

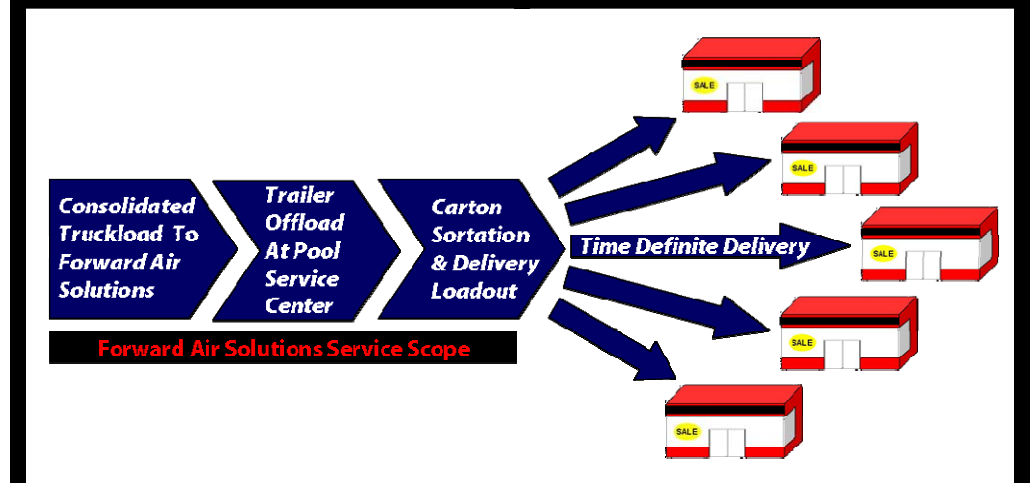
# Pool Distribution - Enhancing Store Fulfillment

Service quality and cost equally matter for your company's distribution programs.. The good news is you don't have to sacrifice one for the other when you utilize Forward Air Solutions' pool distribution services. Through our 18 pool service centers, customers benefit from our dedicated distribution services network that provides optimized deliveries to your retail outlets within geographic regions of the U.S. Experience improved cycle times, less handling and faster transit when we customize a distribution program for your company.

- ★ Reduced transportation costs per shipment through regional truckload consolidation
- ★ Improved transit times compared to multi-stop LTL services
- ★ Less handling with shipments moving direct to pool terminals delivering in 24 states
- ★ Better store productivity with customized delivery programs to best fit each location's needs
- ★ Complete product visibility with integrity scans at key handling points during transit including at delivery
- ★ Proactive loss prevention on a local level supported by our centralized security command center

Learn more about the value you can obtain by integrating our transportation services as a part of your retail supply chain.

Expect more from Forward Air Solutions. We deliver.!





# *Distribution Services—A La Carte Solutions*

With 18 stations, a fleet of delivery vehicles with national over-the-road service and over one million square feet of dedicated warehouse space, Forward Air Solutions also offers a broad menu of additional distribution services that can be selected independent of your Pool Distribution or Direct To Store operations or integrated into a more comprehensive program for your company.

These additional distribution services include:

- ★ Reliable LTL linehaul service in select markets
- ★ Dedicated truckload transportation to or from your facilities or supplier warehouses
- ★ Non-retail regional delivery services
- ★ Customized warehousing and storage services in 65 major cities
- ★ Temporary and emergency space or freight handling needs

We can bundle these services with any existing program to further enhance your transportation services on a short or long-term basis. Our distribution professionals will help you satisfy specific needs and manage costs to benefit your bottom line.

When you need better option, expect more from Forward Air Solutions. We deliver!



# *D.C. Bypass and Flow Through—Savings Plus*

When you have a distribution center with doors constantly occupied with transportation vendors and their trailers, your ability to increase volume is limited. Adding resources and expanding facilities is extremely difficult to justify in any economic environment, especially now. But there is an alternative that can expand your capacity while decreasing your bottom line costs – Forward Air Solutions DC Bypass programs.

With large-scale warehouses in 18 major U.S. markets and the capital to grow as our customers need to grow, we can supply your company with time, cycle and expense savings with a true flow through operation. Forward Air Solutions distribution network will help your company reduce congestion at your DCs and eliminate significant transportation costs moving goods direct to the store.

A DC Bypass program from Forward Air Solutions can effectively optimize your supply chain by:

- ★ Reducing time to market for your products
- ★ Improving order-to-cash cycles, response times and inventory turns
- ★ Reducing physical assets and deferring capital expenditures
- ★ Gaining a more streamlined, integrated approach to product visibility
- ★ Eliminating unnecessary handling, labor and transportation costs resulting in less errors, loss and product damage

Handle cartons less with great success with D.C. Bypass services from Forward Air Solutions. Expect more. We deliver!



# Direct To Store - Your Dedicated Delivery Network

Forward Air Solutions' experience in retail fulfillment makes it easy to provide enhanced Direct To Store (DTS) delivery in any market in the United States. Where your company has dispersed store locations or time sensitive store delivery needs, DTS may be the right option for you. Forward Air Solutions currently operates DTS networks in three areas running independent of the pool distribution system – Dallas, San Antonio and Las Vegas. Our DTS operations cover a wide area with your store's orders moving on dedicated delivery vehicles. From your distribution center direct to your stores, now you can reduce handling and transit time with DTS.

Select our Direct To Store services to get more value including:

- ★ Premium service offering with dedicated truck and routes serving only your stores exactly when you need them there
- ★ Ability to quickly launch new Direct To Store operations throughout the entire U.S.
- ★ Reduced transportation costs with shipment consolidation for multiple stores in low density regions of the U.S.
- ★ Flexibility to modify routes based upon changing local needs

Maintain full control of service and cost by letting us design and implement a regional Direct To Store network solution for your company today.

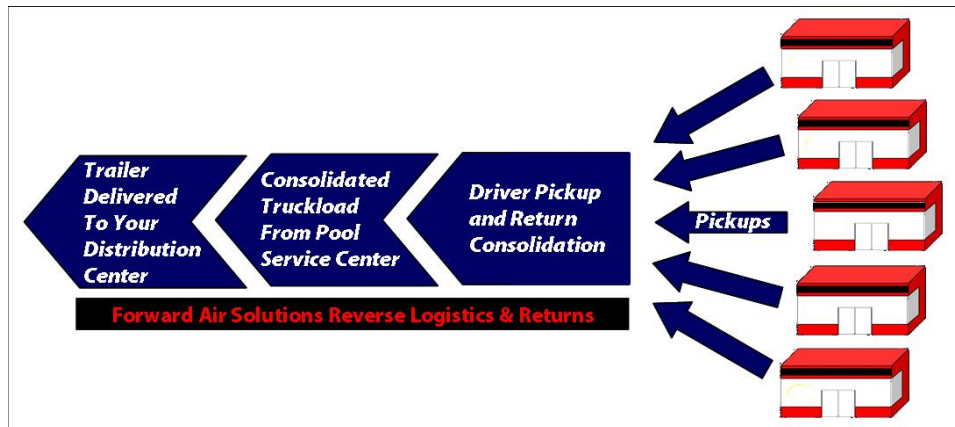
Expect more from Forward Air Solutions. We deliver!



# Reverse Logistics - Cost Effective Return Transport

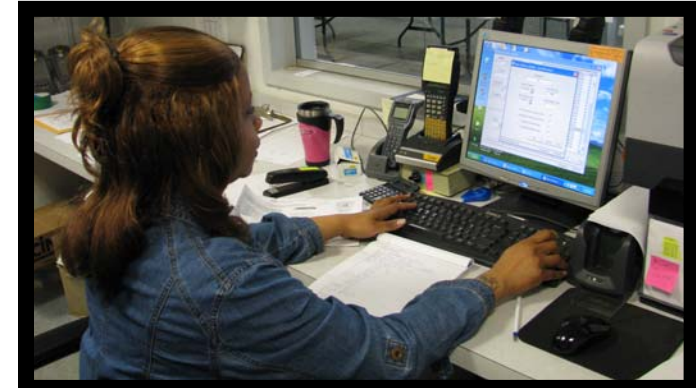
The sale is over in one part of the U.S. But now, you need to get the excess inventory back into your distribution center for online orders or redistribution to other stores. That is where Forward Air Solutions Reverse Logistics programs can simplify the return and restock process.

All Forward Air Solutions regional delivery vehicles are equipped to conduct pickups of goods to be returned to the any destination you select. In our customized return program. With our trucks making scheduled deliveries at your stores, it is a simple process to make pickups and provide electronic tracking of each carton. Your company benefits from:

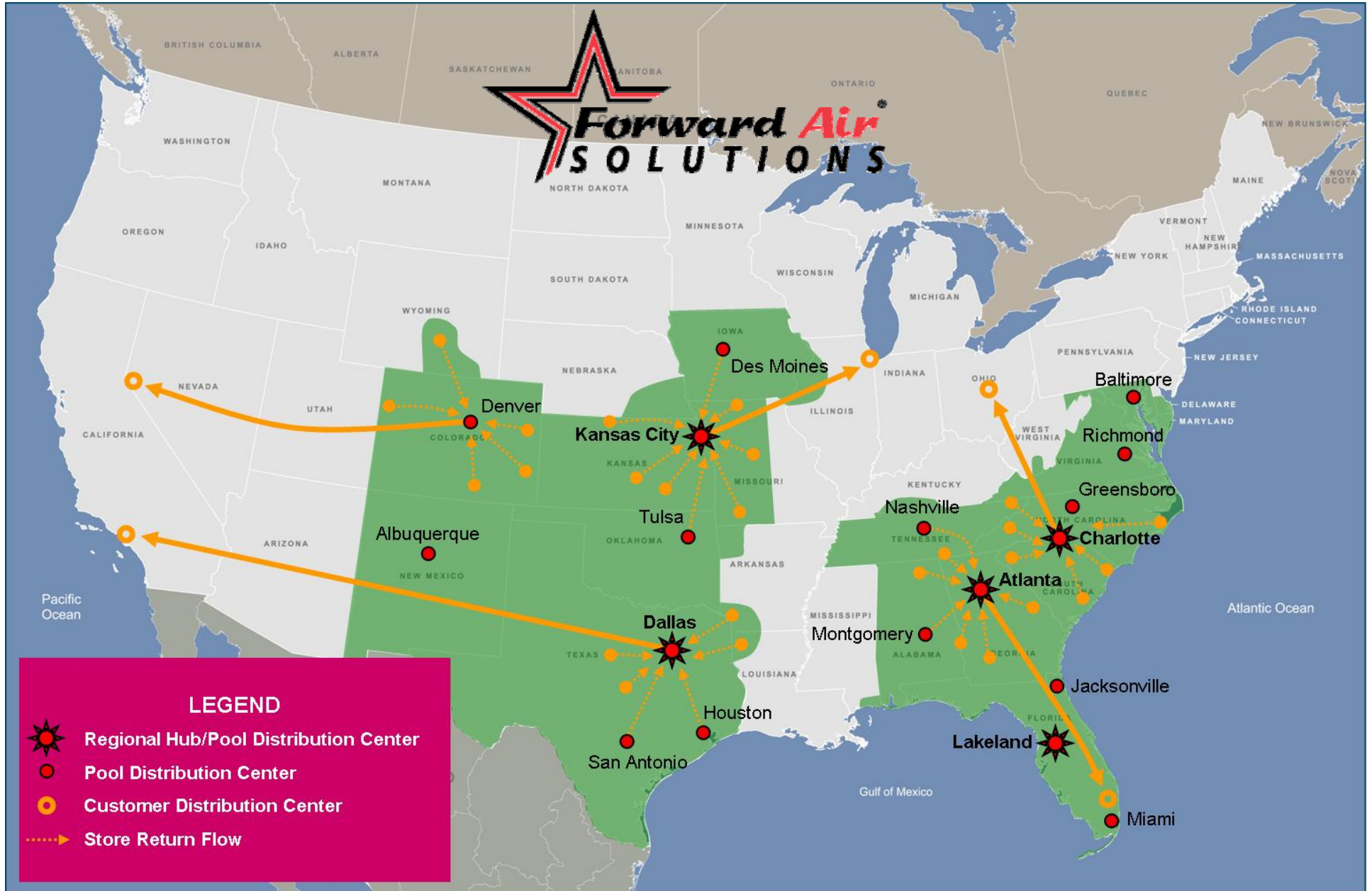


- ★ Extensive delivery networks ready for scheduled store pickups
- ★ Customized returns program that is coordinated with pool distribution delivery
- ★ Cost effective consolidation of store returns to maximize volume per truck
- ★ Electronic shipment dispatch or customized pickup schedules
- ★ Controlled through pickup and consolidation scanning of each piece to match delivery order

Expect more with Forward Air Solutions Reverse Logistics. We'll deliver!



# Regional and National Return Programs



# Technology—The Communication Advantage

A key difference when customers choose Forward Air Solutions for their distribution programs is the team of technology professionals that builds and supports the essential product tracking and communications systems that monitor shipments during transit. The technology experts at Forward Air Systems Technology (F.A.S.T.) have significant experience developing transportation technology systems that provide the foundation for the systems we use in all parts of our Pool Distribution network. The F.A.S.T. team delivers technology advantages including:

- ★ Full integration with common third party inventory control software
- ★ Scanning hardware staged in every delivery vehicle and throughout our stations
- ★ Efficient electronic invoicing available
- ★ Dedicated F.A.S.T. professionals assist with each program start-up and continuing systems enhancements

Our Electronic Data Interchange (EDI) systems support industry standard messaging protocols and are easily set up by our F.A.S.T. implementation teams assuring you that the communication during start-up operations is well-tested and functional in both directions. We support the following EDI messaging standards:

- ★ 204 Freight Shipment Load Tender
- ★ 210 Freight Invoice
- ★ 214 Freight Shipment Status
- ★ 856 Warehouse Shipment Manifest
- ★ 990 Freight Shipment Load Accept/Decline

Expect the best in technology with Forward Air Solutions. We deliver!



# Loss Prevention - Your Security Program Extended

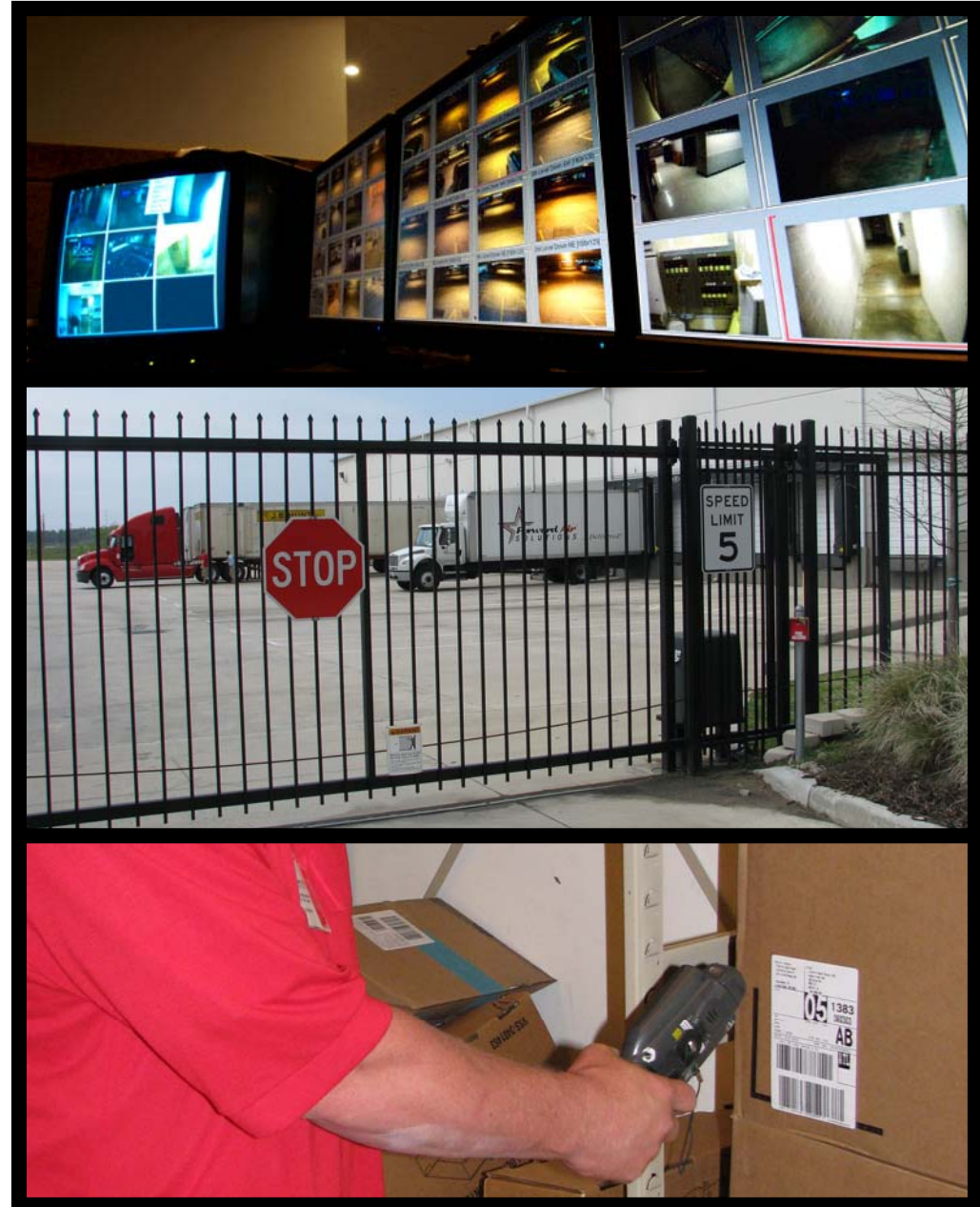
It's people, process and "proactivity" that secures the thousands of packages Forward Air Solutions transports each day. Protecting our customers' products from damage, delay and loss is a mission each employee regards as their top priority. Every terminal is locally monitored with recorded security systems. Central oversight of every operation is accomplished by our National Operations Center. Our Loss Prevention professionals bring their LP experience to bear before incidents occur through training, compliance audits and process integration with our customers.

All Forward Air Solutions facilities limit yard and facility access with Biometric or Card Scan systems bolstered by full-time Security Guards at our larger operations. Our delivery and linehaul equipment are controlled with specialized Slam Locks on trailer and straight truck doors. The final step in our product control efforts comes with our Carton Scanning conducted by uniformed drivers and dock staff.

You will experience the end-to-end advantage of our industry-leading Loss Prevention systems including:

- ★ Intensive background checks of all employees before hiring
- ★ Full-coverage closed circuit system shows facility interior & exterior
- ★ Latest security monitoring technology including Digital Video Recorder systems
- ★ Controlled access of every facility and vehicle in our system
- ★ Audits of facilities and route trucks to ensure security and LP policy compliance with each customer's program

Expect more security from Forward Air Solutions. We deliver!



# Forward Air Solutions—SmartWay<sup>SM</sup> Engaged

In June 2008, the Environmental Protection Agency (EPA) approved Forward Air, Inc., including all business operations, as a SmartWay Transport Partner, awarding the company the highest score possible. Forward Air Inc. joined a growing number of transportation companies that have committed to the SmartWay program in addition to other leading transportation companies and manufacturers. The single largest group of vehicles that the E.P.A. analysis measured was the Forward Air Solutions delivery and terminal equipment fleet.

The corporation received a Shipper Index Factor (SIF) of 1.25, the highest possible score awarded in the EPA's SmartWay program. The rating indicates that both business segments, Forward Air Solutions and Forward Air, are utilizing the most commercially available fuel savings strategies while actively evaluating additional savings methods and technologies that reduce fuel consumption or greenhouse gas emissions including:

- ★ Conversion of entire forklift fleet from gasoline-powered to cleaner propane
- ★ Clean Idle technology utilized in new straight truck purchases
- ★ Routing technology enhancements help reduce miles driven on regular line-haul lanes

Forward Air, Inc. measured the environmental performance of its existing operations. From that assessment, the company has developed a specific plan that has been implemented to improve fuel efficiency and reduce emissions over the next several years. This plan was submitted to and approved by the EPA which supports the partners in reaching their goals.

Expect more from Forward Air Solutions. We deliver!





The U.S. Environmental Protection Agency recognizes  
**Forward Air, Inc**  
for committing to improve the environmental performance  
of your freight operations as a

**SmartWay Transport Partner**

July 14, 2008

A handwritten signature in black ink, appearing to read "Mitchell Greenberg".

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Mitchell Greenberg  
Manager, SmartWay Transport Partnership