour and a half later. A one-hour ATC delay caused the flight's late arrival in Boston at 10:28 a.m., Thursday.

Thursday

10:30 a.m. — On an icy tarmac swept with freezing tempera-

tures, ramp crews began with off-loading B747 #805, which arrived from Chicago with 156,000 revenue pounds. RSM Darrell Challis assisted with the belly load that included the door-to-door T-top. A copy of the airbill was retained by Boston operations and the package placed with other truck deliveries.

11:00 a.m. — Area driver Jimmy Smith, eager to make his rounds to offset the late arrival, checked his trucking manifest and headed seven miles to Saugus.

11:30 a.m. — Frank Rossetti unpacked his new T-top for installation on the disabled Grand Prix. He smiled. "A lot of my glass has to be airfreighted," he said. "Airlines, couriers, freight companies — I've tried them all before, and until now, so-called 'overnight' service has not been that helpful. I'll go with Flying Tigers again!"

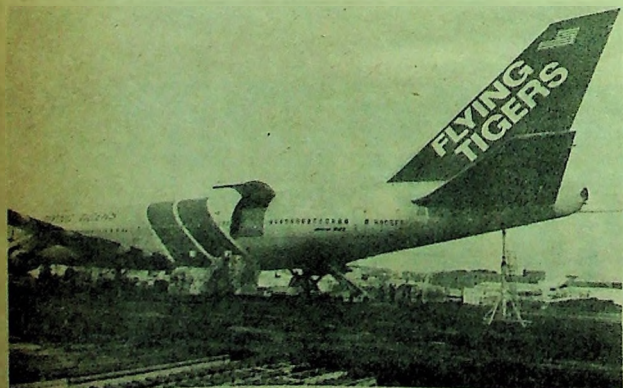
Wednesday, 9:50 a.m.
Dotterer arrives at Pacific T-top in Huntington Beach, left; delivers parcel to Chris Pestritto, parts manager, below left; waits for Pestritto to examine the parcel, below right; and departs by 10:00 a.m. with a return shipment.



Wednesday, 5:15 p.m.
Ramp Serviceman John Caldera, at left, left and right, unloads his new T-top for installation on the disabled Grand Prix. He smiled. "A lot of my glass has to be airfreighted," he said. "Airlines, couriers, freight companies — I've tried them all before, and until now, so-called 'overnight' service has not been that helpful. I'll go with Flying Tigers again!"

Thursday, 10:30 a.m.
The flight arrives in Boston, below. BOS RSM Darrell Challis unloads the door-to-door shipment from one of the plane's belly compartments, right.

Thursday, 11:00 a.m.
Jimmy Smith, area driver, checks his trucking manifest and heads for Saugus, Mass., destination of the door-to-door T-top, far right, top; delivers the parcel to the happy customer, far right, below, at 11:30 a.m.



Flying Tigers in
ASIA

**Making a Splash in HKG:
Swimmers Win the Silver**

Two Hong Kong Flying Tigers brought home the silver at a swimming gala organized in the British Crown Colony recently by the Airline Association of HKG. Traffic Agents Rod Mak and Kok Hung Chi placed second in the swimming meet's 200-meter relay race. *Below left*, Rod Mak accepts the second place silver medal following his and Chi's victory at the meet. *Below right, top photo*, the race is on! *Bottom photo, l-r*, Mak and Chi take a break from work to show off their 200-meter trophy.



Tokyo Reception

Introducing Tiger InterModal

Tiger InterModal, formerly the Sea Tiger unit of Flying Tigers, held a reception, its first big event in Japan, in December at the Ginkgo Room in Tokyo's Okura Hotel.

The event was to acquaint customers with Tiger InterModal, an operating division of Tiger

Distribution Services, a new subsidiary of Flying Tigers' parent company, Tiger International. Tiger InterModal provides single vendor responsibility to the international shipping community offering a wide range of intermodal services customized to meet shippers' needs.

Greeting Guests...

Jim Mucci, general manager of Tiger InterModal, Tom Liesy, vice president corporate planning and president of Tiger Distribution Services, along with Warren Molinaro, president of Warren Transport, T. Nakamura, manager sales & services, Japan Tiger InterModal, and M. Suzumoto, senior customer service agent, welcomed 135 guests including shippers, agents and ocean carriers, representing such companies as Canon, Sony, Hitachi and JVC. From Flying Tigers, Paul Stokes, VP-Asia, Roy King, general manager-Japan and other sales and service personnel joined the reception.



At Tiger InterModal Japan reception, above, l-r, Jim Mucci; M. Suzumoto; K. Uehara, export manager of Canon; Tom Liesy; and T. Nakamura.

Program, Buffet

The party commenced with Mucci's speech expressing appreciation for customers' support. A buffet followed under the watchful eye of an impressive transparent ice-sculpted tiger standing stoutly at the center of the Ginkgo Room.

Japan Tiger InterModal was formally established last October but Nakamura and Suzumoto have worked with sea/air service since November 1980. Its sea and air business has been successful meeting customers' needs and revenues have been tripled over the past year.

"Half and Half"

Some years ago, sea and air service was called "half and half" because it took half the time of sea transportation and half the cost of all-air. However, as the cost of air transportation has increased, the cost for sea and air is now only one-third of air only service. This makes the sea and air combination even more desirable to certain shippers.

As a result of the reception Japan Tiger InterModal gained approximately 140 tons of traffic from two customers, said an enthusiastic Nakamura.

— Submitted by
Yasuko Yamaguchi-TYO



Robert Molinaro, right, of Warren Trucking, with, l-r, Y. Susami and Y. Misawa of Suzuyo freight forwarder.

Hong Kong Celebration

Christmas time was busy in Hong Kong, so Flying Tigers there postponed their annual "holiday" party until the first part of the year. In January, the HKG Flying Tigers and guests gathered at the Sheraton Hotel to usher in 1982 with a buffet dinner, prize drawings and an all-around enjoyable evening for everyone. Here are some photos from the HKG event.

— Submitted by Eva Cheung, HKG



GM-HKG Brooke Harwood brought chocolates to the HKG celebration... and took them home again! Above, l-r, Harwood and his wife Patricia accept door prize they won in the evening's drawing — their own chocolate donation! Handing out the prize is Francis Cheung, right, account executive. Francis has resigned effective March 1 to accept a position with another company. He has been with Flying Tigers 1 1/2 years.



Hong Kong celebrators — Some of the operations staff enjoying the evening, above left. Above right, newlyweds — Peter Tong, operations supervisor, and his wife.



Enjoying the HKG evening — Above left, l-r, R.C. Anderson, maintenance manager, who won first prize in the drawing — a hi-fi combination set; and Peter Chan, operations supervisor. Above right, l-r, K.L. Lee, manager terminal operations; Cynthia Tsui and her husband Frank Tsui, chief operations supervisor; and Patricia Harwood.





customer service supervisor) and **Joann Williams** (customer service rep.). The STL people are always courteous and professional, and we call them daily for assistance.

Thought you would like to know that we at United Van Lines appreciate the service these people give us.

Karleen Noack
United Van Lines
Air Freight Division
Fenton, Missouri

• On behalf of Travenol Laboratories, I would like to take this opportunity to thank **Flying Tigers** and all the fine personnel in your organization for the excellent transportation service you provided Travenol Laboratories, Inc. during 1981.

We at Travenol wish you a prosperous 1982, and look forward to continuing our successful relationship.

Thomas O. Bond
Corporate Traffic Manager
Travenol Laboratories, Inc.
Morton Grove, Illinois

• I am writing to let you know how much I appreciate the extra effort that **Kathy Smart** (customer service representative-DFW) extended in coordinating a shipment to my customer in Oklahoma City. Without her help the shipment would not have made a deadline which would have caused loss of an order and a

customer.

Kathy and everyone that I talked to at **Flying Tigers** were all very friendly, helpful and cooperative.

Herbert W. Schultz
Sales Representative
Data General
Dallas, Texas

Hooray, JFK

• During the week of January 11, we had a rush shipment arrive in New York from Europe on FT 007. The shipper was our parent company **Brevini S.p.a.** of Reggio Emilia, Italy. The goods were for our customer in California and had to be delivered by Jan. 16.

I personally expedited this shipment with **your people in New York**. I can only say that had it not been for their extra effort and willingness to help our shipment would never have arrived on time. Unfortunately, I don't have the names of all the **Flying Tiger** employees who extended special assistance to us. But I would like you to know that **Morris Rawlins** (traffic agent), **Sal DeRise**, (traffic agent), **Pam Teer**, (customer service rep.), **Frank Dantone** (service assurance supervisor) and others whose names I don't know, really put forth that extra effort that makes **Flying Tigers** the company that it is... number one in our book!

As a result of your outstanding effort, we have a very satisfied

customer who will provide us with additional business. And you may be certain that whenever possible in the future, we will use **Flying Tigers** for their help. It was greatly appreciated.

F.B. Cooper
Vice President &
General Manager
Brevini, Inc.
Youngstown, Ohio

Postal Praise

Letter to **Sam Cravatta**, administrative support supervisor-ORD.

• I am pleased to recognize this past Christmas season as one of the most trouble-free holiday periods in recent years (for postal service) throughout most cities served in the Central Region.

It is apparent that one of the keys to the success we both enjoyed was the close coordination and communication between local **O'Hare Airport** and **United States Postal Service** personnel.

While our overall volume of first handling pieces did not reach forecast, other types of mail such as presort, priority and air parcels more than exceeded pre-season projections.

The Central Region, and indeed the entire country, is dependent on the service provided by your company at airports originating and transferring volumes of mail. We have worked well together these past months, once again proving there is no substitute for cooperation and good communi-

cation.

Please convey to those concerned at your **O'Hare** operation my appreciation for a job well done.

Thomas K. Ranft
Regional Director
Mail Processing Department
United States Postal Service

Metro

• We were very pleased with the service on **Metro International flight #1029**. **Michael T. Barrick**, senior flight attendant, was very helpful and patient with us. I had my 76 year old mother with me, and my 11 year old daughter. In a word, it was a pleasure to fly with **Metro International**.

Thanks.

Mrs. Francy

Likes Our Style!

• I am sending this letter to congratulate and thank you for the fine ads you have been playing recently on the radio. You don't tear apart the competition but clearly speak out for what you can do and how well you can do it. That is what is called the **American Way** and I love it.

We don't do much air freight shipping but when we do, I'll be knocking on your door. Not to test your offer to get the shipment free if you goof but because I like your style.

James M. Pirie
President
James M. Pirie
Construction, Inc.
Seattle, Wash.

Customer Compliments

• This letter is in reference to the super service we receive from **Flying Tigers personnel in St. Louis, Philadelphia, New York, San Francisco, Dallas/Fort Worth and Atlanta**. Whenever we call these stations for a status up-date, routing information or any problems, we ask for certain people because they are so helpful and pleasant. These people are: **Dave Butler** (account executive-PHL), **Brian Finnerty** (account executive-JFK), **Kathy Swim** (customer service rep.-SFO), **Toni Dugger** (customer service rep.-DFW), **Randy Phillips** (customer service rep.-ATL), and all the crew in **STL** — **John Edwards** (manager terminal sales and service), **Rich Carroll** (cus-

Flying Tigers On the Move

Ursula Kohlmann Charter Manager

Ursula Kohlmann has been appointed manager charter sales-Europe.

Based at **Flying Tigers' European headquarters in Frankfurt, Germany**, Ursula will be responsible for direct cargo charter sales out of the European continent and **United Kingdom** throughout the world.

An employee since 1959, Ursula brings to her new post considerable experience gained from a background of activity in many facets of the air cargo industry.

Since commencing her airline career with **Seaboard World Airlines** she has progressed through assignments related to traffic, accounting, sales, communications, operations, and administration in **Frankfurt**. Her most recent assignment was administrative assistant.

Ortiz, Anderson New Managers

Judy Anderson has been named manager of fuel administration, overseeing the purchase, inventory, control and management of all petroleum products for the operations and maintenance areas of the airline.

Judy joined **Flying Tigers** in 1975 and served three years as a confidential secretary. Most recently she was a purchasing administrator.

Chuck Ortiz has been named manager of purchasing.

In his new position, **Chuck** is responsible for purchases involving the airline's ground support equipment, aircraft tires and

maintenance repair operations. Prior to joining **Flying Tigers** in 1980, he worked for 11 years in the purchasing areas of various companies, including **Fluor Corporation** and **Western Airlines**. He has served **Flying Tigers** as a buyer and senior buyer.



Ortiz Anderson

Promotions and new positions around the system:

HEADQUARTERS

John Baker...to manager surplus sales, from warranty administrator. **August Cirrito**...to manager supply, from supervisor maintenance supply. **Dee Parker**...to systems analyst/programmer, from computer programmer. **Becky Rasmussen**...to credit rep. "I", from flight attendant-SFO. **Katherine Schweitzer**...to tax accountant, from junior tax accountant. **Khanh Tran**...to senior financial analyst, from financial analyst.

ATLANTA
Bill Barnhart...to account executive, from sales rep.

BOSTON
Patricia Shaw...to account executive, from sales rep.

CHICAGO
Peggy Munao...to CSR "I", from claims coordinator.

CLEVELAND
Diana Morozynsky...to account executive, from sales rep.

LOS ANGELES
Dale Wu...to accounting clerk "A", from accounting clerk "B".

MIAMI
Herman Morton...to account executive, from sales rep.

SAN FRANCISCO
Marcela DeLaPaz...to secre-

tary, from terminal administration clerk.

SEATTLE

Louis Calvetti...to sales secretary, from terminal administration clerk.

Welcome

Flying Tigers welcomes the following new employees:

HEADQUARTERS

Kenneth Beach... personnel relations specialist. **Dennis Reimer**...supervisor pick up & de-

livery. **Diane Thomas**... accounting clerk.

BOSTON

Louis Calvano...chief ops. supervisor.

CHICAGO

Patricia Vaughns...terminal administration clerk. **Thomas Walton**...service operations analyst.

CINCINNATI

James Comarata...account executive.

CLEVELAND

Natalie Scalabrino...account executive.

INDIANAPOLIS

Aletha Ciaccio... CSR "I".

JFK

James Barruch...account executive.

MIAMI

Michael Adcock and **Carl Oates**... account executive.

MILWAUKEE

Ralph LaMacchia...account executive.

PROVIDENCE

Steven Burns... CSR "I".

SAN FRANCISCO

Theresa Yob... telephone sales rep.

TAIPEI

George Ming...terminal sales manager. **Aleck Hsi**...account executive.

On the Safe Side

A.W. Brunetti, Director-Safety



How to Survive an Earthquake

California is a great place to live with many benefits — but freedom from natural disasters is not one of them! We get flooded out, burned out, blown about, and sometimes shaken up pretty good. Here's what to do during and after an earthquake, to reduce the dangers to yourself, your family and others.

During

• **Remain calm.** Think through the consequences of your actions.
• If indoors, watch for falling plaster, bricks, light fixtures and any object that may fall. Stay away from windows, mirrors, chimneys. Get under a desk or table, or stand in a doorway. Usually, it is best *not* to run

outside.

• In a high-rise office building, get under a steel desk. Stay where you are, since stairways may be broken or jammed with people, and elevators out of order.

• If outside, avoid high buildings, walls, power poles and other objects which could fall. Do not run through the streets. If possible, move to an open area away from all hazards. If you are in a car, stop in an open area.

After

• Check for injuries in your family and neighborhood. Do not attempt to move seriously injured persons unless they are in danger of further injury.
• Check for fires and fire haz-

ards. Shut off the main gas valve if leaks exist, and electrical power if there is damage to electrical wiring.

• Do not touch downed power lines, or objects in contact with them.

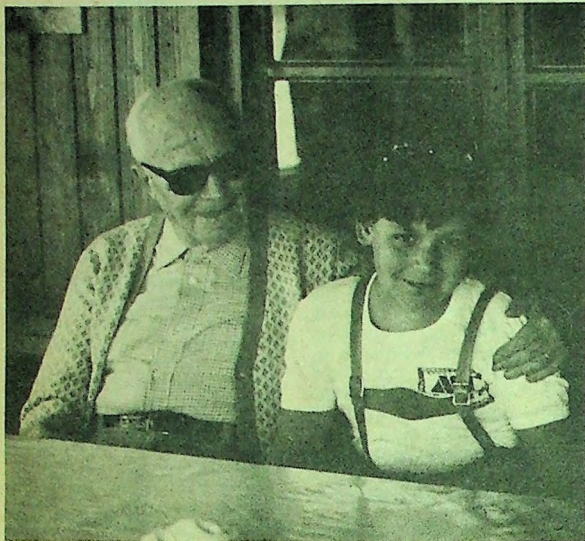
• Immediately clean up spilled medicines, drugs and other harmful materials.

• Turn on your radio for damage reports and information. Have at least one radio that is battery operated.

• Be prepared for additional earthquake shocks called "aftershocks". Some of these may be large enough to cause additional damage.

Flying Tigers in

EUROPE



Youthful Diplomat

That's Italy's President Sandro Pertini at left, above. And on the right, Piero Mannini, Jr., son of the Flying-Tigers' Country Sales Manager for Italy. The young Mannini met the President during a holiday in the Dolomite Alps, and immediately established a good rapport. His father hopes he told the President all about Flying Tigers in Italy!

London to Sponsor Top Cargo Contest

Flying Tigers, London, will sponsor the 1982 Shipper and Forwarder of the Year contest, generally regarded as the most prestigious competition of its kind for the U.K.-based freighting community.

The project, in association with the leading U.K. produced freighting newspaper, *International Freighting Weekly*, is open to shipping managers and freight forwarders, who are invited to write short essays commenting on various topical aspects of freighting currently under discussion within the industry.

Judging

The written entries will be judged by Flying Tigers officials and editorial members of *IFW* in London. A second round, in which finalists will make verbal comments on the industry, will be held in London, Manchester and Birmingham — areas where Flying Tigers has active regional sales teams.

Topics/questions for participants will include:

Rate incentive schemes, such as the one introduced by Flying Tigers in London, are designed to cut the cost of airfreight and give the agent and shipper more say in what they pay to send cargo by air. Discuss the advantages of such a scheme and the recent 'rate war' on the North Atlantic routes.

Other questions set by Flying Tigers are:

What are the main gateways for air cargo in the U.S.? What are their advantages and disadvantages?

Apart from actually flying cargo, how much more of a total service can an airline offer the agent and shipper at home and

abroad? Give examples.

Contestants will also be expected to comment on how forwarders can provide a better service to shippers and whether smaller forwarders can provide a better service than larger ones.

Flying Tigers will take the opportunity of the regional heats to further promote its services through display material and audio-visual presentations. A grand finale will be held in May to coincide with the All Freight Export '82 cargo exhibition in Manchester, at which Flying Tigers hopes to participate.

Prizes

A first prize of a holiday for two in California, including a visit to Flying Tigers Los Angeles headquarters, will be awarded to the winner. Cash prizes will be awarded to the runners-up by *IFW*.

U.K. and Ireland General Manager Bob Wetherill said, "We are delighted to be associated with the contest, particularly as this will be the first year in which forwarders are allowed to take part.

"Several European and American airlines wanted to sponsor the event, but Flying Tigers beat them to the punch and got in first. We hope the competition will now be a regular feature on our London promotional calendar. It will do much to enhance our relationship with the forwarding community in the U.K."

Extra copies of the special issue of *IFW*, containing a full-color poster for the contest, rules, questions and an entry form, are available from either Mike Braund or Pat Roche at Flying Tigers, London.

"Retiring" with 30 years

Friends Salute Willy Purm

Friends and Flying Tigers in Frankfurt, Germany joined together to salute Deputy General Manager for Germany, Willy Purm, who retired January 28 after nearly 30 years with the airline.

Born in April 1918 and raised in Jungbunzlau/Sudetenland (now Czechoslovakia), Willy left home and family at the early age of 16 to "conquer the world". A few years later he joined the German Army and served in the infantry. Seriously wounded, he struggled through World War II, was imprisoned with millions of others and released in 1947.

Starting Over

Having lost his home and entire family, Willy started over at "ground zero", doing manual work and later, using his own words, "strained more delicate parts of his body".

Willy Purm joined Seaboard World Airlines in 1952 as assist-

ant to the general manager-Germany. Just six months later he was asked to organize and assume responsibility for the Frankfurt Airport station.

Moving Force

From that day on he steered the ship through stormy weather and rough seas. He applied his vast experience in several organizations, chairing the Airline Operators Committee and the Working Group "Cargo" for many years as well as engaging himself in the preparational works of customs computer system ALFA to the benefit of all users. In 1981 he received the Distinguished Service Award from the National Defense Transportation Association (NDTA) for his efforts in this field.

Willy was decisively involved in the planning and construction of the former Flying Tigers building at Frankfurt Airport, Freight Section 2 and in the new FRA



Willy Purm

terminal, building 456b.

On the personal side, Willy was an inveterate bachelor until the age of 48, when he married his former secretary, Christel. They now have three children — one boy and two girls.

Fond Farewell

Governmental and military officials, forwarders, interliners and friends applauded Willy Purm at his recent retirement party. Director Erick Becker, chairman of the board of FAG (Flughafen Frankfurt Main A.G. airport company), praised Purm's achievements in air freight and aviation.

A local newspaper reported on Willy's speech at the retirement party. "Willy Purm's farewell speech was a lecture about philosophy and the art of living, masterfully interpreted, showing the true Willy Purm, worthy of a doctor's degree from the philosophical faculty."

Not Really Retired

However, it is not Willy Purm's temperament to retire completely. He has opened an office for airfreight consulting, and will also be kept busy by his political activities as director of the town council in his hometown community of Rodgau.

In a presentation made by the Commander of the 4th Transportation Command, Col. Lanzillo stated: "Er hat seine Pflicht getan" (he did his duty). He certainly did. Thank you, Willy Purm. We will all miss you!

— by Helga Traeger-FRA



Willy Purm, above, second from left, and his wife, Christel, left, at retirement gathering in Purm's honor with, l-r, Burt Hubbs, director scheduled services and charter operations-Europe, and Helga Traeger, secretary to the general manager. At right, Purm receives commendation from Col. Lanzillo, Commander of the 4th Transportation Command.



Meet the "Blokes" in Birmingham



Going after the business in Birmingham are, above, l-r, Barrie Walker, June Paget and Medwyn Hughes, pictured at the entrance to BHX Airport.

The Birmingham Flying Tigers office is located in the heartland of industrial England in a city known for its many and varied industries.

Primarily a sales office, the Flying Tigers operation there is run by Senior Sales Executive Barrie Walker, Sales Executive Medwyn Hughes and Customer Sales Agent June Paget.

Barrie Walker celebrated five years with the company during 1981. June arrived in October from Trans Mediterranean Airways, where she was sales/reservations manager. The "new boy on the block" is Medwyn Hughes, who joined the company this month. He has received a warm welcome from his fellow BHX employees, bringing with him a wealth of experience after logging a number of years in cargo sales for Trans World Airlines in the Midlands.

Through the efforts of the Birmingham employees the Flying Tigers gospel is rapidly spreading throughout the Midlands area.