

# Consultant manages movement

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**GUELPH** — If you're a business that wants to move its products and services efficiently to market, your best investment may be Moffat Consulting Transportation Management Solutions.

Founder Janice Moffat has a quarter-century of experience working in transportation and related services at various companies, before striking out on her own last year.

"Companies need to be looking at consultants. A fresh perspective on your company can't hurt," Moffat said.

She'll devise ways to make best use of a client's resources, like finding operational cost savings, selecting the right carriers and maintaining corporate fleets, while auditing freight bills and making other transportation improvements.

She'll also let each business client know what his or her firm is doing right, and not exclusively focus on what they're doing wrong.

Raised in Guelph, Moffat, 46, has worked mainly with local firms. She entered the field as a dispatcher for several years with a small cartage company.

She subsequently became operations manager for a liquid paint manufacturing firm, working there a decade before moving on.

She then took on a variety of roles for a powder paint maker, including traffic manager and standards-setting co-ordinator for almost five years.

Subsequently, she worked for a



steel distribution firm in Cambridge, where she was traffic manager in charge of shipping and receiving. A particularly busy place, it required her best co-ordination skills, she said.

"We ran 24-7, so there was lots going on in there," she said.

"When I went into that company, it was a mess."

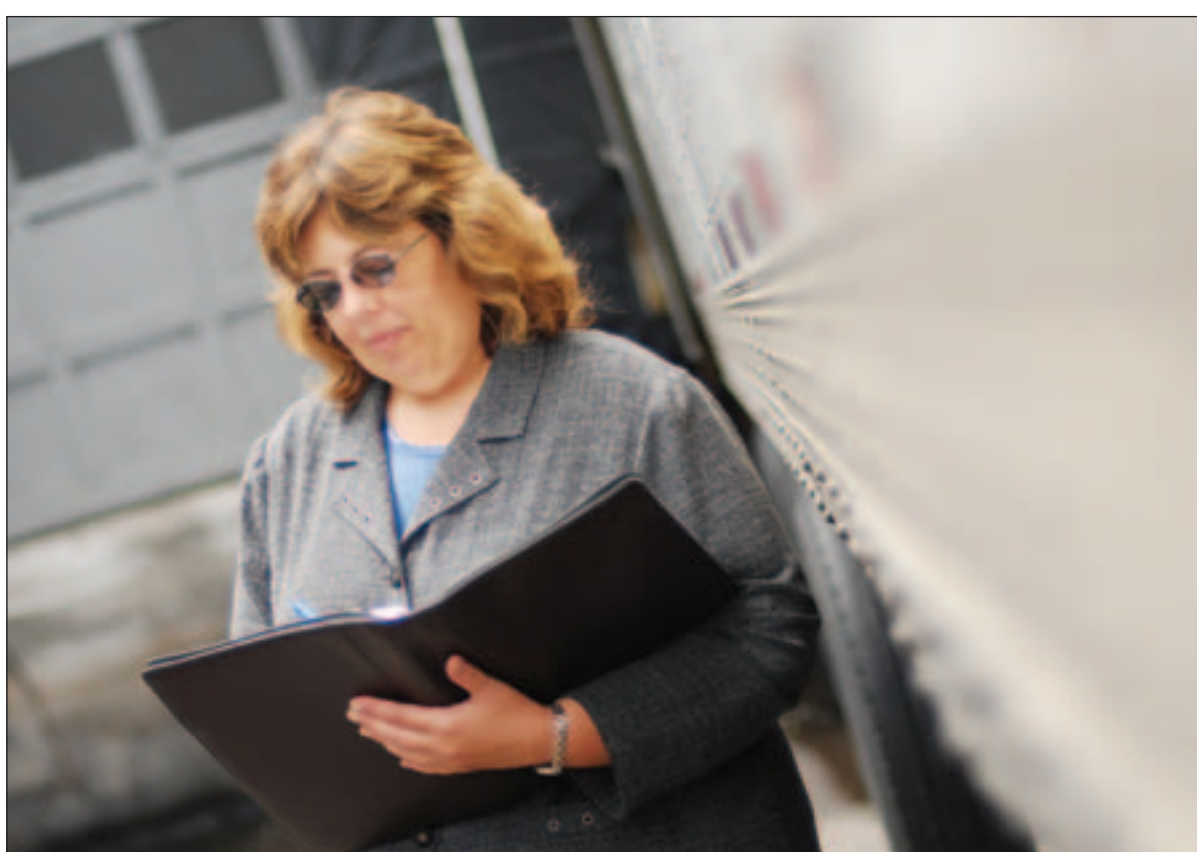
She brought in innovation that substantially reduced freight costs, she said, adding she was with the firm five years before deciding to run her own business as a transportation consultant. She wanted to offer widely what she'd learned over many years.

She started the firm last fall with the help of advice, training and mentoring from the Guelph-Wellington Business Enterprise Centre.

That's a resource "which I highly recommend to anyone who wants to start a business."

Currently working out of her home, she described her niche this way: "I'm assisting companies who deliver products and services to find ways to reduce their (transportation) costs."

Often, she said, small- and medium-sized firms "don't have the time to look at what's going on and find the money wasters," Moffat said, citing as examples counterproductive, outdated or inefficient transporta-



NICK IWANYSHYN, GUELPH MERCURY

Janice Moffat of Moffat Consulting Transportation Management Solutions looks over her notes last week by the loading dock of Choice Enterprises, one of her local clients.

tion policies. She was referring to poor policies that can creep in at any point in the process, from the time orders come in to sending products out the door by in-house company trucks or hired carriers.

As an example, she assisted a Richmond Hill firm that simply filled orders one-at-a-time as they came in, which meant that some drivers were delivering goods more than once a day to the same cus-

tomers, frustrating both that customer and the driver. It would have been wiser, as she advised, to combine orders for efficient delivery. She set up a spreadsheet system for the company to devise the best shipping schedules.

She seeks such improved efficiencies in her consulting work "so you're operating in a better way," she said.

That's particularly important

with today's rising fuel costs, Moffat added.

Through Moffat Consulting Transportation Management Solutions, firms get her years of experience, but only need to hire her on a short-term basis, as needed, she emphasized.

Her website is: [www.moffatconsulting.com](http://www.moffatconsulting.com). She can also be reached at 519-821-3822 or by e-mail at [janice@moffatconsulting.com](mailto:janice@moffatconsulting.com).

## Charges laid relating to major debit, credit card fraud

Rodrique Ngowi and Anne D'Innocenzio

**BOSTON** — Eleven people, including a U.S. Secret Service informant, have been charged in connection with the hacking of nine major retailers and the theft and sale of more than 41 million credit and debit card numbers, the U.S. Justice Department announced yesterday.

The data breach is believed to be the largest hacking and identity theft case ever prosecuted by the U.S. Department of Justice, which said the suspects were charged with conspiracy, computer intrusion, fraud and identity theft.

Three of those charged are U.S. citizens while the others are from places such as Estonia, Ukraine, Belarus and China.

The indictment returned yesterday by a federal grand jury in Boston alleges the suspects hacked into the wireless computer networks of retailers including TJX Cos., BJ's Wholesale Club, Office-Max, Boston Market, Barnes & Noble, Sports Authority, Forever 21 and DSW and set up programs that captured card numbers, passwords and account information.

TJX's discount stores include such names as T.J. Maxx, Marshalls and A.J. Wright, and Winners and HomeSense in Canada.

"They used sophisticated computer hacking techniques that would allow them to breach security systems and install programs that gathered enormous quantities of personal financial data, which they then allegedly either sold to others or used themselves," Attorney General Michael Mukasey said at a news conference. "And in total, they caused widespread losses by banks, retailers, and consumers."

Mukasey called the total dollar amount of the alleged theft "impossible to quantify at this point." U.S. Attorney Michael J. Sullivan said while most of the victims were in the United States, officials still haven't identified all the people who had a card number stolen.

The Associated Press

### at a glance

#### OTTAWA Plummeting oil prices take steam out of loonie

A sharp drop in oil prices has clipped the loonie's wings, dropping the Canadian dollar down to last September's values. The Canadian currency fell to 95.82 cents U.S., down 1.54 cents US, after falling as low as 95.68 earlier in the day. The slide came as commodity prices weakened generally and the U.S. dollar strengthened. Oil fell as low as US\$118 a barrel, off 19 per cent from the high of US\$147 it touched in mid-July.

#### MONTREAL Molson Coors shares dive with disappointing Q2

Molson Coors Brewing Co. says it's committed to improving the position of its legacy Canadian brands in the United States, despite recognizing that their value has dropped by US\$50.6 million. Molson Coors failed to meet market expectations yesterday when higher costs, poor Canadian weather and unusually high tax rates caused second-quarter profits to take a dive. The stock slid \$5.08 or 9.14 per cent to C\$50.50 in trading on the TSX.

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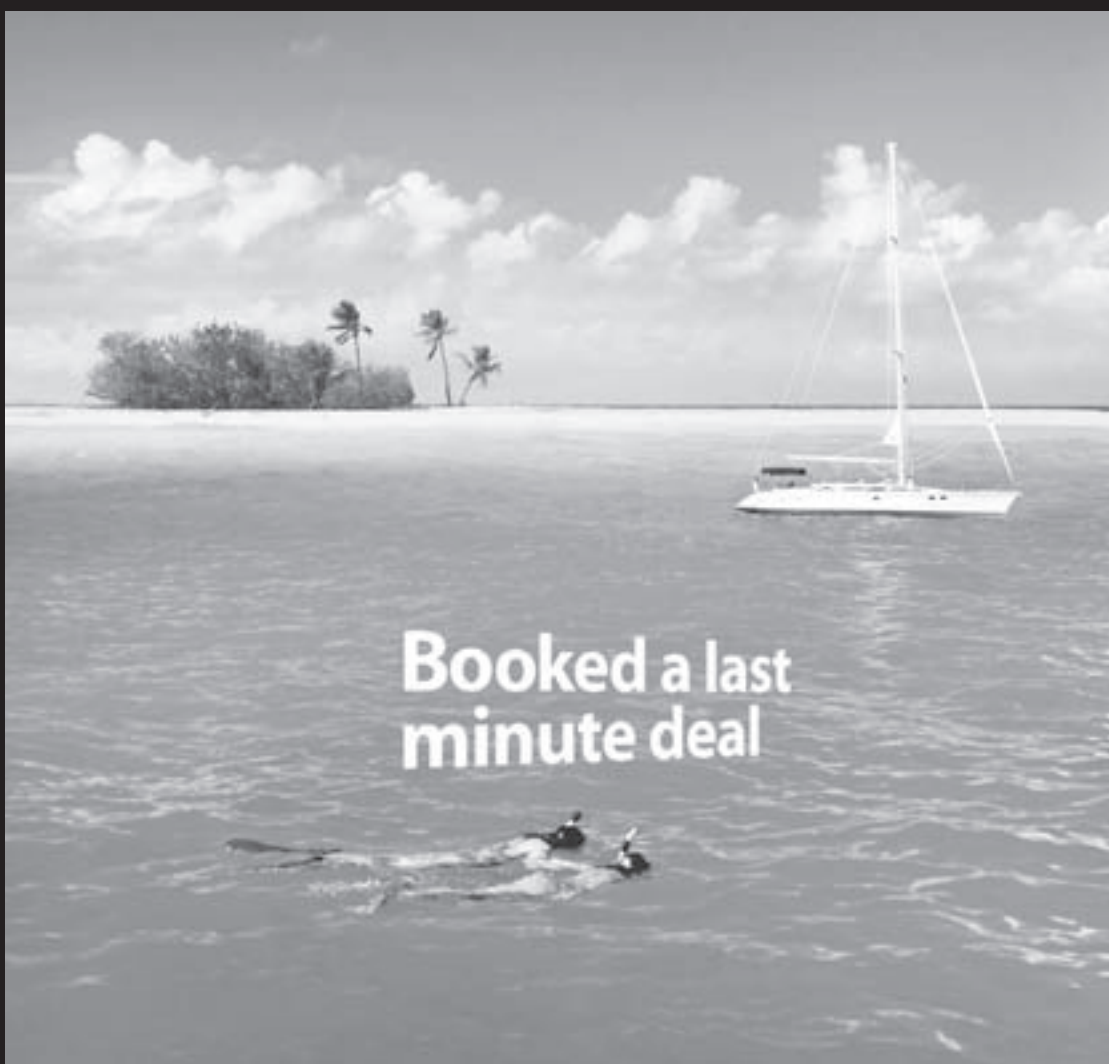
The most popular side dish with grilled food is corn.

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