

Letter from the President...

Summer flew by, school has resumed, and the holidays are fast approaching. Elections are within 60 days, the World Series will be played soon, and football season has already begun.

With everything going on in the world today, at least you don't have to worry about whether or not your data will reach your trading partners, because you can rely on Kleinschmidt.

Our number one goal is to provide the best service in the industry. We accomplish that goal in many ways.

Kleinschmidt provides systems that are available 24x7x365. We don't have scheduled monthly or weekly maintenance. Of course, there is no unscheduled downtime either. Our systems have been available 100% of 2008.

Our unparalleled customer support is also available 24x7x365. You can't predict when you might need assistance, so our level three customer support personnel are available when you need them, not only during bankers' hours.

We develop custom formatters that take data in your file format and create the X12, XML, and/or UN/EDIFACT documents that your trading partners require. Outsourcing your mapping requirements to Kleinschmidt is a very cost-effective way to increase efficiency.

Kleinschmidt's professional programmers create custom Web applications that allow companies to automate the exchange of data with their trading partners that do not have the resources to participate in standard electronic commerce.

Finally, we continue to provide outstanding service through our responsiveness to our customers, individual business needs.

Kleinschmidt offers a variety of cost-effective solutions for everyday electronic commerce problems.

Whether your requirements are as simple as delivering data to your trading partners on time, every time, or as complex as developing multiple web applications with reporting capabilities, the successful implementation of e-commerce technologies is only a phone call away. Please contact us anytime at 847-945-1000 to discuss your needs and how we can be of service.

Thank you for your continued business.

Inside News:

Automate Business Processes

Stop manually processing POs and Invoices. Get your business up to speed with an automated solution.

Employee Spotlight

New feature! Get to know whom you first talk to when calling Kleinschmidt. Our next newsletter will feature some of our outstanding Customer Service employees.

Do you AS2?

We can transmit your data securely and reliably via AS2.

Customer Corner

Read about one of our customers and what they have to say about Kleinschmidt's solution to their unique business needs.

Service Awards

Many of our employees were recognized for their long-term service!

Calendar of Events

Check out upcoming conferences, expos, and industry meetings and meet with us.

--Harry S. Gaples

When You Need AS2... We Have the Solution for You!

We hear the term AS2 often these days. What exactly is it? AS2 (Applicability Statement 2) is a communications protocol used to transport data securely and reliably over the Internet. Security is achieved by using digital certificates and encryption. Now many companies are being requested to implement AS2 to exchange data electronically.

Implementing AS2 internally can be a costly endeavor. It requires servers and/or other hardware, expensive software, ongoing personnel resources, certificate updates, and continual hardware/software maintenance. Your trading partners can push AS2 messages to you at any time. This requires a constant presence on the Internet. Kleinschmidt maintains such a presence. We can receive messages pushed at any time, and can mailbox them for your company to pull at your convenience or at a schedule you specify.

Kleinschmidt is your cost-effective AS2 solution, offering 24x7x365 availability.

In-house Disadvantages

- Per trading partner set-up charges
- Costs of a static IP address, permanent Internet connection, firewall, and relevant expertise
- Costs associated with AS2 software
- Resources to manage certificates used for secure connections
- Automated file re-send not always available after partner's AS2 outage

Kleinschmidt Advantages

- No per partner set-up charges
- AS2 software and training unnecessary
- Quick set up of new partners
- Immediate exchange with currently set-up partners
- Certificates managed by Kleinschmidt employees
- AS2 connections and MDN responses monitored 24x7x365
- Data automatically re-sent after partner's AS2 outage

We have been providing secure AS2 solutions since 2002 and currently have over 400 active connections.

Let Kleinschmidt take the burden of AS2 off your shoulders and provide you with a secure, cost-effective solution.

Call us today to find out how easy it is to get connected!

Employee Spotlight – Getting to know Kleinschmidt

This is a new feature. Now you can put names with the faces of the people that make your EDI easier.

Janet and Meg are the perfect people for the debut of this feature. When you call Kleinschmidt, it is one of them who greet you with enthusiasm to get you to the right person immediately!



Janet Lease describes herself as caring, reliable, and imaginative. All of us couldn't agree more! Jan has been with Kleinschmidt 18 years and is a Sr. Secretary. Some of her previous positions include soda jerk at a camping/picnic ground, telephone

operator for the original "Ma Bell", bank clerk, and legal secretary. She graduated from Warren Township High School, Gurnee, IL and continued her education at College of Lake County.

Jan met Jerry Lease in 2005. They married in 2006 while on a cruise in the Caribbean. Together, they have 6 children, 15 grandchildren, and 3 pups: Maggie, Ben, & Jerry. It's a dream come true!

In her spare time, Jan reads a lot. She also loves travel and to go to the theater and movies, preferably at the drive-in during summer. She shares her affection for cooking and baking with her husband, who has a major sweet tooth.

Having moved into a new home 2 years ago, she can't resist shopping for new items. Jokingly, her husband says she is being banned from some local stores and also ordering from catalogs!

Throughout the years, Jan's responsibilities include incoming call support, clerical projects for all Kleinschmidt departments, organizing conference materials, providing reports, updating databases, and ordering office supplies.

When asked about her years at Kleinschmidt, she said "The very best part of my position is getting to talk each day with our very interesting customers, and their partners, and also to work with dedicated and inventive coworkers."



Meg Dhamer began at Kleinschmidt in 2000. She started in what was a temporary summer position. She has now been with us for 8 years!

Resourceful, positive, and creative are three words Meg uses to describe herself. With her diverse background, you can see

why. She graduated from Lake Forest High School in Illinois and attended the French Culinary Institute.

Meg has 2 children. Her son is a sophomore at Illinois State. Her daughter has already graduated from Indiana University and is out in the business world. She also has a dog, Oliver, who comes into the office often and is pictured above with Meg.

Over the years, she was a stay at home mom when her children were young, and some of her endeavors have been fundraising for local organizations, working in real estate, interior design, catering and developing her own line of dressings and sauces.

In addition to perfecting her cooking techniques, she enjoys spending time outdoors with her family on yearly trips to the beautiful northern Wisconsin countryside and cheering on her beloved Bears.

Her daily responsibilities include incoming call support, processing executed contracts, maintaining and updating our many databases, and assisting sales.

When asked about her years at Kleinschmidt, she said, "They say we are defined by the people we surround ourselves with, and with that... I've been blessed with both the fine people I work with at Kleinschmidt, including our family of pets, and our exceptional customers I've had the pleasure of meeting and helping over the phone."

Automate Business Processes and Reel in ROI

The economy today brings increased demand to cut costs and do more with less. Despite software investments, many company business processes remain manual, time consuming, and difficult to manage. Kleinschmidt offers companies a cost-effective opportunity to build and manage flexible automated business processes that help them realize their full potential, while providing an opportunity for a Return On Investment (ROI). You can eliminate manually processing invoices, purchase orders, bills of lading, transportation documents, and distribution paperwork. All Kleinschmidt business process solutions are customized to company and trading partner requirements.

There are many reasons to automate a business process.

Reduced Costs and Increased Productivity: Automation can reduce and/or eliminate manual processes, reduce the time an employee spends doing manual data entry, and produce an immediate cost savings. With the “more is less” mantra, the best way to achieve increased productivity is to automate manual processes and give your company a competitive advantage.

Reduced Error Handling: Automation will immediately reduce the number of manual entry errors.

Reduced Cycle Times: Time is money and automating the generation of documents such as POs, invoices, shipping notifications, load tenders, and BOLs can save time, move products in a more timely manner, reduce data delays, which will help to avoid chargebacks, and eliminate waiting for manual processes to complete business transactions.

Better Service to Trading Partners: Automating business processes is a win-win situation for all involved. With increased productivity and timely processing, trading partners save money, too.

All of the above results in decreased expenses and excellent ROI. An automated business process allows a company to successfully and quickly exchange data with more trading partners in a variety of formats. All automation is based on each company's business requirements. Realize ROI potential by automating with Kleinschmidt. Call us today.

Customer Corner – Bacova Guild

Kleinschmidt has been providing Bacova with EDI and custom translation solutions for over 7 years. Their unique business processes and needs required a provider

that could create the unique mapping they required and also support their large customer base. Here's what Bacova has to say about the solutions and service we provide them 24x7x365:

“...want you to know how much I appreciate your help during Bacova Guild's EDI conversion from Burlington to Kleinschmidt. Bacova could not have accomplished this tremendous task without your support.”

“As I have said in the past, Bacova certainly did pick the right EDI service provider!”

“Kleinschmidt take a giant bow!!”

Bacova is known as an innovative developer of fresh fashion and new home décor products. They annually introduce many exciting new products plus hundreds of new designs that keep its continuing lines unique. They serve almost every channel of retail distribution including Department Stores, Linen Specialty Stores, Mass Merchants, Warehouse Clubs, Home Centers, Mail Order Catalogs and many others. Bacova sells both directly to retailers and to distributors in foreign countries throughout the world.

Although Bacova has grown rapidly during the past decade, it remains committed to its original ideals of providing a good workplace for its employees, creating innovative products that expand decorating options, producing a quality product for the consumer and supplying superior service for its customers.

It was a “slam dunk” day for our annual Kleinschmidt picnic with a sports rivalry theme.

The day was definitely a hit with the kids. There was a very creative balloon artist, fun stadium food, and the ever-popular water balloon launch! We had a record-breaking crowd with employees, their families, and many former employees, too.

There were 7 employees honored for their many years
of outstanding service at Kleinschmidt:

Bob Schmidt - 35 Years Sean Parmley - 25 Years Wayne Holloway - 20 Years Tom Kleich - 15 Years

Gloria Hendricks - 15 Years Bill Hansen - 10 Years Alissa Catalan - 10 Years

We look forward to many more years serving our great customers!

Kleinschmidt

450 Lake Cook Road
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Have a wonderful Fall and Thanksgiving!

Delivering Innovative eBusiness Solutions

Upcoming Events

October 16	NEECOM	Westborough, MA	www.neecom.org	John Daub
November 15 -19	NITL TransComp Exhibition and Intermodal Expo	Fort Lauderdale, FL	www.nitl.org	Doug Anderson
November 16 - 18	Intermodal Association Expo	Fort Lauderdale, FL	www.intermodal.org	Don Powell
December 8 - 11	ANSI ASC X12 TAS Meeting	San Diego, CA	www.x12.org	Doug Anderson
January 11 - 14	National Retail Federation Conference & Expo	New York, NY	www.nrf.com	John Daub
January 25 - 30	ANSI ASC X12 Trimester meeting	Seattle, WA	www.x12.org	Doug Anderson

Visit our Web site at www.kleinschmidt.com.

Read customer quotes, log on to the Webcam/online account services to view EDI transactions, retrieve detailed information on our communications, security and encryption, Web applications, translation solutions, and much more.

Contact us today at 847-945-1000 to discuss an affordable solution that your needs!