

# THE AGE

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7 October 2005

Bryan Carr  
SmartTrans Limited  
Suite 4  
Level 7  
11 Queens Road  
Melbourne 3000

Dear Bryan

It's rare that I have the pleasure of writing to someone to say they actually delivered on their promises, but today I can genuinely say this. The SmartTrans system was delivered as promised without any adverse disruptions and has not only delivered on it's promised benefits, but in fact has exceeded our expectations.

As newspapers are such a highly perishable product, every part of our business must run smoothly and efficiently to very fine deadlines to ensure our customers receive their papers on time. Failure to do so poses some very major business risks which can directly impact on our readership and indeed the bottom line.

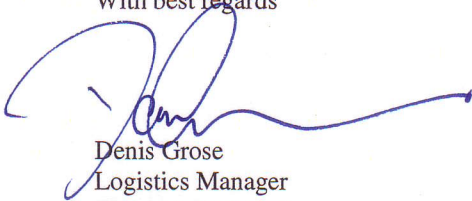
SmartTrans was expected to help take out significant costs from our fleet operations and enable it to run efficiently and effectively. I'm pleased to say that as a result of adopting the SmartTrans system, we not only achieved the anticipated benefits but also managed a payback on the initial investment in less than three months and more benefits continue to flow through. In addition we have also found the system helpful in a number of other ways including:

- Validating quotes from subcontractors ensuring we use the most cost-effective services
- Real-time monitoring of the performance of individual vehicles and runs to ensure timely deliveries
- Fast and dynamic "What if?" planning, allowing us to accurately assess the benefit and cost of offering differential services to key clients

Finally, and perhaps most importantly, we were expecting some resistance to change, however our drivers have embraced this, recognising the overall benefit this delivers.

All in all, we're very pleased with the performance of the SmartTrans system and indeed the ongoing service from your team and I look forward to continuing and extending our partnership into the future.

With best regards



Denis Grose  
Logistics Manager  
The Age Company