



CUSTOMER REFERENCE SHEET

Telephone Number 630-286-0550 *** Fax Number 630-286-0606

Illinois Commerce Commission Operating Authority Number ILCC 122310 MC **** Federal Employer Identification Number 36-4259981

CONTROL #	PICK-UP INFORMATION	DELIVERY INFORMATION	SRVC TYPE	PIECES	COURIER #	CALL IN TIME / REMARKS / REFERENCE
DATE			R / T SRVC	WEIGHT	TIME	COURIERS NAME
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*** / ** TOP PRIORITY, T.P. (# 1)**

DEFINITION OF SERVICES

Your package will be dispatched immediately upon receipt of order and delivered directly to its destination. This means no stops between pick-up and delivery points. Upon request, we will furnish you with a delivery time and signature.

*** RUSH, (# 2)**

**** AT TIMES, DUE TO CIRCUMSTANCES, # 1 TOP PRIORITY SERVICE MAY NOT BE AVAILABLE.**

Any bikable order will be picked up and delivered to its destination within one (1) hour from the time of your call, within the defined Loop area. All orders outside this area will require two (2) hours, by a motorized vehicle, for all points up to twenty (20) miles. Allow an additional thirty (30) minutes for each additional ten (10) miles.

*** REGULAR, (# 3)**

Any bikable order will be picked up and delivered to its destination within two (2) hours from the time of your call, within the defined Loop area. All orders outside this area will require four (4) hours, by a motorized vehicle, for all points up to twenty (20) miles. Allow an additional thirty (30) minutes for each additional ten (10) miles.

*** DEFERRED, (# 4)**

Orders ready for pick-up by 11:00 A.M. will be delivered by the close of the business day. Deferred service is not available on deliveries exceeding (30) miles. Although US Messenger makes every attempt to deliver the same day, there are times, when, for reasons beyond our control, this does not occur. When this happens, delivery will be made first thing the next morning except for Fridays when delivery would be made Monday morning.

* Allow Additional Time for Rush Hour, Inclement Weather and Road Construction <> See Reverse Side for Weights and Other Charges, Insurance, Terms & Conditions.

WEIGHTS AND OTHER CHARGES

THE DEFINED LOOP AREA

US Messenger's definition of the Loop area is bound by 1199 North, 1199 West, 1199 South and Lake Michigan.

LOOP BICYCLE DELIVERY CHARGES

Loop bicycle deliveries will be charged at straight rate sheet rates unless there is weight over nine (9) pounds involved. \$0.05 per pound will be charged for every pound over ten (10) pounds retroactive from the first pound of the delivery.

A package considered "bikable" is one that a bicyclist can take safely without causing harm to the package or themselves.

MINIMUM CHARGES

* / ** Automobile Minimum \$15.00 per delivery

Defined Loop area deliveries that require a car will be charged a \$15.00 minimum delivery charge unless there is weight over nine (9) pounds involved. The delivery will then be charged by taking the distance of the delivery (mileage charge) plus the weight of the shipment, if any, or the \$15.00 minimum delivery charge, whichever is greater. \$0.05 per pound will be charged for every pound over ten (10) pounds retroactive from the first pound of the delivery.

A package that needs a car in the Loop is one that a bicyclist cannot take safely without causing harm to the package or themselves.

Deliveries requiring a car outside the defined Loop area will be charged a \$15.00 minimum delivery charge unless there is weight over forty nine (49) pounds involved. The delivery will then be charged by taking the distance of the delivery (mileage charge) plus the weight of the shipment, if any, whichever is greater. \$0.05 per pound will be charged for every pound over fifty (50) pounds retroactive from the first pound of the delivery.

Deliveries requiring a car going to the suburbs will be charged straight rate sheet rates unless there is weight involved over forty nine (49) pounds. \$0.05 per pound will be charged for every pound over fifty (50) pounds retroactive from the first pound of the delivery.

* / ** Station Wagon Minimum \$32.50 per delivery

* / ** Station Wagon Surcharge \$10.00 per delivery

There will be a \$10.00 surcharge added to any delivery that requires the use of a station wagon. The cost of using a station wagon for delivery will include the \$10.00 station wagon surcharge plus the distance of the delivery (mileage charge) plus the weight of the shipment, if any, or \$32.50 whichever is greater. US Messenger will, at no additional charge, take up to forty nine (49) pounds outside the defined Loop area. \$0.05 per pound will be charged for every pound over fifty (50) pounds retroactive from the first pound of the delivery.

* / ** Van Minimum \$42.50 per delivery

* / ** Van Surcharge \$20.00 per delivery

There will be a \$20.00 surcharge added to any delivery that requires the use of a van. The cost of using a van for delivery will include the \$20.00 van surcharge plus the distance of the delivery (mileage charge) plus the weight of the shipment, if any, or \$42.50 whichever is greater. US Messenger will, at no additional charge, take up to forty nine (49) pounds outside the defined Loop area. \$0.05 per pound will be charged for every pound over fifty (50) pounds retroactive from the first pound of the delivery.

* / ** 16', 18', 22', 24', 26' trucks and semi tractor trailers are also available for your larger, same day, special delivery needs.

* / ** At times, shipments may be charged a higher rate when its size, not weight, necessitates the use of a larger vehicle.

(# 1, TOP PRIORITY RATES ARE 100 % HIGHER THAN THE ABOVE MINIMUM RATES)

(See the below "TIMETABLE" chart and the published rates for the cost of deliveries that occur before and after business hours)

Shipments spanning a total of more than sixty (60) miles will be charged at the rate of \$1.90 per mile and \$0.95 per mile for half the distance upon returning.

Monday through Friday, after 8:00 P.M., all day Saturday, Sunday and Holidays there will be a \$25.00 minimum delivery charge.

WAITING TIME

As a courtesy to the courier user, the couriers will wait ten (10) minutes at the pick-up / delivery point at no additional charge. Additional waiting time will be charged at \$30.00 per hour, or any fraction thereof, retroactive from the time the courier started waiting.

ADDITIONAL HELPER CHARGES

Additional help is available for your special delivery needs. Additional manpower is available, upon request, and charged at \$40.00 per hour with a one (1) hour minimum. Thereafter, a minimum cost of \$10.00 will be charged for every quarter hour, after the first hour, the helper is being used.

TIMETABLE

Monday - Friday	8:00 A.M. - 4:29 P.M. = Published Rates
Monday - Friday	4:30 P.M. - 7:59 P.M. = T.P. / Rush Rates X 1.5
Monday - Friday	8:00 P.M. - 7:59 A.M. = T.P. / Rush Rates X 2
Saturday	8:00 A.M. - 4:29 P.M. = T.P. / Rush Rates X 1.5
Saturday	4:30 P.M. - 11:59 P.M. = T.P. / Rush Rates X 2
Sundays & Holidays all Day	= T.P. / Rush Rates X 2

*** ALLOW ADDITIONAL TIME FOR RUSH HOUR, INCLEMENT WEATHER CONDITIONS AND ROAD CONSTRUCTION.**

**** AT TIMES, DUE TO CIRCUMSTANCES, OUR # 1, TOP PRIORITY SERVICE MAY NOT BE AVAILABLE.**

CARGO INSURANCE, TERMS AND CONDITIONS

Your shipments are insured against loss and / or damage up to a value of \$100.00. Additional cargo insurance is available through US Messenger upon your request and full disclosure, to US Messenger, the contents of your shipment at the time the order is placed. The rate for additional cargo insurance is \$0.50 per \$100.00 of the declared value of your shipment, or fraction thereof. Maximum available cargo insurance is \$50,000.00.

The shipper or consignor hereby declares that unless otherwise specified, the value of any shipment, regardless of the number of pieces, does not exceed \$100.00 and is hereby released and discharged unless a greater value is declared at the time the order is placed and charges for such greater value are agreed to be paid at the time the order is placed with US Messenger.

US Messenger will accept for delivery but will not be responsible for the contents of, sealed envelopes packages, parcels, boxes, rolls, etc. unless contents and value of same are declared and charges for such greater value are agreed to be paid at the time the order is placed. US Messenger will not be responsible for damage to merchandise improperly packaged or for concealed damage.

US Messenger will not be responsible for loss or damage due to delays of any kind including, but not limited to; traffic, weather, acts of God, public enemies, authority of law, quarantine, riots, strikes or other hazards incident to a state of war or rebellion against the constituted authority. US Messenger is not responsible for consequential damages for any reason.

Losses are adjusted on the basis of original cost, less reasonable depreciation, or fair market value at the date of the loss, whichever is lower.

All complaints regarding loss or damage must be made, in writing, within thirty (30) days from the delivery date, otherwise claims will be disallowed. Payment of delivery charges is conclusive proof of complete, proper and satisfactory performance by US Messenger.

All deliveries are handled on a "# 2, Rush" basis if not otherwise specified at the time the order is placed.

The Courier User agrees not to hire or entice any courier furnished by US Messenger from his or her position.

It is the responsibility of the Courier User to have the courier identify what company they are representing.

All instructions must be given at the time the order is placed or called in later to be changed. US Messenger is not responsible for instructions given by the Courier User to the courier.

All weights are subject to correction.

Rates are subject to change without notification.

Rates are effective as of July 31, 2006