

11 July 2008

Dear Client

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and Brakfontein Rd
Centurion
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The Reeds
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National Contact Centre – Improvement to our Systems

UTi Sun Couriers believes strongly in client service excellence and is constantly looking at ways to further improve the service we offer our clients. This process often involves re-engineering our business and the processes that drive our operations.

One area with room for improvement is our current National Contact Centre system. Accordingly we have evaluated this system and invested in developments to enhance the offering we provide via this centre.

The changes to our National Contact Centre system will provide the following benefits:

- The creation of a client profile linked to specific information such as account number or initiator details. When the system is implemented in your region, the first call you make to our Centre may take a little longer to complete because our agents will ask you for additional details. The purpose of these additional questions is to help us build a comprehensive client profile for your organization. Once this profile has been developed, each subsequent call you make to the Centre will be handled quicker and with more efficiency due to the pertinent information being immediately on hand. The additional information you will be asked for is detailed below. Please ensure you have the information at hand to assist with the process.
 - Caller Details: Name, surname, telephone, company name, account number
 - Collection details: Contact name, surname, telephone, company name
 - Collection Address: Country, province, town/suburb, street number (building name, floor, department – if available)
 - Collection Parameters: Collection date, time ready, closing time, leave at security and until time
 - Collection Instructions: Collection instructions, stationery required, vehicle required
 - Shipment details: No. of shipments, payment type (cash/EFT transfer)
 - Destination details: Contact name, surname, telephone number, company name
 - Destination address: Country, province, town/suburb, street number (building name, floor, department – if available)
 - Destination instructions: Goods type, service type, insurance value/incidental insurance value
 - Parcel Details: No. of parcels, parcel weight, parcel dimensions.
- Increased traceability and accountability through the collection to delivery process.

We have already started to implement these enhancements, using a staggered approach across the network. Currently we have focused on small pilots in a few of our regional areas, but will over the next few months take the new system national. We will inform you closer to the time of implementation in your region.

We ask for your patience when we begin implementation in your area, and assure you that your initial assistance will ensure we are able to deliver true service excellence when you next call our National Contact Centre. If you have any queries regarding the changes, please call 0861 80 30 80 or (012) 673 2000 for further details.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Wayne Saunders', with a horizontal line extending to the right.

Wayne Saunders
General Manager: Business Solutions and Support