

**NORCO**  
DELIVERY SERVICES

## Depend on us.

Norco Delivery Services began in 1957. One truck. One man. One Vision.

The Company has since grown to over a dozen branches serving the California, Arizona and Nevada markets. Our footprint is now covered by an entire fleet of vehicles ranging from small cargo vans to large bobtail trucks, complete with our own in-house parts and maintenance department.

The organization was built upon a foundation of dependability. Sticking to that simple one-word philosophy, we have become one of the largest and most trusted names in the industry.

You'll find a whole host of services to meet your business needs including overnight delivery, on-demand messenger, courier, U.S. mail process & distribution and legal services. Whether your needs are across town or in one of our tri-state destinations, we'll strive to exceed your expectations at every level.

You can depend on it.





## Business to business. People to people.

Our business is helping your business. But at the end of the day, as with most businesses, it's people who make the difference.

That's why Norco is driven by these core values.

- ~ *Treat all employees and customers with courtesy and respect.*
- ~ *Have passion for what you do.*
- ~ *Provide our customers with exceptional service.*
- ~ *Exceed expectations every day.*

We also possess one of the most knowledgeable staffs of delivery service, logistics management and legal fulfillment professionals in the industry. Each and every driver, dispatcher and administrator is highly trained and operates according to our principles of exceptional service and integrity.

Our teams of service professionals are available 24 hours-a-day, 7 days-a-week to assist you with any of your delivery, shipping or legal services needs.



## Hours vs. theirs.

We've been listening to our clients for more than half a century now. We understand that each business is unique, so we work hard to match your needs with our capabilities.

Norco's comprehensive mix of services has been designed to enhance your organization's operations, services, efficiencies and, most importantly, your bottom line.

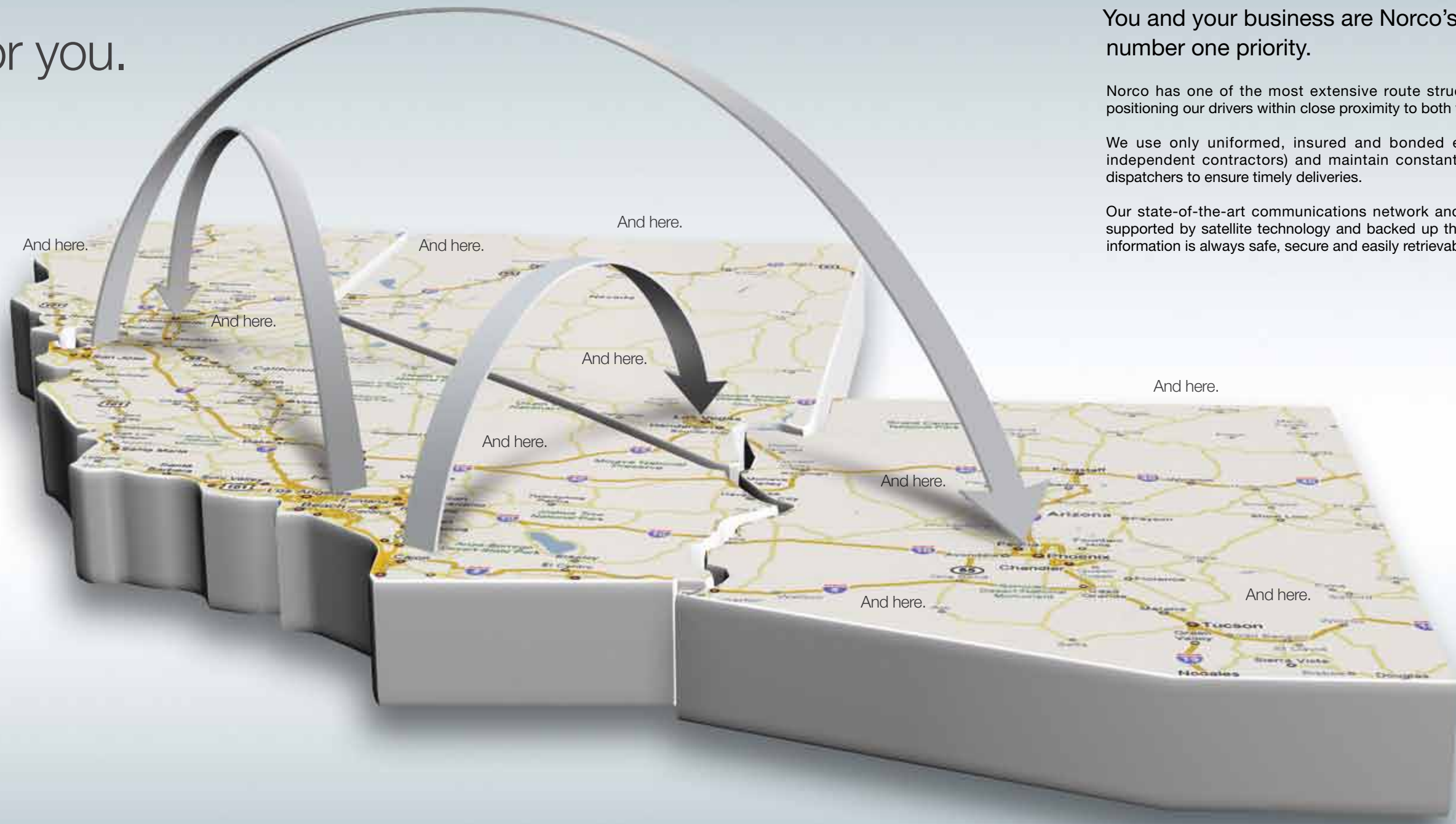
**99.5%**  
on-time  
delivery  
performance

Our services, coupled with our people, make an unbeatable combination. We can save you time, which means we can save you money.

Maybe that's why we're the leading provider of delivery solutions within the regional shipping industry with a remarkable 99.5% on-time delivery performance.

Depending on your service area, we have late night drop-off locations for next morning delivery.

# Here for you.



You and your business are Norco's number one priority.

Norco has one of the most extensive route structures in the industry, positioning our drivers within close proximity to both you and your clients.

We use only uniformed, insured and bonded employee drivers (no independent contractors) and maintain constant communication with dispatchers to ensure timely deliveries.

Our state-of-the-art communications network and digital platforms are supported by satellite technology and backed up throughout the day. Your information is always safe, secure and easily retrievable.



▶ **Our easy-to-use online ordering and tracking systems** include email confirmation, signature-capture technology and Visual Proof of Delivery (VPOD)—an industry first. We can also provide you with automated daily manifests and hyperlink PODs.



▶ **Automated barcode technology** with Quick Response code readers and customized hand-held wireless scanners for each driver dramatically enhance the speed, efficiency and accuracy of our sorting process. Real-time tracking means shipments are on-time, every time.



## In the business of keeping business moving.

Norco has a host of diverse delivery services to meet your business needs.

### **NORCO OVERNITE**

We provide the most convenience and value to clients with critical shipments requiring next-day guaranteed delivery throughout California, Arizona and Nevada. Various service offerings and innovative solutions provide unmatched value and peace-of-mind for you and your customers.

### **NORCO MESSENGER**

Whether your shipment is one pound or twelve pallets, we'll get it there. On-time, 24 hours-a-day.

Using our state-of-the-art communication network, our on-demand drivers are "computer dispatched" as soon as your order is placed. Norco's real-time tracking software allows you to track your shipment every step of the way via our interactive website.

### **NORCO LEGAL**

Our attorney service provides you with the highest level of hands-on attention for "directive specific" deliveries and services within the legal industry. Whether it's court filings, research, service of process, messenger, investigation or reprographic services, our systems are designed to notify you of completion of orders as well as provide real-time updates on all pending deliveries.

### **NORCO COURIER**

Transporting and exchanging your daily interoffice documents, Norco Courier leverages its extensive route structure to provide the most flexible pickup and delivery options for clients requiring regularly scheduled stops, to and from multi-branch locations.

### **NORCO MAIL**

Serving as one of the U.S. Postal Service's largest partners, Norco makes daily pickups and deliveries to United States Post Offices throughout our areas of coverage.

You'll receive your mail, directly from us, at the opening of each business day. And your outbound mail is taken directly to the USPS processing center, expediting it through the system.

Metering and presort services are also available, which allow us to eliminate your on-site metering expenses.



Call us today for a pickup at 800.683.7648.



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