



Northland Services

MARINE TRANSPORTATION

Northland Services, Inc.
P.O. Box 24527
Seattle, WA 98124

October 7, 2011

Dear Valued Customer:

Northland Services is excited to announce to our customers, associates and friends that we will be implementing a new Rating, Billing and Documentation system for our Central and Southeast Service Lines effective with voyage G1128N leaving Seattle on November 3, 2011 and S1174N leaving Seattle on December 1, 2011. This new system enhances what we have had in the past by changing over from an AS400 based system to a Microsoft based system. In addition this adds and improves the capture of quoting, receiving, voyage, dispatch and reporting information. Through this change-over of systems we have worked hard to add to the quality of service that we provide our valued customers.

By testing thoroughly and simulating actual working conditions we feel that our systematic approach to this change will result in enhanced information to us and our customers. We have also created a data base concurrent with the system development to capture data from both the old and the new systems so that customer history and vital customer product, service or personnel information will be accessible and reportable.

This is a new system, and although we have tested and run theoretical production "dry runs", there may be some break-in challenges for us and for you, the customer. We request your patience during our transition and ask that you notify us if you experience any challenges or impediments so that we may address those concerns in a timely fashion.

We are excited about this change we are making and know in the long term it will benefit you as well as ourselves. Good value, customer satisfaction and quality customer service continues to be an important principle of our business. We look forward to working together in this new system environment.

Sincerely,

Denise R. McKee
Vice President Traffic
Northland Services, Inc.