



Partnership Playbook

Strategies, Workflows, and Best Practices to Ensure High Quality and Deliver Consistent Results



Trusted Last-Mile Partner for Time-Critical Deliveries & Logistics

**Specializing in Medical Logistics and Urgent Transport,
Serving NYC and the Tri-State for Over 52 Years**



Our Partnership Roadmap

1. Foundation

Aligning People, Systems & Process

2. Innovation

Technology integration

3. Performance Metrics

KPI Highlights

4. Execution Start

Onboarding Approach

5. Operational Deep Dive

Detailed Onboarding & Site Visits

6. Safety-Driven Performance

Training, Compliance & Dry Runs

7. Post-Launch Optimization

KPI Tracking & Ongoing Improvement

8. Strategic Impact

Escalation Roadmap, Your Path to Support

9. Future Ready

Looking Ahead & Roadmap

Aligning People, Systems & Processes

Our Workflow for Operational Excellence; Connecting Talent, Technology, and Proven Methods

1

Aligned for Launch

2

Framework in Place

3

People. Systems. Ready

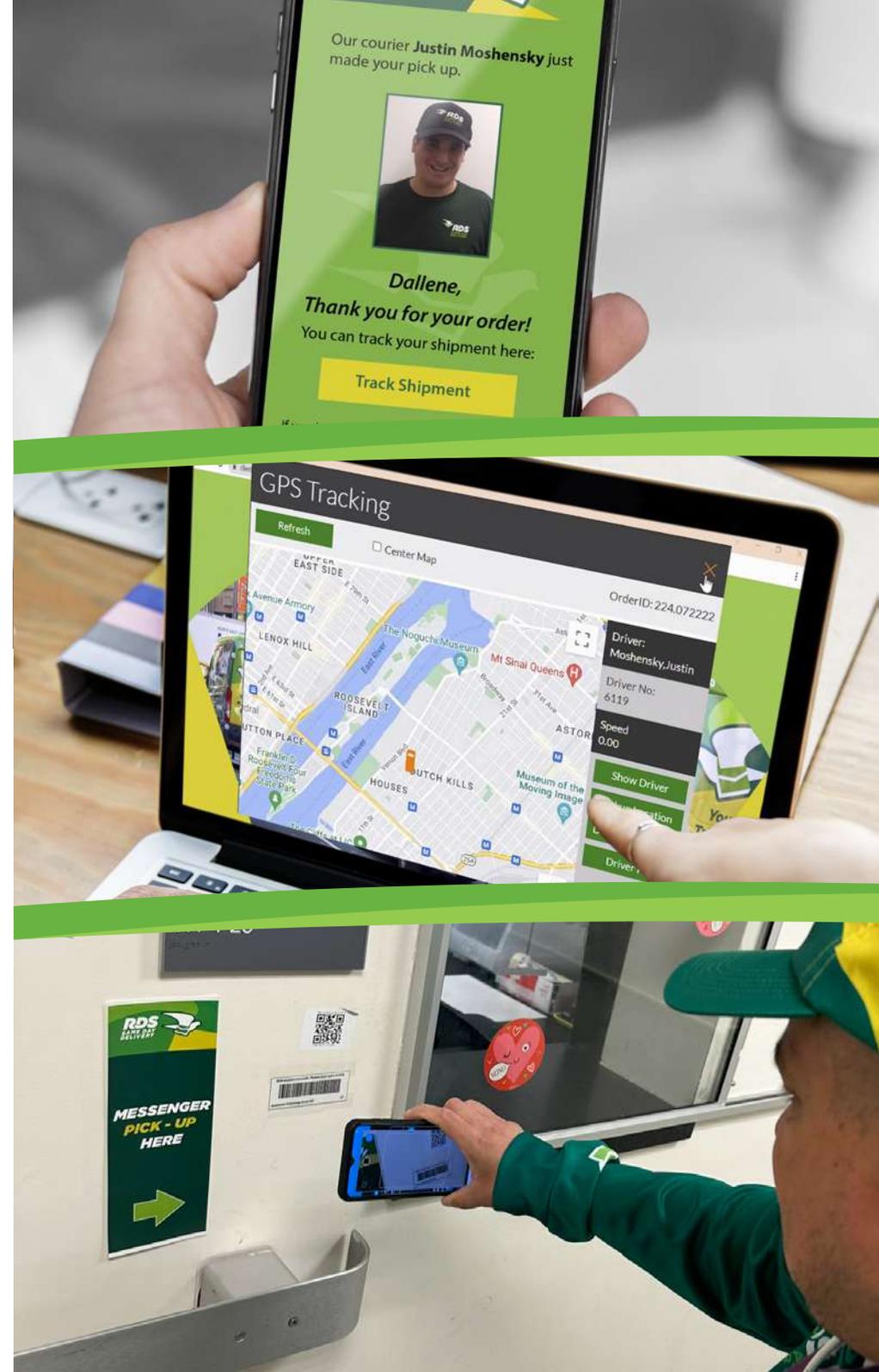




Technology Integration

- **Barcode Scans**
- **Location Scans**
- **Time-Enforced Scans**
- **Real-Time GPS Tracking & Geofencing**
- **Photo Proof of Pickup & Delivery**
- **Client Portal for Real-Time Tracking & Reporting**
- **Route Optimization for Efficiency & On-Time Performance**

[Click & Discover the Technology Behind Your Deliveries](#)



KPI Highlights, Metrics to Milestones

Measurable Impact and Performance Data Driving Your Business Forward

See Performance Metrics



Onboarding Metrics & Progress

Tracking Our Onboarding Success



Phase 1

Start Date: May 1st, 2024

Manhattan Hospital to Manhattan Hospital

Tisch • ACC • Berkley Park • LOH • Bellevue

Phase 2

Start Date: June 10th, 2024

Manhattan Hospital - Brooklyn Hospital

“Triangle” = Lutheran • Steinberg • Tisch

Phase 3

Start Date: July 15th, 2024

Manhattan Hospital Long Island

NYU Long Island • Long Island Community Hospital • Tisch

Phase 4

Start Date: September 30th, 2024

Perlmutter Cancer Center locations to Hospitals

NYU Long Island Blood Bank • PCC Lake Success

Phase 5

Start Date: December 2nd, 2024

FGP Locations to Hospitals

Phase 6

Start Date: June 23rd, 2025

FHC Locations to Hospitals

STAT Pickup Performance

Measuring On-Time Performance for Your Most Time-Sensitive Shipments

Date range: 01/01/2025 - 06/30/2025

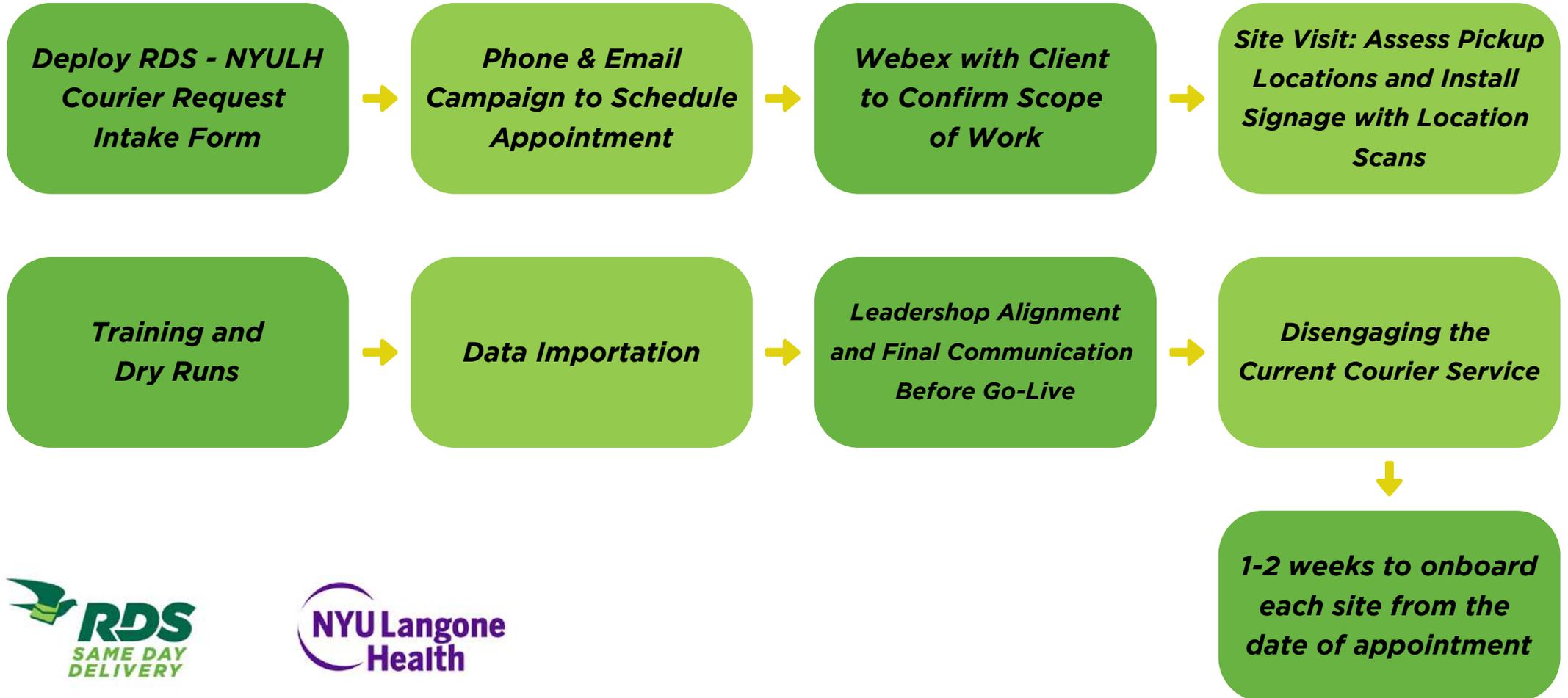
Brooklyn On Demand	Call to Pickup	P to D	Call to Delivery
300 Orders	61 mins	49 mins	112 mins

LOH On Demand	Call to Pickup	P to D	Call to Delivery
175 orders	32 mins	27 mins	60 mins



Onboarding Blueprint

A Seamless Process That Drives Successful Outcomes From Day One



Site Visits & Meet & Greets

Building Relationships, Ensuring Readiness

- **Confirm site readiness for pickups and deliveries**
- **Walk through full pickup/delivery workflows**
- **Document contacts, hours, schedules, and specimen types**
- **Verify labels, scanning signage, pickup/drop-off zones, and location scans**
- **Install location scans and RDS signage for clear visual cues**
- **Schedule follow-up visits to ensure ongoing readiness and compliance**



Safety Comes First Training, Compliance & Dry Runs



- ***Ongoing safety training for consistent handling***
- ***Compliance with medical, regulatory, and client standards***
- ***Scheduled dry runs for time-critical readiness***
- ***Regular updates to meet evolving safety needs***
- ***Documented safety practices for full visibility***

***See Our Training &
Compliance Overview***

Escalation Roadmap, Your Path to Support

Level 1: Initial Support Contact

General Questions | Order Placement | Routine ETA Updates | Request for Proof of Delivery



Customer Service Team → Ext. 1
24/7 support



info@rdsdelivery.com
212-260-5800

Level 2: Priority Escalation

Time Critical Delay | Failed Pick-Up | Support for Specialized Inquiries



Nico Bonafine → Ext 210
nicolas@rdsdelivery.com
8:30 am - 5:30 pm EST



Roberto Quiroz → Ext 226
roberto@rdsdelivery.com
2:00 pm - 10:00 pm EST



Kris Reyes → Ext 216
kris@rdsdelivery.com
10:00 pm - 7:00 am EST



Francisco Tablon → Ext 207
francisco@rdsdelivery.com
10:30 am - 7:30 pm EST



Vanessa Torres → Ext 227
vanessa@rdsdelivery.com
10:30 am - 7:30 pm EST



Janina Villeda → Ext 219
janina@rdsdelivery.com
10:00 pm - 7:00 am EST

Level 3: Senior Support Contact

Emergency Service Request | Critical Recovery Plan



Jenna Romero → EXT 223
(631) 935-9458
jenna@rdsdelivery.com
8:00 am - 5:00 pm EST



Roger Fagan → EXT 257
(631) 935-9473
roger@rdsdelivery.com
8:00 am - 5:00 pm EST



Ana Jara → EXT 206
(917) 595-2618
ana@rdsdelivery.com
8:00 am - 5:00 pm EST



Justin Moshensky → EXT 220
(516) 369-2123
justin@rdsdelivery.com



David Zogby → EXT 201
(917) 642-5269
david@rdsdelivery.com

RDS
SAME DAY
DELIVERY

NYU Langone
Health

Building on Our Momentum

Key Priorities to Advance Success Together

Quarterly Business Review

Manage high-risk accounts proactively

Integrate Epic Beaker for bag-level barcode tracking

Track key metrics, milestones, and KPIs to measure performance

Align refrigerated and frozen specimen delivery protocols as they evolve

Implement temperature control and monitoring for sensitive shipments

Review route optimization regularly to improve efficiency and performance

Strengthen escalation process for urgent issues

Standardize tools, checklists, and visual signage across sites





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