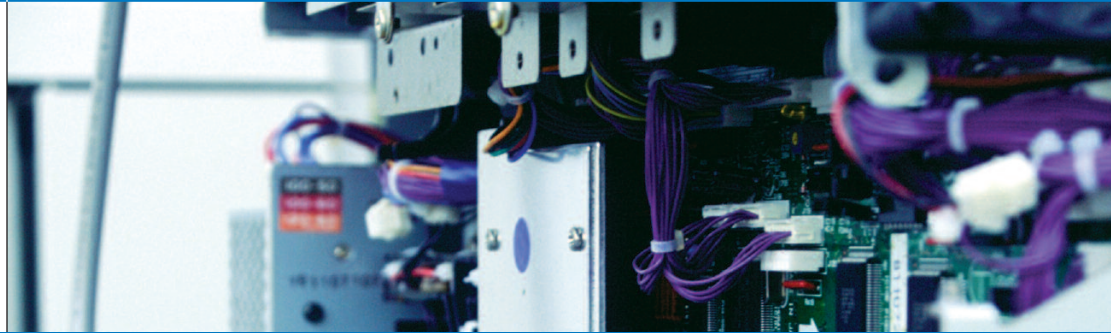


High Value Products Service Features



Air Ride Vans

- Damage-free transport
- Padding and strapping for safe handling

Unique Service Patterns

- 6 Day, 48 state routing
- 4 Day express lanes

Custom Management

- Single point of contact
- Responsive and flexible
- Cost and service alternatives

Operational Support

- 7 x 24 accessibility
- Strategic locations nationwide
- Dedicated specialized service fleets

Automated Controls

- Satellite shipment track and trace
- EDI
- Customized management reports
- On-line order statusing
- Bar code inventory systems

Special Services

- Supply chain management
- Outsourcing alternative

Training Programs

- Custom skills development
- Uniformed, certified service crews
- National education center

Guaranteed Services

- Time definite service
- Pre-call services

Quality Focus

- Continuous improvement
- ISO 9001-2000 registered

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Answer