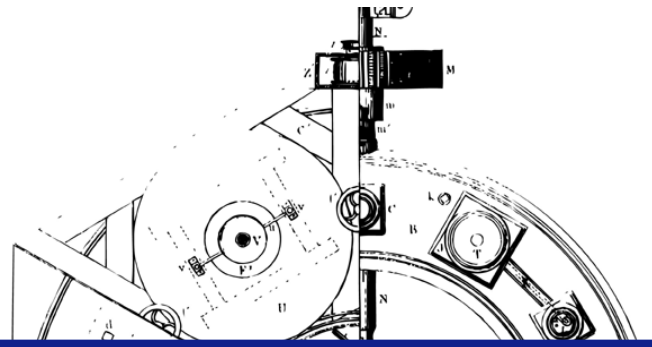


Outbound



The news and information source for clients and friends of TMW

24-Hour Support for TTS and PowerSuite

TTS and PowerSuite both offer an optional 24/7 support service. Staff members are equipped with cell phones and pagers in order to respond to your needs as quickly as possible anytime regular service is not available.

TTS: Access this optional support by calling cell phone number 216.272.2607. If you reach voice mail, page the staff member at 440.301.1101.

PowerSuite: For details on accessing this optional support feature for PowerSuite, check with your support staff member. Call 216.831.6606 and choose option 6, or email powersuitesupport@tmwsystems.com.

TTS welcomes client input for new releases

TMW is very proud that our clients actively participate in the development of new releases. The TTS Advisory Board will meet on February 24 in Cleveland to go over suggestions for their enhancement list. Plans are that more than 900 hours this year will be devoted to these enhancements. We will include as many of your ideas as possible in the TTS/2000 release planned for July this year.

New fuel card interface to TTS

We are pleased that we can now offer a certified interface to TCH fuel cards. TCH allows your drivers to have a fuel card and a debit card, as well as the benefits of automatic payroll. These services are integrated seamlessly into TTS to save you time and simplify your processes. Speak with your Account Manager or call Laura at Extension 259.

PowerSuite/2000

Developers met with you, our clients, for the last several months to discuss enhancements for the newest version of PowerSuite. We are pleased to have issued PowerSuite/2000 as a result of that joint effort. Many streamlining features have been added including, for example, copying trips to save time as you plan. The new release also offers exciting opportunities to create and retrieve customized service reports via the Internet or email. In addition, it specifically addresses the unique trip entry, invoicing and settlements requirements of dedicated carrier fleet management. Look for the press release on our website (on the home page, scroll to the link on left).

Don't forget: \$1000 check

When you refer another company that joins TMW. Details on the website *Clients Only* page.

How'd You Do That? (TTS)

Q. I have a Travel Order that contains a lot of legs, yet every time I pull up that TO in Dispatch, I can only see the first seven legs. Can we change the system so that I can automatically see the active leg?

A. Set Label 1337, Seq 21 to 1, then every time an active TO is pulled up, the active leg will automatically be in view.

Q. When I am looking up available loads to dispatch, how can I tell if the SR has more than one drop?

A. Set Label 1337, Seq 27 to Y. Afterward, if an SR has more than a simple pickup and drop, a plus sign will appear next to the Destination field. By depressing the question mark twice, you will be able to see all of the extra stops after the first pickup location.

Q. OK, now how can I tell if the SR has more than one pickup?

A. Set Label 1337, Seq 90 to Y. If the SR has more than one pickup, even if there is only one drop, a plus sign will appear next to the Origin field.

Q. When I press the question mark key twice on a load with more than one pickup or drop, all I see is the company name. Can I see the company's city?

A. Yes. Set Label 1337, Seq 92 to Y. The commodity will be replaced with the city in the "Shipment Details" pop-up box.

Q. When I am looking up available loads to dispatch, how can I see the Origin and the Destination of the load on the same screen, without having to arrow to the right?

A. Set Label 1337, Seq 42 to Y. Afterward, the Destination Company, City, and State will appear right after the Origin.

Ten Commandments for Success

1. Focus on customers.
2. Insist on continual innovation.
3. Make sure people—managers and employees—are the key resources.
4. Insure that managers provide strong leadership.
5. Develop a sound vision and strategy.
6. Set goals that require stretching.
7. Practice ethical behavior in every aspect of your business.
8. Pursue world-class quality.
9. Look for continuous improvement in everything.
10. Have fun!