



Dear Participant,

Thank you for taking the time to attend our recent Q&A ... **CourierPRO's** way of thanking you for your support and our way of trying to increase the level of fair play within the industry. It became evident that many of you have similar concerns. And where some have worked their way through their issues, others are just turning the corner and heading full steam into them.

It was great to have the positive interaction that you all shared. I'm sure that the 35 participants who attended will agree that there is room in this industry for all, and that with a raised code of ethics and some sharing of critical information [such as how to deal with fuel and insurance concerns, how to deal with bad credit clients or just some "how to" protocols, GTA courier service providers may be able to gain a bit of an edge on eroding margins.

Since the **CourierPRO** Team is from your industry, not just selling *to* it, we truly understand where your comments are coming from ... which we trust you confirm was apparent from viewing some of our software's functionality.

We will continue to hold these industry-specific Q&A's, as long as you feel there is a need. Please contact us with any open forum topics you would like to discuss during our next session.

Sincerely,

Your CourierPRO Team