



Friday, October 03, 2008

Dear Service Partners/Agents/Drivers,

As the holiday Season is approaching, our volume has seen a significant increase. In order for us to continue to provide our major accounts an excellent level of customer service, you, the drivers have to be dependable, efficient and know what to do, and what forms to use while doing jobs for Metro Courier Systems & Logistics and its valuable clients. We are also running into challenges with only some drivers that are not answering their phones and/or not responding back to our Dispatch department within a timely manner. Please make sure that in order for Metro Courier Systems & Logistics to continue use you as a Service Partner/Agent/Driver, you are available within your stated available hours.

As a company, we have come to an agreement to not to use drivers with very minimal available hours as it will not be cost effective for us. All car challenges, emergency situations should be communicated out to our dispatch department well in advance for seamless operations. Serving more than 16 counties, and 7 airports in Northern California 24/7, it is crucial that we work with responsible, dependable, smart and honest individuals.

Metro Courier Systems Bill of lading needs to be filled out every time. You must obtain a signature during pickup, give pickup point the pink copy, and when delivering, obtain a signature from the drop off person, give them the yellow copy. The white copy is to be returned back to Santa Rosa Headquarters via mail or email within twenty four hours.

******You must write down the job# on Metro Couriers Bill of lading as well as the Air waybill if you're doing an airport pickup or delivery, and must return it all back to our headquarters in Santa Rosa in person, via email (pod@metrocouriersystems.com) or by mail 201 D Street, Santa Rosa, CA, 95404 for you to be compensated for the work******

We have also changed our Payroll dates from the 15th and 30th of every month to, every other Friday. We hope that this will help you, the driver, and streamline our payroll process as well.

Lastly, Even though the economy is at its worse state, we are rapidly continuing to grow faster than any regional transportation company and expanding its service area and providing drivers a great paying job whether you are one of our Part Time, Full Time employee, or an on call driver. We count on you everyday, to ensure these time critical packages get to their destinations with no mistakes.

Once again, thank you for all your hard work and we look forward to continuing to work with you.

Nick Besikcioglu
President / CFO

201 D Street, Santa Rosa, CA, 95404 - **Toll Free: (877) METRO-21**
www.MetroCourierSystems.com - pod@metrocouriersystems.com
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