



425 Northern Blvd  
Great Neck, NY

12/15/2006

To help you plan the coming year, we want to bring to your attention service and pricing changes that will be taking place.

ACSS will be raising rates a net 6.9% effective Jan 31st.

Rates will increase through a combination of an 9.9% increase on Local and Regional services and a 2% reduction in fuel surcharge. Fuel surcharges will be reduced from 13.5% to 10.5%, for all services.

Changes of accessorial charges. All C.O.D. (cash on delivery) surcharges, will increase from \$10 to \$15. You are able to view or download all accessorial charges and pricing options from the company website at [www.acssusa.com/documents](http://www.acssusa.com/documents)

A 1.5% finance charge will apply on all invoices over 29 day's past due. All accounts aged beyond 59 day's will be temporarily suspended until payment is remitted.

Oversized, floor load, and inside deliveries will now be automatically upgraded from economy to premium services when required on site. Airport pickups requiring breakdown or floor loads will also be included.

Arrow Critical Supply Solutions offers the time definite delivery options for the twenty-first century.

- Critical Solution
- White Glove
- Ocean Container
- Local Cartage
- Express LTL

More time definite services for the north east are offered. We now perform container drayage for import and export container shipments for shipments in the northeast United States.

Expanding user management information systems includes:

- On Line Order Entry and Tracking: Administer your account on line, get rates & book orders.
- On line Access to Invoices in PDF Format.
- Image copies of PODS: Image copies of PODS are available on-line in PDF. All shipping docs related to each order is a click away (starting Feb 28th)

Thank you, for another highly successful year at ACSS. Please visit us online to see new offerings and updates at [acssusa.com](http://acssusa.com). We look forward to 2007 with our partner companies, helping you to increase efficiencies in serving you and your clients, beyond your expectations.

Sincerely,

A handwritten signature in black ink, appearing to read 'M. Cohen', with a long, sweeping horizontal line extending to the right.

Matthew Cohen  
Director of Business Development