



September 5, 2008

An important notice to Chicago's forwarding community;

Please accept our sincere gratitude for your business and support thus far in 2008. We recognize that you have a choice for your inland transportation needs and we take your confidence in us very seriously.

One of our ongoing goals in Chicago is to provide our customers with the most consistent and reliable inland trucking service in the industry. In the spirit of this mission, we have performed a thorough examination of our ORD recovery operation.

This examination has revealed some challenges and insolvencies that are specific to the ORD market. The most critical are listed below:

- Towne Air Freight ORD is currently attempting to recover well over 100 pickups per business day that end up not being available, for a variety of reasons.
- The sheer number of pickup locations that are requiring a skid exchange is at an all time high. As a result, Towne Air Freight ORD is currently purchasing thousands of skids every month to perform these pickups.
- At the request of numerous forwarders, Towne Air Freight ORD is cutting checks to cover terminal handling fees and storage due on hundreds of shipments each and every day.

In an effort to advance, improve, and continue these service offerings, Towne Air Freight will be implementing the following fees on October 5th, 2008:

- **ORD Industry Attempt Fee** = After the 1st attempt of an Industry pickup, a \$13.00 attempt fee will be added to the freight charges for each additional attempt required.
- **ORD Skid Fee** = When picking up at ORD locations that require a skid exchange, a \$5.00 fee per skid recovered per shipment will be billed to the party responsible for the freight charges. For a listing of ORD locations that require a skid exchange, please contact Towne Air Freight ORD.
- **ORD Check Cutting Fees:**
 - * **For Terminal / Terminal Handling checks** = \$5.00 flat fee per check
 - * **For Storage checks** = \$5.00 Minimum or 10% of the storage amount requested per check (whichever is greater).
 - = Note – Check cutting services are only available when requested using Towne's ezImport. For more information on ezImport, please contact Towne Air Freight ORD.

Again, thank you for your understanding and continued support. Please feel free to contact us at any time, should you have any questions or require additional information.

Sincerely,

Jerry Metz
Director of Sales:
IL, MN, WI