



NATIONAL FORWARDING COMPANY, INC.

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DATE: April 17, 2008

TO: All Agents of National Forwarding, National Van Lines, Subsidiaries and Affiliates

FROM: Patrick C. Johnson, President

SUBJECT: Delay in Implementation of the DP3 Program

We recently received confirmation that implementation of the DP3 Program is being delayed. The only information we have as to a new implementation date is that SDDC/TRANSCOM will issue an update as to status on June 5.

We do know that the military services formally stated that they will not participate in the Families First Program until it has been tested "end to end." They further suggest an implementation date of October 1, 2008.

It is important to remember that the program is only being delayed, not eliminated. We will continue to monitor our Customer Satisfaction Scores and the performance turned in by our origin agents, haulers and destination agents. You regularly receive notifications of your Customer Satisfaction Survey Scores on individual shipments as we receive them and, periodically, on a summary basis.

We cannot emphasize enough the importance of your reviewing this data carefully and taking appropriate corrective measures where warranted. Remember that shipment distribution under DP3 will be based upon a subjective Customer Satisfaction Survey completed by the military service member, and our shipment distribution will also be determined by the Customer Satisfaction Scores that our agents and haulers receive.

Thank you for your representation of our company. If you have any questions regarding the DP3 Program or your Customer Satisfaction Scores, please contact our office and speak with Tim Helenthal or myself. We hope you have a busy and profitable summer.

Very truly yours,

PCJ/lg