



July 18, 2005

Enhancements to our information services

Dear Valued Customer,

At Lynden Transport we believe our job is to make sure your supply chain is something you don't have to worry about. Reliable service with unequalled Alaska coverage and service options have made us the service leader and today we are also the leader in providing the best information and tools to help you view and manage your supply chain. We are constantly working to improve service while keeping shipping costs down. Today I am writing to let you know of our latest change toward that goal.

Many of you are users of a service called "rendition invoicing". In that service, images of the bill of lading and proof of delivery are included with your invoice when it is mailed to you. This service has been popular, especially for customers who approve or pay invoices in a location other than where the freight is delivered. Although this service is some what automated it does add costs to our service with additional paper, postage and handling. The current system and hardware to provide this service is reaching the end of its life and will now require a major investment to continue.

After discussions with many customers it is clear that there is demand for "rendition invoicing", especially if it can continue with no additional cost to the customer. So that we can continue to offer this as a free service we have opted to invest in a new system that will eliminate the extra cost of extra paper, postage and handling by delivering the same information directly to you via e-mail.

The switch over from the paper system to the electronic system is scheduled for this fall. To assure that the transition is smooth we are now signing up customers so we configure the new system to make the transition smoothly.

If you have interest in continuing to receive "rendition invoicing" we will need to have you sign up prior to the switch over. This can be done by contacting our customer service team at 800-426-5702 or by going to: <http://www.lynden.com/signup-ez.html> to sign up or send an e-mail request to [setup@lynden.com](mailto:setup@lynden.com).

I hope that you will find this new service more convenient and valuable.

Sincerely,  
Lynden Transport

Alex McKallor  
President