



ISS *Intermodal
Support Services*

ISS | YOUR COST-CONSCIOUS PARTNER

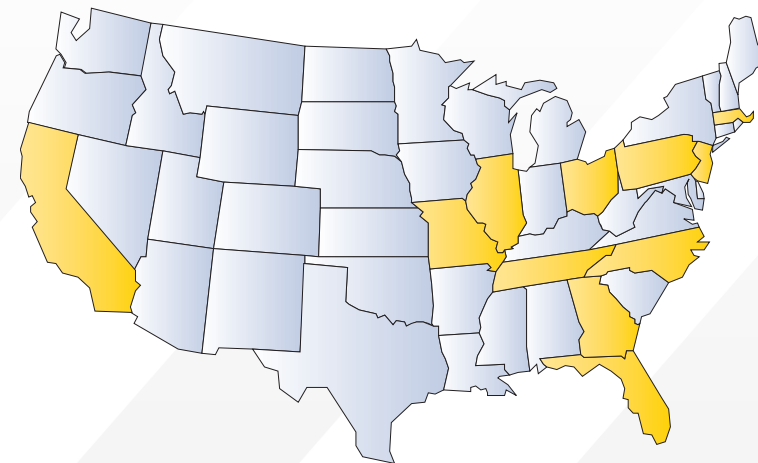


Intermodal Support Services is the industry's leader in Total Equipment Management.

From operating intermodal facilities to eliminating unnecessary equipment repairs, ISS provides accountability and control over your company's equipment. Our services add up to millions of dollars in bottom-line savings for your organization. At ISS, our mission is simple – to be your cost-conscious partner in the transportation industry.

ISS has more than 150 employees dedicated to protecting your equipment in the following cities:

- Atlanta, GA
- Baltimore, MD
- Boston, MA
- Charlotte, NC
- Chicago, IL
- Cincinnati, OH
- City of Industry, CA
- Commerce, CA
- Corwith, IL
- Dolton, IL
- E. St. Louis, IL
- Houston, TX
- Jacksonville, FL
- Kansas City, MO
- Kearney, NJ
- Lathrop, CA
- Los Angeles, CA
- Marion, AR
- Memphis, TN
- Philadelphia, PA
- Portland, OR
- San Bernardino, CA
- St Louis, MO
- St Paul, MN
- Stockton, CA
- Willow Springs, IL
- Worcester, MA





GATE INSPECTIONS

ISS technical gate inspections provide quality control and enhance safety at your facility by utilizing the most qualified personnel.

We can help you:

- > Increase bottom-line savings by identifying damage at the in-gate
- > Improve customer relations through effective ready row management
- > Assure proper recording of seals and documentation
- > Identify responsible party for in-gate and yard damage to facilitate rebilling
- > Ensure safety of equipment for movement via rail or highway
- > Update inventories real-time (at facilities utilizing handheld technology)
- > Decrease dwell time and increase yard throughput

ZERO TOLERANCE

Zero Tolerance is an ISS developed process to manage maintenance and repair costs for our customers. An ISS purchase order is required on any repair where our customer will be held responsible for payment.

To implement this process we will work with you to establish part prices and then hold the maintenance vendors accountable to these rates. **And** the process doesn't end there. ISS performs random audits of completed repairs on and off a facility to ensure the repairs performed correctly. Tracked through our internally developed web-based software, various reports can be generated upon your request.

The immediate benefits include:

- > Dwell time on bad order equipment is reduced significantly
- > Elimination of unnecessary or substandard repairs
- > Enforcement of your tariff standards
- > Management of part prices
- > Elimination of duplicate billing
- > Ensure that the responsible parties are invoiced for damage

OTHER SERVICES

Termination Inspections

ISS conducts inspections of leased equipment prior to termination to the owner.

Inspector & Gate Personnel Training

Training programs designed and implemented by ISS.

Procurement Inspections

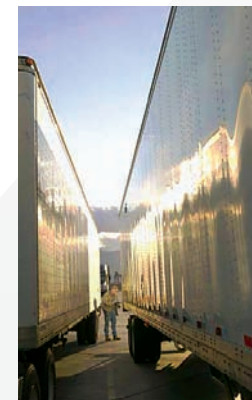
ISS will inspect equipment before you on-hire to your inventories.

Technology

Our web-based software will electronically transfer the most up-to-date information to your systems.

Equipment Management

Damage is reduced and availability improved.





TRANSRAIL SOLUTIONS

Improving company focus and reducing operating costs are significant reasons for a company choosing to partner with an outside contractor such as TransRail Solutions, Inc. A division of ISS, TSI was formed in 2002 to offer a complete service package to our customers to do just that. The goal of TSI is to be your strategic partner and we do this in two ways—decreasing labor costs and generating new revenues by process redesign.



SERVICES

Intermodal

- > Maintenance & repair management—audit billing from maintenance vendors for compliance with AAR rules.
- > Invoice and collect maintenance rebills
- > Budget supervision

Traffic Analysis

- > Monitor customer commitment transit times
- > Weekly and monthly reporting on intermodal performance
- > Audit lift counts for intermodal terminals

Trucking

- > Fleet management including recruiting and retaining owner operator drivers
- > Manage all areas of driver supervision – payroll, fuel cards, incentive programs, etc.
- > Conduct safety meetings and manage all areas of driver compliance

Safety & Compliance

- > Hazardous materials management—approval for movement, tracking
- > Motor carrier safety & compliance management including DOT requirements

Automotive

- > Operations management
- > Control vehicle inventories at distribution centers
- > Manage plant storage programs
- > Develop terminal budgets/capital spending improvements

TRANSRAIL
SOLUTIONS Inc.

Intermodal Support Services & Transrail Solutions are:

Federally certified as a Diversified Business Enterprise by the Women's Business Enterprise National Council.

A member of the Intermodal Association of North America

A member of the National Portable Storage Association



