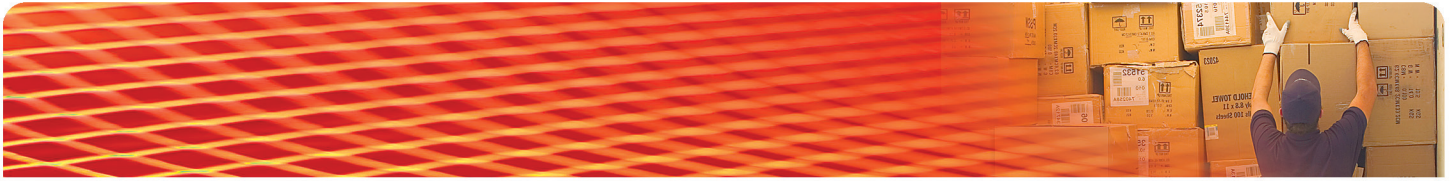




Last Mile Delivery And Logistics Solutions



NEWS RELEASE

In The News: You Don't Say: 3PD Exec Suggests Five Last-Mile Statements To Avoid In *Logistics Today* Article

January 5, 2010
For Immediate Release

ATLANTA, Georgia — Sticks and stones may not break your company's bones. However the wrong words — and the cavalier attitudes behind them — *can* hurt your company's bottom line by contributing to more customer returns. So says 3PD's Will O'Shea, in his recent article "Backtalk: Avoid These Common Sayings that Lead to More Frequent Returns."

"My company has had a much closer view of this (returns) phenomenon than most, because we deliver to numerous consumers every day" wrote O'Shea, whose article can be found in *Logistics Today's* December 29, 2009 edition. "As a result, we've come to believe that... some (returns) are quite avoidable. All it takes is using your last-mile processes and professionals a little more proactively — and steering clear of the following misguided statements."

To find out what those statements are, go to www.logisticstoday.com, click on "Issue Archive" under the Digital Edition section and go to page 6 of the 12-29-2009 issue.