



Erb Group of Companies

Effective May 3, 2006

Notice to LTL Customers

RE: Shipping LTL (less than truckload) orders

Erb International has been consolidating LTL (less than truckload) shipments to the USA, Western Canada, Ontario and Quebec markets for many years. During this time we have been through many changes and have always worked with our customers to overcome challenges that sometimes crop up. In the past five years we have experienced significant changes when dealing with receiving departments; the largest new challenge being that approximately 70 percent of consignee's now require a delivery appointment.

Erb International offers LTL service to help our customers manage costs for their smaller shipments. LTL shipping is a more cost effective method, as opposed to choosing to ship as a full truckload or using airline/expedite service. The nature of LTL delivery trucks means that they leave the consolidation terminal with up to 6 or 7 deliveries for different consignees.

We wanted to make you aware, as consignees become more stringent with appointment times; many have started to charge for late arrivals. When delivering LTL, Erb International drivers do not have control over the receiver's schedule; if the driver becomes delayed at one customer, they are then late for the balance of their deliveries. Because Erb International cannot control these delays on LTL deliveries; we also cannot accept responsibility for any late fees attached to LTL shipments.

Erb International will always strive to deliver your goods in a timely manner, as close to the appointment times as possible and within our delivery schedule. When we are late due to border delays, customer unloading delays, weather conditions or mechanical failure - our dispatch team, or the driver, will call ahead to the next delivery to inform the receiver and re-schedule.

If you have any questions please do not hesitate to contact your Account Manager. Your continued patronage and understanding is appreciated.

Regards,

Bruce Jantzi
VP International Operations

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