

October 2012  
\$2.00

Business  
**update**  
1993-2012 Publication



Helen & Craig Zeerip

30



YEARS



**Teddy's  
Transport**

Holland, MI

Nationwide Expediting Service

800-659-3887



MPSCL 20468  
USDOT 339700  
ICCMC 215591  
KYU 152461

*Inside  
Features*

*Credit Union Month  
Women In Business  
Energy Awareness  
Corporate Events*



**Building Value  
Into Building Products®**

"The leader in decorative doorglass products salutes Teddy's Transport on their 30th anniversary! Teddy's "delivers" excellence, handling even last minute requests with enthusiasm and speed. We appreciate the warmth and trust of our relationships with Craig, Helen and the entire team. Best wishes for continued success!"



"Congratulations Teddy's team on your 30 years. Thank you for the awesome service and keep up the great job. It's because of companies like you that we can be successful too."



"Congratulations on 30 years of success. Stone Plastics has been proud to support Teddy's Transport for more than a decade. Here's to 30 more years."



"Great people to work with. Always dependable and helpful."



Congratulations on 30yrs of support, dedication, and excellence! Our entire team sincerely appreciates all Teddy's Transport does and has done for GHSP.

You truly are a vital part of this business and contribute to our success on a daily basis. There is always someone available, and no matter what the reason, you always find a solution that can get us back on track. It's been such a pleasure to see your business grow over the years. Your success is a direct result of your vision, leadership, and dedication to God and family. You are the example I choose when I need to see how its "done right"!



"Webb Chemical Service Corporation has enjoyed the outstanding service and reliability that Teddy's Transport offers. We would like to congratulate Teddy's Transport on their 30 years in business and wish them many more successful years."



"Teddy's Transport has helped Pleotint get shipments directly to our partners and most importantly, get shipments to them fast. With Teddy's we know our valuable product is in safe hands and will be on its way to be delivered as soon as it is picked up."



"Great working with a local company to improve efficiency and save money!"



Congratulations to a great company who offers quality service with a smile. Happy Anniversary and blessings for the future.

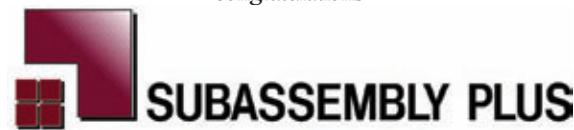


"Teddy's is reliable and dependable. I would highly recommend them."



"Supply Chain Solutions, Inc. would like to congratulate Teddy's Transport on their 30th Anniversary. As a key business partner we appreciate the service and dedication Teddy's delivers to our business everyday..."

Congratulations"



"We appreciate the reliable service and long term relationship we've had for years"



CUSTOMER ADVANTAGE • CONSUMER CONFIDENCE™

"One of the pillars of Ranir's success is its reputation for customer service and Ranir's partnership with Teddy's Transport has been instrumental in achieving an award winning service record with our retail customers. Congratulations on your 30 year anniversary!"



"Congratulations Teddy's on your 30th Anniversary! Thanks for the good service you give Magna!"



**GREAT LAKES CASTER**

"Great Lakes Caster - Michigan's largest caster and wheel wholesale distributor could not meet our customer logistic requirements without Teddy's Transport.

Congratulations on 30 years and THANK YOU for being a great partner!"



"Congratulations on your first 30 years"



Thank you for the wonderful service, courteous drivers and the dedication Teddy's provides to us each day. You are a valued business partner to Metal Flow Corporation. Congratulations on your 30th anniversary!



"Congratulations on 30 years, your team has been very responsive to our requests and we can count on them being completed in a timely manner. Great Team."



"Old Orchard Brands has worked with Teddy's Transport for several years and we appreciate their 'can-do' attitude and exceptional customer service. We congratulate them on 30 years in business."



"SAF-HOLLAND congratulates Teddy's Transport on providing 30 years of excellent service to the West Michigan market place. Good luck and best wishes as you keep transporting into the future."



"Thank you Teddy's transport for the wonderful services and courteous drivers you have provided us over the years. You have always been a valued business partner to Tubelite. Congratulations on your 30th anniversary!"



"Reasonable rates, timely deliveries, and excellent service are three reasons why we use Teddy's Transport. Congratulations on 30 years in business!"



"Proud to partner with Teddy's Transport to help fulfill our mission of distributing medical and health resources to those in need."



"We celebrate your 30 years of excellent service, leadership and generous community presence."



"I have worked with Teddy's Transport for several years now and have always received excellent service, care, and dependability when carrying our freight. It has been a pleasure to work with such an awesome transportation company..Congratulations!"

# Thirty Years and the Bear Doesn't Look a Day Over 29!

Grand Rapids - It's hard to believe that an expediting company that began with one pickup truck and one man has reached their 30th year anniversary. Teddy's Transport was founded by Ted "Teddy" and Mary Gibbs in 1982. "When Dad started this company, he wanted to provide manufacturers with pickup and delivery services in a way that he could be proud of. It's hard to believe that it's been 30 years already. A lot has changed since then" current President Helen Zeerip explained when discussing her excitement about reaching this 30 year milestone. Ted and Mary's daughter Helen and her husband Craig Zeerip purchased the company in 1997 when Ted and Mary decided to retire.

"The advancements in technology and the economy have changed the way we do business on a daily basis. It's

amazing what time can do" Helen explained when describing the changes. When Teddy's Transport first began providing local pickup and delivery services and occasional nationwide expedites, cell phones weren't available. "We had an answering service and pagers. Whenever the pager went off, you had to find a pay phone right away to call in and find out what your next run was" there was no turning down runs; it was automatically assumed it would be completed without delay. Currently, all Teddy's Transport employees have cell phones. Dispatch can contact them immediately when they are needed and drivers can check in to dispatch without having to hunt for a payphone. "One simple change in technology changed the way we do business entirely" Helen explained, "Teddy's Transport went from customers contacting an answering service to speaking with one of four dispatchers, at least one of whom is available to speak with customers 24/7."

"Today it seems every company has a sales force. There are commercial advertisements, newspaper articles, and online ads we are exposed to everyday. We have a sales force now, but back then it wasn't the case." Helen explained that Ted and Mary never had a salesperson until 1994; Teddy's Transport grew by word of mouth. "We grew because of our reliability, honesty, and good reputation" said Helen. Today Teddy's Transport takes pride in their diligent sales and dispatch team that

provides customers with personal service whenever they need it. "The focus has always been on the customer" Helen explains, "It is our job to ensure that our customer service is exceptional."

The services offered have changed as well. Teddy's Transport now boasts an extensive service inventory including nationwide expediting, full truckload services, less-than truckload services between the greater Chicago area and West Michigan, dedicated fleets, refrigerated expediting, and white glove service for specialty shipments such as trade shows. The company's mainstay over the years remains the local pickup and delivery services Ted and Mary started three decades ago. Currently, Teddy's Transport is a certified Women Owned Business, is certified by the Transportation Security Administration as an Indirect Air Carrier, and holds certifications in the Custom's Trade Partnership Against Terrorism (C-TPAT), Partners in Protection (PIP), and the Free and Secure Trade Agreement (FAST). The company also has Canadian authority for the providence of Ontario.

With all their services and certifications, it should be no surprise that business has been booming over the past few years. This year Teddy's Transport has the honor of being listed



among the fastest-growing private companies in the nation on the Inc. 500/5000 list. Their rank of 4,387 is a privilege they're proud to have earned after experiencing a record sales year in 2011. This year also being their thirtieth year of operations is the icing on the cake.

"Our recognition by the Inc. 500/5000 list and the celebration of this special anniversary reminds us of where we came from and where we're going in the future. Teddy's Transport's thirty year success story reflects our dedication to providing our customers with the best service possible." Helen continued explaining that "our employees are our most valuable asset, and we've got the best drivers out there." Not only are the employees the key to Teddy's Transport's success, but the customers are as well. "Some of our customers have been with us all thirty years- since Dad started the company. The loyalty they have shown towards our company is what has enabled us to be as successful as we are today. It has been an honor and a privilege to work with so many fine people in the manufacturing industry of West Michigan."

In closing Helen wanted to say that "We're thankful to our employees, their families, and our customers for their support and commitment to helping us reach this thirty year landmark in our company's history. We look forward to working with you for another thirty years and thank you for making the last thirty possible."

## Business update publication

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"K & R would like to congratulate Teddy's Transport for their 30 years in business! We appreciate our partnership and look forward to continuing to grow our business together."



ANAVISTAR COMPANY



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