

Established in 1923



12487 Plaza Drive  
Cleveland, Ohio 44130-1084  
800-243-4100  
216-267-2000  
Fax 216-267-5945  
Internet: [www.ctlogistics.com](http://www.ctlogistics.com)



ISO 9002  
Certified

The Commercial Traffic Company is proud to announce the arrival of Web Resolution and the passing of the slow, slow processing of your freight revenue through the use of the mail services where we have insufficient information on your freight bills that require your assistance.

With your help, together we can now resolve freight bills electronically via the Internet whether they have missing bill of lading/purchase order numbers, our need of tariff information or any of the other possible missing/illegible requirements of our mutual customers.

We are now scanning and performing Optical Character Resolution (OCR) on your freight bills and supporting documents in order to eliminate paper freight bills passing from desk to desk in our facility and eliminating the time delay of having to mail freight bills out for additional information. The next logical step is to offer our customers and carrier business partners the opportunity to resolve issues that we may encounter with your freight bills electronically.

#### How it will work

1. As your freight bills reach various stations at our facility and needed data is found to be missing or illegible, instead of preparing a pink ticket taking your freight bill out of the system delaying your revenue by days or weeks, our staff will now click a button sending the item to you via Web Resolution.
2. This action will generate an auto-mail e-mail message that will be sent to the appropriate person(s) at your company advising that there are items for you to be resolved at our web site. These e-mail messages can be directed to multiple persons at your company based on the account or possibly other criteria. You will receive an e-mail message daily until your queue is empty.
3. The assigned personnel at your company proceed to our web-site (online services) where they can view your freight bill and supporting documents with a message advising what data or action is required to get your freight bills moving again.
4. Clicking at the bottom of the message described above, your personnel then type the missing/corrected data, and click the bill to resubmit to us.

All we need from you to get this going is the e-mail address(es) for the contact(s) at your company who would be assigned such resolution matters. Please respond to [CustomerService@ctlogistics.com](mailto:CustomerService@ctlogistics.com) with your contact(s) and how you would like them distributed. Please respond to the same address if you need further clarification. Once received, we will work with you on setting up passwords for the web-resolution section of our web-site.

Thank you so much for helping to make our partnership with you and our mutual customers a viable program.

Sincerely,

A handwritten signature in black ink, appearing to read 'JH Miner'.

Jack H. Miner  
Chief Executive Officer