

-----Original Message-----

From: [REDACTED]  
Sent: Thursday, June 02, 2005 4:06 PM  
To: [REDACTED]  
Subject: Exworks

Hi [REDACTED],

I just wanted to let you know that the exworks system has been working great! No problems so far. I can't wait for more truckers to be added to this system! Thanks,

Regards, [REDACTED]

*This is a spontaneous, unsolicited email a station employee wrote to their manager a few days after Ex Works was first introduced into their station.*

*Station employees appreciate Ex Works because it gives them more time to concentrate on helping their clients – and frees them from mundane tasks of coding invoices, chasing file numbers, auditing small charges and endless data entry.*