

 **President's Corner**

 **12 Successful Freight Management Tips**

 **MESCA Employee Profile**

UPS FREIGHT

Enhanced LTL Urgent Services

Now offering 24/7 online access to rate, book and track urgent shipments.

YRC- MESCA Preferred Pricing

YRC offers MESCA members preferred pricing on Time Critical; Time Advantage & Weekend Advantage Services.

New Penn Guaranteed Next Day To Greater Toronto

New Penn has launched a next day, guaranteed service from the North-east to the Greater Toronto area.

NEMF Guaranteed Services

NEMF offers five Guaranteed Service options.

Details In Attached Flyers

Your comments and contributions are welcome

Please submit to:

Lisa Shelton (Editor)
lshelton@mesca.com

"MESCA ON THE MOVE" Holiday 2009



PRESIDENT'S CORNER GTS Acquires MESCA Freight Services



MESCA is pleased to announce that Group Transportation Services (GTS) recently completed an acquisition of our company. Our new relationship with GTS creates a combined team of more than 100 employees throughout the United States and a client base of more than 11,000 companies – large and small - across all industries. All of MESCA's management, employees, facilities, name, and operations will remain unchanged.

Together, GTS and MESCA create a powerful combination of services, technology, and experience in the freight industry to meet the growing needs of our clients and prospects for transportation management solutions. The diversity of each company's portfolio of services – MESCA's direct solutions and GTS' total solutions – will allow both companies to offer a wider range of options.

MESCA clients will continue to work with their primary sales, customer service, and accounting contacts. Our clients are our number one priority and are viewed as integral to the joint vision and long-term success of both companies. We will continue to remain committed to the highest standards with respect to service quality, innovation, teamwork, and client satisfaction.

Continued on Page Two

President's Corner—Continued

Founded in 1995, GTS is a non-asset based third party logistics (3PL) company providing comprehensive freight transportation management services. With a centralized Logistics Control Center located in Hudson, Ohio, GTS is a single source, full-service freight transportation provider. GTS handles all shipping requirements for all modes – for both inbound and outbound activity – providing reliable, around-the-clock customer service. For more information, go to: www.onestopshipping.com.

The understatement of 2009 is that the past twelve months have been “logistically challenging.” Uncertainty in the overall economy and the resulting drought of freight has magnified the excess capacity issue all our LTL carrier partners currently suffer with. In the “good old days”, if there was not enough freight to move a line haul unit or send out a P and D truck, it would simply “hold to fill.” Not so in today’s service guaranteed environment: The trucks move on schedule, regardless of load factor. This operational commitment, combined with the excess capacity, has led to continued price pressure and inherently reduced carrier earnings. At some point, the downward spiral will be unsustainable and consumers of transportation services, who are not prepared, will be in for some nasty budgetary implications.

Our goal at MESCA has been (and always will be) to support our clients with market-driven rates and service. We keep each educated with the best, real-time information available allowing for accurate and informed decision making, up and down the supply chain process, in today’s dynamic marketplace.

To this end, and in the spirit of the season, please review the “12 Ways to Successful Freight Management” and hum (*with great imagination*) the tune of “The 12 days of Christmas.”

- **Utilize only financially-sound, service conscious carriers**
- **TMS Vision for service and rate comparison**
- **There is no such thing as ‘free freight’**
- **Create an inbound routing guide**
- **Use correct classifications**
- **Fill out the BOL correctly— use section 7**
- **Properly package and label**
- **Trace hot shipments daily**
- **Count and check your inbound freight**
- **Audit all your freight bills**
- **Build solid carrier partnerships**
- **Maintain happy customers**

Wishing everyone a happy and safe holiday season.



John Heckman, President
603-662-9137, jheckman@mesca.com



“Pennies, Nickels and Dimes Add Up To Dollars.”

Our carrier partners are seeking every legitimate way to be properly compensated for their work in today’s high-discount, low yield environment. Here are a few suggestions to be sure you or your customer don’t get a nasty surprise after the fact and still get every possible benefit from your freight dollar:

- Check your carrier rules tariff for “terms of payment” clauses: Carriers have the right to cancel discount provisions for overdue freight bills. Collection agencies that work for both financially-strong and bankrupt carriers can assess penalties that often EXCEED the original charges due on an invoice. Loss of discount on unpaid invoices, interest charges and collection fees are substantial, not to mention the effect on customer credit ratings. Pay your freight bills in a timely fashion.
- National Motor Freight “classifications” do change. After over 70 years “boots and shoes” will be increased from class 100 to class 150, effective January 2010. This represents an unprecedented 50% cost increase for those that do not take pre-emptive corrective tariff modification. Periodically review your NMFC profile.
- A carrier has 3 years to issue an invoice. Be sure to keep accurate receiving and payment records to avoid issues long after the fact.
- A carrier has 180 days to issue a “balance due bill.” This occurs when a discrepancy (missed accessorial fee, improper discount, etc.) is discovered through the carrier audit process.
- Be sure both you and your vendors are accurate on weights and classifications--- every time. Carriers check virtually every shipment for weight, and more than 75% are checked for classification. The fees and penalties for inaccuracies have increased .
- One of the biggest hidden cash losses for shippers and consignees are unpaid freight claims that remain open because of simple mistakes in receiving and freight claim management procedures . Our carrier partners will respond to (and settle) legitimate claims filed in a timely fashion with required documentation. Be sure everyone up and down your supply chain knows and follows the rules of receiving freight (see page 11 “Proper Receipt of LTL Shipments”).
- Look closely at freight costs associated with “inbound free freight” or “inbound prepay and add” vendors. There is no such thing as “free freight” and all non-carrier, invoiced transportation charges should be evaluated. (see page 5 “Nothing is Free”).
- Even though it is tempting to order smaller shipments to keep inventory levels down, do a quick evaluation of the total savings available by combining orders and obtaining today’s superior guaranteed LTL service.
- Take advantage of the volume quoting process for ALL shipments over 750 cubic feet, or 10 linear feet or 4,000#. The savings is worth the phone call.
- **AUDIT ALL FREIGHT BILLS BEFORE PAYMENT.** Look for duplicate invoices, improper classifications and discounts, and bills that are simply NOT YOURS. There is only one amount to pay: THE CORRECT AMOUNT. Even if the carrier has made a mistake in your favor get it corrected. (Remember: they have 180 days to issue a “balance due bill” for errors discovered after initial billing).



TMS VISION—Service & Rate Comparison

MESCA TMS is an online, real-time transportation management application that gives you visibility and control of your freight at every step of the way. Use the “Rapid Rate” feature for carrier selection.

Simply choose your shipment type, (outbound prepaid; inbound collect or third party); enter shipment specifics (origin and destination zips, freight class and weight) along with any accessorial services and click “Submit” to view your carrier options.

The information provided allows you to base your choice of carrier selection on cost and or transit days.

Rate

Transit

Vision powered by MESCA
Transportation Management Software

Welcome, MESCA Freight Services@MESCA (Sign Out)

[Shipments](#) | [Rapid Rate](#) | [Tracking](#) | [Reports](#) | [Options](#)

Show Rate History for the: [Past 30 Days](#) | [Past 60 Days](#) | [Past 90 Days](#)

Rapid Rate Estimates

Company:	MESCA
Date:	Jan 28, 2009
Shipment Type:	Outbound Prepaid
Origin:	Hallowell ME, USA (04347)
Destination:	Cleveland OH, USA (44118)
Commodity Class NMFC Item Weight	Accessorials:
Commodity 1 70 1200	

★ - Rate Estimate includes all tariff provisions (FAK,Fuel,Accessorial,Discount etc.)
★ - Rate Estimate only includes discount and fuel.

Rate Estimates :

Carrier	Rate Type	Net Charge	Transit Days	Routing (O/D)	Response
FXNL	LTL	229.82	3	(D/D)	★
PYLE	LTL	272.76	2	(D/D)	★
UPGF	LTL	277.49	2	(D/D)	★
FXFE	LTL	293.03	2	(D/D)	★
YFSY	LTL	317.23	2	(D/D)	★
NPME	LTL	346.30	2	(D/I)	★
NEMF	LTL	346.45	2	(D/D)	★

MESCA TMS an advanced, online solution that lowers administrative costs, saves time and makes efficient, seamless shipping a reality for your business. Why manage your freight any other way? For additional information and to schedule a live demo, contact MESCA today.



Nothing is Free

If your vendor pays the freight charges for your orders, whether purchasing terms are “prepaid and add” or “cost including freight”, we suggest you.....

- Review the “and add” charges on “prepaid & add” invoices. This can include, along with freight charges, a handling fee.

If these charges are higher than your inbound collect charges would be, instruct the vendor, in writing, to ship via one of your approved carriers, freight collect on all future orders.

- Ask “free freight” vendors for a FOB (their warehouse) cost on your items. In other words, how much would your cost of goods purchased be reduced by your taking title of the goods at time of pickup as well as assuming responsibility for all freight charges? You may be amazed at the savings. And, you will have more control of your inbound supply network.

- If you provide your vendors with routing instructions, check to see that they are following your instructions. And, be sure to include a penalty clause for non compliance in your routing instructions.

VENDOR ROUTING LETTER

XYZ COMPANY

Effective: January 1, 2009

Example

The following routing instructions are to be followed by all vendors for Inbound Collect Ground Shipments destined to: **XYZ Company, Hallowell, Maine.**

Small Package Shipments:

All small package ground shipments with an aggregate billable weight from 1-199# will move via FedEx Ground on a collect basis or via FedEx Multiweight if billable weight is between 200 – 400 # on a collect basis. Shipments that exceed FedEx' size or weight limitations should move via one of our approved LTL carriers listed below.

Less-than-Truckload (LTL) Shipments:

All shipments from 401-4,999#, less than 750 cubic feet or less than 8 linear feet are to be routed via [\(your choice of common carrier names here\)](#) on a direct basis. To determine if the carrier services the origin point directly, call the carrier. If no carrier can service directly, call MESCA Freight @ 877-440-7447 for alternate routing instructions.

Volume/Truckload (TL) Shipments:

For routing on shipments exceeding LTL parameters (5,000+ pounds, 750+ cubic feet or 8 linear feet or more) or for truckload and specialized equipment shipments, please call MESCA Transport Services @ 800-552-5709 for assistance.

XYZ Company will no longer pay freight or handling charges on vendor invoices. Any Violation of these routing instructions may be subject to a deduction of unauthorized freight charges and a \$(fill in amount) administrative fee per error.

Thank you for your cooperation.

Name
Title



ESTES Express On Freight Classification



Classify Your Shipment.

The cost of shipping is based on certain characteristics of a shipment. For example, how much space does it take up and how much does it weigh? How easily can it be handled and stowed? What is the value of the shipment and what liabilities are associated with it? To equitably assign rates to any one shipment, most carriers refer to the National Motor Freight Classification (NMFC).

What are the classifications?

The NMFC is a pricing tool developed by the National Motor Freight Traffic Association (NMFTA). The classifications establish groupings for virtually all commodities moving in interstate and intrastate transport. This gives both carriers and shippers a standard when agreeing on shipping prices.

What basic shipping characteristics are used to determine classifications?

NMFC groups all commodities into 18 classes (50 through 500) according to their "transportability." The four main characteristics used to evaluate the commodity include 1) density, 2) stowability, 3) ease or difficulty in handling, and 4) liability.

Why is a class required?

The NMFC does not set prices, nor does it specify any rates, revenues or charges. It does establish standard categories for pricing, allowing shippers and carriers to negotiate price based on standard shipping considerations. It also provides uniform rules, packaging provisions and Bill of Lading formats. Correct classification allows Estes Express Lines to offer you the best possible service and the most accurate rates.

How can I classify my shipment?

If you're not already familiar with the NMFC categories, simply call our Traffic department at: (804) 353-1900, Ext. 2269. Be sure to identify each commodity and its classification on your Bill of Lading to ensure that your shipment is properly rated. Some classifications require that the shipper declare the value and/or the density on the Bill of Lading as well. Call our Traffic department if you're unsure whether or not this information is necessary.





Proper Packaging and Labeling

FedEx is dedicated to taking care of you and your customers by providing fast, reliable, intact shipments.

PALLET PACKAGING TIPS

- Do not overload a pallet with weight, height or volume as this can make the pallet top heavy and cause a collapse.
- When stacking cartons on pallets, make sure they are packed tightly and tie stacked from layer to layer.
- Protect your products with good outer packaging (e.g. cardboard, bubble padding or plastic wrap) as this will help prevent rubbing and scratching in transit.
- Banding or strapping is recommended for heavy items to secure them to the pallet. Use interior packaging to eliminate empty space in cartons to avoid crushing.
- When shipping inserts or flyers on a pallet, consider banding or tying individual bundles before wrapping with plastic wrap. If the wrap breaks, the bundles will help maintain the products' stability.
- When using shrink-wrap, start at the bottom of the pallet, wrapping upward around the load. This prevents the shipment from shifting or slipping off of the pallet and potentially damaging the cartons or other freight.



LABELING AND PIECE COUNT

Proper labeling helps ensure on-time delivery and complete orders.

- Individual packages *and* pallets should both be labeled.
- Labels on the freight should match the bill of lading and clearly show the full name and address of the consignee.

The use of brightly colored labels helps identify special requirements such as:

- Do Not Break Down Pallet
- Do Not Double Stack
- Do Not Forklift
- Fragile: Handle with Care
- Fragile: Top Freight Only
- Keep Upright

Accurate piece count and description are critical to preventing shortages

On the Bill of Lading, specify the total number of pieces as well as the total number of handling units shipped. For example, if you tendered 25 boxes stretch wrapped to one pallet, describe this as 25 pieces and 1 handling unit.



FedEx Freight MBG Blackout on December 21 to January 1

Due to the holidays, the FedEx Freight guarantee for on-time delivery will be temporarily suspended for shipments with required delivery dates of December 21 to January 1.





How Shippers and Carriers Can Work Together to Reduce Damaged Deliveries

Have damaged shipments ever affected one of your customer relationships? The best way to prevent that is for shippers and carriers to work together — taking a proactive approach to prepare freight for safe, secure delivery. Here are 10 tips from Con-way Freight to help reduce the chance of damaged deliveries:

Labeling is key. If a package can't be tipped, double stacked or laid on its side, it's very helpful to label it accordingly. Carriers can supply stickers, too, or shippers can purchase packaging materials that are pre-stamped.

Make sure four-way pallets are constructed from sound lumber. According to industry standards, a pallet isn't sound if there's a knot in the wood that's more than a third of the width of a piece of lumber. It's a good idea to inspect pallet slats for knots and use four-way pallets to ease maneuvering of the pallet.

Protect exposed valves. It's extremely important for valves extending from a drum or tote to be protected. In the event that a valve is bumped, the liquid can spill and lead to expensive cleanup and disposal fees. Using caps to prevent leaks can prevent that.

Avoid reuse of packaging materials. Reusing cartons that aren't made for multiple uses can weaken them and cause damage. There's a simple rule that's good for shippers and carriers to keep in mind: if the packaging isn't labeled for reuse, use it only once.

Verify that the bill of lading reflects all of the freight being transported. When complete contents of a shipment are described on the bill of lading, it helps carriers identify whether the packaging is the best kind for protecting the shipment. That helps everyone ensure that the freight will arrive in good condition.

Cover the ends of threaded pipe or steel tubing. It's very important to cover the end of stainless steel or threaded pipe, or it could be damaged in transit and be unusable by the customer. For example, forklift blades could enter a steel pipe and nick the end, causing damage that could prevent the pipe from sealing correctly. If threads are damaged in any way, the pipe can't be used, so covering the end of pipes is always a good idea.

Be extra careful when packing cartons. When filling cartons for shipment, it is crucial to fill cartons and position their contents correctly. Distributing the product incorrectly can leave the carton susceptible to compression — which can cause it to split or rupture.

Use crates with three-way locking corners. Consider choosing crates with three-way locking corners to help prevent them from falling apart during transport. Without three-way locking corners, crates can break under the vibration and g-force of travel over the road. Con-way Freight recommends using these crates whenever possible.

Shrink-wrap both the freight and the pallet. When palletizing and shrink-wrapping freight to ensure safe transport, it can really help to extend the shrink-wrap around the pallet. When shrink-wrap doesn't cover the bottom of the pallet, the entire bundle of shrink-wrapped cartons can slide off — an unfortunate result for everyone involved.

Consult NMFC standards. The NMFC is a great resource, providing valuable insight and information to help shippers move freight safely and securely. Information you'll find there includes commodity descriptions, transportation rules, bill of lading formats and packaging requirements. Check out the full details on the National Motor Freight Traffic Association's website, www.NMFTA.org.



Trace the Shipment Daily—A. Duie Pyle



Technology that Creates a More Efficient Way to Control Freight Movement. For shippers in the Northeast, shipment tracking has become a vital part of the daily routine. As most carriers provide varying levels of tracking and tracing, customers now have many options. But at the end of the day, customers are looking at two things – they want to spend less time tracking shipments and they want to ensure that their customers are completely satisfied.

A. Duie Pyle’s shipment tracking capability represents one of the most advanced in the industry, and it’s fast. Unlike other tracking systems that offer visibility from terminal to terminal, our system continues to track shipments until they reach the customer or vendor destination. What’s unique about our technology is that we provide shipment status that goes well beyond the terminal location or stop number. Because our system is satellite based and our technology is 100% company-wide, we provide a GPS location on your freight, anywhere in our system, at any time of day.

With this type of tracking in place, our customers can plan their day with more control and add a higher level of security to their daily shipment activity.

5 Types of Notifications for Customers. Our advanced satellite shipment tracking technology makes it possible for shippers to communicate directly with drivers any time of day. And that means up-to-the-minute visibility for you and your customers. Being real-time, this technology delivers the most exact freight updates in the Northeast from pick-up confirmations and advance delivery notifications to ETA, delivery, and proof of delivery. Our Dashboard-to-Desktop technology automates it all for you.

60 seconds will get you a 60-minute ETA. When we track a shipment online for you, A. Duie Pyle gives you (and your customer or 3rd party) the option to be automatically notified by email of your shipment’s status. Our advanced **ETA** is one of our most popular tracking options. It provides a 60-minute delivery window along with an exact GPS location of your shipment as it moves throughout the day – from the minute it leaves your sight until the moment your customer signs over the delivery receipt to our driver.

You can also receive an **Advance Delivery Notification (ADN)** – the most intelligent shipment tracking available that gives you and your customer a 2 hour advance notice of exact delivery time and precise GPS location – by email, phone or fax. A. Duie Pyle is the only regional carrier in the Northeast to provide this level of automated tracking.

Shipment and vendor history, detailed reporting, and over a dozen shipper options are also available through My Pyle, A. Duie Pyle’s secure website. Go to www.aduiepyle.com to learn more about our advanced shipment tracking technology and My Pyle.



Proper Receipt of LTL (Less Than Truckload) Shipments

- Carefully count pieces and match the actual amount received with the amount listed on delivery receipt.
- Make note of any shortages on both the driver's copy and your copy of the delivery receipt.

For example: "Short 1 piece, item #abc123".
Have the driver sign as well.

- Carefully check each carton for visible damage. All damage to either packing or contents **MUST BE CLEARLY NOTED** at the time of delivery on the delivery receipt and signed by the driver.

For example: "Received 1 piece, item #abc123 dented. Generic exceptions such as "subject to inspection" are meaningless.
- Notify the carrier about any shortages or damages immediately and request an Inspection. Make note of the time and date you called the carrier as well as the contact name. If the carrier waives the inspection, write down the name of the person. If an inspection is made, include a copy of the report with the claim you submit.



BEECH HILL ENTERPRISES, LLC
"Your Freight Bill Audit Solution"

Division of MESCA Freight Services LLC

About Our Company

Since our organization in 1998, **Beech Hill Enterprises LLC** has provided comprehensive Freight Audit services for clients. The double-digit annual growth of our company has mirrored the financial industry requirements for outsourced audit services.

Our Mission Statement

Beech Hill Enterprises LLC will remain dedicated to serving clients that require a comprehensive weekly Freight Bill Audit report and Freight Payment preparation for their transportation invoices. We endeavor to embrace newly evolved technology and systems to ensure that our clients can gain every advantage we can offer. It is our goal to provide an ethical, cost effective, value-added level of service. We will perform as an advocate for our clients needs.

Benefits

A few key areas where our service can benefit the client and effectively pay for itself:

- Complete freight bill pre-audits... helps you conserve your capital upfront
- Concise and accurate invoice processing with NMFC compliance
- A proven record for getting results
- You keep money saved on all invoice corrections
- Full freight payment preparation
- No duplicate payments
- Detailed reports are customized for your company
- Routing violations trigger automatic alerts
That prompt your staff

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Build Carrier Partnerships *(John Reed)*

Of all the changes in the transportation industry, the one with the most sudden impact was implemented in the early 1990's. Financially sound transportation companies invested heavily in EDI. This technology greatly impacted the means of communication between the shipper/receiver and the carrier. The majority of information now being provided by computers.

Technology has added so many advantages. However, the key to building and maintaining good relations is with direct, personal communication. A piece out of yesteryear, maybe. But, it is still an important ingredient in building and maintaining a successful partnership.

We ask both carriers and clients to think about the long-term trust you have built. This partnership did not "just happen". It began with the one-on-one contact resulting from a special need or a special request. This is the reason a dispatcher or driver will jump through hoops in a time of crisis. The relationship you built through regular phone and meetings is the reason you get results in emergency situations.

We'll all continue to benefit from technological advancements. But, don't forget to nourish current and new partnerships, personally, on the local level.



MESCA Employee Profile *Daniel Coulombe*

MESCA ON THE MOVE focuses on Quebec's Eastern Townships and Daniel Coulombe, the company's first full time account manager in Canada.

Born and raised in Coaticook near the Quebec - Vermont border, Daniel's parents were the successful owners of a popular local Hotel. Always open to new challenges, Daniel Coulombe loves music, travel, sports, cinema and great wines.

Fascinated by media of all kind, he spent a large part of his youth watching, analyzing and memorizing TV and radio shows. Listening to the night time top-40 DJ's from the US east coast on his transistor radio had a profound influence on his early life. By age 18, he was already working as an announcer in various Canadian cities. In 1981, he was named news director at CKTS in Sherbrooke.

A life altering decision was made in 1982 when Daniel agreed to work in the outbound department at Yellow transportation in Stanhope, Quebec. A year later, he was promoted to operations manager. In 1988, Daniel became the youngest terminal manager in the company's Canadian history.

A Public relations graduate at the Hautes Etudes Commerciales (H.E.C.) in Montreal, Daniel was a recipient of numerous awards of merit and excellence for his work in sales, customer service, operational productivity and training.

In May 2009, Daniel Coulombe accepted a new challenge with Mesca Freight Services. "I enjoy the MESCA business model" he says. "A partnership that respects the customer process and history. No risks, no contracts. It's simple and it works. The Mesca team has also been very open, friendly and helpful. I could not ask for a better group of professionals to be associated with"

Daniel resides near Mt-Orford, Quebec with his wife of 25 years, Jocelyne. Daughter Maude is 18 and studies in Sherbrooke.

You can hear Daniel on the radio every weekend morning on CJMQ-Fm. www.cjmq.fm





Announcing Enhanced Capabilities from UPS Freight LTL Urgent Services

UPS Freight®

UPS Freight® now offers online shipping tools for your urgent business. With "My LTL Freight", you have 24/7 access to rate, book and track urgent shipments at ltl.upsfreight.com.

Our LTL Urgent Services provide you with expedited shipping and time-definite delivery. **Guaranteed.*** When you book an urgent shipment, you can specify the date and time (within a one-hour window) of when you would like your shipment delivered. Also, proactive shipment monitoring of all urgent shipments is performed by a customer service associate, who can keep you and your customers updated if any issues or delays arise.

Our service isn't just about speed, it's about time. Let UPS Freight develop a customized time-definite solution to meet your unique transportation needs:

- Expedited deliveries
- Just-in-time deliveries
- New product releases
- Inventory returns
- New store openings
- Installation crews and material scheduling
- Inventory replenishment
- Time-specific weekend deliveries
- Emergency recovery for natural disasters

For customized solutions, please call (800) 644-0900 and speak to one of our associates.

At UPS Freight, we continue to improve our service offerings to help you to better serve your customers.

*In the event that UPS Freight fails to deliver the shipment by the agreed time and date, the freight charges will be canceled. UPS Freight is not liable for any consequential damages arising from the failure to deliver as agreed. See UPS Freight Tariff and Terms and Conditions and any other applicable contract, as other restrictions may apply.

Accessing the On-line Tools

To use the web based tools for UPS Freight LTL Urgent, you must be a registered "My LTL Freight" user. My LTL Freight login or registration can be accessed from the UPS Freight web site homepage at ltl.upsfreight.com.

Please note that registration may take up to 24 hours to complete. Continue to contact UPS Freight LTL Urgent services at 800-644-0900 until your registration is completed.

Rate Request Results

The rate results screen summarizes the rate request information and provides a recommendation solution that most closely matches your request. The shipment can then be booked by clicking on the "Book It!" hyperlink in the quote box.

Note: Some shipping options may require you to contact the UPS Freight LTL Urgent group directly to obtain a quote and book the shipment.

UPS Freight LTL Urgent's Rate Request Results Page

Urgent System										
Shipper Address HENRICO, VA, 23233, US			Pickup Time 8/10/2009 12:00 PM			Accessorial Services				
Consignee Address CENTERBURG, OH, 43011, US			Dock Close Time 05:00 PM							
			Required Delivery Date 8/12/2009 12:00 PM							
Commodities										
Pieces	NMFC	Sub	Class	Weight	Length	Width	Height	Hazmat	Stackable	Can be broken down
1			77.5	500	48	48	50			
1			50	200	48	48	48			
Total Weight : 700 Dimensional Weight : 1164 Total Miles : 500										
Your quote number is 1565294										
	Monday 08/10	Tuesday 08/11	Wednesday 08/12	Thursday 08/13	Friday 08/14	Saturday 08/15	Sunday 08/16			
10 AM	Please call 800-644-0900 for a spot quote	\$597.44 Trans Only: \$477.25 Book It! Details	\$347.37 Trans Only: \$258.85 Book It! Details	\$347.37 Trans Only: \$258.85 Book It! Details	\$347.37 Trans Only: \$258.85 Book It! Details	\$588.54 Trans Only: \$517.22 Book It! Details	\$588.54 Trans Only: \$517.22 Book It! Details			
12 PM	Please call 800-644-0900 for a spot quote	\$597.44 Trans Only: \$477.25 Book It! Details	\$347.37 Trans Only: \$258.85 Book It! Details	\$347.37 Trans Only: \$258.85 Book It! Details	\$347.37 Trans Only: \$258.85 Book It! Details	\$588.54 Trans Only: \$517.22 Book It! Details	\$588.54 Trans Only: \$517.22 Book It! Details			
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 Recommended Solution										
Quotes valid until 8/7/2009 8:58 AM										
Back										

Booking an Urgent Shipment

Once you've selected the appropriate service option and click on the "Book It!" hyperlink, scheduling a pickup is easy.

- (1) Enter the shipper and consignee address information
- (2) Provide packaging and commodity description information
- (3) Provide handling unit information to allow for a proper piece count
- (4) Provide any shipment reference numbers and special instructions
- (5) Review terms and agreement and click on check box

Tracking an Urgent Shipment

All UPS Freight LTL Urgent shipments can be tracked by using the shipment tracking function located to the right of the shipment rating screen. In addition to tracking existing shipments, this function also displays historical Urgent shipment tracking information until you decide to remove it.

**Mesca members call
today for preferred pricing!**



YRC Time-Critical™

- A.M. - Expedited, guaranteed delivery by noon (air & ground options)
- P.M. - Expedited, guaranteed delivery by 5 P.M. (air & ground options)
- Window - Expedited, guaranteed delivery within a customer-defined window (1-24 hours) (air & ground options)
- Dedicated Equipment - Expedited, guaranteed ground delivery (cargo van to 53 feet)

YRC Time-Advantage™

- A.M. - Expedited delivery by noon (air & ground options)
- P.M. - Expedited delivery by 5 P.M. (air & ground options)
- Deferred - Expedited delivery in 3-5 days (air & ground options)
- Dedicated Equipment - Expedited, guaranteed ground delivery (cargo van to 53 feet)

Weekend Advantage

- YRC Time-Critical™, with Saturdays and Sundays as service days
- Pickup on Friday to deliver Monday
- Avoid unnecessary overnight air charges

Easy to use

Call **800-610-6500- 9- x7043** and talk to a member of our preferred group:

- Get quotes
- Book a shipment
- Distribute paperwork when required

yrc.com





Mesca members call today for preferred pricing!

YRC Time-Critical™

- A.M. - Expedited, guaranteed delivery by noon (air & ground options)
- P.M. - Expedited, guaranteed delivery by 5 P.M. (air & ground options)
- Window - Expedited, guaranteed delivery within a customer-defined window (1-24 hours) (air & ground options)
- Dedicated Equipment - Expedited, guaranteed ground delivery (cargo van to 53 feet)

YRC Time-Advantage™

- A.M. - Expedited delivery by noon (air & ground options)
- P.M. - Expedited delivery by 5 P.M. (air & ground options)
- Deferred - Expedited delivery in 3-5 days (air & ground options)
- Dedicated Equipment - Expedited, guaranteed ground delivery (cargo van to 53 feet)

Weekend Advantage

- YRC Time-Critical™, with Saturdays and Sundays as service days
- Pickup on Friday to deliver Monday
- Avoid unnecessary overnight air charges

Easy to use

Call **800-610-6500- 9- x7043** and talk to a member of our preferred group:

- Get quotes
- Book a shipment
- Distribute paperwork when required

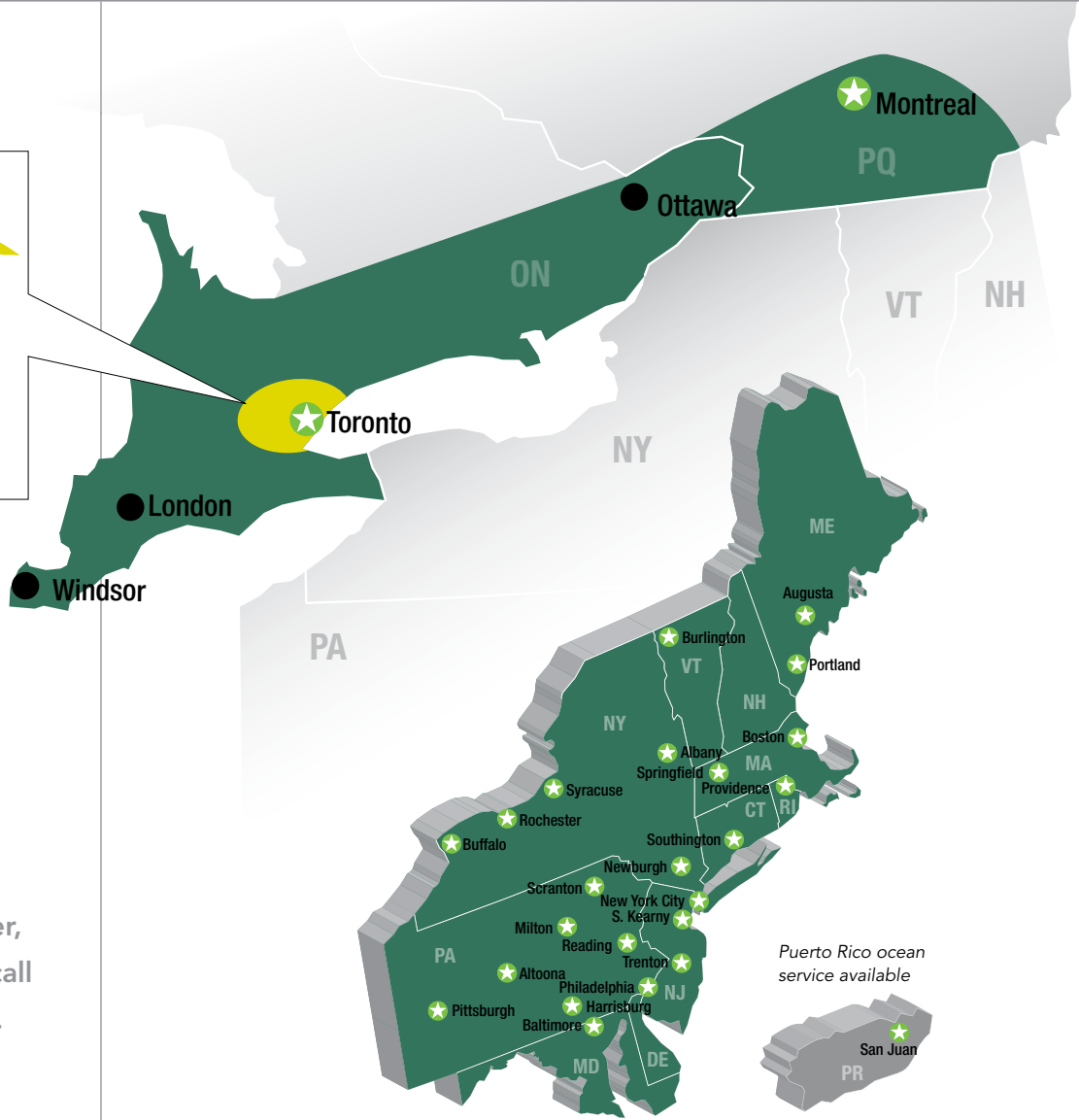
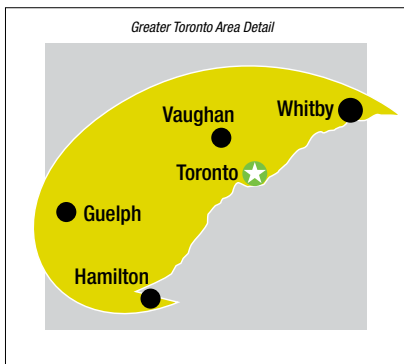


yrc.com





Introducing our **NEW** premium service –
New Penn, next-day to the Greater
Toronto Area (GTA) - **Guaranteed**



NEW Guaranteed next-day delivery to GTA (Greater Toronto Area)
- We will guarantee any size shipment to the GTA for an additional \$60

Standard 1-2 day delivery
- Guaranteed by 9 a.m., noon & 3:30 p.m.

Call your local service center,
log onto newpenn.com or call
1-800-285-5000 for service.

A YRC Worldwide Company



Major Greater Toronto Area (GTA) locations serviced by our guaranteed, next-day delivery:

- Toronto
- Ajax
- Pickering
- Markham
- Richmond Hill
- Brampton
- Mississauga
- Oakville
- Milton
- Burlington
- Hamilton
- Guelph

625 South Fifth Avenue
Lebanon, PA 17042

1-800-285-5000
newpenn.com

Guaranteed delivery is now available to Canada

- Improve your customer service with real-time, automatic e-mail delivery notification
- Find peace of mind with priority handling and guaranteed delivery
- Our 24 hour Customs Processing Center simplifies the customs clearance process and assures you better on-time service
- Guaranteed delivery service can be booked by choosing it under Guaranteed options on the bill of lading available on newpenn.com, or call our customer service department at 1-800-285-5000
- Trust our no-hassle guarantee; your shipment is automatically 100% free and you will receive an invoice for \$0 dollars if we don't deliver within the parameters requested – no need to file a claim
- The Guaranteed delivery service can be easily activated by choosing it under Guaranteed Delivery Options on the bill of lading available on newpenn.com. Or, call our friendly customer service department at 800-285-5000.

Guaranteed Next Day Delivery by 3:30 p.m. to Greater Toronto Area (GTA)
- \$60.00 per shipment

Guaranteed 2nd Day Delivery before 9:00 a.m. to all direct Ontario Points
- 40% of net charges, subject to a minimum fee of \$100.00

Guaranteed 2nd Day Delivery before 12:00 p.m. to all direct Ontario Points
- 30% of net charges, subject to a minimum fee of \$60.00

Guaranteed 2nd Day Delivery before 3:30 p.m. to all direct Ontario Points
- 20% of net charges, subject to a minimum fee of \$30.00

- We operate under the Canada Customs Pre-Arrival Release System (PARS) which allows for faster border clearance of your shipments.
- We are a proud member of both C-TPAT (Customs-Trade Partnership Against Terrorism) and FAST (Free and Secure Trade) which provides the following benefits:
 - A more secure supply-chain
 - Faster customs processing
 - Fewer border delays due to inspections

— The FAST program can provide access to the FAST-lane at the border for government approved carriers.

Terms and Conditions of International Service

The guarantee does not apply to shipments which are delayed due to causes beyond New Penn's control including, but not limited to, the following: the unavailability or refusal of a person to accept delivery of the shipment(s), delays caused by the consignee, acts of God, public authorities acting with actual or apparent authority on the premises, acts or omission of customs or similar authorities, riots, strikes or other labor disputes, civil commotion, disruptions in the air or ground transportation networks, such as weather phenomena, and natural disasters. Shipments subject to standard New Penn freeze protection service policy.



"Quest for Quality"
award winner for 16
consecutive years



Committed to
environmental
sustainability



EXPRESS GUARANTEED SERVICES...

➤ **Same Day Express:**

Guaranteed same day pick-up and delivery for your high priority orders, or it's free!

➤ **2 For 1 Express:**

Guaranteed next day delivery throughout NEMF's 2 day direct service area, or it's free!

➤ **Time Definite Express:**

Guaranteed to deliver by the time you specify, or it's free!

➤ **Weekend/Holiday Express:**

Guaranteed Service when **YOU** need it, or it's free!

Call **877-693-6363** for NEMF Express Service information and rates 24 hours a day 7 days a week. Premium applied to cost based on time and location of delivery.

**NEMF
TODAY**

A.M. Delivery Guaranteed... or it's Free!



AM Guarantee:

Guaranteed delivery by 12 noon
on the standard service day,
or it's free!

(Points serviced by the Miami terminal are
guaranteed delivery by 5 PM of the normal
service day.)

No need to call ahead to arrange
delivery schedule. Just use an

NEMF TODAY **GUARANTEED** PRO Label.

Shipment is constantly monitored
with advanced tracking systems.

Add 25% Premium with
NEMF TODAY **GUARANTEED** Pro Label



*Place an **NEMF TODAY** **GUARANTEED** PRO Label on
your bill of lading to ensure priority A.M. delivery
on direct points. Available on shipments to
NEMF Miami with delivery before 5:00 PM. Add
25% premium to your existing NEMF pricing
program, minimum \$60.00 charge.

For an estimated cost on a specific point to point move, go to [NEMF cost estimator](#).

Call **877-693-6363** for NEMF Express Service information
and rates 24 hours a day 7 days a week. Premium
applied to cost based on time and location of delivery.