

SCZ/Cedex

Valuation

10/6/99

Customer Base - purchase of SCZ (CVG)
products/services

- employees

- Goodwill

- products

- technology

10/15 - target close -

~~SCZ~~

124

BURTON GRAD ASSOCIATES, INC.
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E-MAIL: BURTGRAD@AOL.COM

Date: September 30, 1999 *Number of Pages including cover:* 2
To: Morgan Crew
From: Burton Grad
Subject: Cedex

The extra cost for my time (three days instead of two days) was because of the problems in getting the customer lists and names and difficulty in reaching Mark North.

The extra cost for the Survey (\$9,500 versus \$8,000) was to cover the extra seven interviews (27 instead of 20).

Please give copies of this invoice to John Blaine and Dennis Byrnes.

Enclosure
5126

BG

BURTON GRAD ASSOCIATES, INC.

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Sterling Commerce, Inc.
4600 Lakehurst Court
Dublin, OH 43017-0760

Invoice #2954

September 29, 1999

Attention: John Blaine
Copy: Dennis Byrnes
Morgan Crew

Project #: 263-19

INVOICE

Project: Due Diligence for Potential Cedex Services International Acquisition

Consulting Services: August 30 - September 24, 19998

Burton Grad	3 days @ \$2,500/day	\$7,500.00
Sidney Dunayer	2 days @ \$1,500/day	3,000.00
Luanne Johnson	2 days @ \$1,200/day	2,400.00
Specifics, Inc.	Customer Satisfaction Survey	<u>9,500.00</u>
Total Fees		\$22,400.00

Expenses:

Telephone/fax	40.00
Express Delivery	25.00
Survey calls to Asia	235.00
Local Travel (Luanne Johnson)	<u>17.42</u>
Total Expenses	\$317.42
Total Invoice	<u>\$22,717.42</u>

Please Pay This Invoice Within 15 Days of Receipt

September 24, 1999

Mr. Dennis Byrnes
Sterling Commerce, Inc.
4600 Lakehurst Court
Dublin, Ohio 43016-2000

Dear Dennis:

Burton Grad Associates, Inc. (BGAI) has completed its development, technical and customer service due diligence reviews of the programs and network services of Cedex Services International (Cedex) as requested by Sterling Commerce, Inc. (SCI); this is in conjunction with SCI's due diligence efforts to determine whether there are any reasons not to proceed with the acquisition of Cedex.

Cedex is the principal provider of shipping container related network services, primarily focused on tracking those containers requiring repair, cleaning and preparation for future use.

Luanne Johnson visited Cedex's San Francisco offices and met with Mark North and certain of the Cedex development and customer service personnel. Sid Dunayer reviewed (off site) the EDI Bridge, WinBridge, WebBridge, InRoadz and Infonet server programs. He did not review Odyssey or the Intracon custom programs. He did not specifically examine the One Step or Riverbend shells nor Kisscom or the Poseidon program which Cedex is marketing.

Appendices A-1, A-2 and A-3 are the biographies for Burton Grad, Sid Dunayer and Luanne Johnson. The information request checklist used for the reviews is shown in Appendix B-1 and the interview list in Appendix B-2. Johnson's reports are Appendix C and Appendix D. Dunayer's report is Appendix E.

The following is a summary of Johnson's and Dunayer's key findings, followed by BGAI's overview, concerns, conclusions and recommendations:

Development Findings (Johnson)

1. Almost all of the recent Cedex development efforts have been focused on Odyssey, which has primarily been a series of custom projects for specific depot customers (and for Transamerica to give to its railway depots). There does not appear to be a product specification for Odyssey.

2. WinBridge development and maintenance depends almost entirely on Darrell Snowden; he will need to be retained for his knowledge of Progress and of the large WinBridge program.
3. There are significant in-process changes being made to WinBridge with release of 4.0 due shortly. This will significantly change the user interface for those customers who upgrade to the new version. Would there be any significant problem with the customer base (much of which is still using DOS programs) if this new 32-bit version was deferred or never released? Would deferral help persuade customers to migrate to the new CVG implementations?
4. InRoadz and the Infonet Server software depend on Michael (Koz) Kozlowski and on Don Bowles, an independent contractor. Kozlowski, at least, needs to be retained to keep the current network services programs operational. Bowles is not associated with Spindrift Productions which is the name used by another consultant, Judith Morton, who works on design, documentation, etc. for Cedex.
5. There are virtually no written development plans or measurements. Cedex is a business run on an ad hoc basis with little in the way of maintenance, development or testing records.

Customer Service Findings (Johnson)

1. Cedex provides very extensive service and support for both its hub and spoke customers. Customer service is, effectively, the sales support arm to the spokes on behalf of the hubs.
2. This around-the-world business requires 24-hour coverage, but does not seem to demand seven day a week service. Apparently, language limitations for Asia have not been a serious barrier (there is one Chinese-speaking operations person for Asian support when needed).
3. Without detailed records, it was not possible to determine the number or severity of customer calls or the response times and open problems.

Technical Findings (Dunayer)

The more questions that were asked, the more different programs and packaging were identified:

1. WinBridge Windows-based translator written in Progress
2. WebBridge Windows NT only using DB, tools and HTML scripts and incorporates some WinBridge functions and programs
3. InRoadz: Client Communications program for Windows, written in Visual Basic
4. EDI Server Infonet program running on DEC VAX/VMS server, written in C and Fortran
5. Riverbend Shell program for automated use of WinBridge
6. EDI Bridge DOS-based translator written in Progress; many of these modules are incorporated in WinBridge
7. Kisscom Client communications program for DOS
8. One Step Shell program for automated use of EDI Bridge; there are both client and server versions
9. Odyssey Custom programs for depot applications incorporating WinBridge functionality, written in Delphi
10. Intracon Customized version of WinBridge for one customer
11. Poseidon WebBridge variant for hub applications written by Poseidon Services and being marketed by Cedex

Beyond this, there also appear to be other customers who do not use Cedex programs, but can enter and receive transactions from Cedex network services.

Access to the Cedex network services can be through Infonet on an Asynch basis, Infonet IP or through the customer's own ISP connection.

According to Kozlowski, the following are the primary usage patterns (numbers are best estimates):

EDI Bridge	300
One Step client	50
WinBridge	150
Riverbend	10
EDI One Step server	4 (largest hub accounts)
Other: Kisscom	15
Other: Miscellaneous	<u>25-50</u>
Approximately	550

The primary objectives of the technical review was to determine ownership risk, usability of the programs for an interim period, maintainability and extendibility for a limited time and migratability to new CVG programs and services.

1. Cedex has little system documentation and the programs have few comments; this would make maintenance difficult for anyone other than the author in each case.
2. None of Cedex's own programs have any copyright statements.
3. Licenses to various libraries need to be verified.
4. The server code belongs to Infonet; availability to SCI needs to be verified.

BGAI Overview

Cedex Services International has built a nice niche business around providing EDI services to the owners of cargo containers for tracking the movement of the containers in and out of the depots where they are serviced and repaired and for transfer of repair estimates and work orders.

One of the strengths of the business is its strong emphasis on customer support to the depots which are relatively small businesses scattered throughout the world, often with limited computer expertise.

However, despite the strong focus on providing support to the depots (the spokes), it's clear that the container owners (the hubs) are really the customers driving the business. As there are hundreds of depot customers, losing several of them would have a negligible impact on the business. The loss of a single hub customer, however, could have a major impact on the revenue stream and could potentially result in the loss of a number of depot customers as well. Therefore, it would seem that the emphasis during the acquisition for SCI should be on retention of the hub customers and on the software and services which provide value to the hubs.

The major value that CSI provides to the container owners is managing the relationships with the depots. For a large shipping or leasing firm, there could be dozens, even hundreds, of independent depot operators throughout the world. When an owner contracts with Cedex, Cedex takes over the responsibility for educating the depots on the benefits of EDI and provides extensive assistance to the depots to get the software installed and get them on the network.

Then, on an ongoing basis, Cedex provides the point of contact for technical and functional support as well as often serving as an intermediary between the depots and the owners, even on issues that are not directly related to the software or the communications network. Cedex's strong commitment to supporting the depot community is a valuable service to the container owners and should be protected during the transition to Sterling.

Hub customers, of course, also receive a high level of service. Their requests for support are handled directly by top level executives for both business and technical issues. They are used to receiving special accommodations such as custom modifications to the communications software to meet their individual needs or training seminars designed specifically for them. Sterling needs to be aware that the critical hub customers may expect very high levels of continuing support.

The Odyssey program, on the other hand, has been designed to provide application value to depots by supporting their internal reporting and tracking needs. It doesn't appear to provide direct value to the critically important hub customers and should be reviewed to determine whether supporting it is consistent with Sterling's long-term objectives for the business. However, the fact that Transamerica (Cedex's largest hub) is an Odyssey customer may impact this decision.

Concerns

1. The bulk of the Cedex organization has been focused on Odyssey. Will the retained staff be able to concentrate on the hub/spoke EDI business?
2. Cedex uses server software from Infonet. The license which Cedex has from Infonet needs to be carefully reviewed to ensure that SCI can continue to use these programs.
3. Since SCI intends to replace all of the Cedex software with SCI products or new programs, the strategy regarding the planned WinBridge 4.0 release should be carefully reviewed to determine if it should be deferred or canceled.
4. It was stated that Odyssey contains the WinBridge functionality. But it was also stated that Odyssey does not use any WinBridge designs or code. This issue needs to be fully resolved if SCI decides not to acquire the Odyssey programs.

5. The various Odyssey implementations have been written in the Delphi language (a Pascal derivative) by a team headed by Tracey Brown who is located in the U. K. Cedex has constructed a new team in San Francisco to continue to develop and support this depot application offering.
6. There continue to be a substantial number of DOS EDI Bridge customers. This indicates that it may be difficult to migrate customers to replacement products which require new computer configurations.
7. The Infonet EDI Server runs on a VAX/VMS machine located on Infonet premises, using Infonet communication facilities
8. There appear to be two principal ways for hubs to connect with the Cedex network services:
 - One Step (DOS) or Riverbend (Windows) provide for flat file connections with special translation
 - Regular transaction connections with the translation performed by WinBridge or EDI Bridge
9. Apparently, some number of the depots (spokes) do not use the Cedex software to translate their transactions. Many of those that use Cedex software are still using the DOS EDI Bridge programs with an Asynch communications link.

Specific Actions Needed – Legal Review

1. Cedex is using an EDI server program copyrighted by Infonet. This may have been modified by Cedex. Can SCI continue to use this program under the current Cedex/Infonet agreement.
2. The EDI server program is running on a DEC VAX/VMS server. Cedex owns the server which is located at an Infonet site in El Segundo. What are the agreements regarding the use of the space, communications, etc.?
3. Cedex is performing very limited network services activities not related to any of the Cedex products. I was told that this had been done as an "accommodation" and "courtesy" to Infonet and to get "free" space for the communications server. What is this agreement and can it be canceled?

4. Cedex has produced a program called InRoadz for network communications. This was done by Don Bowles and Michael Kozlowski. Does Bowles (who is an independent contractor) have any rights to this program?
5. Cedex is marketing a hub support program related to repair estimates from Poseidon Services International (a small software company in the San Francisco Bay area). The agreement needs to be examined and the quality of the programs reviewed if SCI intends to market or support this product.
6. Cedex has produced a customized version of WinBridge for Intracon (based in the U.K.). Contractual relations and commitments on this program should be examined.

Conclusions and Recommendations

1. CVG is not acquiring any software products or network operations services which will be directly useful in the future. The current programs will only serve to retain the current customers and provide new product and service specifications for CVG for container tracking transactions.
2. The customer base is highly concentrated, with one very large customer (Transamerica), about ten fairly large customers (all hubs) and 26 more smaller hubs along with a claimed 800 depots (spokes), almost all of which are quite small.
3. This is primarily a depot service transaction business, but virtually all sales are made through first obtaining major hub customers and then selling to the related depots.
4. The current products and network services can continue to be run by Cedex for an interim period, if SCI can retain the Infonet license for the communications and EDI server software and if certain Cedex key employees stay with SCI.
5. The quality and quantity of customer support appears to be the key to obtaining and retaining depot spokes which, in turn, keep the hub accounts satisfied.
6. Cedex is supporting both DOS and Windows translation and communications programs in multiple usage configurations. There are a series of questions regarding these programs and usage licenses that need to be resolved to determine migration costs and clarify potential operations conversion difficulties.

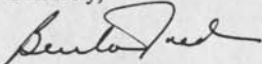
Mr. Dennis Byrnes
Page 8
September 24, 1999

BURTON GRAD ASSOCIATES, INC.

BGAI has not identified any technical showstoppers which would preclude SCI from acquiring Cedex.

This concludes BGAI's technical due diligence study. The Customer Satisfaction Survey report was sent separately by Specifics, Inc. (on September 23, 1999). The BGAI summary on this report will be forwarded today.

Sincerely,



Burton Grad

Enclosures

BG:5116

cc: Neil Baker
Morgan Crew
Ed Hafner
Doug Myers

Professional Summary

Burton Grad, President of Burton Grad Associates, Inc. (BGAI), has a long record of significant contributions to the computer software and services industry. He has experience both as a user and developer of application and systems products and as consultant, innovator, businessman and leader in the computer software and services industry.

Since 1978 he has been a consultant to companies providing software products, software professional services, processing services and other computer software and services offerings:

- ❖ Strategic planning, management and organizational consulting, and product analysis, evaluation and review
- ❖ Company and product acquisition studies including due diligence and valuation for financial capitalization and write-off purposes
- ❖ Planning, assessment and analysis of business operations including quality and productivity measurements

Work is performed personally or with the assistance of experienced specialists in market analysis, customer services, systems programs and industry applications on mainframe and departmental computers as well as on client/server and personal computer systems.

This is a partial list from the more than 175 BGAI clients:

Broadview Associates	i2 Technologies, Inc
Budgeting Technology, Inc.	Infosafe
CIBER, Inc.	Keane, Inc.
DA Consulting Group	Mediware, Inc.
Decision Consultants, Inc.	Platinum Technology
Discount Investment Corporation	SPSS, Inc.
Elron Software, Inc.	Sterling Commerce, Inc.
Geocapital Partners	Sterling Software, Inc.
Grace Consulting and Technologies	TSI International

Work Achievements**Burton Grad Associates, Inc. (1978 - Present)**

- * Strategic planning, management and organizational consulting, and product analysis, assessment and review
- * Company, product and technology valuation studies for financial, tax, capitalization and acquisition purposes
- * Due diligence studies on acquisitions of computer software/services companies
- * Business assessment studies and implementation projects for product strategy, development, quality management and customer service

Customer Care, Inc. (1992 - 1996)

- * Published *CustomerCare Newsletter* and *CustomerCare Survey* directed at software companies' customer services activities: support, documentation, training and product-related consulting
- * Provided consulting on customer service processes, and training for customer service personnel

Heights Information Technology Service (1979 - 1983)

- * Performed professional services for applications and systems development
- * Used professionals on a remote, work at home basis with effective project management

International Business Machines Corporation (1960 - 1978)

- * Definition, design and implementation of application development systems strategy resulting in release of IBM's development management systems
- * Development of application programs for every major industry
- * Establishment of joint planning and programming development with European operations
- * Announcement, development and initial support of CICS
- * Management of application development for small business and process control systems
- * Responsibility for the production, release and maintenance of almost 200 programs
- * Conception of approach to and programs for text processing and office automation systems
- * Development and expansion of computer based training systems
- * Development of management science and scientific programs
- * Participation in the structuring and unbundling of IBM program products
- * Creation of the Study Organization Plan for specifying and designing application systems

Burton Grad**General Electric Company (1949 - 1960)**

- * Programming of the first commercial computer (Univac I in Louisville)
- * Development of discrete simulation techniques for manufacturing planning and control
- * Invention of decision tables

- * Study of automated factory design and implementation
- * Initiation and use of advanced techniques for production, inventory and quality control

Other Professional Activities

1972-1996	ITAA
	<ul style="list-style-type: none"> * Computer Software and Services Trade Association * President, Treasurer and Board member of American Software Association Division of ITAA * Member of ITAA Board * Chair and member of various committees (Industry Relations, Software Capitalization, Software Openness, Technology Information Services, Quality Management) * Executive Committee of Information Technology Foundation (Project Office)
1968 and 1979	Principal author of <i>Management Systems</i> , published by Holt, Rinehart and Winston. Used for colleges and businesses for computer application system methodology and design.
1950-Present	Speaker and chair at conferences and workshops and contributor to professional journals on various information technology subjects including decision tables, quality control, systems engineering and software capitalization.

Burton Grad

Burton Grad Associates, Inc.
 101 Post Road East
 Westport, Connecticut 06880
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EDUCATION

1949 Bachelor of Management Engineering
 Rensselaer Polytechnic Institute
 Troy, New York

POSITION HISTORY

1978-Present **Burton Grad Associates, Inc.,**
 Founder and President
 Consultants to computer software and services companies

1992-1996 **CustomerCare, Inc.**
 Chairman
 Publisher and Consultants for software company customer services

1978-1984 **Heights Information Technology Services, Inc.,**
 Founder and President
 Professional software services

1960-1978 **International Business Machines Corporation**
 Consultant - IBM Research Lab
 Director of Development - Data Processing Division (DPD)
 Manager - Development Services and Scientific
 Application Programs (DPD)
 Manager - Technical and Scientific Development (DPD)

1949-1960 **General Electric Company**
 Consultant - Advanced Application and Systems Development,
 Production Control Services
 Manager - Production Control Operation - Large Steam Turbine
 Division
 Manufacturing Training Program

Professional Profile - Sid Dunayer Communications and Network Related Projects

Major International Chemical Manufacturer

Requirements analysis and design of the global network connecting the various product design centers worldwide. The network is currently implemented using Token-Ring and Ethernet local area networks connected via private T1/T3 service, Fiber links, Asynchronous and Synchronous dial connections, X.25 packet connections and SAA connections to the mainframes. Through this network, the chemists worldwide can share data and work together on new creations. The actual mechanism used to route any given "transaction" is dependent on the required response time for that transaction. Those that are "urgent" or require a timely response are routed via an appropriate network connection. The lower priority data replication messages are batched and sent using a cheaper network route.

Software Products Company

As part of a strategic planning study, analyzed various current and proposed message/document interchange models to establish requirements for an integrated messaging system, including analysis of transport mechanisms and use of available communications software packages.

Major Software Products and Services Company

As part of a study to determine whether to centralize company development and processing services, prepared requirements statement for installing an integrated communications network to cover development, processing services and corporate administration as well as telephone and fax services.

Network Services Provider

As part of a technical due diligence for an acquisition, performed an analysis to determine possible methods for connecting the newly acquired customers to the client's VAN. Analysis included the possibility of connecting the VAN to the packet network used by these customers. In this way, the packet service could reroute the customer transactions to the VAN. As customers were migrated from the packet network to the VAN, service on the packet network would decrease and eventually would cease, at which time the connection to the packet network would no longer be required.

Major Financial Institution

Designed and implemented a corporate-wide customer service network including the use of small computers (replacing mainframes), leased lines, dial-in backup units and other interconnect facilities for regional processing centers.

Luanne Johnson

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Benicia, CA 94510 U.S.A.

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E-mail: LuanneJ@sprynet.com

Professional Profile

Luanne Johnson has over thirty years experience in the information technology industry. She started her career as a computer programmer and systems analyst in 1966, then founded a software company, Argonaut Information Systems, Inc., in 1971. In her fifteen years as its President, she acquired extensive experience in managing a software product company including software development, marketing and customer support.

When the company was sold in the 1980's, she became active as an industry advocate and served as the chief executive of three major information technology industry organizations. From 1987 to 1989, she was Executive Director of The ADAPSO Foundation, a non-profit organization which supported the development of computer-related products and services to aid the disabled and disadvantaged.

From 1989 to 1995, she served as President of the Information Technology Association of America, a Washington, D.C.-based trade association representing the interests of several thousand large and small companies from all sectors of the information technology industry. During her tenure at ITAA, she also served as the 1993-1995 elected President of the World Information Technology and Services Alliance (WITSA), a consortium of national trade associations from 22 countries which works to promote the development of a global information technology market.

Currently, Ms. Johnson is a consultant to entrepreneurial firms in the information technology industry and to organizations which are dedicated to supporting entrepreneurial development.

Experience**Consultant (1995 - Present)**

Consults to a variety of clients in the information technology field. Typical clients and projects are:

- Burton Grad Associates, Inc, Westport, CT: Design, develop and maintain a web site for The Software History Center.
- Whitehorse Strategic Group, Ltd., Melbourne, Australia: Prepare a report on information technology trends in the U.S. for the government of New South Wales.
- Computer Based Exercises, Eugene, OR: Teach classes in COBOL and IBM JCL and in structured analysis and design
- McFall Associates, San Francisco, CA: Install software for school cafeteria accounting and train cafeteria staff in its use.
- Japan/American Institute for Management Science, Honolulu, HI: Prepare and present a seminar on U.S. information technology trends for Japanese executives.

President, Information Technology Association of America (1989 - 1995)

Responsible for all operations of a \$4 million+ trade association representing a broad spectrum of the information technology industry including software developers, systems integrators, network service providers and information technology services companies. Programs included extensive federal and state advocacy on behalf of the industry, two major conferences a year, and numerous member services programs such as publications and industry statistics.

President, World Information Technology and Services Alliance (1993-1995)

Elected to this position by the members of WITSA, a consortium of national trade associations from more than 20 different countries. Responsible for transforming the informally organized World Computing Services Industry Forum into a structured organization (WITSA) which provided the international information technology industry with a formally constituted body for developing industry positions on international policy issues.

Executive Director, ADAPSO Foundation (1987 - 1989)

Responsible for start-up operations of this non-profit organization created by ADAPSO (the predecessor to ITAA) in 1986 to support the development of computer-related products and services to aid the disabled and disadvantaged. Developed fund-raising programs and established procedures for managing grant applications and awarding grants.

President and Chair, Argonaut Information Systems, Inc. (1971 - 1986)

Founded this computer software company which grew from a one-person operation to a \$3 million+ company with hundreds of clients throughout the United States. Served as its President from 1971 to 1983 and as its Chair from 1983 to 1986. The company was subsequently acquired by one of the largest independent software products companies in the U.S.

Managed the development of a full line of accounting applications software for mainframe and midrange computers.

Negotiated numerous licensing agreements with various software and hardware resellers.

Developed a highly-acclaimed customer support operation to support both Argonaut's clients and those of its reseller/partners.

Prior Experience (1966 - 1971)

Worked in a variety of positions as programmer, lead programmer, systems analyst and systems designer for user-oriented application systems.

Education

Bowling Green State University, Bowling Green, Ohio
Heald College, San Francisco, California

Information Request List

A. Development

1. Organization and training of development people
2. Development methodology
3. Scheduled enhancements/customer commitments
4. Current maintenance activities
5. Current development activities
6. Testing and quality assurance procedures
7. Effort and cost records for development
8. Program update procedures
9. Installation procedures
10. Availability and procedures for international usability and service
11. Use of third-party developers
12. Detailed review of schedule and progress for new program completion
13. Describe process for customer" sending data, waiting for processing and receiving confirmation of processing

B. Technical Review

1. Supported platforms and systems for the technologies
2. Major features of the technologies:
 - functions performed
 - ease of installation and use
 - maintainability
 - audits and controls
 - security
3. Development languages and special tools used
4. Number of modules per program and lines of code
5. Provenance of all program modules (where did design and code come from)
6. Inclusion of proprietary notices in source and object modules, both current and previous versions
7. Method of change control
8. Volume and magnitude of change history
9. Architecture of the programs
10. Internal system documentation level and updates
11. Documentation of specifications and design
12. Prerequisites for running the programs
13. Examination of source code
14. Review of usage/demo of operational code
15. Unit and system test cases
16. Y2K compatibility
17. List types of communications customers use (Async, X.400, SMTP, POP, etc.) and give an estimate of how many customers are using each protocol

C. Customer Service and Support

1. Customer expectations for support
2. Outstanding customer problems
3. Past year history of problems and time to resolve
4. Statistics and reports on service reliability and support requirements
5. Any customer satisfaction surveys or data
6. Customer base, growth and erosion
7. Customer Service Calls
 - a. Volume and type (technical, operational)
 - b. Any open technical or service issues ?
8. Use of Customer Service support systems
9. Contracting/charging arrangements
10. Coverage
 - a. Hours of operation
 - b. Access methods (telephone, fax, E-mail, Web)
11. Customer Training
12. Consulting Services
13. Non-English language support (Chines, Korean, Japanes) -- importance and hours of coverage

Interview List

Chris Bond	Odyssey Development
Lisa Fuller	CSR Manager
Michael Kozlowski	Operations Manager
Deb Luci	QA
Mark North	President
Darrell Snowden	WinBridge Development

Cedex Assessment – Development

by Luanne Johnson, 9/14/99

A. WinBridge

1. Organization and Training of Development People

WinBridge development is handled by Darrell Snowden who has a strong background in the Progress application development system and extensive experience supporting a variety of operating systems and languages.

2. Development Methodology

WinBridge is a mature product and development efforts are focused on upgrades. Formal development methodologies aren't used, but Darrell has set up his own structured procedure using SourceSafe for version control and to document the program changes as they relate to bug fixes or functional enhancements.

3. Scheduled Enhancements/Customer Commitments

Releases which incorporate fixes for any bugs reported since the last release plus any functional upgrades are sent out approximately annually.

4. Current Maintenance Activities

Bug reports and requests for functional upgrades are recorded by the Customer Support staff in a Lotus Notes database where they track all interactions with their customers. In the case of bugs which require immediate action, a patch is sent via email to all customers using that version of WinBridge.

5. Current Development Activities

A major upgrade to WinBridge (Release 4.0) is currently under development with release expected in about 30 days. This upgrade is based on an upgrade to Progress to 32-bit capability and therefore allows much more sophisticated screen handling. The look-and-feel of the screen interface with the user will change considerably with this upgrade.

There are a few customers who are still using the predecessor product, EDI Bridge, which runs under DOS. These are located in countries where tax regulations make it very expensive to buy the hardware needed to run more current operating systems. There are also a number of customers still using Windows 3.1 One objective with the current release is to try to get all customers upgraded at least to Windows 95 to be Y2K compliant and to be able to utilize the full capabilities of the latest release of Progress.

6. Testing and Quality Assurance Procedures

Prior to distribution of a new release to the customers, Quality Assurance replicates the installation of the upgrade on each of the operating systems currently supported (Windows 3.1, Windows 95, Windows 98 and Windows NT) to insure that InstallShield has been configured correctly. Test data is developed from scratch for each release; there is no standard test bed against which all new releases are verified.

7. Effort and Cost Records for Development

These do not exist and would have to be reconstructed.

8. Program Update Procedures

Releases are sent out on floppy disks with InstallShield configured for the appropriate operating system. Customers with Windows 95, for example, receive a configuration of InstallShield which installs only the components required to run WinBridge under that operating system.

9. Installation Procedures

Installation is done by the customers with CSI giving telephone support to walk them through the process. When CSI receives notification that the customer has received the installation disks, Customer Support contacts the customer and makes an appointment to assist them with installation over the phone. Customers are strongly encouraged to do the installation with telephone support rather than attempt it on their own. Also, since the depots are sometimes resistant to moving to the EDI environment, this helps to move the process forward.

10. Availability and Procedures for International Usability and Service

There are no special provisions in the WinBridge software which is only available in English. Provisions are made for global time differences by scheduling server maintenance during a time period that will have the least impact on all time zones and by scheduling work shifts for the operations staff to give 24/5 coverage with a Chinese-speaking operator during the shifts when Asian customers are most active.

11. Use of Third-Party Developers

Not applicable to WinBridge.

12. Detailed Review of Schedule and Progress for New Program Completion

Eliminated from due diligence.

13. Describe Process for Customer's Sending Data, Waiting for Processing and Receiving Confirmation of Processing

Most customers send their transactions in batch mode once a day. The CSI product CDX Riverbend is used by many customers to automate this process on a programmed timetable. Confirmation of receipt of the transactions is furnished to the customer upon completion of the transmission.

B. Odyssey

1. Organization and Training of Development People

The majority of the development staff at CSI is focused on Odyssey. The only person interviewed regarding his background was Chris Bond who has a background in the Pick operating system and worked for Tracey Brown in London before coming to the U.S. three years ago to work on developing Odyssey.

2. Development Methodology

Not determined. Odyssey is designed to provide computer support for the reporting and tracking needs of the depots which repair and service containers. The first customer installation was a year and a half ago and there are five customers to date. Customers are apparently very involved in the development of functional design specifications. For example, the accounts receivable module was developed as custom work for a specific customer and then incorporated as a feature in Odyssey.

3. Scheduled Enhancements/customer Commitments

Odyssey is not yet sufficiently mature for regularly scheduled enhancements. The development staff works closely with customers on trouble-shooting. For example, they use PCanywhere to directly access the customers' computers for problem identification. Bug fixes are distributed to customers as they are found.

4. Current Maintenance Activities

See the immediately preceding item.

5. Current Development Activities

Not determined.

6. Testing and Quality Assurance Procedures

Not determined.

7. Effort and Cost Records for Development

Not determined.

8. Program Update Procedures

Not determined.

9. Installation Procedures

Odyssey requires onsite installation by CSI personnel who also assist the customer in adapting business processes as needed to use the Odyssey software.

10. Availability and Procedures for International Usability and Service

Not determined.

11. Use of Third-Party Developers

Not applicable to Odyssey.

12. Detailed Review of Schedule and Progress for New Program Completion

Eliminated from Due Diligence

13. Describe Process for Customer's Sending Data, Waiting for Processing and Receiving Confirmation of Processing

Same as for WinBridge. WinBridge functionality is a component of Odyssey.

C. Communications and Server Software

1. Organization and Training of Development People

The communications software which supports CSI's network services are supported by Michael Kozlowski (Koz) and Don Bowles, an independent contractor. Koz and Bowles wrote the software originally when they were with Infonet and therefore are intimately familiar with it.

Bowles is also the author of InRoadZ, the communications component of WinBridge and is responsible for its support.

2. Development Methodology

Not determined.

3. Scheduled Enhancements/Customer Commitments

The communications software is enhanced only when there are special circumstances requiring an upgrade. Y2K compliance was such a circumstance and the server software was upgraded to insure that all transactions received are Y2K compliant since CSI doesn't always have control over the software used at the transmitting end.

In addition, special customization to the communications software is sometimes done to meet the needs of significant hub customers.

4. Current Maintenance Activities

The software is quite stable and only requires limited ongoing maintenance per Koslowski. Operational maintenance procedures are in place to insure adequate backup of critical files such as the message tracking database and message files that reside on the server.

5. Current Development Activities

Not determined.

6. Testing and Quality Assurance Procedures

Not determined.

7. Effort and Cost Records for Development

Customization is often a minor effort and too insignificant to justify extensive paperwork. Larger projects are defined between the developers and customers via email and the email records are kept to serve as documentation of the requirements and the completion of the work.

8. Program Update Procedures

Not determined.

9. Installation Procedures

Not applicable.

10. Availability and Procedures for International Usability and Service

Operations support is provided on a 24/5 basis with work shifts scheduled to accommodate the needs of customers in different time zones.

11. Use of Third-Party Developers

Don Bowles of Sprindrift Productions is involved in maintenance and enhancement of these programs.

12. Detailed Review of Schedule and Progress for New Program Completion

Eliminated from Due Diligence.

13. Describe Process for Customer's Sending Data, Waiting for Processing and Receiving Confirmation of Processing

Same as WinBridge.

Cedex Assessment – Customer Service and Support

by Luanne Johnson, 9/14/99

1. Customer Expectations for Support

CSI provides a great deal of hand-holding to their customers especially during the installation process. When a hub customer (container owner) signs up for their service, the CSI customer support staff takes over the process of getting all the depots used by that owner EDI-enabled and onto the network. Customer Support contacts the depots (spokes) to explain to them how they will benefit from the EDI relationship, inform them of the costs involved and send them contracts and an invoice. It often happens that the depots are initially hostile because of the costs required for them to implement the system and CSI has put procedures in place to overcome any resistance and move the process forward. The WinBridge software is not shipped to the customer until payment has been received. Once they receive confirmation that the software has arrived, the Customer Support staff follows up with the customer to make an appointment to assist them via phone with the installation.

The Customer Support rep assisting with the installation establishes a working relationship with the customer and becomes the contact person for that customer for all future questions and issues that might arise. This often includes serving as an intermediary between the depot and the owner and helping to resolve issues that are not directly related to either the WinBridge software or the network services.

All calls or e-mails from the customers are handled initially by the Customer Support rep assigned to that customer (Level 1) support. The CS reps are trained to handle many technical problems including communications problems as well as to understand the customer's business. Whenever possible, the CS rep will resolve the problem directly with the customer. The problem gets passed to Level 2 support (Koz's staff) only when it is too technically complex to be resolved by the CS rep.

Of special note is the importance placed on trouble calls from the hubs. These customers each account for a much larger percentage of revenues than the depots do and their trouble calls are treated with appropriate urgency. They go directly to Lisa Fuller, Sonja Juricic or Mark North rather than to the Customer Support staff.

2. Outstanding Customer Problems

Fixes to all known outstanding problems will be included in the release of WinBridge 4.0 scheduled to go out in approximately 30 days.

3. Past Year History of Problems and Time to Resolve

Not determined.

4. Statistics and Reports on Service Reliability and Support Requirements

None available.

5. Any Customer Satisfaction Surveys or Data

A customer satisfaction survey was conducted last year, but the number of responses was disappointing. They are currently considering how to restructure the survey to get a better response rate.

6. Customer Base, Growth and Erosion

CSI has between 750-800 depot customers (spokes). There is very little erosion since the depots must use the Cedex system if they want to continue to do business with CSI's hub customers. Occasionally, CSI will lose a depot customer that goes out of business, but CSI's relationship with the hubs provides a lock-in that precludes losing the depot customers to competitors.

Cedex has identified 37 hub customers.

7. Customer Service Calls

Most trouble reports are submitted via email rather than via phone call as English is a second language for a majority of the customers and written communication is therefore more effective. Most of the trouble reports are related to communications problems. Windows 95 customers also have problems with corrupted databases resulting from premature shutdown of Windows 95 and CSI has devised a standard procedure which can be delivered as a batch command file to correct the problem. The WinBridge software is being made more robust in the upcoming release to protect against this kind of database corruption.

As noted above, customer support often includes intermediary services to resolve issues between the spokes and the hubs.

8. Use of Customer Service Support Systems

Lotus Notes is used to track all interaction with the customer from the point at which CSI first contacts the depot regarding implementing EDI to communicate with the hub. The interaction with the customer from the first contact to completion of installation is noted in a Sales Summary in the Lotus Notes database. From that point on all service requests and their status are noted and retained in the account profile.

The Customer Service support stations allow the reps to switch between all the operating systems used by their customers (Windows 3.1, Windows 95, Windows 98 and Windows NT) so they can troubleshoot problems in the same environment that their customers are using.

9. Contracting/Charging Arrangements

Spokes are charged \$60 per month for support service. Pricing arrangements for support service are negotiated individually with the hub companies.

10. Coverage

a. Hours of Operation

24/5 coverage is provided by having the operations staff (Level 2 support) cover during hours when Level 1 support is not available. Level 1 support is presently M-F 8 to 5 but will shift to M-F 8 to 7 when the current trainee is up to speed.

b. Access Methods

Most trouble reports are submitted via e-mail because of both time zone and language differences.

11. Customer Training

Customer training is not offered as a standard option, but exceptions are made for large hub customers if it is absolutely necessary. One hub customer, for example, has requested training related to the upcoming release which will change the look-and-feel of the screen formats and CSI has agreed to conduct a training seminar.

12. Consulting Services

Odyssey installations include consulting services regarding changes to the customer's business processes. These services are provided by Tracey Brown working out of the London office and don't involve the home office customer support staff.

13. Non-English Language Support (Chinese, Korean, Japanese): Importance and Hours of Coverage

Peter Wong in the Operations Group (Level 2 support) speaks Chinese and works a S-Th, 12 -8 shift to accommodate Asian customers.

Technical Review of Cedex, Inc.

Sid Dunayer – 22 September 1999

The following comments reflect impressions and data gathered during phone conversations with Mike Kozlowski and Darrell Snowden, a visit to the Cedex Web site and by a review of source code modules supplied by Cedex.

Technical Review

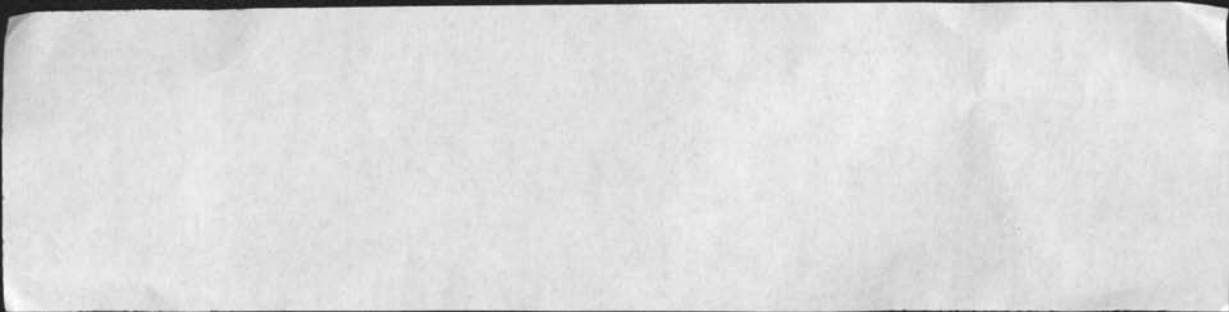
- Cedex supports three main translation products, EDIBridge (DOS), WinBridge (any Windows system) and WebBridge (Win/NT). EDIBridge was the original product and is still used by the larger customers. WinBridge is the current product and contains many enhancements over the DOS product. WebBridge is a newer product that provides slightly less functionality than WinBridge, uses a Web Browser interface and is marketed to smaller customers. All three products are written using Progress 16-bit. There is a new version of WinBridge, called Version 4.0, that was created using Progress 32-bit, but this has not yet been released. This new version primarily provides cosmetic changes to the user interface.
- Cedex also supports a communication interface module written in Visual Basic known as InRoadz. This interface is designed to communicate with the Cedex Server, which is written in C and Fortran and runs on the VAX.
- Cedex also supports several other products that were not reviewed. These products are Intracon, Odyssey, Poseidon and Riverbend.
- WebBridge makes use of the Progress WebSpeed product. InRoadz makes use of the Crescent Communications Library and Dynazip. There was some indication that there may be other libraries in use by InRoadz, but this was not confirmed.
- Approximate source code sizes are:

EDIBridge:	375 modules (20K lines) Progress code
WinBridge:	350 modules (116K lines) Progress code
WebBridge:	70 modules (15K lines) Progress code
Cedex Server:	2 modules (5K lines) Fortran code
	9 modules (16K lines) C code
InRoadz:	1 module (3500 lines) Visual Basic code
- The Cedex Server code, with the exception of one module, was written by InfoNet, which holds the copyright. The source code is licensed to Cedex. All other code was written by Cedex.
- There are copyright notices in all modules written by InfoNet. There are no copyright notices in any modules written by Cedex.
- Change control for everything except the server code is performed using Visual Source Safe. There is no formal change control procedure for the server code.

- Cedex does not track change history and was unable to quantify the volume or magnitude over time.
- There is little, if any, system documentation or specifications that are current. There are some older specs for the server code that may be useful, but they are by no means complete.
- Cedex claims to have many test cases for thoroughly testing new releases. This level of testing, however, is not used for testing bug fixes.
- Cedex claims that all current products, with the exception of EDIBridge, are Y2K compliant. While they believe that EDIBridge may be Y2K compliant, they do not make any claims.
- According to Cedex, about 350 customers are using Async communications and about 150 are using IP protocols. These numbers are probably not very accurate.

Observations

- All the modules created by Cedex contain little, if any, comments. This makes the programs hard to understand, as there is no useful system documentation available.
- The InRoadz source code was extremely difficult to read and understand. The quality of the code is not very good, and it appears to have been written in a hurry. It is likely that this code will not be easy to support without some cooperation from the original developer.
- The Progress code is readable, but it is big and navigating it without useful system documentation will make support difficult.
- InRoadz makes use of at least two development libraries, and Cedex should have the appropriate licenses. In particular, these licenses should allow for the creation and distribution of a commercial software product that utilizes those libraries. Cedex should provide a complete list of any and all libraries in use.
- WebBridge makes use of the Progress WebSpeed product. The existence of the proper license should be verified.
- Details on the source code license for the server code were not clear. While Cedex believes that InfoNet has no concern over the disposition of the source code, it would be wise to verify this.
- Several of the largest customers are still using the EDIBridge product. While Cedex supports the product, they are not making any enhancements to it. Despite this fact, they have been unable to convince all customers to upgrade to the newer products.



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Date: September ~~17~~²⁴, 1999
To: Dennis Byrnes
Copy: Morgan Crew
 Doug Myers
From: Burton Grad
Subject: Cedex Services International Customer Satisfaction Survey

Enclosed is a copy of the Specifics, Inc. report on the Customer Satisfaction Survey which was conducted using a limited number of Cedex customers. The following table summarizes the customers contacted in this survey.

	North America				International				Summary			
	L	M	S	Total	L	M	S	Total	L	M	S	Total
Hubs	4	2	1	7	1	3	4	8	5	5	5	15
Spokes (Depots)	3	--	4	7	0	--	5	5	3	--	9	12
Total	7	2	5	14	1	3	9	13	8	5	14	27

Large hub customers are defined as those generating \$5K revenue or more per month; medium are between \$1K and \$5K per month; small are \$1K or less per month. There were only 37 hubs (leasing and shipping companies) from the CSI Community of Users list. The hubs were mixed between the U. S. and Europe; there are few Asian hubs in English-speaking locations.

Large spoke customers are those generating \$1K or more per month; all others are considered small. The spokes were a mixture primarily between the U. S./Canada and Australia/New Zealand with some Singapore and U. K. depots thrown in to fill out the international list.

Cedex Services International

Customer Satisfaction Study

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**Cedex Services International (CSI)
Customer Satisfaction Study**

**Summary Report of the Findings
September 1999**

Introduction

On September 2, 1999, Burton Grad Associates, Inc. contracted with Specifics, Inc. to conduct a study of the satisfaction customers have with the products and services of "Discovery," hereinafter referred to as CSI. Whenever possible, comparative ratings from the Specifics database are provided. The Specifics database is comprised of aggregate ratings from customer satisfaction studies conducted for other business-to-business EDI software and network service providers.

Objectives

The objectives of the study were to interview a specified sample of CSI's customers to:

- ✓ Determine the present level of satisfaction customers have with the products and services they receive from CSI.
- ✓ Evaluate how customers perceive CSI versus competitive firms in the EDI/EC marketplace.
- ✓ Uncover future needs and plans customers have for trading electronically.

Scope, Method, and Sample

The scope of this study was to interview up to 25 contacts (15 "hubs" and 10 "spokes") from two separate lists of customer companies. Burton Grad Associates, Inc prioritized contact names on each list.

The method used to collect the information for this analysis was an in-depth telephone interview, lasting about 20 minutes.

Interviews were conducted between September 14 and September 21, 1999.

CSI Customer Satisfaction Study

Demographics

A total of 27 interviews were completed.

Fifteen of the respondents represented CSI hubs, while the remaining 12 represented spokes.

Fourteen of the respondents were in North America, while the remaining 13 were international.

As indicated in the table below, Specifics interviewed a higher percentage of large customer companies, since the larger accounts have more impact on CSI's bottom line.

Distribution of Respondent Companies

		North American		International		Total	
		14		13		27	
		Hubs	Spokes	Hubs	Spokes	Hubs	Spokes
Large	8	4	3	1	0	5	3
Medium	5	2	0	3	0	5	0
Small	6	1	1	2	2	3	3
Not Specified	8	0	3	2	3	2	6
Total	27	7	7	8	5	15	12

Nine of the respondent companies are located in the UK, while seven are in California.

All of the respondent companies are in the Shipping/Container/Leasing/Depot industry.

Three-fourths of the respondents reported that they had been using the CSI service for more than three years.

Findings

The Selection Process

Just under half (44.4%) of the respondents were involved in the vendor selection process. Eight of the 12 who said that they were involved in the selection rated the sales and marketing representatives on a 9-point scale, where 1 meant what was described by sales was not at all what they experienced and 9 meant what was described by sales was exactly what they experienced. The average rating was 7.5, which is a very high rating. The Specifics database average for this area is 6.5.

The Installation Process

Only about a third (37.0%) of the respondents were involved in the installation of the CSI service, and in all cases it had been over six months since the installation had taken place, so there are no ratings provided here for CSI's installation support.

The Competitive Environment

Less than a quarter (22.2%) of the respondents said that they use other vendors' networks. Of those that offered an opinion, one respondent rated CSI's network service and support as "better" than that of other vendors they use, while one rated them "about the same," and one rated them "not as good."

In addition to CSI, other vendors' networks being used include:

EDI Vendor/Product	Number of Mentions
GEIS	1
Codeco	1
CNS	1
John Evans International	1
DK / Other	2

Technical Support

Almost a third (29.6%) of the respondents said that they never call CSI's help desk for support. Of those who said that they do call the help desk, most call quarterly or even less frequently.

For the most part, respondents are satisfied with the help desk support they receive from CSI, and rated the attributes favorably. Ratings were especially high, in comparison to Specifics' database, for *time to answer the telephone, industry/business knowledge of the staff and courtesy of the staff*. CSI's lower ratings, relative to the Specifics database, were for *time to resolve problems not resolved on the first call, time to resolve a problem on the first call, product/application knowledge of the staff, and access to current information and/or problem status*.

Help Desk Support Attributes	Specifics' Database Averages	Average Ratings All Respondents
Time to answer the telephone	6.6	7.7
Time to resolve a problem on the first call	6.4	5.4
Time to resolve problems not resolved on the first call	6.2	5.0
Responsiveness to messages left	6.6	6.7
Courtesy of the staff	8.0	8.3
Technical knowledge of the staff	7.2	7.1
Product/application knowledge of the staff	7.3	6.8
Industry/business knowledge of the staff	6.5	7.0
Access to current information/problem status	7.1	6.8
Technical Support, overall	6.9	7.0

Respondents from North America typically awarded higher ratings, as did those representing spokes. When concerns were mentioned, they frequently centered on time zone differences.

When asked if there was anything CSI could do to improve their help desk support, just over half (54.2%) of the respondents said, "Yes." Comments about improving help desk support included the following:

- ✓ *See to it that they have one in Europe.*
- ✓ *One thing they do not have that many companies who operate help desks have is a Web-based system where help calls are logged and their status is shown.*
- ✓ *Second-hand, the feedback I get is that West Coast customers get the best service due to the location of the help desk there. One of Cedex's challenges is providing global support for what they market as a global service.*
- ✓ *Understand that everyone is not on West Coast time and that we need their best knowledge at 8 am EST just like we do in the afternoon. The person they have there on their night shift is helpful, but after making a few suggestions, has to eventually say that they'll have someone else call us back later in the day.*

CSI Customer Satisfaction Study

Product Attributes

Just over half (51.9%) of the respondents are using a CSI product to access the CSI network. Those that are not using CSI are, for the most part, using internally developed software.

Almost half (46.6%) of the respondents who are using CSI reported that they are running the product under Windows NT, while a third are still using a DOS operating system.

Of those respondents still using DOS, most intend to upgrade to CSI's WinBridge product within the next few weeks, and all intend to migrate away from DOS by the end of this year.

Respondents mostly rated the CSI product favorably. Ratings were especially high, in comparison to Specifics' database, for *security* and *printed documentation*. However, ratings were less than good for *performance (speed)* and *online help*, and the rating for *the product, overall* also fell below the Specifics database average.

Product Attributes	Specifics' Database Averages	Average Ratings All Respondents
Functionality (does what you want it to do)	7.3	6.9
Quality (lack of bugs)	7.0	6.3
Auditing facilities (record keeping)	6.9	6.3
Performance (speed)	7.1	5.4
Security	7.2	8.0
Ease of use (people interface)	6.8	6.9
Ease of learning (intuitiveness of software)	6.7	6.9
Online help	5.7	4.8
Printed documentation (clarity and completeness)	5.9	6.4
The Product, overall	7.0	6.6

Once again, respondents from North America tended to award higher ratings, as did those representing spokes.

Comments about CSI's product included the following:

- ✓ *It's a cumbersome system to feed in estimates; the screen is not that great either; it's really outdated and rather slow. On the other hand, the new Odyssey set-up seems to be really sleek; we haven't fully implemented it yet to its fullest extent, but we look forward to doing it. It has many features we'd like to use.*
- ✓ *We only take data and transfer it to our mainframe; from what I've seen it's good, but not excellent; it's better for a depot than for a shipping line like us.*
- ✓ *It's fully functional in terms of our customers' needs.*
- ✓ *The application they use for dial-up and transmission fails a lot and requires manual resetting. That's disconcerting because we expect to run it at night and when we come in, in the morning instead we find it hasn't gone because no one was there to click the "ok" button.*

Expectations

Just under a third (29.6%) of the respondents reported that there were expectations that CSI has exceeded, while just over a third (37.0%) said there are expectations that CSI has not met.

When CSI exceeded customer expectations, comments included:

- ✓ *They have been very helpful with our Y2K testing.*
- ✓ *On the new system, Odyssey, it's better than what I expected; it's better than what was represented and demonstrated. It has even more functionality than I expected.*
- ✓ *The thing that I've always communicated to anyone who's interested is that their level of service beyond their network itself is way above others, like GEIS. They're not an EDI VAN without a face. They really have distinguished themselves in our industry and, by comparison, to many other industries.*
- ✓ *We're involved with them at the moment in a depot program—implementation of their Odyssey product—and I have been extremely impressed with their enthusiasm and willingness to assist us.*

And when CSI did not meet customer expectations, comments included:

- ✓ *The only times we've had problems arise are with upgrades; they are minor issues having to do with getting and installing the upgrades.*
- ✓ *More stability is needed in the product; we constantly call them about the same problems; there is no long-term resolution. There have been delays in the delivery of the updated software they've promised that supposedly will address many of these issues.*
- ✓ *Their weakness is on the applications development side—their software development team is lacking; it's outside their core competence.*

Administrative Functions

Customers rated CSI's administrative functions, that is the timeliness and accuracy of invoices, favorably. The average was 7.0, on the 9-point scale, where 1 is not at all satisfied and 9 is completely satisfied. The Specifics database average for this area is 7.1.

Comments about CSI's administrative functions included:

- ✓ *Their monthly bills contain no detail. It would be like getting a phone bill that lists date and charge, but no time or phone number called. We constantly have to refer back to our contract and other documents to validate their billings.*
- ✓ *They're very responsive and communicate; we've never had any problems with billings from them.*
- ✓ *We have never had the occasion to question any of their invoices.*

Referenceability and Future Use

The vast majority (79.2%) of the respondents said that they would recommend CSI's network services to a colleague. In fact, only one respondent (representing a large, North American hub) said that they would not recommend CSI, and even then they tempered their comments (see below).

When asked what advice they would give to a colleague who was considering using CSI's network services, customer comments included:

- ✓ *I'd invite them to come and look at what we have here and certainly do not hesitate to share the positive experience we've had with Cedex so far.*
- ✓ *It's sort of limited in the industry, but I would say that Cedex has a good support team. We have heard that the few in our industry that don't use Cedex have a hard time when it comes to adding a new standard; it takes them longer.*
- ✓ *To do business you need to transmit data electronically; the Cedex system is the standard in this industry.*
- ✓ *Cedex has found a way to completely capture the leasing marketplace, so use Cedex's expertise as much as you can; take their advice and have Cedex do as much of the work as possible because they'll do it right.*
- ✓ *I would recommend that they look at other technologies, because Cedex hasn't kept current. I'd prefer a Web-based technology today, which really wasn't available when we began with Cedex. It's not that I have anything against Cedex; I wouldn't tell anyone to not use them.*
- ✓ *I'd pass on that he would receive a personalized service, rather than just a product off-the-shelf. With Odyssey, for instance, they've been doing a lot of tailoring to our needs. My experience with other software houses is quite the opposite; their attitude is: here it is; do with it what you will.*
- ✓ *Their service is relatively good; they don't exploit their monopoly position.*

More than two-thirds (70.4%) of the respondents said that, if they had a need, they would purchase additional products and/or services from CSI. And, once again, just one respondent (this time representing an international spoke) said that they would not purchase from CSI again.

When customers expressed a hesitancy to again purchase CSI's products, their comments included:

- ✓ *I'm partners with a developer in another company that competes with Cedex, but not in the depot management area; we'll leave that to them.*
- ✓ *It depends on whether we had other options. We'd certainly consider Cedex, but we'd consider others if it involved competition.*
- ✓ *It depends on what they were; the only put-off is the lack of training and set-up help; if we didn't buy from them, that would be the reason.*

CSI Customer Satisfaction Study

Ease of Doing Business with CSI

Respondents rated the ease of doing business with CSI very favorably -- a 7.3 on the 9-point scale, where 1 is very difficult and 9 is very easy. The Specifics database average for ease of doing business is 6.9.

Once again, respondents from North America tended to award higher ratings, as did those representing spokes.

Comments about the ease of doing business with CSI included:

- ✓ *I've dealt with quite a few vendors, and everyone has their own style; most of them tend to really push their products, but I must say I found Cedex to be quite the opposite; they are very professional, and it's quite obvious they are confident in their product. They also are quite meticulous in the planning for implementation. They are not pushy, they are genuine people. Compared to other vendors I've dealt with, I find Cedex refreshing, really. It's obvious they are professional people who are confident they have a good product.*
- ✓ *It's doing business with Mark North; the difficulty is in customer support, but in terms of dealing with North it's definitely a professional relations of the highest order.*
- ✓ *They're fairly easy, although we're the category of customer that has no ability to negotiate with them.*
- ✓ *They listen to us, at least, and my feeling is that they are trying to change and upgrade their products and services.*
- ✓ *I know their execs; I know Mark North; he's a friend; they're personable chaps.*
- ✓ *The only thing that gets in the way is the time zones; we deal with a lady in London on Odyssey and the marketing and help desk is in San Francisco.*

Value of CSI's Products and Services

The value of CSI's software and services versus the money spent was also rated somewhat highly -- a 6.5 on the 9-point scale, where 1 is very poor value and 9 is excellent value. The Specifics database average for value is also 6.5.

Interestingly, this time, while respondents from North America still tended to award higher ratings, so did those representing hubs.

Comments about the value they receive from CSI's software and services versus the money spent included:

- ✓ *Obviously, EDI itself has a high value to our business. To the extent that Cedex enhances that overall EDI value, I'm not sure.*
- ✓ *I think it's a great value, personally. Given all the things we have on our plate, I just don't think we could have found the time to develop this internally. For Cedex, it's what they're focused on; it's their specialty.*
- ✓ *There's some contention about whether their service is even needed vis-à-vis Internet, but that's stated by people who don't realize the lack of standards on the Internet and the fact that it really isn't always available.*
- ✓ *In terms of value, it's tremendous; without it, we would have to hire 10 to 20 people around the world. On the other hand, When I look at their invoices, I marvel at the lack of technology! How do they—how do I—calculate the bill in kilobytes?*
- ✓ *It's reliable; I have spoken with others who use the Cedex network, but not their software, and they tell me they have messaging problems sometimes. It's a mistake to use the network and not the Cedex software.*
- ✓ *The newer technologies lower the value; with the Internet out there, we have to question the costs associated with Cedex now.*
- ✓ *I'm not sure I can quantify that; we keep our customers here using Cedex. With Cedex, we help customers; without Cedex we'd lose business.*

Y2K Compliance

Over half (55.6%) of the respondents said that their company is already Y2K-compliant, while the remainder expect to be compliant by the end of this year.

Future of Electronic Commerce

Most (63.0%) of the respondents said that their company has plans to expand its EC programs. Their comments included:

- ✓ *As a business we are progressing to total EDI; it will involve all of our shipping functions and all our affiliates. That's all I can say.*
- ✓ *We have just finished our in-house enterprise application; soon, we want to start sending—not just receiving messages—to and from depots. We want to look at the Internet and other systems for doing that.*
- ✓ *Hopefully, somewhere down the road. We find it difficult to do business over the Internet; it doesn't really apply to our business.*
- ✓ *We basically plan to develop a whole host of Web-based solutions; over the next 12 months we will begin to ramp up and aggressively pursue them.*

Customer comments about the future direction of the EC marketplace included:

- ✓ *The importance of communications is getting even more important, and the Internet will play a role in it.*
- ✓ *It's going to be the number one way to do business. It's going to mean reductions in communication costs and administrative functions. It's going to be Internet-based. It's going to promote home-based business in a greater way.*
- ✓ *From my industry perspective, I think we'll only very slowly embrace it; it'll be at least a couple of years before our industry substantially moves away from what Cedex does.*
- ✓ *For our industry, it has to be providing value-added services for our customers so they can have information on the containers on-line—all via the Web.*
- ✓ *We're going to end up with real-time reporting with the elimination of the need for faxes and phone calls. EC saves time, reduces staff, and eliminates errors. I believe that as a service provider we become an integral part of our clients' chain with EDI.*

Final Words from Customers

When asked if there was anything else they would like expressed to CSI's management, customer comments included:

- ✓ *Overall, I love them because they understand our concerns. They are a "10" on a 1 to 10 scale of a relationship, an excellent relationship.*
- ✓ *Our EDI software—EDI Bridge, the old DOS-based version—should have been Windows-based two years ago. Their upgrades are slow in coming. The use-by-date on their products is passed, and perhaps that's a reflection, too, of their entire approach to using EDI technology that's really outdated.*
- ✓ *Mark hears from me regularly, but my only concern right now is over their potentially being acquired. That potentially changes them from a small company with intimate customer relationships to a large firm that doesn't focus on our industry anymore. If Cedex changes that way we'd be in deep straights in our business. We'd have to hire a squadron of developers to do what we hope to accomplish, and our industry could be splintered by lack of an impartial third party like Cedex.*
- ✓ *They need more of a help desk in Europe, and they need to offer training initially and with each upgrade. They used to offer—three or four years ago, half day training, but they don't do that anymore.*
- ✓ *I highly commend them for their personal service. It's refreshing to deal with a company like Cedex. I've met their president, Mark North, a couple times and I find him approachable and knowledgeable. It's easy to understand why they're such a successful business. Your call is a reflection of that, too.*

Conclusions

CSI (better known as Cedex to its customers) is the acknowledged leader in the shipping/container industry. They have a very loyal customer base, at least in part because – as was pointed out by several of the respondents – they currently have no real competition.

From an overall customer satisfaction standpoint, CSI is at least on a par with other business-to-business software application vendors (including providers of network services) for whom Specifics conducts research studies.

Overall, CSI's EDI products (used to access the CSI network) received "above average" ratings, but these ratings fell somewhat below Specifics' database. When respondents voiced product-related concerns, they typically centered on older technology and a lack of speed. However, respondents using CSI's new, Windows-based *Odyssey* product did not seem to share these concerns.

Respondents seem especially pleased with CSI's help desk support and with the "personal" service they receive from the help desk staffers. The only real complaints in this area seem to revolve around the availability of the help desk for customers in different time zones. This is most likely the primary reason that international respondents awarded lower performance ratings than their North American counterparts.

The vast majority of the respondents would both recommend CSI's network services and, if they had a need, purchase additional products and/or services from CSI. This may be due in large part to the fact that they find CSI to be a company with which it is very easy to do business.

The recurring theme – throughout this study – seems to be that respondents really enjoy the "relationship" that they have with CSI and its people. Mark North, the president of CSI, appears to be the key to this.

Keeping in mind that just 27 interviews were conducted, there were no significant differences in responses based on account type, location, or size of the respondent companies.

Appendix

Respondent #
SPSS Data Entry
V Data Entry

Interviewer
Interview #
Date of Interview

Cedex Services International
Customer Satisfaction Study – Project #509
 Final Questionnaire – September 9, 1999

1. Name:	2. Title
3. Department:	4. Respondent Type Code:
5. Company:	6. Phone number:
7. City/State/Country:	8. Industry:
9. Account Size: 1. Small 2. Medium 3. Large	10. Account Type: 1. Hub 2. Spoke
11. Products/Releases: 1. (Release:)	2. (Release:)

Hello, this is _____ with Specifics, Inc. in Atlanta, Georgia (USA), calling on behalf of Cedex Services International. (*Specifics is a research firm that conducts studies for companies that market computer software products and services.*) In their efforts to improve service to customers, CSI has asked us to call you to find out how you rate their products and services. I hope you will be able to help.

Are you the best person to talk with about your firm's use of EDI (EC) products, services and your company's relationship with CSI?

1. Yes 2. No (Get new name/number): _____

Is this a convenient time for you to talk? (*If needed: This interview should take about 15 - 20 minutes.*)

1. Yes 2. No (Schedule time): _____

12. When did **your company** first enter into a relationship with CSI?

1. <6 mos. ago 2. 6 mos. to 1 year ago 3. 1 - 2 years ago
 4. 2 - 3 years ago 5. >3 years ago 6. DK

13. How long have you, personally, been using the CSI service?

1. <6 mos. 2. 6 mos. to 1 year 3. 1 - 2 years
4. 2 - 3 years 5. >3 years

14. Were you involved in the vendor selection process?

1. Yes 2. No (Go to Q16)

15. ____ And, how would you rate CSI's sales and marketing representatives in terms of how they described their network services compared to what you've experienced. Please use a scale of 1 to 9, where 1 means "what they described is not at all what we've experienced" and 9 means "what they described is exactly what we've experienced."

Comments (Probe for all 1, 2 and 8, 9 ratings):

16. Were you involved in the installation of the CSI service?

1. Yes 2. No (Go to Q21)

17. When did you install the service?

1. <6 months ago 2. >6 months ago (Go to Q21)

18. Did someone from CSI assist you with the installation?

1. Yes 2. No (Go to Q21)

19. _____ On a scale of 1 to 9, where 1 is "not at all satisfied" and 9 is "completely satisfied," please rate how satisfied you were with the **thoroughness** of the installation support you received from CSI. By thoroughness, I mean were you able to begin trading right away?

Comments: (Probe for all 1, 2 and 8, 9 ratings):

20. _____ And, on the same 1 to 9 scale, how satisfied were you with the **responsiveness** of CSI's installation support staff? By responsiveness, I mean did the person from CSI understand your needs and issues and resolve problems in a timely manner?

Comments (Probe for all 1, 2 and 8, 9 ratings):

21. In addition to CSI, do you use any other vendors' networks?

1. Yes (Which ones? Circle all that apply) 2. No (Go to Q24)

1. Sterling Commerce

4. IBM (Advantis)/AT&T Global Services

2. Harbinger

5. Kleinschmidt

3. GEIS

6. Transettlements

66. DK the name(s)

88. Other: _____

22. And, how does CSI's **network service** compare to the other vendors?

1. Better

2. About the Same

3. Not as Good

6. DK

Comments (Probe gently for Not as Good):

23. How does CSI's network **support** compare with other EDI vendors you have used?

1. Better

2. About the Same

3. Not as Good

6. DK

Comments (**Probe gently for Not as Good**):

24. Now I'd like to ask you a few questions about **help desk support**. On average, how often do you call CSI's help desk for support?

1. Daily

2. Weekly

3. Monthly

4. Quarterly

5. Semi-annually

6. Annually

66. DK

77. NA / Never called (**Probe gently for reasons, then Go to Q27**)

88. Other / It Varies: _____

Comments:

25. Next, I'm going to read a list of attributes for help desk support. Using the 1 to 9 scale, where 1 is "very poor" and 9 is "excellent," I'd like you to rate CSI's **performance** in each of these areas.

Help Desk Support Attributes	25. Performance
1. The time it takes to answer the telephone	1.
2. The time it takes to resolve the problem on the first call	2.
3. The time it takes to resolve a problem that could not be answered on the first call	3.
4. Responsiveness to messages you leave	4.
5. Courtesy of the staff	5.
6. Technical knowledge of the staff	6.
7. Product/application knowledge of the staff	7.
8. Industry/business knowledge of the staff	8.
9. Access to current information and/or problem status	9.
10. Help Desk Support, overall	10.

Comments (Probe for all 1, 2 and 8, 9 ratings -- specify attribute along with comments):

26. Can CSI do anything to **improve** its help desk support?

1. Yes (Probe for details)

2. No

6. DK

27. Which company's EC products are you currently using to access the CSI network? (Do not prompt.) (Circle all that apply. If not CSI, Go to Q30)

- | | | |
|---------|------------------------------------|------------------|
| 1. CSI | 2. Sterling Commerce | 3. Harbinger |
| 4. GEIS | 5. St. Paul | 6. Kleinschmidt |
| 66. DK | 77. NA / Don't use the CSI network | 88. Other: _____ |

28. Under which PC operating system do you run this product? (Do not prompt.)

- | | | |
|---------------|----------------------|----------------------|
| 1. DOS | 2. Windows 3.x | 3. Windows 95 |
| 4. Windows 98 | 5. Windows NT Server | 6. Windows NT Client |
| 66. DK | 88. Other: _____ | |

If DOS: When do you plan to migrate away from DOS? _____

29. Now I'd like to ask some questions about the EDI product, itself. I'm going to read a list of features and I'd like you to rate the **performance** of the CSI product you use, on the 1 to 9 scale, where 1 is "very poor" and 9 is "excellent."

Product Attributes	29. Performance
1. Functionality (does what you want it to do)	1.
2. Quality (lack of bugs)	2.
3. Auditing facilities (record keeping)	3.
4. Performance (speed)	4.
5. Security	5.
6. Ease of use (people interface)	6.
7. Ease of learning (intuitiveness of software)	7.
8. Online help	8.
9. Printed documentation (clarity and completeness)	9.
10. The Product, overall	10.

Comments (**Probe for all 1, 2 and 8, 9 ratings – specify attribute along with comments. Ask:**
"How could it be better? What's missing?" or "What makes it so outstanding?"):

30. Do you have any expectations that are being **exceeded** by CSI?

1. Yes (**Probe for details**)

2. No

3. Maybe

6. DK

31. And, do you have any expectations that are **NOT** being met by CSI?

1. Yes (**Probe for details**)

2. No

3. Maybe

6. DK

Comments:

32. _____ On a scale of 1 to 9, where 1 is "not at all satisfied" and 9 is "completely satisfied," please rate how satisfied you have been with CSI's **administrative functions**, and by this I mean things like the timeliness and accuracy of invoices.

Comments: (**Probe for all 1, 2 and 8, 9 ratings**):

33. Would you **recommend** CSI's network services to a colleague?

1. Yes

2. No

3. Maybe

6. DK

34. What **advice** would you give to a colleague who was considering using CSI's network services?

Comments:

35. If you had a need, would you purchase additional products and/or services from CSI?

1. Yes (Probe for why) 2. No (Probe for why not)
3. Maybe (Probe for details) 6. DK

Comments:

36. ____ On our 1 to 9 scale, where 1 is "very difficult" and 9 is "very easy," how would you rate the ease of doing business with CSI?

Comments (Probe for all 1, 2 and 8, 9 ratings):

37. ____ And, on our 1 to 9 scale, where 1 is "very poor value" and 9 is "excellent value," please rate the value you receive from CSI's software and services, for the money your company spends.

Comments: (Probe for all 1, 2 and 8, 9 ratings):

38. When will you be fully Y2K compliant?

1. Already are 2. By the end of 1999 3. By July 1, 2000 4. By the end of 2000
5. By the end of 2001 6. DK 7. Never 8. Other: _____

39. Does your company have any plans to **expand** its EC program(s)?

1. Yes (**Probe for what/how**) 2. No 3. Maybe (**Probe for what/how**)
6. DK

Comments:

40. In your opinion, what is the **future direction** of the EC marketplace?

Comments: (**Probe for "alternative directions," etc.**):

41. Finally, is there anything else about the EDI products or services you receive from CSI that you would like me to pass on to their Management Team?

1. Yes (**Probe for details**) 2. No
-
-
-
-

Thank you for your time. You've been very helpful.

ID#	Q#9	Q#10	Q#	Comment
3	2	1		[When I asked whether Mr. Eastell knows the vendor as "Cedex" or "CSI," he said that he refers to them as "Cedex." He said that, ironically, CSI is the name of another company that he does business with that is a "Containers Consultant." He said that Mark North took the name Cedex from United Nations terminology a number of years ago; it referred to "Container Data Exchange." He said that some people say that Cedex "nicked" the name to make it look like they originated the process, which they didn't.] Interviewers note.
3	2	1	5	A management group, which manages Contship and several, other shipping lines.
2	?	1	12.1	Three months ago approximately we signed a contract. I have been familiar with Cedex about a year and a half, I've been talking with them over quite a period of time.
13	3	1	12.3	August 1998; went live.
10	2	1	12.4	April 1997.
15	3	1	12.4	Only about 2 1/2 years ago when we first started up our own operations.
3	2	1	12.5	1993 or 1994.
4	3	1	12.5	Six years ago.
5	2	1	12.5	1993.
6	?	2	12.5	1993-1994.
7	?	2	12.5	Five years ago.
8	3	1	12.5	1989.
9	3	2	12.5	1988. We were their first customer.
11	1	2	12.5	1991-1992.
12	?	2	12.5	1989.
17	?	2	12.5	At least ten years ago.
18	1	1	12.5	Five years ago.
19	1	1	12.5	1996.
20	3	1	12.5	About ten years ago.
21	1	1	12.5	In 1994.
22	3	2	12.5	Early 1990's.
23	1	2	12.5	Four or five years ago.
24	1	2	12.5	1992.
25	?	2	12.5	Eight and nine years ago.
26	2	1	12.5	Four years.
2	?	1	13.1	We are in the process of setting-up our systems to facilitate the use of the Cedex network; we are well underway and hope to be operational, at least for testing, next month.
4	3	1	13.5	Same [Six years ago.]
5	2	1	13.5	1989.
6	?	2	13.5	1993-1994.
7	?	2	13.5	Five years ago.
8	3	1	13.5	Same [1989.]
11	1	2	13.5	Same [1991-1992.]
18	1	1	13.5	Same [five years ago.]
20	3	1	13.5	I've been acquainted with them for about ten years; five years in association with this firm.
25	?	2	13.5	Six years.
26	2	1	13.5	Same [four years.]
24	1	2	14.2	It came about as a client request.
27	3	2	14.2	They were in place when I came here 3 1/2 years ago.
1	2	1	15	We are not a good judge of this; we knew their rep in another capacity; John is VP of CSI and we knew him; he provided a very accurate description of what CSI offers.
2	?	1	15	We've pursued this over a protracted period of time, at least 18 months; they provided demonstration tapes, and we investigated other shipping lines where their service is in use; we also examined their Website; we think they have represented their product accurately so far as we can tell. Oh course, we will be able to assess this better once we become operational.
3	2	1	15	We've been quite involved in keeping up with EDI as it pertains to the shipping industry; Cedex was selected primarily because of their foothold in the shipping industry, particularly for depot operations. In terms of advancing their product lines to us, I believe they've been honest.
5	2	1	15	It was the only game in town when we started. They've lived up to what we expected.
7	?	2	15	It wasn't a case of we wanted it; we were told by our customers to use it.
9	3	2	15	It was the only option. They had the idea for this in the first place, we followed their lead.

ID#	Q#9	Q#10	Q#	Comment
10	2	1	15	Transocean, I was familiar with Cedex—that was 7 or 8 years ago—so I was already familiar with their products and services.
12	?	2	15	There have been many changes over the ten years, of course. Back then they were the first company involved in the industry. All of us in the container industry really owe Cedex for being the pioneer. They helped all of us to get into EDI. It is ironic, then, that I say today that if it weren't for our initial purchase in 1989 I wouldn't buy it today. That's because we are capable today of developing software of our own and transmitting over the Internet.
13	3	1	15	Cedex has a high presence in the market, a near monopoly really. We had a fairly clear picture of their services before we even spoke with them, therefore. They didn't really promise much and didn't really represent their service in any great detail.
19	1	1	15	By being able to pass messages from the depot to others they are satisfactory, however when it comes to development work, there are shortcomings.
21	1	1	15	This goes all the way back to Edifact un-messaging, and the initial setting of standards for the industry.
26	2	1	15	As far as the service goes, it's quite specialized and it's in line with what we expected and what they provided. In terms of support, they've kind of let us down getting all the spokes on line; they didn't follow-through with all of them as we expected.
6	?	2	16.2	Mark North handled it personally.
20	3	1	16.2	I inherited them here.
4	3	1	17.2	Six years ago.
5	2	1	17.2	1993.
8	3	1	21.1	Don't know. I think there's one other we use for a very limited application.
14	?	2	21.2	Although we have an in-house system with GE Seaco.
1	2	1	21.3	Ten times a year.
3	2	1	21.88	Confidential; I cannot tell you.
12	?	2	21.88	Codeco (freeware) through the Internet.
19	1	1	21.88	Through CNS for Europe.
21	1	1	21.88	Several others; but for equipment leasing only Cedex is used.
25	?	2	21.88	John Evans International (software). [After discussing this with the respondent, I determined that this product is actually depot software, not a network.] Interviewers note.
3	2	1	22.1	Marginally better.
12	?	2	22.3	The Internet is easier for us to use; the electronic handshake we achieve through the Internet with our customers is really quite easy, compared to the whole log-on and transmission procedure through Cedex.
19	1	1	22.6	I'm not the person to answer that question.
12	?	2	23.2	The messages we send to our customer over the Internet are a result of customized programming—using ISO messaging standards—performed by our own developer.
3	2	1	23.3	A "3" on a 1 to 9 scale. Their representative was recently on holiday and we had a problem, so we were told to call California. That's a real problem because when we're ending our day when they're just starting theirs and essentially you've already lost a day when you initiate the call to them. When you've got containers sitting on the ground because you can't open your mailbox, calling California is not the solution. Luckily, we have not had that many problems that have required us to call them, but when we do it's a real bugabear.
18	1	1	24.3	Ten times a year.
4	3	1	24.4	At the moment, we have an issue, which involves the latest release of one of their products, software, which we've had to call more frequently about.
11	1	2	24.4	We don't need to call them often, maybe only four times a year.
26	2	1	24.4	I've delegated that calling in the past year, but in prior years I probably called them three or four times a year.
15	3	1	24.5	Maybe only five times since we've been operational with Cedex.
17	?	2	24.5	A few times maybe once or twice in the past year.
12	?	2	24.6	In the last ten years, I've probably called them six times, just to sort out upgrades and that kind of thing. I can't say I've ever called them for troubleshooting or for true help desk support. We just haven't needed to.
22	3	2	24.6	I used to call; now maybe I call once a year, at most. I used to only have to call when we used their software on a stand-alone PC; since our programmers came up with our own software, I don't need to call them anymore.
2	?	1	24.77	Most of my contact has been with their North American Director (Andrew Balcombe) or Mark

ID#	Q#9	Q#10	Q#	Comment
				North himself, or their European contact (Jorn Heerulff), who was my first contact; he's in Denmark. We have developed a very good relationship; in fact, I would say our relationship with each of them is excellent and that I could call any of them for help on anything.
3	2	1	24.77	I've never personally called; that's initiated through our IT department.
5	2	1	24.77	I've virtually never called; my people have, but even then very infrequently. There's hardly a need to call.
7	?	2	24.77	We've not had the need to call at all.
16	?	1	24.77	Our regional offices are in touch with them almost daily; I've only talked with Mark North, their sales representative.
19	1	1	24.77	It's been years since I've had the occasion to call them, personally.
20	3	1	24.77	Other people, applications folks, call them. I do not have to.
21	1	1	24.77	The relationship is such that I call Mike Mowsowski when I have a question; I operate on the business side, not the technical side.
6	?	2	24.88	Once or twice. I have not had the need to call them, personally, in a long time.
8	3	1	24.88	About twice a month, although in the last week we've had the need to call a couple of times.
9	3	2	24.88	Once or twice.
10	2	1	24.88	Five to seven times a year.
13	3	1	24.88	Quite rarely.
23	1	2	24.88	Three or four times a day—maybe three or four times a year.
24	1	2	24.88	Our systems people call about six times a year.
25	?	2	24.88	We just installed the new WinBridge product at our home office location three to four months ago and we're finishing up with it at another location in about two weeks, so lately we've had to call quite a few times. Otherwise, we hardly ever need to call.
27	3	2	24.88	I don't do that anymore; I haven't called them in at least a year.
6	?	2	25	It's varied a lot. I know things are changing in the UK. They used to use an agency here and their service was generally unsatisfactory. The couple times we called California, of course that was very inconvenient because of the time difference. Now I understand they've got a fellow setting-up shop here in the UK; that's a step in the right direction.
9	3	2	25	They're quite good; I can't say we've used them enough to evaluate them in depth; our experience has been positive.
12	?	2	25	I don't think I can rate them in those areas; I'm not familiar enough; it wouldn't be fair.
14	?	2	25	Declined. As far as I know, every time we've called them, they've helped us. My impression is they are knowledgeable and know their products.
23	1	2	25	I've enjoyed working with them; they're well mannered and well versed on their product. Danny Rose and Erik Wernes and Diane Carr have been consistently helpful to me.
27	3	2	25	Don't know the current status.
1	2	1	25.1	Communication is always different because of the time difference—nine hours to San Francisco; so they never answer during our business hours.
13	3	1	25.1	Basically what I've found is that most of our queries are rarely answered on the first call, but they tend to help us fairly quick after that.
15	3	1	25.1	Very quick.
15	3	1	25.10	I've never heard any complaints from staff.
18	1	1	25.1	It's fairly good.
26	2	1	25.1	We're in a different time zone, so sometimes we use e-mail.
26	2	1	25.10	They're below the help desk is centered around a few key people, and if you get one of them then you get handled quickly, so that has training implications. It can be an issue for us if we have to wait four or five hours for a solution.
1	2	1	25.2	It takes them days sometimes to solve a problem.
8	3	1	25.2	It depends on the time of day and level of expertise needed.
10	2	1	25.2	I don't remember the specifics, but sometimes when we call about updating our data from the Cedex server to our mainframe, we find out one file in 55 maybe didn't transfer; it's taken them a long time to diagnose that and figure out what happened.
11	1	2	25.2	Sometimes they can and sometimes they can't help us on the first call.
15	3	1	25.2	My staff would know this, but I haven't heard them complain.
17	?	2	25.2	They took care of it immediately.
25	?	2	25.2	The times we call we usually get their night crew, which consists of just one unlucky person. I assume that the low man on the totem pole, who is also the least experienced, gets that assignment. That person I'd rate a "4." If we call afternoon EST, then they get a "7."

ID#	Q#9	Q#10	Q#	Comment
26	2	1	25.2	The help varies widely with the particular person we reach.
17	?	2	25.3	Haven't had anything they didn't handle on the first call.
11	1	2	25.4	They're very good about responding to us.
13	3	1	25.4	It's only recently that they had a UK office, now I believe it's in Denmark, so the problem we have is that we have had to juggle time zones.
17	?	2	25.4	Haven't needed to leave a message.
18	1	1	25.4	Due to the time zone differences, it's difficult to get a timely call back.
8	3	1	25.5	Absolutely great!
1	2	1	25.6	Their knowledge varies by the individual you reach.
4	3	1	25.6	It depends on who you speak to. Some are more knowledgeable than others. They've improved their application knowledge of our environment considerably in the past year.
8	3	1	25.6	That varies quite a bit.
15	3	1	25.6	Bar none, the best.
25	?	2	25.6	Ditto comments given for 25.2,3.
26	2	1	25.6	It's hit or miss depending on who we reach.
8	3	1	25.7	That's one of their problems; they have only a few people who have a real thorough knowledge.
17	?	2	25.7	Pretty good on Odyssey—Sonya is especially helpful, including her follow up to me.
8	3	1	25.8	Generally, excellent, when I talk with Mark or Sonya; that's who I prefer to call.
1	2	1	26.1	See to it that they have one in Europe.
3	2	1	26.1	They're taking the right step in establishing someone here in Europe to help us. That's imperative that they establish and maintain a group of people, not just one, to help us. Service is the only thing that keeps our shipping company going at the moment. Our customers have alternatives; if we can't help them, someone else can; they can find them on the Internet. So the "help" in help desk is the key word; it's always been Cedex's lacking point. It's the one thing that's going to make them a global provider of the service they sell. They must have support staff we can access when we need them—in sufficient numbers—and for some customers, their staff must be fluent in languages other than English.
5	2	1	26.1	I think their people are technically competent, but it takes them time to learn the business jargon—that's the feedback I've gotten. Their newer people need training on our industry so they can get up to speed faster.
12	?	2	26.1	Stop charging me \$60 a month for something I really don't use.
13	3	1	26.1	Open a UK office again.
15	3	1	26.1	One thing they do not have that many companies who operate help desks have is a Web-based system where help calls are logged and their status is shown.
16	?	1	26.1	The time difference with San Francisco; now they man their desk almost 24 hours a day, so their service has gotten better of late.
18	1	1	26.1	I think they need more representation in Europe because it takes more time than it should if we didn't have to call the states.
20	3	1	26.1	Second-hand, the feedback I get is that west coast customers get the best service due to the location of the help desk there. One of Cedex's challenges is providing global support for what they market as a global service.
22	3	2	26.1	I don't like the fact that we have to hook up to their New York network numbers; we need a New Jersey number to call that's not long distance, especially since so many of our customers are in New Jersey too.
25	?	2	26.1	Understand that everyone is not on west coast time and that we need their best knowledge at 8 am EST just like we do in the afternoon. The person they have there on their night shift is helpful, but after making a few suggestions, has to eventually say that they'll have someone else call us back later in the day.
27	3	2	26.1	From the experience from my folks who call, there is one individual who's very knowledgeable and helpful; his name is Daniel Rose. We're always glad to get him; some of the others are not as experienced; I don't know if they need training or what.
4	3	1	26.2	Other than making them more familiar with individual customers and their particular applications, I cannot think of anything.
6	?	2	26.2	We've had few problems, so it's hard to say other than when we need help, we need help—access to help—right away; that's critical to our business.
8	3	1	26.2	Around-the-clock coverage is something they added that was a significant enhancement recently.

ID#	Q#9	Q#10	Q#	Comment
9	3	2	26.2	Quite honestly, there is not much need to improve it from our perspective.
11	1	2	26.2	We do a lot of e-mail to them and that works very well for us; otherwise we call a 1-800 number, and I don't even know where it is.
17	?	2	26.2	There isn't any basis for me to make a suggestion.
21	1	1	26.2	The one thing I don't know is how deep their support is; I always go to Mike, and when he's not available, I ask for Sonya.
23	1	2	26.2	I don't have any complaints, and I can't say that about many computer-related companies.
24	1	2	26.2	Based on the feedback I get, their service is reasonably good.
10	2	1	26.6	In terms of the product itself I'd like to see it move from dial-in to something real time, because when our connection fails we need to re-set it manually and that usually results in us having to call them about it or something related.
4	3	1	27.1	For downloading.
7	?	2	27.1	3.25.
8	3	1	27.1	Riverbend.
10	2	1	27.1	Riverbend.
14	?	2	27.1	We've just installed Odyssey.
17	?	2	27.1	3.22.
23	1	2	27.1	WinBridge.
27	3	2	27.1	WinBridge.
2	?	1	27.88	Internally developed software and system.
4	3	1	27.88	Internal program.
5	2	1	27.88	We have a Sun Solaris environment, and we use our own software.
6	?	2	27.88	Our own depot software.
9	3	2	27.88	Our own.
12	?	2	27.88	Our own.
13	3	1	27.88	DOS FTP script.
15	3	1	27.88	Our own EDI transmission software. We used to use Cedex software, but we've out grown it; in fact, we outgrew it in our first six months.
16	?	1	27.88	Just a dial up modem. We're actually meeting with them tomorrow to discuss an upgrade to ensure that we're Y2K compliant.
18	1	1	27.88	Just a modem.
19	1	1	27.88	It's something we've developed.
20	3	1	27.88	Direct link.
22	3	2	27.88	Our own.
25	?	2	27.88	Export from the John Evans product into the Cedex product.
26	2	1	27.88	FTP link on a WAN.
6	?	2	28.1	As soon as possible; it will depend on the availability of systems we can use. I hope to accomplish it by year's end.
7	?	2	28.1	As soon as Cedex delivers, because we've already paid for WinBridge.
8	3	1	28.1	This weekend we're installing WinBridge.
11	1	2	28.1	I'm actually waiting on a response from Mark North now so we can upgrade to a Windows version.
12	?	2	28.1	We're waiting on Cedex.
17	?	2	28.1	It depends on the new depot software; maybe November.
18	1	1	28.1	We plan to install WinBridge within the next two weeks; we ordered it nearly three months ago, but we just received it.
25	?	2	28.4	3.25 to be phased out by November.
4	3	1	28.6	NT Workstation 4.0.
5	2	1	28.88	Sun Solaris, no PC used.
19	1	1	28.88	Not on a PC.
20	3	1	28.88	Mainframe.
22	3	2	28.88	Unix.
26	2	1	28.88	Unix.
11	1	2	29	I don't know how to evaluate it other than to say we want to replace it before it blows up on us; we know it's not Y2K compliant.
12	?	2	29	Declined. Their software is really outmoded; I mean they just now are offering to upgrade to the equivalent of Windows 3.1, not even Windows 95.
14	?	2	29	Declined. It's a cumbersome system to feed in estimates; the screen is not that great either;

ID#	Q#9	Q#10	Q#	Comment
				it's really outdated and rather slow. On the other hand, the new Odyssey set-up seems to be really sleek; we haven't fully implemented it yet to its fullest extent, but we look forward to doing it. It has many features we'd like to use.
25	?	2	29	We haven't used WinBridge yet; we've just installed it.
1	2	1	29.1	We only take data and transfer it to our mainframe; from what I've seen it's good, but not excellent; it's better for a depot than for a shipping line like us.
4	3	1	29.10	Some of the features are limiting for our use, for example the purge utility.
9	3	2	29.10	The quality of communication with them is excellent; they always get back to me quickly and are helpful at all times.
23	1	2	29.1	It's fully functional in terms of our customers' needs.
27	3	2	29.1	The functionality is consistent with what our customers need.
3	2	1	29.2	No problems with bugs.
10	2	1	29.2	The application they use for dial-up and transmission fails a lot and requires manual resetting. That's disconcerting because we expect to run it at night and when we come in, in the morning instead we find it hasn't gone because no one was there to click the "ok" button.
17	?	2	29.2	I did need to talk with one of their reps once about estimates—that function—we have to make manual adjustments per customer on insurance estimates.
3	2	1	29.3	We don't use it for that, so I don't know.
9	3	2	29.3	I think it's pretty good, although we don't use it for that.
10	2	1	29.3	What logging is there is very minimal, so if we need to go back and look at what transactions occurred, the information is minimal; the level of detail is not sufficient to tell us much.
1	2	1	29.4	It could be a little faster.
3	2	1	29.4	It's slow; when we download it's much slower than our own Internet connection. We use an AS/400 so it's not a laptop or something that would make it slow.
10	2	1	29.4	What happens is, as the amount of data in the database grows—just to ten megabytes—the loading takes substantially more time, growing from three minutes to maybe 30 minutes. Even purging takes a long time; perhaps several days to purge a few hundred records. We have to schedule to do that on holidays, as a result.
17	?	2	29.4	We know we're using an old, outdated version.
27	3	2	29.4	For both data entry and purging, it's sluggish.
1	2	1	29.5	Not a very important issue; I don't think it has security features.
3	2	1	29.5	We've never experienced a problem; whether someone could hack into it, I'm sure they could.
9	3	2	29.5	I have no idea.
27	3	2	29.5	I really don't know about its security.
9	3	2	29.6	We certainly have had no problems using it.
1	2	1	29.8	We get error messages and don't always know what they mean.
4	3	1	29.8	The on-line help function could be improved; there really isn't anything that's helpful to us.
9	3	2	29.8	I don't think we have that.
23	1	2	29.8	It could use a little work; it's too general; it doesn't empower you, maybe to ensure they maintain their foothold.
27	3	2	29.8	There isn't much as far as I know.
4	3	1	29.9	Installation guidelines are sparse.
23	1	2	29.9	They have various utilities that they will give you if you request them.
4	3	1	30.1	They have been very helpful with our Y2K testing.
5	2	1	30.1	They're exceedingly reliable.
14	?	2	30.1	On the new system, Odyssey, it's better than what I expected; it's better than what was represented and demonstrated. It has even more functionality than I expected.
15	3	1	30.1	The thing that I've always communicated to anyone who's interested is that their level of service beyond their network itself is way above others, like GEIS. They're not an EDI VAN without a face. They really have distinguished themselves in our industry and, by comparison, to many other industries.
20	3	1	30.1	Their flexible approach to problems or issues that come up—they have a solutions-based approach in their networking services; data mapping for example.
24	1	2	30.1	We're involved with them at the moment in a depot program—implementation of their Odyssey product—and I have been extremely impressed with their enthusiasm and willingness to assist us.
26	2	1	30.1	It's pretty fair to say that when things are running well we receive all the data very fast and efficiently.

ID#	Q#9	Q#10	Q#	Comment
17	?	2	30.2	They've done a steady, good job.
18	1	1	30.2	We do a lot more with statistics than the Cedex software provides; our own programmers have developed it.
21	1	1	30.2	We've kind of grown-up together; we do have hiccups every once in a while; some are our problems; I think they've provided an excellent service, although it's a costly service.
23	1	2	30.2	I'm not a Cedex monitor; when the job they do is done, they have met my expectations.
25	?	2	30.2	We're not totally using Cedex's product; we don't use it for tariffs or estimating, for example. We use it only for communicating with our users, the steamship lines and the leasing companies.
2	?	1	30.3	Their customer service level is very satisfactory; it's very good; with regard to operationally, we'll have to wait until the system kicks in. From a standpoint of assessing our system and tailoring their product to our exact needs, I'd have to say they've done a very thorough and professional job.
3	2	1	31.1	Processes and functionality of other systems that we are aware of that Cedex does not provide at the moment. An example is being able to transmit digital photos with data. Logic issues also are needed to be addressed in terms of what's allowed and what is not allowed to go into and out of the mailbox.
4	3	1	31.1	The only times we've had problems arise are with upgrades; they are minor issues having to do with getting and installing the upgrades.
7	?	2	31.1	To reduce these charges; our computer depot system really does everything; Cedex is just a glorified e-mail system.
10	2	1	31.1	More stability is needed in the product; we constantly call them about the same problems; there is no long-term resolution. There have been delays in the delivery of the updated software they've promised that supposedly will address many of these issues.
13	3	1	31.1	We tend to have quite a bit of problems with the Cedex server; the connectivity we establish with their server in San Francisco is through our DOS FTP script running on our Windows operating system, and it gets hung frequently. So we need to improve our connectivity, and that's something we've had a problem with for sometime. Honestly, I can't say for certain whether it's Cedex's server, or the connection, or with our DOS FTP script, but Cedex has not helped us determine that yet. We plan to begin using their InRoads product soon, and we're hopeful that, that will solve our problem.
14	?	2	31.1	It's not their fault, I guess, but the tariff structure is still hard to feed in; would have thought that they could have sat down with the 2 or 3 major leasing companies and fully assess the tariff structure so it could be pre-loaded into Odyssey. There's an expense associated with doing that, I'm sure, but that would be extremely helpful to us. Someone like Cedex also needs to work with the leasing companies to get them to use EDI to a fuller extent; we're still just scratching the surface.
15	3	1	31.1	The only area we've had some problems with—and it's really not Cedex's fault—is with a product that they re-sell; Infonet. We use Infonet for global e-mail access and it's sub-par. We frequently have problems accessing certain numbers and their billing is dismal, too. We've actually disputed most of their bills and won the disputes.
19	1	1	31.1	Future development capabilities, using specific versions of EDI messaging; and secondarily, for providing a plan for Y2K contingencies.
20	3	1	31.1	Their weakness is on the applications development side—their software development team is lacking; it's outside their core competence.
26	2	1	31.1	Only really from the support point of view, occasionally, as I've pointed out already.
2	?	1	31.2	Again, the representation of the service we believe to be quite professional and accurate.
6	?	2	31.2	It works; although I'd prefer direct-dial via the Internet.
8	3	1	31.2	I'd like to develop message sets, but that's more in my court than theirs.
9	3	2	31.2	We use their software as a translator that's all.
11	1	2	31.2	I've got not really any complaints.
16	?	1	31.2	We run into day-to-day problems, but we expect resolution without it lingering on, and they meet that expectation.
21	1	1	31.2	Currently, they're meeting our expectations. A few years ago we had a problem that led to finger pointing, but once I called Mark North that all stopped and we formed the solution together. In that I would say they understand what a partnership is.
22	3	2	31.2	I really don't have a problem with them except of the network phone number we call (see question 26).

ID#	Q#9	Q#10	Q#	Comment
25	?	2	31.2	To be frank with you, we are looking for alternatives to Cedex, but as long as our customers want us to use Cedex, we will. It just gets rather costly--\$500 to \$600 a month--especially when we compare it to the Internet, which could cost us nothing.
1	2	1	31.3	We have given them a lot of feedback and we hope we will see our suggestions in their Odyssey product, which we plan to use.
17	?	2	31.3	It's an ironic question because I was just talking with some of our customers about that. We want to know what CSI is doing to utilize the Internet so we can avoid paying the \$200 per month we pay based on per-character transmission rates versus the \$20 per month we could over the Internet. Otherwise, I think Mark's services are great because we've only had a few problems in many, many years.
2	?	1	32	I've probably not been too comprehensively involved in that, but they've been pretty efficient so far; they haven't really billed us yet.
3	2	1	32	That's another shortcoming; their monthly bills contain no detail. It would be like getting a phone bill that lists date and charge, but no time or phone number called. We constantly have to refer back to our contract and other documents to validate their billings.
5	2	1	32	I've never had a problem with a bill.
6	?	2	32	Being a UK customer, we are billed in dollars and we have to pay in dollar drafts, so it's less than convenient for us to pay.
7	?	2	32	From what I gather, we have not experienced any problems with them.
8	3	1	32	I only deal with their marketing and help desk people.
9	3	2	32	They're very responsive and communicate; we've never had any problems with billings from them.
10	2	1	32	It's very different to know how many kilobyte characters have gone through the system; I need another software degree to decipher their bills.
11	1	2	32	I don't really have that much to do with that side of the business.
13	3	1	32	I don't have any questions about their billings.
14	?	2	32	I don't pay much attention to their invoices; no one's ever complained about them.
15	3	1	32	For their EDI business, we've never had a problem; however the billing model for the EDI industry leaves a lot to be desired. Their invoices are based on the number of characters transmitted, and about the only way you can tell whether your bill is reasonably correct is to compare it to last month's bill to see if your transmission rate is similar. If you know you're doing more, your bill should be higher; if it's dropped off for some reason, then you should be paying less.
16	?	1	32	We have never had the occasion to question any of their invoices.
17	?	2	32	We've never had a problem that I know of.
18	1	1	32	I'm not aware of any administrative problems.
19	1	1	32	I know of no problems there.
20	3	1	32	I don't think they bill too promptly, which is actually to our benefit, but I can say I've never had a problem with the accuracy of their billings in four or five years.
21	1	1	32	That's an area that's hard to rate when you try to reconcile what you're doing with what they bill. You have to take their bills on faith because we don't have the tools to exactly audit each bill. We have to rely on our sense of partnership.
22	3	2	32	Their invoices are exactly on time; I really don't have a problem with them.
23	1	2	32	I've never had a problem; I've never hung up the phone with Cedex and had a bad taste in my mouth.
25	?	2	32	They're just fine with that.
26	2	1	32	They have given us no problems.
10	2	1	33.1	Whatever it is in terms of a product, it is one of the best products in the industry; it needs a little refurbishing and updating--a vitamin shot, if you will. Their service is good, but their product is based on older technology--that's where some of the shortfall is.
14	?	2	33.1	Odyssey.
19	1	1	33.1	They have a monopoly, and they are the industry standard.
26	2	1	33.1	That's a difficult question, given their virtual monopoly.
27	3	2	33.1	If their customers required it.
4	3	1	33.3	Not necessarily; it depends what they were looking for. I'd advise a colleague to test everything thoroughly. I mean it's not like there is any competition to consider as an alternative.
14	?	2	33.3	The older system, if required by a customer.

ID#	Q#9	Q#10	Q#	Comment
13	3	1	33.7	That implies that there is a competitor; they do not [have any] so there's no need for a recommendation.
1	2	1	34	Test it to determine whether it meets their expectations; to make sure you can get data and reports in the formats you need.
2	?	1	34	We tend to chat and talk with a lot of other shipping lines. I would ask what functions they plan to use Cedex for. It's important to know that before they can define exactly what product they need; I'd invite them to come and look at what we have here and certainly do not hesitate to share the positive experience we've had with Cedex so far.
3	2	1	34	To join us in our international aims to improve Cedex's service and lower their prices. I'd let them know of their customer service shortcomings and the fact that their rates are outrageous, really, compared to the amount of data and the speed, which we can achieve, on the Internet. I'd also point to the \$125/monthly charge we pay for service. That's really not proper for what is offered. To be fair, I'll say that Mark is aware of these things and has agreed to look at them for us, but does he offer to do that for new business? I think not. As a concession to us he recently agreed to cap our charges, but maybe he should have seen the need to do that two years ago. It's interesting that he was willing to do that only now.
5	2	1	34	I have recommended them. I'd tell them there are options; what they (Cedex) provides is sort of an antique, so for newer industries than shipping, they have options.
6	?	2	34	I've never evaluated their service really; I cannot make any comparisons to any other products. We use the service at the request of our customers.
7	?	2	34	It's a service we have to use because all the big boys in the shipping and leasing game require us to. Cedex has made sure of that. It's an ongoing cost that we as a depot can't get rid of; it's a cost we must bear. So the only advice I could give is just pay your bill.
8	3	1	34	It works for Triton; I'd recommend it to another leasing firm for sure; I don't know about others.
9	3	2	34	It's sort of limited in the industry, but I would say that Cedex has a good support team. We have heard that the few in our industry that don't use Cedex have a hard time when it comes to adding a new standard; it takes them longer.
10	2	1	34	To do business you need to transmit data electronically; the Cedex system is the standard in this industry.
11	1	2	34	But everybody's saying it's rather expensive, so I would be obliged to point that out.
12	?	2	34	I would tell them that when you buy Cedex it's because it's directed by your customer. That's a good reason to use it, of course.
13	3	1	34	The major issue, concern, would be connectivity, so I would advise someone to do what it takes to make sure in advance that the connection is watertight.
14	?	2	34	It seems to work well; the only thing is that they'll need to find a way to download files using their own system. Odyssey solves the problem of duplication of a lot of paperwork, though.
15	3	1	34	Cedex has found a way to completely capture the leasing marketplace, so use Cedex's expertise as much as you can; take their advice and have Cedex do as much of the work as possible because they'll do it right. I know that's not everyone's view—some think Cedex's pricing model is all wrong, like GE Seaco, for example. If you talk with them, they'll probably be hostile toward Cedex.
16	?	1	34	It works for us; it depends on their set-up for other computer services; we are not generally in favor of buying off-the-shelf software, but their product works for us for the maintenance and repair function.
17	?	2	34	We have recommended them; their product is good, but if the colleague is in the same depot business I'd point to the shortcomings even though they'd probably have no choice, but to use it because of customer preference.
18	1	1	34	From my experience, we're trying to push all of our depots to use it. The advice I give is to make sure Cedex provides installation help and support initially because at least one of the depots had a lot of problems installing it themselves. Cedex just tends to ship it and you're on your own.
19	1	1	34	Check out the cost of the service vis-à-vis the cost associated with other value-added networks.
20	3	1	34	I would recommend that they look at other technologies, because Cedex hasn't kept current. I'd prefer a Web-based technology today, which really wasn't available when we began with Cedex. It's not that I have anything against Cedex; I wouldn't tell anyone to not use them.
21	1	1	34	We advise people of the service that Cedex provides; we tell people we're comfortable with them. We don't actively promote or market them.

ID#	Q#9	Q#10	Q#	Comment
22	3	2	34	I'd tell them I have no problems—go for it. I would recommend them.
23	1	2	34	To do some research and make sure what you need is fulfilled; Cedex is professional and pretty much has no competition that I know of.
24	1	2	34	I'd pass on that he would receive a personalized service, rather than just a product off-the-shelf. With Odyssey, for instance, they've been doing a lot of tailoring to our needs. My experience with other software houses is quite the opposite; their attitude is: here it is; do with it what you will.
25	?	2	34	We get calls a lot from prospective clients, and having the Cedex network is frankly an advantage for us with many of them because they use it too. So, if a colleague at another location called, I'd say Cedex has the best service on the market. Years ago I used to use GEIS, and our experience with them was less than satisfactory.
26	2	1	34	Their service is relatively good; they don't exploit their monopoly position. I'd certainly advise them [the colleague] to thoroughly test the product before going live with them. I'd also advise them to seek an enhanced service agreement to ensure their transmissions are not compromised.
27	3	2	34	I don't think it's that difficult to use; I'd advise them to talk with Danny Rose if they ever need technical support.
1	2	1	35.1	Because their product evolution is just beginning.
3	2	1	35.1	We still think they're the company that's the best for our industry.
5	2	1	35.1	They're still the only game in town; their running cost annually to me is less than one additional staffer, so it's a good value to me.
7	?	2	35.1	I have to.
8	3	1	35.1	It depend on the need, of course, but for example, I'm trying to develop these messages—I'm the only one in the industry that's implementing it—and if Cedex could help I might be interested.
9	3	2	35.1	We want to keep everything standard, so if we were opening an additional depot we'd certainly add Cedex to it; I'm not familiar with their other products so much.
10	2	1	35.1	I don't have anybody else to go to!
11	1	2	35.1	But only if we had to; for instance we know we need to upgrade to a Windows version now—before the end of the year—but it costs 500 US dollars. We will do it, but we'd rather avoid the cost of upgrades.
13	3	1	35.1	I wouldn't have any doubts about buying their products—in addition to recently purchasing InRoads, we are also considering Odyssey.
14	?	2	35.1	We've just purchased Odyssey; we were working on an old mainframe, and we were worried about Y2K, and times were economically better for us to enhance our capabilities. I saw Odyssey demonstrated at an IIR meeting and I was very impressed with it. In fact, its features are far more extensive than I thought. Getting it set up has been a bit cumbersome—getting all the containers put in and setting up the tariffs, but we're impressed with this new product.
15	3	1	35.1	We actually do; from time to time we shop and we favor Cedex's products. We're looking for something right now and the only reason we're holding off a bit is due to rumors that Cedex is about to be acquired.
17	?	2	35.1	We've looked at their Odyssey product; I haven't told them yet that we probably won't be buying it. We're leaning toward another product made by a European company called Port Automation. They've been very, very open to my suggestions. CSI, on the other hand, I got the impression that they were not willing, they were reluctant, to make what I consider to be small changes.
19	1	1	35.1	It depends on what is available, and there is a cost consideration to it, but we would certainly favor them.
20	3	1	35.1	Because we have an established relationship; we use them for 95% of our EDI transactions.
21	1	1	35.1	Our expense to date has been positive; they're forward-looking; they've grown their product line, filled a niche and proved that they can be profitable in it.
22	3	2	35.1	Because if I need them. The only thing is that it does get costly, maybe \$1,000 to \$2,000 a month for just one of our locations.
23	1	2	35.1	I have; sometimes people need different types of messages, so we purchase additional modules and upgrades. There have been discussions here about their Odyssey product, which we may purchase to automatic our entire depot. We just need to see a little more literature and learn more about it.
24	1	2	35.1	Because Cedex will first sit down and learn what you're trying to do, and make sure it fits—they provide flexibility, in other words, to your needs.

ID#	Q#9	Q#10	Q#	Comment
27	3	2	35.1	It would be customer driven, customer demanded.
12	?	2	35.2	I'm partners with a developer in another company that competes with Cedex, but not in the depot management area; we'll leave that to them.
2	?	1	35.3	We would probably wait and evaluate how well the network goes once we implement it; they have already outlined a number of their other products to us, which we would certainly consider.
4	3	1	35.3	It depends on whether we had other options. We'd certainly consider Cedex, but we'd consider others if it involved competition.
6	?	2	35.3	I'd certainly consider them, though I'm not familiar with everything they do. Their rep is making a presentation next week to the UK Container Repair Association, and I'm looking forward to learning more about what they have to offer.
16	?	1	35.3	It depends on what they have to offer; we have declined to use their EDI product for gate moves, for instance.
18	1	1	35.3	It depends on what they were; the only put-off is the lack of training and set-up help; if we didn't buy from them, that would be the reason.
25	?	2	35.3	We looked at their depot package, but chose the John Evans product instead, but we'd certainly have no problem looking at Cedex again for something.
26	2	1	35.3	It would largely depend on what they had because I have my own development team, and I'd want to see a cost benefit in buying from them.
2	?	1	36	I've dealt with quite a few vendors, and everyone has their own style; most of them tend to really push their products, but I must say I found Cedex to be quite the opposite; they are very professional, and it's quite obvious they are confident in their product. They also are quite meticulous in the planning for implementation. They are not pushy, they are genuine people. Compared to other vendors I've dealt with, I find Cedex refreshing, really. It's obvious they are professional people who are confident they have a good product.
3	2	1	36	It's doing business with Mark North; the difficulty is in customer support, but in terms of dealing with North it's definitely a professional relations of the highest order.
6	?	2	36	I have no problem with them.
7	?	2	36	They're fairly easy, although we're the category of customer that has no ability to negotiate with them.
8	3	1	36	Pretty easy for me on the business side, but sometimes they're hard to reach; they travel a lot, but once I reach them, it's always productive.
9	3	2	36	I know them, and we are a major customer, so they pay attention to us.
10	2	1	36	They listen to us, at least, and my feeling is that they are trying to change and upgrade their products and services.
11	1	2	36	They're very responsive; they're always happy to lend a hand as quickly as they can.
12	?	2	36	I know their execs; I know Mark North; he's a friend; they're personable chaps.
13	3	1	36	The problems we had initially with the services not clearly being defined by Cedex. We didn't really grasp what we needed before establishing a relationship with them. I would say that the only thing that really saved us and made the relationship a good one after our initial problems was the ability for us to talk with Mark.
14	?	2	36	Their people are very nice, responsive and almost too knowledgeable—sometimes they talk a little over my head.
15	3	1	36	As far as getting up and running, they've been quite helpful to us.
16	?	1	36	It's easy enough to talk with them, but not to get things done quickly; I'd prefer not to elaborate on details with you, but would take these matters up, as necessary, directly with Cedex.
18	1	1	36	About average.
19	1	1	36	They understand our business.
20	3	1	36	That's from the point of view of EDI network services, but when it comes to applications development, it would be a "3."
22	3	2	36	I don't deal with them that much; I don't have to; that's not a bad thing.
23	1	2	36	On my level, their software is easy to learn; the GUI is good, and their people are a pleasure to deal with.
24	1	2	36	The only thing that gets in the way is the time zones; we deal with a lady in London on Odyssey and the marketing and help desk is in San Francisco.
25	?	2	36	They're good people to deal with; I know them personally, I'm on a first name basis with them, and they've always been timely and professional with us.

ID#	Q#9	Q#10	Q#	Comment
27	3	2	36	We don't do a lot of business with them, but their people are on top of their products and services.
2	?	1	37	Compared to our current mode of operations, we feel that while we can't quantify the value yet, the cost benefits are relatively expensive, but compared to the people, time, and faxing we do now, we anticipate that the value will increase substantially over time. Short-term it's a cost, but in mid-to-long-term its value will certainly grow.
4	3	1	37	Obviously, EDI itself has a high value to our business. To the extent that Cedex enhances that overall EDI value, I'm not sure.
5	2	1	37	It has allowed us to grow our fleet and business without adding staff in a linear manner. We were a start-up company when we started with Cedex.
6	?	2	37	Because our customers say this is the way we want to transmit, we do it. That's a bone of contention for us because it's a cost to us that our customers don't pay, and they only want to transmit information to us and don't want us to send data back, so we don't really benefit and don't have a yardstick to measure Cedex's service against.
7	?	2	37	The only good part of it is, it standardizes all our information that goes out to all our customers, but I could do that via fax; I'd prefer to use e-mail, frankly.
8	3	1	37	I think it's a great value, personally. Given all the things we have on our plate, I just don't think we could have found the time to develop this internally. For Cedex, it's what they're focused on; it's their specialty.
9	3	2	37	There's some contention about whether their service is even needed vis-à-vis Internet, but that's stated by people who don't realize the lack of standards on the Internet and the fact that it really isn't always available.
10	2	1	37	In terms of value, it's tremendous; without it, we would have to hire 10 to 20 people around the world. On the other hand, when I look at their invoices, I marvel at the lack of technology! How do they—how do I—calculate the bill in kilobytes?
11	1	2	37	It's relevant; if we didn't have it there's a lot of work we would not be able to perform.
12	?	2	37	When you're talking value, I think the value of sending electronic data to customers is limited because we still have to send them paper, and it's a one-way transmission because we don't receive anything electronically from our customers. That's not really EDI, is it? Where is the Interchange?
14	?	2	37	The first Cedex system was just a reporting system and it was a customer requirement, and it was just a pure cost to us with very little value. The new system, Odyssey, has tremendous value because it would be far too expensive for any depot to do on our own, and it has features we can actually benefit from. So on your scale of one to nine, we've gone from one to nine.
15	3	1	37	In terms of the EDI business, it's high because of the amount of money we save in not having to do data entry. No one has been able to demonstrate to me, despite whining I've heard, that the cost benefit of Cedex is not real. If I were talking about Infonet, however, I'd rate it's value a "2" or a "3."
16	?	1	37	We chose to deploy Cedex because we thought we could save on the communications cost; we have, although not as much as we expected. We probably have realized a savings in staffing costs as well.
17	?	2	37	That's a tough question because it's tough for me to know the value I'm getting.
18	1	1	37	It's a high cost for transmission—based on the number of characters, and especially since many of the characters transmitted are actually meaningless.
19	1	1	37	It is the industry standard for repair estimate and repair authorization messages; we have a relationship with them which is very positive and which counts for us.
20	3	1	37	Because I believe there are technologies that would deliver at a lower cost.
21	1	1	37	Without their service we would not be able to implement the Walker ERS system (Evaluated Receipt Settlement) with the people we do business.
22	3	2	37	Our customers want this even though it's costly to us.
23	1	2	37	It's reliable; I have spoken with others who use the Cedex network, but not their software, and they tell me they have messaging problems sometimes. It's a mistake to use the network and not the Cedex software.
25	?	2	37	The newer technologies lower the value; with the Internet out there, we have to question the costs associated with Cedex now.
27	3	2	37	I'm not sure I can quantify that; we keep our customers here using Cedex. With Cedex, we help customers; without Cedex we'd lose business.
2	?	1	38.1	That is one of the things we are accomplishing with this Cedex implementation; they have assured us we will be Y2K compliant in this area.

ID#	Q#9	Q#10	Q#	Comment
6	?	2	38.1	Although Cedex is not guaranteeing support for our DOS system, we do plan to upgrade by the end of the year to WinBridge, and need to work with Cedex on that.
20	3	1	38.1	But we cannot say for sure whether our 300 customers are compliant; only Mark North probably knows.
24	1	2	38.1	We think they are!
16	?	1	38.2	As soon as possible; if we're not given an iron-clad assurance by Cedex, we plan to unplug it.
17	?	2	38.2	Mid-November.
18	1	1	38.2	Two to three weeks.
19	1	1	38.2	As soon as we can; we are quite anxious about this.
21	1	1	38.2	Mid-October.
25	?	2	38.2	Everything is okay except one application that we hope to have squared away soon.
3	2	1	38.8	Cedex has made promises about Y2K compliant software for at least the past six months, but has not met its deadlines; now they've promised October 31, 1999; they'd better meet that or they'll be dead.
4	3	1	38.8	Friday, September 17, 1999 is the latest date Cedex has promised the latest release to us.
7	?	2	38.8	If it's not landing on our post by tomorrow I will be very irritated. [This refers to the recent purchase of WinBridge.] Interviewers note.
8	3	1	38.8	We're installing WinBridge this weekend.
11	1	2	38.8	I e-mailed Mark about three days ago, and I'm waiting for his reply now—that's not good, is it?
12	?	2	38.8	We're discussing an upgrade in Cedex software now; the issue is who's going to pay for it? We want Cedex to do so.
2	?	1	39.1	On a global basis we certainly do; certainly in North America and in our headquarters in Tokyo; we plan to experiment with it as we are here and then apply it to other parts of our operations. It's such a dynamic environment. We are quite advanced we feel, but there is much to be done. Perhaps monitoring the movement of containers via satellite We've talked about that. We have to continuously look at things that seem a bit grand, but we must control our equipment in the best way and fastest way, the most efficient way. As long as the tools are there to use, we'll use them.
3	2	1	39.1	As a business we are progressing to total EDI; it will involve all of our shipping functions and all our affiliates. That's all I can say.
8	3	1	39.1	At some point, we want to use the Internet. It's not imminent.
10	2	1	39.1	We have just finished our in-house enterprise application; soon, we want to start sending—not just receiving messages—to and from depots. We want to look at the Internet and other systems for doing that.
12	?	2	39.1	We've got other customers who have asked us to do EDI—three other shipping companies. It's doubtful that we'll use Cedex because these companies haven't asked us to do so. We plan to use our own developer to work with their developers and create custom packages. We plan to do this by 1 st quarter 2000.
13	3	1	39.1	We're looking at additional messaging with both customer and suppliers. Our time frame for doing that is a bit nebulous at the moment.
14	?	2	39.1	We have just started a Website, and we plan to use the Odyssey system to its fullest extent going forward.
15	3	1	39.1	Our EDI business with Cedex has been fairly constant recently, but we actually have many additional message sets planned that we want to implement. What we've put on the back burner for the moment is something that involves a service that Cedex has been wanting to offer. It's an E-Commerce Web-based maintenance and repair service. It would help us maintain our assets-containers. Our initiative with Cedex in this area has been stalled because of the Cedex acquisition issue, but it has the potential of quadrupling our business with Cedex. Leasing companies like us really have no interest in becoming development houses for this kind of thing, and depots don't have the wherewithal to do it. Cedex is the only player that has demonstrated that they made a living in this field of our industry; even Gentran has given it up. It's Cedex's core strength, certainly not one of our competencies. We want Cedex to provide Web access for the customers, depots, surveyors, and the leasing companies, so everyone can look at the total workflow. We're hoping Cedex will provide this type of service and facilitate everyone buying into it.
16	?	1	39.1	In certain regions, but we really don't have a schedule because of the complexities of our decision-making—committees, you know, and all that.
17	?	2	39.1	Hopefully, somewhere down the road. We find it difficult to do business over the Internet; it

ID#	Q#9	Q#10	Q#	Comment
				doesn't really apply to our business.
18	1	1	39.1	Within the next 24 months, involving all movements via EDI through Cedex in Africa and Europe; now all that is done is via fax for Africa.
19	1	1	39.1	It is continually expanding; we must get all our 300 repair depots up and running—that's our next order of business.
20	3	1	39.1	We basically plan to develop a whole host of Web-based solutions; over the next 12 months we will begin to ramp up and aggressively pursue them.
21	1	1	39.1	We've very heavy into the Internet with our customers; we continuously update ship schedules for example—we've just added that feature, and there are more enhancements in the works.
23	1	2	39.1	Market on the Website; I don't have a timetable, but that's one of my goals.
24	1	2	39.1	Basically it's client-driven; unfortunately, they all want something different; all of them have some non-standard messages they always need to add.
25	?	2	39.1	We're expanding internally with a WAN, and we're looking to expand EC with our customers over a period of time. We're also going to establish a Website soon.
5	2	1	39.2	We're about as expanded as we can get.
7	?	2	39.2	Not in the foreseeable future; we'll always welcome to do that as long as it benefits our customers.
26	2	1	39.2	We're watching developments now in the industry; we think we've gone as far as we can go with EDI with our customers for the time being.
27	3	2	39.2	Most likely not.
1	2	1	39.3	We are continuously looking for new and better ways of doing business.
6	?	2	39.3	We want to keep pace with developments in the field; we don't plan to take new initiatives or be a leader, but we do want to keep pace.
9	3	2	39.3	We would, but it's really driven by our customers.
1	2	1	40	The importance of communications is getting even more important, and the Internet will play a role in it.
2	?	1	40	I think that the success of container shipping, certainly recently, has been built on fast and efficient electronic data transmission.
3	2	1	40	It's going to be the number one way to do business. It's going to mean reductions in communication costs and administrative functions. It's going to be Internet-based. It's going to promote home-based business in a greater way.
4	3	1	40	Certainly in our industry, people are depending on it more and more; people are looking to get more and more advantages from it.
5	2	1	40	In general, EC is already gone; EDI is an antique; EC has taken off, but I don't know if XML is going anywhere.
6	?	2	40	It will certainly allow much more ease in the transfer of information and eliminate many more manual processes.
7	?	2	40	It's going to increase dramatically; everybody's going to look at things on screens and be able to see trends better; management and accountants can make decisions based on quick access to data.
8	3	1	40	From my industry perspective, I think we'll only very slowly embrace it; it'll be at least a couple of years before our industry substantially moves away from what Cedex does.
9	3	2	40	It think it's huge; in this industry it's gotten a slow start, but there's much potential for expansion, like in the area of generating billings, reconciliation, and payments.
10	2	1	40	It's continuing to grow and expand; more businesses are shifting to EC because it reduces costs.
11	1	2	40	I don't really think about it that much; it's scary I guess I'd say because there's such a rush to put everything over the Internet.
12	?	2	40	Web-based, definitely—That's cheap, quick, and reliable most of the time. The future has to do with the economic model for the Internet, and the savings that can be realized.
13	3	1	40	It's clearly going to grow. We perceive that we will do more and more day-to-day logistics transactions, not only with suppliers, but with customers as well.
14	?	2	40	It's just going to become bigger and bigger; as profit margins get tighter, intervention by people is going to be replaced by electronic system like this one.
15	3	1	40	Mark knows all this; this application that we're looking for them to develop and host for us is more than EDI, although EDI will still exist to do things like track containers; it will involve data back and forth between leasing companies and depots—both ways. Depots can't invest in that—they can't afford it. We want maintenance and repair data so we can better manage our

ID#	Q#9	Q#10	Q#	Comment
				assets.
16	?	1	40	More and more we will be reliant on it to streamline our business processes.
17	?	2	40	It applies probably more to our trucking division; sales electronically for sales and leasing services seem ideal for my counterpart there.
18	1	1	40	Everything will be automated, so all we have to do is study the figures.
19	1	1	40	For our industry, it has to be providing value-added services for our customers so they can have information on the containers on-line—all via the Web.
20	3	1	40	There is great growth opportunity within our industry; we've seen a 500% increase in use of our Website, for example. Integration, not just Web-enablement, is a key issue.
21	1	1	40	I'm just not the person to answer that for our firm, but bookings and bills-of-lading, all that we want to automate. We no longer assume what our customer needs. We ask what each customer wants and ask ourselves what we can do to fulfill those needs?
22	3	2	40	Everyone is implementing more and more electronic transmission of data; everyday, practically, I get a call from another customer saying they're going to the network.
23	1	2	40	It's going to grow in size and in depth too; we're adding invoicing now; people are going to rely on it more and more.
24	1	2	40	We're going to end up with real-time reporting with the elimination of the need for faxes and phone calls. EC saves time, reduces staff, and eliminates errors. I believe that as a service provider we become an integral part of our clients' chain with EDI.
25	?	2	40	I really feel that the Internet is going to play a big part in it; it's going to be quite explosive in our industry.
26	2	1	40	The key area is the supply side, the area already addressed by Cedex. They're going to have to review their dial-up access strategy to update it.
27	3	2	40	Toward the Internet.
2	?	1	41.1	Again, it's difficult to know without having gone yet into operation, but I know, we are confident, that if we have a need or a problem, Cedex will help us promptly. We really have every confidence in them. This is something perhaps you'll survey again in a year or so. I'd have more to say then, but I do appreciate the fact that Cedex has taken the time to have you call me. That reassures me that they do care about the quality of our relationship, as I believe they do.
4	3	1	41.1	Their customer service is very good. Our contact, Sonya, is very good. Our relationship improved when she arrived in their San Francisco office.
10	2	1	41.1	Overall, I love them because they understand our concerns. They are a "10" on a 1 to 10 scale of a relationship, an excellent relationship.
11	1	2	41.1	We're really happy with them, and we fully intend to keep doing business with them.
12	?	2	41.1	I'd prefer that my company's name and my name not be used in your report. Of course, they can probably figure it out. Our EDI software—EDI Bridge, the old DOS-based version—should have been Windows-based two years ago. Their upgrades are slow in coming. The use-by-date on their products is passed, and perhaps that's a reflection, too, of their entire approach to using EDI technology that's really outdated.
14	?	2	41.1	Judith Morton from Cedex was sent here to help us implement Odyssey. She was fabulous; we were very impressed with her skills and her knowledge, and we are thankful that Cedex sent her to us.
15	3	1	41.1	Mark hears from me regularly, but my only concern right now is over their potentially being acquired. That potentially changes them from a small company with intimate customer relationships to a large firm that doesn't focus on our industry anymore. If Cedex changes that way we'd be in deep straights in our business. We'd have to hire a squadron of developers to do what we hope to accomplish, and our industry could be splintered by lack of an impartial third party like Cedex.
17	?	2	41.1	Overall, Odyssey is a very pretty, good looking product, but it doesn't fit exactly what I need. The programmer I've dealt with at CSI has not been keen on my suggestions. My main problem is that Odyssey won't allow input of both chassis and container information. We need tracking of chassis and container marriages. In the coastal markets that may not be an issue because they don't need to track that way, but inland, that's the way it's done. I also have a problem with Odyssey's billing cycles—it requires a lot of manual input. Sonya's been very helpful, following up with me and providing info and demos, but they haven't been proactive with regard to our suggestions.
18	1	1	41.1	They need more of a help desk in Europe, and they need to offer training initially and with each upgrade. They used to offer—three or four years ago, half day training, but they don't do

ID#	Q#9	Q#10	Q#	Comment
				that anymore.
20	3	1	41.1	The technology model has shifted to the Internet. The cost model for networking services has changed. They know this better than anyone else.
22	3	2	41.1	Everything's been running smoothly, and I just want them to keep it that way. Occasionally, in late afternoons we get disconnected because, I assume, of all the traffic on the network.
23	1	2	41.1	Please convey that I'm thoroughly grateful for the help that I've received from Danny, Erik, and Diane. They are genuinely very nice people who have done their best to help me. I learned EDI from them.
24	1	2	41.1	I highly commend them for their personal service. It's refreshing to deal with a company like Cedex. I've met their president, Mark North, a couple times and I find him approachable and knowledgeable. It's easy to understand why they're such a successful business. Your call is a reflection of that, too.
25	?	2	41.1	Their people are fine; I just think that their mode of doing business may be outdated. I say this even though I recognize that they've helped us and the whole Intermodal Industry a lot. Our industry is still behind when it comes to EC.
26	2	1	41.1	I regularly talk with Mark North, but I think their core product is very stable and their peripherals need to be looked at from a quality process standpoint, being careful to not release their products before they're fully refined.
1	2	1	41.2	We are quite satisfied.
3	2	1	41.2	I only hope that Cedex gets something positive out of all this. I know already are working diligently on virtually everything I've told you. I know Mark North has his business to look out for and that is part of his job. I trust that he's working on each of the shortcomings I pointed out to you.
5	2	1	41.2	Nothing that I haven't already told Mark North over a beer.
16	?	1	41.2	I trust that the information I've given you will be kept within only your organization and that of Cedex. If we have anything else, we'll take it up face-to-face with Cedex.

9/24/99

To: Morgan Crew

From: Burton Grad

Enclosed are the following items:

- 5 copies of the report. Please distribute to Dennis, Ed, Doug and Neil.
- A cover note and one printed copy of the Customer Satisfaction Survey. Take a particularly close read on pages 5, 8, 9, 10 and 11. I thought Doug Myers might wish to have this.

call me if you have any questions.

B.

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Date: September 17, 1999
To: Morgan Crew
Copy: Ed Hafner
From: Burton Grad
Subject: Cedex Services International Technical Due Diligence

Enclosed is the BGAI technical due diligence report on Cedex Services International (Cedex).

BGAI has drawn the following conclusions in this report:

1. CVG is not acquiring any software products or network operations services which will be directly useful in the future. The current programs will only serve to retain the current customers and provide new product and service specifications for CVG for container tracking transactions.
2. The customer base is highly concentrated, with one very large customer (Transamerica), about ten fairly large customers (all hubs) and 26 more smaller hubs along with a claimed 800 depots (spokes), almost all of which are quite small.
3. This is primarily a depot service transaction business, but virtually all sales are made through obtaining major hub customers.
4. The current products and network services can continue to be run by Cedex for an interim period, if SCI can retain the Infonet license for the communications and EDI server software and if certain key Cedex employees stay with SCI.
5. The quality and quantity of customer support appears to be a key to obtaining and retaining depot spokes which, in turn, keep the hub accounts satisfied. There are a series of questions regarding these programs and usage licenses that need to be resolved to determine migration costs and clarify potential operations conversion difficulties.
6. Cedex is supporting both DOS and Windows translation and communications programs in multiple usage configurations.

Please let me know if there are any other questions you wish BGAI to pursue. Call Sid, Luanne or me if you wish to explore any of the items further.

BG:5116

Enclosures

Report Letter

Appendices A-1, A-2 and A-3: Personal Profiles

Appendix B-1: Information Request List

Appendix B-2: Interview List

Appendix C: Johnson report on development

Appendix D: Johnson report on customer service

Appendix E: Dunayer report on technical findings

rev Sid Demeyer

9/17/99

not well done EDI translator
brute force implementation
essentially not ~~well~~ commented
poor language choice - Prolog
not intuitive to understand
may be difficult to maintain
without authors
no copyrights on Cedex code

Testing - test plans + test cases for new progs
regression test for ~~new~~ ^{updates} releases
no specs for most of programs

WinBridge + WebBridge Y2K compliant
EDIBridge - not sure on Y2K compliance
no formal change control for Server

- EDIBridge - 3.75 ^{modules} progs 20K lines of code
- Win Bridge - 353 ^{modules} mod 116K lines of code
(~~business~~ ^{screen} ~~user~~ ^{agent} (GUI))
- WebBridge - may lack some functionality ^{generate} HTML screens
70 mods 15K lines of code
uses Prolog Web-based product

Dynazip is 3rd party code

- Server - 2 Fortran modules 5K
9 C " 16K

Infonet Copyright

- INROAD2 - 1 VB program 2600 lines
Crescent Law
Dynazip

Visual Source Safe is used

"

Questions for Mark North

3 years odyssey

documentation
design
42k
project plans
for cost

- Judith Morton of Spindrift - what role
- Poseidon
- EDZ Bridge / One Step / Kisscom
- Win Bridge / Riverbank / For Roadz
- EDI Server One Step (Tram An, etc)
- Odyssey

Questions for legal due diligence

- Infonet server program
- Infonet services - machine site, company
- Bowles
- Morton

nooth - very positive
Tech antiquated
slow (DOS?)

Cedex is The leader
(virtual monopoly)

no help. Cedex outside
US (time zone
now not a
major problem)

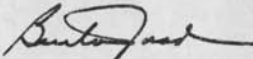
Y2K for DOS

product is reliable

expected Y2K fix shortly
low key sales approach
(not too pushy)

Distribution of Respondent Companies

		North American		International		Total	
		14		13		27	
		Hubs	Spokes	Hubs	Spokes	Hubs	Spokes
Large	8	4	3	1	0	5	3
Medium	5	2	0	3	0	5	0
Small	6	1	1	2	2	3	3
Not Specified	8	0	3	2	3	2	6
Total	27	7	7	8	5	15	12

Date: September 14, 1999
To: Doug Myers
Copy: Morgan Crew
From: Burton Grad 
Subject: Customer Satisfaction Survey for Cedex Services International

Based on my discussions with Joe Blumberg, Brett Garrison and you and the information provided by Mark North, I have put together the following plan for the Customer Satisfaction Survey:

	North America				International				Summary			
	L	M	S	Total	L	M	S	Total	L	M	S	Total
Hubs	4	2	2	8	1	4	2	7	5	6	4	15
Spokes (Depots)	5	--	0	5	4	--	1	5	9	--	1	10
Total	9	2	2	13	5	4	3	12	14	6	5	25

Large hub customers are defined as those generating \$5K revenue or more per month; medium are between \$1K and \$5K per month; small are \$1K or less per month. There appear to be only 37 hubs (leasing and shipping companies) from the CSI Community of Users list. We plan to do 15 hubs mixed between the U. S. and Europe; there are few Asian hubs in English-speaking locations.

Large spoke customers are those generating \$1K or more per month; all others are considered small. We are aiming to do ten spokes with a mixture primarily between the U. S./Canada and Australia/New Zealand with some Singapore and U. K. depots thrown in to fill out the international list. Attached is the spoke contact list with names, telephone numbers and priorities. The names from Bill were primarily from non-English speaking locations.

Specifics started the hub interviews on September 14; we have resolved the initial problems with some of the contact names and telephone numbers provided by CSI.

SCJ/Calrep

cust sat survey

614-789-5628 (fax) Doug Myers

614-793-7009 Kim Thomas

per Brett G
9/15/99 -

3
 extd. interviews - hubs
~~cust sat~~
~~mitra sat~~
 Sched 6 interviews - hubs
 will give spoke list to interviewer on 9/16
 3 hubs not avail until 9/20

very positive - support
 negative - mainly slow
 technology out of date
 time difference on support

10 Interviews -
 7 hubs
 3 spokes
 9 hubs
 6 spokes

8/2/Cedex

8/30.

Doug Myers -

614-791-6494 (C)

FAX 614-431-3698 (H)

Joe Blumberg to set up contact

770-296-
6600

draft Q -

Wed² pm to discuss Q

✓ month has set'd Non-Disc

Sid D. schedule

MNorth@Cedex.com

9/15/99

(FAX)

To: Brett Garrison

From: Bunt Grad

Cedex Customer Sat Survey

Attached are:

- Corrected phone #'s for:
Cronos
NYK Line
OT Africa line

- Priority list with phone #'s
for Spokes

If you have trouble reading
the phone #'s or names,
please call Cristina
at 415-398-2120

CEDEX SERVICES INT'L Fax: 415-398-3610 Sep 14 '99 16:08 P.01

Post-it* Fax No	7671	Date	9/14	# of pages	1
To	BURTON Grad	From	Cristina		
Co/Dept.		Co.			
Phone #		Phone #	415.398.2120		
Fax #	(203) 222.8728	Fax #			

CSI Hubs

Company	Contact	Location	Te.	IFS
Transamerica Leasing	Steve Dowse	Purchase, NY	914 697 2709	10
Textainer	John Rhodes	San Francisco, CA	415 658 8211 or 8320	5
Triton	Nancy Hom	San Francisco, CA	415 352 6631	8
Gateway	Chris Lippi	San Francisco, CA	415 772 3605	2
Hanjin	B. Y. Chang	Seoul Korea	+82 2 770 6977	2
CAI	Marlin Cesmat	San Francisco, CA	415 788 0100	3
Cronos	Jim Gam	Windsor, UK	+44 1244 891111	4 +44.134.489.1111 ←
GE Seaco	Steve Whittam	London, UK	+44 171 805 5000	2
Contship	Phil Eastell	Horley, UK	+44 1293 778200	4
SCL	Philip Buelens	Antwerp, Belgium	+32 3 244 4611	2
NYK Line	Duncan Samwell	London, UK	+44 171 600 7740 (Am) →	3 +44.171.776.3000 ←
P&O Nedlloyd	Tom Gaskell	London, UK	+44 171 805 2528	8
Tasman Asia	Onno Janssen	Auckland, NZ	+64 9 373 6529	5
OT Africa Line	Steve Cameron	London, UK	+44 171 332 5059 (working) →	+44.171.332.6059 ←
American President Line	Jim Harbuck	Oakland, CA	510 272 8714	4
Florens	Jim Schnepp	San Bruno, CA	650 829 2800	2
Itochu	Amal Baroum	San Francisco, CA	415 399 3730	4
Mitsui OSK Lines	Mitsuro Okuda	London, UK	+44 171 265 7512	.5
Hapag Lloyd	Lutz Otte	Hamburg, Germany	+49 40 30 01 3444	1
Xtra Intermodal	Jordan Ayers	Liberty, MO	816 792 8523	3

All (3) of your questions were wrong phone numbers entered. Sorry for any inconvenience —

Cristina

SPOKES LIST

Priority

Company	Contact	Location	Fax	Tel	Yrs	Size	N.A.	Int
Container Care International	Libba Swinburn	Oakland, CA	510.521.1941	510 337 3888	11	L	1	
Global Intermodal Systems	Mike Baldwin	Pleasanton, CA	925.543.0978	925.543.0977		L	1	
Fast Lane Transportation	Pat Wilson	Long Beach, CA	562.432.4399	562.435.3000		L	1	
Eng Kong Holdings	C.F. Hew	Singapore	+65.861.6701	+65.861.0843		L		1
CRS	Peter Boyd	Auckland, NZ	+64.9.276.1131	+64.9.276.5092		L		1
Bay Area Logistics Storage CSL	Roger McCallum	Auckland, NZ	+64.9.276.3791	+64.9.276.9020				2
Specialized Container Services	Grant Tregurthur	Auckland, NZ	+64.4.568.7548	+64.4.568.7552		S		2
Palmer Industries	Frank Curreri	Newark, NJ	973.465.5631	973.589.2200		L	1	
Interport Maintenance	Steve Bernstein	Elizabeth, NY	973.589.7665	973.589.2329 x 613		L	1	
Savannah Intermodal	Terry Morris	Savannah, GA	912.966.5719	912.964.2107		S	2	
Recomar	Luis Merrino	Barcelona, Spain	+349.3.658.8009	+349.3.637.3522				No
Northern Containers	Patrick Coghlan	Leeds, UK	+44.113.271.9667	+44.113.270.8515				1
Geoffrey Reyner	Nick Reyner	Manchester, UK	+44.161.370.0770	+44.161.370.8224				2
Port Botany Containers	Peter Sweeney	Sydney, AU	+61.2.9700.1543	+61.2.9316.6611				2
Tyne Container Services	Mick Powell	Sydney, AU (Inactive)	+61.2.9.557.3688	+61.2.9557.3984		S		No 2
Owens Container Services	Ross Pavey	Melbourne, AU	+61.2.9.364.9940	+61.3.9364.9077		L		1
Conterm	Richard Pagani	Montreal, Canada	514.694.1640	514.694.2164			2	
Midwest Systems	Justin Williamson	St. Louis MO	314.269.9443	800.303.6281			2	
Atlantic Container Services	Ernie Rubadue	Savannah, GA	912.964.2220	912.964.0933			2	
Specific Containers	msus Loh	Singapore	+65.265.6648	+65.2651.3888				2
	NO LONGER ACTIVE							
	Mark Hertel	Paris, France	+33.1.46.96.18.18	+33.1.46.96.18.06				No
	Willie Hansen	Antwerp, BE	+32.3.54.1657	+32.3.544.1960				1
	NO LONGER ACTIVE							

k services

61 29666
3017
393649077

Post-it* Fax Note	7671	Date	9/14	# of pages	1
To	BURTON Grad	From	CRISTINA		
Co/Dept.		Co.			
Phone #		Phone #	415.398.2120		
Fax #	(203) 222.8728	Fax #			

Priority - 1 5 5
Priority - 2 4 6
No's 0 2
total 9 13

P.01

Sep 14 '99 14:41

Fax: 415-398-3610

CEB*

CUST SAT

415-398-2120

8/13/99

To: Mark North

810-958 0687

From: Burton Grad

subject: Spokes Interviews

Attached is tentative initial list.

Please provide same info as for
hubs:

Company name

Contact

Location

Telephone #

Years with CSJ

Email response to Burtgrad @ 406.com
and to Brett Garrison

please notify these people that
Specifics may be calling them.

See 5089 for format

CSI Spokes

<u>Company</u>	<u>Contact</u>	<u>Location</u>	<u>Current No Rev (K\$)</u>
• Container Corp Intl	Libba Swinburne	US	4
• Global Intermodal	Mike Baldwin	US	2
• Fast Lane Trans	Pat Wilson	US	1
• Interport Maint	Steve Bernstein	US	2
• Palmer Industries	Frank Currier	US	1
• Savannah Intermodal	Terry Morris	US	<1
• Conterm	Richard Pagani	CAN	
• Owens Container	Ross Pavey	AUS	2
• CRS	Peter Boyd	AUS	1
Container Repair + Star		NZ	<1
• Specialized Cont Serv		NZ	<1
• Port Botany	Peter Sweeney	AUS	
• Tyne Container	Mick Powell	AUS	<1
• Eng Kong Container		Sing.	1
• Pacific Containers		Sing	
• Northern Cont	Patrick Coghlan	UK	
• Geoffrey Reyner		UK	
X Container Etudian			
• Gold Container			
• Antwerp Cont		Bel	1
X Pacific Trailers			

21 names total
10 to be interviewed

L - $\geq 1K/Mo$
~~M~~
 S - $< 1\frac{1}{2}K/Mo.$

Cedef

Subj: **Wrong Names/Numbers**
Date: 9/14/99 11:17:22 AM Eastern Daylight Time
From: bgarrison@SPECIFICS.COM (Brett G. Garrison)
To: burtgrad@aol.com (Burton Grad (E-mail))

Hi Burt -

Here are a few "challenges" that we've run into so far:

Cronos - There is no Jim Cam there; there's a Mr. Campbell, but he knows nothing about CSI, or even EDI.

NYK Line - The phone number provided is a fax line.

OT Africa Line - Phone number is for "Century Life," with no Steve Cameron.

Please help if you can.

Thanks.

Brett

----- Headers -----

Return-Path: <bgarrison@SPECIFICS.COM>
Received: from rly-zb02.mx.aol.com (rly-zb02.mail.aol.com [172.31.41.2]) by air-zb02.mail.aol.com (v60.28) with ESMTP; Tue, 14 Sep 1999 11:17:22 -0400
Received: from smtp-out.kivex.com (smtp-out.kivex.com [204.177.32.18]) by rly-zb02.mx.aol.com (v60.28) with ESMTP; Tue, 14 Sep 1999 11:17:14 -0400
Received: from specifics01.aspecifics.com ([209.193.235.34])
by smtp-out.kivex.com (8.8.8/8.8.7-KIVEX) with ESMTP id LAA07304
for <burtgrad@aol.com>; Tue, 14 Sep 1999 11:19:04 -0400 (EDT)
Received: by SPECIFICS01 with Internet Mail Service (5.5.2448.0)
id <SANY1Y72>; Tue, 14 Sep 1999 11:12:54 -0400
Message-ID: <71DE808F6FCAD111AA5900A0C9A89AC903ACAD@SPECIFICS01>
From: "Brett G. Garrison" <bgarrison@SPECIFICS.COM>
To: "Burton Grad (E-mail)" <burtgrad@aol.com>
Subject: Wrong Names/Numbers
Date: Tue, 14 Sep 1999 11:12:50 -0400
MIME-Version: 1.0
X-Mailer: Internet Mail Service (5.5.2448.0)
Content-Type: text/plain;
charset="iso-8859-1"

For Specifics - 2/13/99

CSI Hubs

	Company	Contact	Location	Tel	Yrs	Size	
Mon	Transamerica Leasing	Steve Dowse	Purchase, NY	914 697 2709	10	L	1
●	Textainer	John Rhodes	San Francisco, CA	415 658 8211	5	L	1
●	Triton	Nancy Horn	San Francisco, CA	415 352 6631	8	L	1
—	Gateway	Chris Lippi	San Francisco, CA	415 772 3605	2	L	1
✕	Hanjin	B. Y. Chang	Seoul Korea	+82 2 770 6977	2	L	—?
●	CAI	Marlin Cesmat	San Francisco, CA	415 788 0100	3	M	1
✕	Cronos	(Jim Cam)	Windsor, UK	+44 1244 891111	4	M	1
—	GE Seaco	Steve Whittam	London, UK	+44 171 805 5000	2	L	1
●	Contship (CP Ships)	Phil Eastell	Horley, UK	+44 1293 778200	4	M	1
●	SCL	Philip Buelens	Antwerp, Belgium	+32 3 244 4611	2	M	1
✕	NYK Line	Duncan Samwell	London, UK	+44 171 600 7740	3	M	1
Mon	P&O Nedlloyd	Tom Gaskell	London, UK	+44 171 805 2528	8	S	(2)
✕	Tasman Asia	Onno Janssen	Auckland, NZ	+64 9 373 6529	5	S	(2)
✕	GT Africa Line	Steve Cameron	London, UK	+44 171 332 5059	5	S	(2)
Mon	American President Line	Jim Harbuck	Oakland, CA	510 272 8714	4	S	(2) 1
●	Florehs	Jim Schnepp	San Bruno, CA	650 829 2800	2	M	(2)
●	Itochu	Amal Parsoom	San Francisco, CA	415 399 3730	4	S	—
●	Mitsui OSK Lines	Mitsuro Okuda	London, UK	+44 171 265 7512	.5	S	(2)
	Hapag Lloyd	Lutz Otte	Hamburg, Germany	+49 40 30 61 3444	1	S	—X
	Xtra Intermodal	Jordan Ayers	Liberty, MO	816 792 8523	3	S	(2)

Priority
N/A Not

Plan

15 - Hubs
10 - Spokes

> 5 = L
> 1 ≤ 5 = M
≤ 1 = S
Not Known = ?

0 - ok to proceed even though priority 2

5-1's 5-1's
2-2's 4-2's
1-? 2-?

BURTON GRAD ASSOCIATES, INC.
101 POST ROAD EAST
WESTPORT, CONNECTICUT 06880
(203) 222-8718 FAX: (203) 222-8728
E-MAIL: BURTGRAD@AOL.COM

Date: September 9, 1999
To: Mark North
From: Burton Grad
Subject: Customer Satisfaction Survey

1. Please make appropriate changes to the draft letter from Specifics and send a revised copy to Brett Garrison and to me. Will you be able to e-mail this letter to the selected subset of hubs and spokes? Or else can you fax it to the identified people? We would like the letter to go out to the selected hubs on Friday, September 10, 1999, if possible. The spokes may have to be covered on September 10 or 13.
2. Please review the questionnaire and give your changes to Brett Garrison. Please review these changes with Doug Myers or Bill Knapp before sending to Garrison.
3. Attached is an initial proposed list of hubs who may be contacted. I have listed them in two categories: primary and backup. Please have Cristina Ramirez arrange to send the following information for each identified customer to Brett Garrison and me on September 10, if possible:
 - Company Name
 - Contact Name (with title, if known); backup name
 - Telephone Number for contact and for backup
 - Location: City, State, Country
 - Hub or Spoke
 - How long a customer (years) - optional

Are there any other hubs we should consider? If we can't get information on all twenty right away, then let's do as many as we can so that the interviewer can start on Monday with the U. S. customers.

4. I am working on the selected spoke list for later today.

Proposed Hubs for Survey

Company Name	Contact Name	Location	Current Month Revenue (KS)
Primary			
Transamerica Leasing	Steve Dowse	U. S.	40
Textainer	Tony Sowry	U. S.	11
Triton Container	Nancy Hom	U. S.	9
Gateway Container	Chris Lippi	U. S.	9
Hanjin Container	B. Y. Chang	U. S., etc.	8
GE Seaco	Steve Whittam	U.S. UK	6
Container Applications	Marlin Cesmat	U. S.	4
Cronos		U. K.	4
Contship Container	Philip Eastell	U. K.	2
SCL		Belgium	3
Backup			
NYK Line	Duncan Samwell	UK/Neth	
P&O Nedlloyd	Tom Gaskell	UK	
Tasman Asia		N. Z.	<1
OT Africa	Steve Cameron	U. K.	1
American President		U. S.	1
Florens		U. S.	2
Itochu		U. S.	1
Mitsui OSK Lines			
Hapag Lloyd	Lutz Otte	UK	
Xtra Intermodal	Jordan Ayers	U. S.	<1

BURTON GRAD ASSOCIATES, INC.
101 POST ROAD EAST
WESTPORT, CONNECTICUT 06880
(203) 222-8718 FAX: (203) 222-8728
E-MAIL: BURTGRAD@AOL.COM

Date: September 9, 1999
To: Mark North
From: Burton Grad
Subject: Customer Survey Selection

Sorry for the inconvenience, but our fax machine ran out of ink.

We received the first 13 pages of the first report. We did not receive the second report to help identify the country. Please fax page 14 and any following pages from the first report and all of the second report.

I have compared the first report (13 pages) with the initial list that you e-mailed on September 2 for Hubs. Four of the names were not on the AR list: NYK Lines, P&O Containers, Mitsui OSK Lines and Hapag Lloyd. What are their typical monthly rental fees?

Also, four other names on the AR list which you designated as hubs had AR's of \$1K or more: American President, SCL, Cronos and Florens. Are these suitable hub candidates?

I am now reviewing the spokes.

TO: DOUG MYERS

Doug Myers
614 793 7092 FAX

Subj: Diligence
Date: 09/02/1999 1:52:16 AM Eastern Daylight Time
From: mnorth@cedex.com (Mark North)
To: Burtgrad@aol.com ('Burt Grad')

FROM: BURT GRAD

Burt,

1. Information Request:

I looked over the information request and figured out you were right - this is better handled in a conversation. I plan to call you and Luanne tomorrow to talk about the Section A questions.

2. Source Code:

This will be handled tomorrow.

v - on master list

3. Customer List:

Here is a provisional list of customers we would suggest you contact. I have asked Cristina Ramirez to start collecting all the telephone/fax information: One or two names are missing but we will supply early next week.

Hubs:		(FK) current mo	Addr	
Transamerica Leasing	Steve Dowse	✓ US 40	Amer Pros	1 US
Textainer	Tony Sowry	✓ US 11	SEL	3 Belg
Container Applications International	Marlin Cesmat	✓ US 4	Gronos	4 UK
Triton Container International	Nancy Hom	✓ US 9	Florens	2 US
NYK Line	Duncan Samwell	UK/Neth	Itochu	1 US
GE Seaco	Steve Whittam	✓ UK 6		
Gateway Container	Chris Lippi	✓ US 9		
P&O Containers (Nediloyh)	Tom Gaskell	✓ US 21		
Xtra Intermodal	Jordan Ayers	✓ US 21		
Hanjin Container Lines	B.Y. Chang	✓ US, etc. 8		
Mitsui OSK Lines				
OT Africa Line	Steve Cameron	✓ UK 1		
Hapag Lloyd	Lutz Otte	UK 1		
Tasman Asia		✓ NZ 1		
Contship Container Lines/CP Ships	Philip Eastell	✓ UK 2		

Spokes:

Container Care International	Libba Swinburn	✓ US 4
Global Intermodal Systems	Mike Baldwin	✓ US 2
Fast Lane Transportation	Pat Wilson	✓ US 1
Eng Kong Holdings, Singapore		✓ HK 1
CRS	Peter Boyd	AUS 1
Container Repairs and Storage		✓ NZ 1
Specialized Container Services		✓ NZ 1
Palmer Industries	Frank Currei	✓ US 1
Interport Maintenance	Steve Bernstein	✓ US 2
Savannah Intermodal	Terry Morris	US 1
Recomar		Spain 1
Northern Containers	Patrick Coghlan	UK 1
Geoffrey Reyner		UK 1
Port Botany Containers	Peter Sweeney	AUS 1
Tyne Container Services	Mick Powell	AUS 1
Owens Container Services	Ross Pavey	✓ SAUS 2
Conterm	Richard Pagani	Can 1

Container Etation	4
Gold Container	2
Lego Cons	HK 1
Tangya Trans	THAI 1
ANTWERP CONT	Bal 1
Roland Umschl	Ger 2
PCL Cont	HK 1
Xin Hui CIMC	CHI 1
Thai Eng Kong	THAI 4
Hongda Cont	HK 1
Hans: 1	KOR 1
XTransam Railrup	US 4
Pacific Trail	1
XTransam Lens - Asia	1

Shanghai CIMC CHI 2

Midwest Systems
Atlantic COnainer Services

Justin Williamson US ✓
Ernie Rubadue

< /

Rgds,
Mark

Headers

Return-Path: <mnorth@cedex.com>
Received: from rly-yc03.mx.aol.com (rly-yc03.mail.aol.com [172.18.149.35]) by air-yc04.mail.aol.com (v60.28) with ESMTTP;
Thu, 02 Sep 1999 01:52:16 -0400
Received: from cedex.com ([207.214.26.11]) by rly-yc03.mx.aol.com (v60.28) with ESMTTP; Thu, 02 Sep 1999 01:52:08 -0400
Received: from 1Cust175.tnt2.scl1.da.UU.NET (1Cust175.tnt2.scl1.da.UU.NET [63.20.184.175]) by cedex.com (NTMail
3.02.10) with ESMTTP id ua107166 for <Burtgrad@aol.com>; Thu, 2 Sep 1999 06:50:48 +0100
Received: by mnorth.cedex.com with Microsoft Mail
id <01BEF4CC.10DEDF40@mnorth.cedex.com>; Wed, 1 Sep 1999 22:48:10 -0700
Message-ID: <01BEF4CC.10DEDF40@mnorth.cedex.com>
From: Mark North <mnorth@cedex.com>
To: "Burt Grad" <Burtgrad@aol.com>
Subject: Diligence
Date: Wed, 1 Sep 1999 22:44:31 -0700
MIME-Version: 1.0
Content-Type: text/plain; charset="us-ascii"
Content-Transfer-Encoding: quoted-printable

Customer list

Cedex
Customer Journey

9/7/99

- Co. name
- name + backup - title + dept
- phone #
- location / city, state, country
- industry segment
- account size - L, M, S,
- Hub/spoke
- what products / releases / services
- length of time as a customer

(1) <i>France - Paris / NE</i>	France	1
<i>France - Paris / NE</i>	France	2
<i>France - Paris / NE</i>	France	1
(2) <i>Germany - Berlin / NE</i>	Germany	2
<i>Germany - Berlin / NE</i>	Germany	1
(3) <i>Germany - Berlin / NE</i>	Germany	1
<i>Germany - Berlin / NE</i>	Germany	1
(4) <i>Germany - Berlin / NE</i>	Germany	1
<i>Germany - Berlin / NE</i>	Germany	1
(5) <i>Germany - Berlin / NE</i>	Germany	1
<i>Germany - Berlin / NE</i>	Germany	1
(6) <i>Germany - Berlin / NE</i>	Germany	1
<i>Germany - Berlin / NE</i>	Germany	1
(7) <i>Germany - Berlin / NE</i>	Germany	1
<i>Germany - Berlin / NE</i>	Germany	1
(8) <i>Germany - Berlin / NE</i>	Germany	1
<i>Germany - Berlin / NE</i>	Germany	1
(9) <i>Germany - Berlin / NE</i>	Germany	1
<i>Germany - Berlin / NE</i>	Germany	1
(10) <i>Germany - Berlin / NE</i>	Germany	1
<i>Germany - Berlin / NE</i>	Germany	1
(11) <i>Germany - Berlin / NE</i>	Germany	1
<i>Germany - Berlin / NE</i>	Germany	1
(12) <i>Germany - Berlin / NE</i>	Germany	1
<i>Germany - Berlin / NE</i>	Germany	1
(13) <i>Germany - Berlin / NE</i>	Germany	1
<i>Germany - Berlin / NE</i>	Germany	1
(14) <i>Germany - Berlin / NE</i>	Germany	1
<i>Germany - Berlin / NE</i>	Germany	1
(15) <i>Germany - Berlin / NE</i>	Germany	1
<i>Germany - Berlin / NE</i>	Germany	1
(16) <i>Germany - Berlin / NE</i>	Germany	1
<i>Germany - Berlin / NE</i>	Germany	1
(17) <i>Germany - Berlin / NE</i>	Germany	1
<i>Germany - Berlin / NE</i>	Germany	1
(18) <i>Germany - Berlin / NE</i>	Germany	1
<i>Germany - Berlin / NE</i>	Germany	1
(19) <i>Germany - Berlin / NE</i>	Germany	1
<i>Germany - Berlin / NE</i>	Germany	1
(20) <i>Germany - Berlin / NE</i>	Germany	1
<i>Germany - Berlin / NE</i>	Germany	1

CSI Hubs

Company	Contact	Location	Tel	Yrs
Transamerica Leasing	Steve Dowse	Purchase, NY	914 697 2709	10
Textainer	John Rhodes	San Francisco, CA	415 658 8211	5
Triton	Nancy Hom	San Francisco, CA	415 352 6631	8
Gateway	Chris Lippi	San Francisco, CA	415 772 3605	2
Hanjin	B. Y. Chang	Seoul Korea	+82 2 770 6977	2
CAI	Marlin Cesmat	San Francisco, CA	415 788 0100	3
Cronos	Jim Cam	Windsor, UK	+44 1244 891111	4
GE Seaco	Steve Whittam	London, UK	+44 171 805 5000	2
Contship	Phil Eastell	Horley, UK	+44 1293 778200	4
SCL	Philip Buelens	Antwerp, Belgium	+32 3 244 4611	2
NYK Line	Duncan Samwell	London, UK	+44 171 600 7740	3
P&O Nedlloyd	Tom Gaskell	London, UK	+44 171 805 2528	8
Tasman Asia		Auckland, NZ	+64 9 373 6529	5
OT Africa Line	Steve Cameron	London, UK	+44 171 332 5059	5
American President Line	Jim Harbuck	Oakland, CA	510 272 8714	4
Florens	Jim Schnepf	San Bruno, CA	650 829 2800	2
Itochu		San Francisco, CA	415 399 3730	4
Mitsui OSK Lines	Mitsuro Okuda	London, UK	+44 171 265 7512	.5
Hapag Lloyd	Lutz Otte	Hamburg, Germany	+49 40 30 01 3444	1
Xtra Intermodal	Jordan Ayers	Liberty, MO	816 792 8523	3

Subj: Update
Date: 9/14/99 4:34:46 PM Eastern Daylight Time
From: mnorth@cedex.com (Mark North)
To: Burtgrad@aol.com (Burt Grad)
CC: cramirez@cedex.com (Cristina Ramirez)

Burt,

We are still working on the list of "spoke" customers. We expect to get this list to you later today.

All the Hub customers have been notified of the survey. Once the spoke list is completed we will begin faxing notification to those customers also.

Mark

----- Headers -----

Return-Path: <mnorth@cedex.com>
Received: from rly-za04.mx.aol.com (rly-za04.mail.aol.com [172.31.36.100]) by air-za03.mail.aol.com (v60.28) with ESMTP; Tue, 14 Sep 1999 16:34:46 -0400
Received: from cedex.com ([209.28.121.11]) by rly-za04.mx.aol.com (v60.28) with ESMTP; Tue, 14 Sep 1999 16:34:44 -0400
Received: from MNORTH (MNORTH [207.214.26.128]) by cedex.com (NTMail 3.02.10) with ESMTP id ua109810 for <Burtgrad@aol.com>; Tue, 14 Sep 1999 21:32:39 +0100
Received: by mnorth.cedex.com with Microsoft Mail id <01BEFEB5.27356920@mnorth.cedex.com>; Tue, 14 Sep 1999 13:29:21 -0700
Message-ID: <01BEFEB5.27356920@mnorth.cedex.com>
From: Mark North <mnorth@cedex.com>
To: "Burt Grad" <Burtgrad@aol.com>
Cc: "Cristina Ramirez" <cramirez@cedex.com>
Subject: Update
Date: Tue, 14 Sep 1999 13:29:19 -0700
MIME-Version: 1.0
Content-Type: text/plain; charset="us-ascii"
Content-Transfer-Encoding: quoted-printable



CSI Community of Users

DEPOTS

ARGENTINA

BACTSA
DICCSA
Euglin S.A.
International Container Bridge
Simar S.A.

Buenos Aires
Buenos Aires
Buenos Aires
Buenos Aires
Buenos Aires

AUSTRALIA

Allied Container Services
Allied Container Services
Apret Container Services Pty. Ltd.
Austainer Services
Bagley Catalans
Blue Sea Container Services
Bridgman Container Park
C.C. Containers
Chalmers Container Services
Chalmers Industries Pty. Ltd.
Constar Ltd.
Constar Ltd.
Constar Ltd.
Constar Ltd.
Constar Refr. Services
Costa Sea Containers
Coulter Transport
E.A. Roadie Container Services
E.A. Roadie Container Services
Endicott Refrigeration
Fellus Pty. Ltd.
Fremantle Container Depot
Independent Refr. Service
International Refr. Services
James Kelly Transport
John Hecker International
Liberty Pacific Seaford Pty. Ltd.
Maitland Container Services, Pty.
Maitland Refr. Containers Pty. Ltd.
Melbourne Container Park
Morrison Equipment & Services
Owen Container Refr. Services
Port Botany Container Park
Quality Container Management
Quality Container Management
Race Container Park
Range Refr. Services
Seaton Container Services
Schneider Express Transport
Smith Brothers
Sydney Haulage Containers Ltd
Synnott & Clark Transport
Temple Freight
Toll Transport
Tyme Container Services
Tyme Via Holdings
Western Container Services

Brooklyn
Taren Point
Footscray
Gillman
North Fremantle
Footscray
Nudgee
Albion North
Melbourne
Hemmant
Mazeville
Perth
Wynnum
Port Adelaide
Melbourne
Townsville
West Melbourne
Adelaide Ridge
Footscray
Fortitude Valley
Botany
North Fremantle
Hemmant
North Fremantle
Yarrville
Glebe
Botany
Bardonmeadow
Gillman
Footscray
Queensland
Footscray
Port Botany
Port Melbourne
Wynghoe
Auburn
St. Marys
Gardula
Port Adelaide
Fidhinstown Island
Port Botany
Port Adelaide
Spawwood
E. Devonport
Villamood
St. Peters
Sydney

AUSTRIA

Container Container Depot
Frans Wily International Transport
Winnover Container Terminal Gz.M.B.H.

Wiener Neudorf
Salzburg
Vienna

BANGLADESH

Ocean Containers Ltd.

Chittagong

BELGIUM

Answep
Answep Container Engineering
Axtel N.V.
Autos Belgium
Container Center Answep
Container Trailer Repair
Handicap Terminals Nv
I.C.C. nv
ICBA-Program Answep

Answep
Answep
Answep
Answep
Answep
Answep
Answep
Answep

Inchape Shipping Services
Isart Nv
Mega Industrial Engineering
Rapid Container Services
Rapid Tank Services
Tremco N.V.
WCT Repair

BRAZIL

Codd Operadora de Terminis Ltda.
Compas Container Services
Criston Woodhead
Depositos Transportes e Containers Ltda.
Fantina
Hipiron Terminis De Carga Ltda.
Independent Containers
Intercontainers Term. & Transp.
Line Transporte Ltda.
Novo Horizonte Jucapugas
Paulista Containers Matadoms Ltda.
Reparcont
Rio Cubano Logistica Pomeria Ltda.
Rodimar S.A.
Secora-Servicos De Containers Ltda.
Ticon Terminal de Containers
Tzandora - Transmarina Brasileira Ltda.
Transcontainers Terminal

CANADA

Canadian Intermodal Services
Container Services
Constar Terminal
Constar Container Services, Inc.
Delen Delen
GT Group
IBL Container Refurbishment Ltd.
MARCO
Marine Container Services
Metropolitan Distribution Services

CHILE

Constar Container Services
Cosun S.A.
Delmar and Constarum
SAAM
Sitara S/A
Sitara S/A
Sitara S/A
Sitara S/A
Sitara S/A
Sitara S/A
Sitara S/A
Simeis S/A
TESCO

CHINA

Constar Container Services Ltd.
Dajian Golden Roc Container Cargo
Donghua Container Transportation
Kofel International
Ningbo Victory Container Company
Pensonic
Qingdao Evergreen Container & Storage
Shanghai Hai Hai Int Container Repair
Shanghai Singapore Container Transport
Shanghai Y. Tai International Container
Sinotrans Fujian Container
Sinotrans Liaoning Container Co.
Sinotrans Shan Dong Company
Sunhou Asia container International
Tianjin International Marine Container
Tianjin Jiefang Container Services Co.
Xiamen Gmcing Container Services
Xiamen Xiangyu Singapore Container Co.

Answep
Answep
Answep
Answep
Answep
Answep
Methoux

Rio Grande
Santos
Rio Grande
Santos
Alemoa
Santos
Itaje
Rio Grande
Santos
Rio de Janeiro
Santos
Paraguassu
Cubazio
Santos
Rio de Janeiro
Santos
Paraguassu

Richmond
Polo Chair
Mizunaga
Coquidan
Vancouver
Montreal
Minneapolis
Vancouver
Montreal East
North Delta

Santiago
Santiago
Valparaiso
Valparaiso
Santiago
Arica
Iquique
Valparaiso
Liquica
Puerto Montt
San Antonio
Talcahuano
Valparaiso

Shanghai
Dalian
Shanghai
Qingdao
Ningbo
Fuzhou
Qingdao
Shanghai
Shanghai
Shanghai
Fuzhou
Dalian
Qingdao
Sunhou
Tianjin
Xiamen
Xiamen

COSTA RICA

Universal Servicios Contenedores S.

Puerto Limon

CZECH REPUBLIC

Mozura International Forwarding

Prague

DENMARK

Arctic Container Operations
Constar
ContainerCare Servis DK ApS
ContainerCare Servis DK ApS
Gibbsport Transport A/S
Port of Copenhagen Container Depot
Scallink ApS

Aalborg
Aarhus
Aarhus
Hvidovre
Aarhus
Copenhagen
Copenhagen

FIJI

Siva Container Park

Siva

FINLAND

Container Depot Ltd. Oy
Englono Oy
Finnocon Oy Ab
Marine Container Yard Oy Ab

Hamina
Kotka
Helsinki
Helsinki

FRANCE

A.C.O.R.
G.Fenn De Charnod S.A.
Havre Containers
Inchape Landside Service
Logistair S.A.
Progno
Progno
Progno
Robert Arnel & Fil
Robert Arnel & Fil
Robert Arnel & Fil
Robert Arnel & Fil
Robert Arnel & Fil
S.O.G.E.R.
S.R.C.D.
S.T.A.C.(Bordeaux)
SERMI
SOFARC
SWCO
Sud Container Gar
TCS Le Havre
TCS
TCS
TCS
TCS
TCS

Monteur de Remorque
Le Havre
Le Havre
Gouffreville l'Orcher
Le Havre
Fos sur Mer
Harfleur
Marseille
Gouffreville l'Orcher
Lyon
Marseille
Fos sur Mer
Port Cosnes
Le Havre
Leon Plage
Le Havre
Le Havre
Dunkerque
Gouffreville
Port St. Louis du Rhone
Le Havre
Bordeaux Mre
St Romain de Colbois
St. Pierre
Marseille

GERMANY

Addicks & Krue Container Service
Carl Tiedemann GmbH
CDH Container-Depot Hamburg GmbH
CMR Container Maintenance Repair
Constar
Container Depot Munchen GmbH
Container Repair Hamburg GmbH
Container Terminal Dortmund GmbH
CRN Containerdepot Rhein-Neckar GmbH
CTS Container Terminal Service GmbH
DCH Duisburg Container Hafen GmbH
DeCe-Te-Duisburg Container Terminal
Depot 2000
Detmer Container Packing
Friedrich Tiedemann
GK Container Service GmbH
Griego Container GmbH
Hamburger Container Service
Hanso-Repair-Containertransport GmbH
HOCH Hamburg Container & Charter Reps

Bremen
Hamburg
Hamburg
Hamburg
Hamburg
Uerdingen
Hamburg
Dortmund
Ludwigshafen
Cologne
Duisdorf
Duisburg
Bremen
Bremen
Bremen
Bremen
Hamburg
Hamburg
Hamburg

Midgard GSAD Remisa GmbH Roland Umachig United Depot GmbH Universal Container Service GmbH	Bremen Hamburg Bremen Bremen Hamburg	GERMANY Genoa S.R.L. Gobbi/Mc Srl GTR Gestione Terminali Runiti S.R.L. Industrie Reboa S.a.l. Interporto Rivalta Scrivia Spa Laborica Container S.R.L. Logistiker S.a.l. Mc Co. Soc. S.P.A. Noga Container Spa Palova Container Service S.R.L. Rep. Coor. Srl Salzmo Container Service Sintermar S.p.a. So.Co.Sa. So.Co.Te. S.R.L. Sogimar S.P.A. Splendi S.R.L. T.C.F. Spa Terminali Piazzi S.R.L. Terminali Spadino Srl TTC Due	Melno-Milno Genoa Milan Genoa Genoa Rivalta Scrivia, Tortona Livorno Genoa Cantuzovo La Spezia Padova Mestre Salerno Livorno Livorno Milan Milan Genoa Modena Torino Livorno Savona	Far East Container Global Enterprises Ltd. Global Enterprises Ltd. Global Enterprises Ltd. Hong Bo Enterprises Company Hyeop Sung Shipping Corporation Hyeop Sung Container Terminal Co., Ltd. Hyundai Precision & Industry KCS Container Korea Engineering Co. Ltd. Korea Freight Transport Kwanghae Company Ltd. Railroad Container Services Sam Ju Transport Samsung Van Fla Company Limited Sea Kwang Container Co. The Chang Container Corporation Van Fla Co. Ltd.	Pusan Busan Incheon Seoul Pusan Incheon Pusan Seoul Busan Pusan Pusan Seoul Pusan Pusan Seoul Pusan Pusan Incheon
GREECE Greek Container Services	Piraeus				
HONG KONG Alliance Warehouse & Transportation Bulgarian Services Ltd. China Merchants Container Services Ltd. Come Forward Development, Limited Container Systems Ltd. DY Terminal Ltd. Eng Kong Container Services Fit Kot Stevedores Ltd. Flexa Consolidation Hansley Container Services Hong Kong Mid-Stream Company Limited Hongkong Containers Ltd. Lego Containers & Warehouse Ming Fung Container Limited Panama Company Limited PCL Container Services Ltd. Sahama Limited Sea Land Services Singapore Terminals (Hong Kong) Ltd. Waldh Fair Development Wing Lee (Asia) Container Storage Wing Wah Container Management Yau Sun Transportation Company	Yuen Long New Territories Tsing Yi Island Kwai Fong Kwai Fong Yuen Long Hong Kong Kwai Chung Hong Kong Hong Kong Hong Kong Yuen Long Hong Kong Kwai Chung Kwai Chung Tuen Wan Hong Kong Hong Kong Hong Kong Tuen Wan Mei Fung Sun Chan Hong Kong	IVORY COAST Sigs-CI			
INDIA Bolmer Lawrie & Co. Ltd. Bolmer Lawrie Felcht Containers Bry Container Bry Container Bry Container Container Warehousing Services International Container Terminal Jay Container Services Madras Container Terminal Navar Parth Industries	Calcutta Tiruchennai Madras Chennai Bombay Madras Chennai Madras Mumbai Madras Viz Packer (East)	JAPAN Aoki Trans Corporation Asahi Unyu Kaisha Ltd. Asama Shipping Svcs Central Corporation Co. Ltd. Furuya Co. Ltd. Gold Maritime Yokohama JCM Corporation Kamigami Company Limited Kamigami Company Limited Kamigami Company Limited Kamigami Company Limited Kobun Kaen Co. Ltd. Kita Kyushu Unyu Korobei Transportation Co. Ltd. Meiji Tanso Co. Ltd. Mitsui Kogyo K.K. Mitsubishi Logistics Corp. Mitsui Soko Company Mitsui Soko Company Mitsui Soko Company Nagoya Container Services Nippon Container Main Company Nippon Express Nippon Express Nippon Express Nissha Corporation Nissha Corporation Nissha Corporation Nissha Corporation Sanryu Sanryu Sanryu Sanryu Sanryu Shimizu Ltd. Sumitomo Warehouse Co. Ltd. Sumitomo Warehouse Co. Ltd. Sumitomo Warehouse Co. Ltd. Sumitomo Warehouse Co. Ltd. Sumitomo Warehouse Co. Ltd. Tasumi Shokai Co. Ltd. Tobai Kyowa Co. Ltd. Ueda Kogyo Company Limited Utsuki Express Company Limited Yokohama Container Service Company	Abidjan Shimizu Nagoya Meji-Ku Yokohama Kobe Yokohama Yokohama Osaka Nagoya Yokohama Tokyo Mitsui-Ku Kobe Yokohama Tokyo Mitsui-Ku Kobe Nagoya Tokyo Yokohama Osaka Tokyo Kobe Yokohama Osaka Osaka Nagoya Tokyo Kobe Yokohama Mitsui-Ku Mitsui-Ku Meji, Kiyakushu Osaka-Ku Naka-Ku	Far East Container Global Enterprises Ltd. Global Enterprises Ltd. Global Enterprises Ltd. Hong Bo Enterprises Company Hyeop Sung Shipping Corporation Hyeop Sung Container Terminal Co., Ltd. Hyundai Precision & Industry KCS Container Korea Engineering Co. Ltd. Korea Freight Transport Kwanghae Company Ltd. Railroad Container Services Sam Ju Transport Samsung Van Fla Company Limited Sea Kwang Container Co. The Chang Container Corporation Van Fla Co. Ltd.	Pusan Busan Incheon Seoul Pusan Incheon Pusan Seoul Busan Pusan Pusan Seoul Pusan Pusan Seoul Pusan Pusan Incheon
INDONESIA Amar Tiba Alam Sina Sinar Arany Global Terminal Marunda Inda Jaya Swastika Mantji Tamanan Container Mantji Tamanan Container Mantji Tamanan Container Mantji Tamanan Container Mantji Tamanan Container Pusat Pacific Rusti Lait Satin Pasa Sejati Container Services Tanjung Collis Terminal Tanjung Collis Terminal Wartama Dekan Pekaas	Jakarta Jakarta Jakarta Suarabaya Jakarta Medan/Batavia Suarabaya Jakarta Medan Jakarta Medan Jakarta Suarabaya Suarabaya				
IRELAND Dublin Containers & Transport Service Dublin Ferryport Containers Reefcare	Dublin Dublin Dublin				
ISRAEL Madine Container (1996) Ltd.	Ashdod				
ITALY Aiboc Srl Terminal Container Convo Intermodale Rubiera Consul General Business Sd Covestipat S.a.l. CRGT Srl Dedici S.R.L.	Milano/Genova Enfite Livorno S. Stefano Magra Raggio Calabria Genoa/Southern ports	KOREA Chungh Corporation Cooler Company Limited Dae Kook Container Company	Pusan Pusan Pusan		
				MALAYSIA Dipentana Corporation Berhad Eng Kong Container Services JB Distribut Sdn. Bhd. Kaysi Logistics Depot Sdn Bhd Kaysi Southern Terminal Sdn Bhd. Kangop Services Korenta Nasional Korenta Nasional Malaysia Depot (M) Sdn Bhd MISC Container Services Sdn Bhd MISC Handling Services Sdn Bhd New Eng Kong Container North Port Container Terminal North Terminal SDN BHD Sky Container Depot Services	P' Week Penang Pauk Gudang Pauk Gudang Pauk Gudang Pauk Gudang Kuala Lumpur Kuala Lumpur Port Klang Port Klang Pohokan Klang Port Klang Pohokan Klang Port Klang
				MEXICO Container-Care International Container-Care International	Almiria Mexico
				NETHERLANDS All Container Care b.v. C.M.R. Container Service bv Contm Containers B.V. Econova B.V. Euro Container Handling B.V. Hendrix Terminal Bv Holland Terminal M.J. Kraver Container Repair B.V. Malinau Service Centre Marecon-Container Repair Divis. Port Container Services Tasman Container Service B.V. V.G.C. Storage and Transport Van Doorn Container Vixace Holding B.V. Waalhaven Terminal B.V.	Rotterdam Rotterdam Rotterdam Rotterdam Rotterdam Rotterdam Rotterdam Rotterdam Rotterdam Rotterdam Rotterdam Rotterdam Rotterdam Rotterdam Rotterdam Rotterdam Rotterdam Rotterdam Rotterdam Rotterdam
				NEW ZEALAND Container Repairs and Storage Container Sales & Leasing Container Park Contract Container Services Former Container Repairs Independent Refuel Services Industry Structures Limited Mainfreight Transport Manitou Container Park Mason Services Ltd. Mount Storage New Zealand Express Transport Systems NZI Group Oreana Container Services P & O Technical Services Pacific Container Park Port of Napier Port of Wellington Southern Containers Specialized Container Services Specialized Container Services Specialized Container Services	Auckland Otago Dunedin Auckland Auckland Dunedin Sockburn Wai Auckland Mt. Maunganui Christchurch Mt. Maunganui South Napier Auckland Poone Napier Wellington Christchurch Auckland Tauranga Seaview

P&H Trailer Service, Incorporated
 ER Express
 Palmer Industries
 Palmer Industries
 Finap, Inc
 PTR Services
 PTR Services
 Recon Container
 Refrigerated Container Service
 Refrigerated Container Service
 Savannah Intermodal Incorporated
 Seaport Container Services
 Shaw Container
 Smith Mechanical Incorporated
 Southeastern Trailer & Container
 T & T Inland Container Depot, Inc.
 The Mex
 Total Intermodal Services
 Trailer Service, Incorporated
 Transamerica Terminal Services
 Transportation Equipment Specialists
 Tarnod, Inc.
 Tarnod, Inc.
 Tarnod, Inc.
 Truck Connection
 WM Hair Drayage Company

URUGUAY

RENSA

VIETNAM

Comasdep
 Vietnam Maritime Development Corp.
 Vietnam Maritime Development Corp.

Hoboken
 Rocky River
 Elmstedts
 Newark
 Baltimore
 Adams
 New Orleans
 Hodgkins
 La Porte
 Wilmington
 Port Wentworth
 Medley
 Kansas City
 Tampa
 Miami
 Norfolk
 Nashville
 San Leandro
 Dreyer
 Oakland
 Jacksonville
 Dennis
 Kansas City
 Minneapolis
 West Ridge
 Cincinnati

Montevideo

Hoi Chi Minh
 Haiphong
 Ho Chi Minh City

Container Manufacturers

Associated Industries, Shanghai
 China International Marine Containers
 Dalian Container Manufacturing Company
 Hyundai Container Manufacturing
 Hyundai Container Manufacturing
 Hyundai Precision & Industry
 Hyundai Precision Industry
 Jiangsu Tongyuan Group Trading Company
 Jindo Container Corporation
 Jindo Container Corporation
 Jindo Container Corporation
 Jindo Container Corporation
 Kwangchow Shipyard
 Nanning CIMC Smooth Sail Container Co
 Nanning CIMC Smooth Sail Container Co
 North Ocean Container Company
 Qingdao Universal Container Engineer
 Shanghai Far East Container Co. Ltd.
 Shanghai Pacific International Container
 Shanghai Pao Long International Container
 Shenzhen Southern CIMC Container Company
 Singapore Container Industry
 Singapore Container Industry
 Tianjin Singapore Container Ltd.
 Xianxin Xia Win Container Manufacturing
 Xia Hui CIMC Container Co
 Yangzhou Tongyuan Container Company
 Shaode Shan An Da Container Manufacturing
 Jura Pacific
 Kumbong Container Industry
 Sison S.p.A.
 Bong-Sai Company Limited
 Dong Kait Engineering
 Jindo Container Corporation
 Attaganand Containers
 Attaganand Containers
 Evergreen Heavy Industry - Malaysia
 Hentel Fruehauf Trailer
 Tricor Containers
 Tencon Containers
 Associated Industries China, Inc.
 Associated Industries China, Inc.
 Evergreen Heavy Industrial Corporation
 Hymex
 Hyundai Precision America

Shanghai
 Shikou
 Dalian
 Guangdong
 Qingdao
 Shanghai
 Qingdao
 Yangzhou
 Guangzhou
 Dalian
 Shanghai
 Qingdao
 Guangzhou
 Nanxiong City
 Jiangsu
 Tianjin
 Qingdao
 Shanghai
 Shanghai
 Shenzhen
 Yantai
 Jiangsu
 Tianjin
 Xianxin
 Guangdong
 Yangzhou
 Kowloon
 Surabaya
 Jakarta
 Chennai
 Kyungnam
 Seoul
 Seoul
 Kuala Lumpur
 Penang
 Pait Gudong
 Medan
 Capasawa
 Mandani
 Chienchen
 Taipei
 Chung-Li
 San Diego
 San Diego

Ship Lines

American President Lines
 Compania Sud Americana de Vapores
 Cominship Line
 Conship Containerlines
 Delmas
 Elmek
 Grimaldi Compagnia di Navigazione S.P.A.
 Hapag Shipping
 Lauritzen P&F
 Lytle Line
 Matinier S.A.
 Mitsui O.S.K. Lines
 Neptune Orient Line
 NYK Line (Europe) Ltd.
 OT Africa Line
 P & O Nedlloyd
 SCL
 Sea-Land Service
 Swedish Ocean Line
 Tanim Asia Shipping
 Zim Israel Navigation
 Zim Shipping Australia Pty.
 Oland
 Valparaiso
 Helsinki
 Ipswich
 Paris
 Reykjavik
 Napoli
 Seoul
 Copenhagen
 Tampa
 Saint Germain
 Jersey City
 Oakland
 London
 Birmingham
 London
 Antwerp
 Chiswick
 Gothenburg
 Auckland
 London
 Sydney

HUBS

Leasing Companies

Cluffe Leasing International
 Container Applications International
 Cotrex
 First Van Leasing
 Florens Container Services
 Gateway Container International Limited
 GESCO
 Inverpool
 Penn Intermodal Assets
 Tanker Equipment Management
 Transamerica Leasing
 Transport International Pool, Inc.
 Tinn Container International
 XTRA Intermodal
 XTRA Intermodal
 Greenwich
 San Francisco
 Windsor
 Kaitiaki
 Hong Kong
 San Francisco
 London
 Princeton
 New York
 San Francisco
 Purchase
 Denver
 San Francisco
 Liberty
 San Francisco

SURVEYORS

Can-Surve Associates
 Hopera Container Services International
 ICSB-International Container
 Insource Worldwide Limited
 Justice Maritime
 Justice Surveying Services
 Metropolis Marine Services
 Neptune Services, Inc.
 Pacific Marine Services
 Peter Fritschen Container Survey
 Belton Village
 Yantai Chang
 Rotterdam
 Leithhead
 Taipei
 Bangkok
 Jakarta
 San Francisco
 Singapore
 Hamburg

SMALLER

GOLD - PARIS
 CAPITAL - HAMBURG

HUBS

ADDITIONAL LARGER SPOKES

- UK 1 CNS
- HK 2 LEGO CONSOLIDATOR + WAREHOUSE
- KOR 3 SAMSUNG VAN FIX
- US 4 SPECIALIZED TANK SERVICE
- KOR 5 RAILROAD CONTAINER SERVICES
- GER 6 ReMain GmbH
- THAI 7 THAI ENG KONG CONTAINER SERVICES
- HK 8 HONGDA CONTAINER LTD.
- KOR 9 HANSIL INDUSTRIES
- ? 10 ALCATEL INTERNATIONAL

1988 - 1998



Cedex Services International

450 Sansome Street, Suite 600, San Francisco, California 94111, USA
Phone 415.398.2120, Fax 415.398.3610 Support Fax 415.398.1368
<http://www.cedex.com> sales@cedex.com

Fax Transmission

To: Mr. Burt Grad
From: Mark North
Date: September 8, 1999

Dear Burt,

Attached are two reports that should help you with your selection of customers. The first is an accounts receivable aging that shows current and past levels of billing for customers. The "H" in the left margin identifies customers as hubs. //

The second report can be used to identify which country the customer is in. ←

A reasonably good command of English can be expected in the following non-English speaking countries:

Singapore
Malaysia
Netherlands
Belgium
Denmark
Sweden
India
Pakistan

Regards,

Mark North

• >1000
- 500-1000

Holds Spokes

A/R Aging 9/8/99	1 - 30	31 - 60	61 - 90	91 - 120	121 - 150	151 - 180	181 - 210	211 - 240	241 - 270	> 270	TOTAL
Linda Whatley										(1)	481
EC0101_ContainerPort Group	482	-	-	-	-	-	-	-	-	-	7,165
EC0105_Container-Care International	3,615	3,550	-	-	-	-	-	-	-	-	893
EC0111_Fast Lane Transportation	417	477	-	-	-	-	-	-	-	-	1,585
EC0113_Interport Maintenance	538	-	1,048	-	-	-	-	-	-	-	107
EC0114_Lanport, Inc, Atlanta	107	-	-	-	-	-	-	-	-	-	32
EC0115_Midwest Systems	32	-	-	-	-	-	-	-	-	-	1,282
EC0117_Palmer Industries, Elizabeth	1,282	-	-	-	-	-	-	-	-	-	1,387
EC0118_Picorp, Inc	679	708	-	-	-	-	-	-	-	-	223
EC0124_Transamerica Terminal Services	223	-	-	-	-	-	-	-	-	-	91,985
EC0128_Transamerica Leasing	39,944	40,487	6,588	812	-	-	-	1,155	-	2,998	122
EC0129_Trimodal Inc, Minn	122	-	-	-	-	-	-	-	-	-	504
EC0132_Miami Container Repair	236	268	-	-	-	-	-	-	-	-	108
EC0137_Trimodal Inc	108	-	-	-	-	-	-	-	-	-	986
EC0140_Maritime Container	471	516	-	-	-	-	-	-	-	-	964
EC0152_HCCR Container	266	232	273	-	-	194	-	-	-	-	169
EC0153_Friedrich Tiemann	89	80	-	-	-	-	-	-	-	-	1,487
EC0157_M J Kramer Container	490	454	392	10	-	10	10	-	60	60	2,273
EC0163_CNS	888	1,385	-	-	-	-	-	-	-	-	427
EC0166_Sakoma (HK) Limited	210	198	19	-	-	-	-	-	-	-	17,679
EC0167_Triton Container International	8,773	8,906	-	-	-	-	-	-	-	-	86
EC0169_Neptunus Services Ltd.	66	-	-	-	-	-	-	-	-	-	11,114
EC0171_Textainer Equipment Management	11,114	-	-	-	-	-	-	-	-	-	319
EC0176_Conast Ltd	184	135	-	-	-	-	-	-	-	-	198
EC0178_Trimodal Inc, Detroit	97	-	101	-	-	-	-	-	-	-	263
EC0185_Contor Terminals	263	-	-	-	-	-	-	-	-	-	721
EC0186_Marine Container Services	391	330	-	-	-	-	-	-	-	-	92
EC0191_L H Boyd & Co	92	-	-	-	-	-	-	-	-	-	410
EC0195_E A Rocke Container	208	202	-	-	-	-	-	-	-	-	132
EC0196_Aepex Containers	60	72	-	-	-	-	-	-	-	-	396
EC0197_E A Rocke Container	137	258	-	-	-	-	-	-	-	-	239
EC0198_Blue Sea Container Services	117	122	-	-	-	-	-	-	-	-	282
EC0200_Coulson Transport	262	20	-	-	-	-	-	-	-	-	317
EC0201_E A Rocke Container	175	142	-	-	-	-	-	-	-	-	120
EC0204_Quality Container Mgt.	60	60	-	-	-	-	-	-	-	-	376
EC0212_Conast Container Park	190	-	186	-	-	-	-	-	-	1,500	1,585
EC0213_Marco	85	-	(0)	-	-	-	-	-	-	2,967	6,394
EC0214_Conrepair	974	-	20	-	2,413	-	20	-	-	-	932
EC0215_Derrick Sri	187	240	385	-	-	-	15	-	-	105	(60)
EC0232_Keppel Logistics Pte Ltd	-	-	(60)	-	-	-	-	-	-	-	180
EC0237_Shanghai Pacific International	60	60	60	-	-	-	-	-	-	-	41
EC0239_Lego Consolidator & Warehouse	1,053	1,655	1,257	-	-	-	-	-	-	-	4,006
EC0241_Tungya Transportation	1,095	-	-	-	-	-	-	-	-	-	1,095

US +
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Germany

HK •
TAI •

CEDEX SERVICES INT'L Fax: 415-398-3610 Sep 9 '99 9:05 P.01

A/R Aging 9/8/99												
Linda Whalley												
	1 - 30	31 - 60	61 - 90	91 - 120	121 - 150	151 - 180	181 - 210	211 - 240	241 - 270	> 270	TOTAL	
EC0242_Ng Teow Yhee Sons	-	-	-	-	-	-	-	-	-	(521)	(521)	
EC0243_Hyundai Precision America	95	139	-	-	-	-	-	-	-	-	234	
EC0245_PH Containers Express (S) Pte Ltd	-	-	60	60	60	60	-	-	-	124	364	
EC0248_Kamigumi, Yok	277	327	5	5	5	5	5	5	-	5	639	
EC0249_XTRA International Ltd	(619)	-	-	-	-	-	-	-	-	-	(619)	
EC0250_Kamigumi, Nagoya	228	209	-	-	-	-	-	-	-	-	437	
EC0251_Kamigumi, Kobe	147	-	-	-	-	-	-	-	-	-	147	
EC0253_Nissin, Tokyo	766	174	-	-	-	-	-	-	-	-	940	Japan -
EC0254_Nissin, Osaka	60	62	60	60	-	-	-	-	-	-	242	
EC0255_Nissin, Kobe	90	92	10	-	-	-	-	-	-	-	191	
EC0257_Tranz Link Container Services	119	179	105	190	-	-	-	-	-	-	592	
EC0258_New Zealand Express	181	181	253	-	-	-	-	-	-	-	615	
EC0260_Owens Container Services	2,119	2,639	(1,536)	2,005	-	-	-	-	-	-	5,228	AUS+
EC0261_Mount Storage	238	-	-	-	-	-	-	-	-	-	238	
EC0262_S Jones Container Services Ltd.	185	12	-	12	183	206	204	-	-	-	802	
EC0265_Container Care Ltd, UK	151	165	-	-	-	-	-	-	-	-	316	
EC0268_Kaypi Logistics Depot	146	181	15	-	15	536	-	-	-	-	893	
EC0269_Inchcape Shipping Svs. N.V.	340	464	537	413	-	-	-	-	-	45	1,799	
EC0270_Tyne Containers	448	-	-	-	-	-	-	-	-	-	448	
EC0272_Container Repairs & Storage	308	265	18	-	18	18	18	-	-	-	645	
EC0274_Transport Systems	99	103	121	132	-	-	-	-	-	-	455	
EC0282_Specialised Container Services	231	212	309	-	199	-	-	-	-	-	951	
EC0283_Container Sales & Leasing	134	124	-	-	-	18	-	-	-	-	277	
EC0284_Konrep Services	579	686	334	238	238	-	-	-	-	-	2,075	Malaysia -
EC0287_Jindo Container Corporation, Seoul	754	-	-	-	-	3	-	-	-	-	757	Korea -
EC0288_Samsung Van Fix	876	-	-	-	-	-	-	-	-	-	876	Korea -
EC0289_Hyundai Precision & Industries, KR	60	60	12	12	12	12	12	12	-	147	339	
EC0290_Far East Container	241	60	-	-	-	-	-	-	-	-	300	
EC0294_Container Center Antwerpen	503	20	647	305	-	-	-	-	-	-	1,476	Belgium -
EC0295_Condane A/S	201	173	-	-	-	201	-	-	-	-	575	
H EC0296_Container Applications Int'l	3,809	-	-	-	-	-	-	-	-	-	3,809	U.S. +
EC0297_John Joy Welding Ltd	183	215	20	-	-	-	-	-	-	-	417	
EC0299_Griepe Container Gmbh	144	237	-	-	-	-	-	-	-	20	401	
EC0300_Nora Container Spa	314	357	428	305	-	-	-	-	-	-	1,404	
EC0301_Interporto Rivalta	79	83	104	141	90	25	-	-	-	-	522	
EC0303_Chalmers Industries	482	361	-	-	-	-	-	-	-	-	842	
EC0307_Hipercon Term de Cargas	221	171	259	357	286	-	-	-	-	-	1,295	
EC0312_Complete Container Services	103	138	-	-	-	-	-	-	-	-	242	
EC0313_Gulf States Marine	209	-	-	-	-	-	-	-	-	-	209	
EC0314_T & T Inland Container Depot, Inc	71	-	-	-	-	-	-	-	-	-	71	
EC0316_Antwerp Container Engineering	1,088	1,092	1,274	18	18	-	-	-	-	-	3,490	Belg. -
EC0317_Morcon Container Repair	662	1,076	-	20	20	20	20	20	-	-	1,838	Neth. -

A/R Aging 9/8/99												
Linda Whatley	1 - 30	31 - 60	61 - 90	91 - 120	121 - 150	151 - 180	181 - 210	211 - 240	241 - 270	> 270	TOTAL	
EC0318_Bowden Container Services	198	213	-	-	-	-	-	-	-	-	411	
EC0319_Teveco Nv	291	-	20	20	20	20	18	-	-	56	445	
EC0322_Roland Umschl	2,231	408	-	500	-	787	-	-	-	-	3,925	Ger
EC0323_GK Container Service	73	-	-	74	75	-	-	-	-	-	222	
EC0325_Depot 2000 Ziera & Co	287	389	-	13	22	-	-	13	-	-	724	
EC0327_Masaji Tatanan Container, Surabaya	267	172	185	288	-	-	-	-	-	-	913	
EC0328_Masaji Tatanan Container, Jakarta	277	281	17	17	-	-	-	34	15	-	641	
EC0334_McLarens Container (PTE) LTD	176	164	115	166	137	-	-	-	-	-	758	
EC0335_Kumbong Container Industry	271	277	-	-	-	-	-	-	-	-	548	
EC0336_Puninar Pacific	656	-	-	-	-	-	-	-	-	-	656	
EC0337_Lion Containers SDN BHD	60	66	-	71	-	-	-	-	-	-	197	
EC0338_TOCHU	1,418	-	-	-	-	-	-	-	-	-	1,418	U.S. -
EC0340_Interpool	60	-	-	60	-	-	-	-	-	-	120	U.S. -
EC0342_Trans Container Terminal	133	-	-	-	301	-	-	-	-	-	434	
EC0343_Siam Cargo Containers	152	170	6	-	-	-	-	-	-	-	328	
EC0344_Affluence Terminals	15	-	-	-	-	-	-	-	-	-	15	
EC0347_Symons & Clark Container Yard	106	104	-	-	-	-	-	-	-	-	210	
EC0350_Specialized Tank Service	924	807	-	-	-	-	-	-	-	-	1,731	U.S. -
EC0351_Port Automation International Bv	15	15	15	-	-	-	-	-	-	-	45	
EC0353_Lundby Container Service	124	4	4	20	20	4	4	-	-	-	180	
EC0354_London Container Services	551	504	462	-	-	-	-	-	-	-	1,517	U.K. -
EC0358_Uluku Express Co	131	-	-	-	-	-	-	-	-	-	131	
EC0359_Azuma Shipping	-	-	-	-	-	-	-	-	-	(636)	(636)	
EC0362_Container Systems	133	-	-	-	-	-	-	-	-	-	133	
EC0363_Team Terminal S.R.L.	211	133	-	-	-	-	-	-	-	-	345	
EC0365_Robert Arnal, Marseille	303	295	-	-	-	-	-	-	-	-	598	
EC0366_Lanport, Inc, Garden City	363	-	-	-	-	-	-	-	-	-	363	
EC0367_Container Depot Industries	(283)	-	-	-	-	-	-	-	-	-	(283)	
EC0369_Transportation Equip Specialist	159	104	84	69	-	-	-	-	-	-	416	
EC0370_Container Trailer Repair	664	634	937	-	-	-	-	-	20	20	2,275	Belgium
EC0372_Rodrimar S A	-	(158)	(73)	-	(8)	-	-	-	-	-	(240)	
EC0373_Bullman Marine Container	203	208	12	-	10	-	10	-	10	-	453	
EC0375_Norcon	269	297	219	-	-	-	-	-	-	-	784	
EC0377_Canadian Intermodal	246	318	352	-	-	-	-	-	-	-	917	
EC0378_Maincare	-	(1,050)	-	-	-	-	-	-	-	-	(1,050)	
EC0379_Container Depot AG	260	-	-	-	-	-	-	-	-	-	260	
EC0382_International Cargo Equipment	95	-	-	-	-	-	-	-	-	-	95	
EC0385_Port Container Services B.V.	98	-	-	-	-	-	-	-	-	-	98	
EC0389_Houston Marine Containers	215	-	-	-	-	-	-	-	-	-	215	
EC0390_Geoffrey Reyner	29	-	-	-	-	-	-	-	-	-	29	
EC0397_Felba Party Ltd	67	63	65	-	-	-	-	-	-	-	195	
EC0398_SPC Servico Portugues De Cont.	231	205	-	-	-	-	-	-	-	-	436	

A/R Aging 9/8/99											
Linda Whatley	1 - 30	31 - 60	61 - 90	91 - 120	121 - 150	151 - 180	181 - 210	211 - 240	241 - 270	> 270	TOTAL
EC0399_Progeco Bilbao S A	746	-	-	-	-	-	-	-	-	-	746
EC0400_Autamarcocchi spa	157	6	-	-	-	-	-	-	-	-	163
EC0401_Terminal Sgarallino Srl	93	146	140	236	243	302	19	-	19	91	1,290
EC0402_Recomar S A	504	648	648	825	-	-	-	-	-	54	2,680
EC0404_Politerminal	3	-	-	-	-	-	-	-	-	-	3
EC0405_Cetern Container Bv	-	-	-	(175)	-	-	-	-	-	-	(175)
EC0408_Mathew Bros Contractors Pty	114	101	-	-	-	-	-	-	-	-	215
EC0409_Kyoyei Corporation	146	100	106	89	10	-	-	-	-	10	461
EC0411_Sankyu Inc., Osaka	419	-	-	-	-	-	-	-	-	-	419
EC0413_Nippon Container Maintenance Co	119	-	-	-	-	-	-	-	-	-	119
EC0415_Seagold Ltd	-	(110)	-	-	-	-	-	-	-	-	(110)
EC0416_Aoki Transportation Corporation	-	-	-	(855)	-	-	-	-	-	-	(855)
EC0417_Sun Power Container Services Ltd	562	743	1,186	340	-	-	-	-	-	-	2,832
EC0419_Constar Enterprise Co Ltd	651	526	-	-	-	-	-	-	-	-	1,177
EC0420_Fu Yang Container	328	360	15	-	-	-	-	-	-	-	703
EC0422_Containers SA	160	190	-	-	-	-	-	-	-	-	350
EC0423_Sogemar Spa	90	107	115	93	20	-	20	-	20	-	466
EC0424_Marine Container Yard	61	-	-	-	-	-	-	-	-	-	61
EC0427_Robert Amal, Le Harve	589	509	-	-	-	-	-	-	-	-	1,098
EC0428_Labronica Containers Srl	131	151	113	-	-	-	-	-	-	-	395
EC0430_Handico Terminals Nv	705	178	193	-	-	-	-	-	-	-	1,076
EC0431_CMV Container Services	62	61	-	-	-	-	-	-	-	(0)	124
EC0432_Repcon Logistics S/C Ltda.	119	-	-	-	(0)	-	-	-	-	-	119
EC0433_Delmar & Consortium S.A.	166	195	260	218	189	-	-	-	-	-	1,027
EC0434_DICCSA	268	304	-	-	-	-	-	-	-	-	572
EC0436_Mitsubishi Logistics Corporation	(271)	-	(247)	-	(808)	-	(7)	-	-	-	(1,333)
EC0439_SO.ge.se. Srl	194	223	25	-	25	-	20	-	-	-	487
EC0440_SRCD, Harfleur	67	67	75	77	61	68	62	-	-	78	554
EC0441_CDH Container Depot Hamburg	167	218	229	-	-	-	-	-	-	-	614
EC0443_North Terminal Sdn Bhd	88	116	114	186	-	-	-	-	-	-	504
EC0444_DCH Dusseldorfer	220	374	25	25	-	-	-	-	-	-	643
EC0446_Finnsteve Oy Ab	181	2	-	2	2	-	16	-	-	4	207
EC0447_Dublin Container & Transport Serv	112	-	-	-	-	-	-	-	-	-	112
EC0448_Metrans International Forwarding	75	68	63	11	-	-	-	-	-	-	218
EC0450_Mobile Container Services	775	809	10	10	10	-	-	10	-	-	1,624
EC0451_Handico Terminals Bv	803	295	296	244	277	-	-	-	-	-	1,915
EC0452_CRN Containerdepot	148	-	-	20	-	-	-	-	-	-	168
EC0453_CTS Container Terminal	132	50	-	-	-	-	-	25	-	-	207
EC0456_GOBBI M.T.R. S.r.l.	141	150	25	19	-	20	20	-	-	145	520
EC0459_Stockholm Container Service Ab	61	-	-	-	-	-	-	-	-	-	61
EC0461_Intercontainers Terminal	197	201	326	77	-	-	-	-	-	-	801
EC0462_Cranston Woodhead	-	-	-	(10)	-	-	-	-	-	-	(10)

Spain -

H.K. -
THAILAND

FRANCE -

Belgium -

Neth. -
Neth. -

A/R Aging 9/8/99	1 - 30	31 - 60	61 - 90	91 - 120	121 - 150	151 - 180	181 - 210	211 - 240	241 - 270	> 270	TOTAL
Linda Whalley											1,061
EC0464_Diperdana	536	525	-	-	-	-	-	-	-	-	928
EC0465_Cogent Container Services	928	-	-	-	-	-	-	-	-	-	1,380
EC0466_Southeastern Trailer & Container	158	167	251	243	247	-	313	-	-	-	143
EC0469_C T Engineering Ltd	173	-	-	-	-	(30)	-	-	-	-	72
EC0470_United Terminals	72	-	-	-	-	-	-	-	-	-	459
EC0471_Penavico	244	149	66	-	-	-	-	-	-	-	(686)
EC0472_China International Marine	-	(896)	-	-	-	-	-	-	-	-	491
EC0474_Aboitiz Shipping	141	176	15	15	129	15	-	-	-	-	922
EC0475_Sinotrans Shan Dong Co	144	197	343	239	-	-	-	-	-	-	127
EC0477_Transcontainer Terminal	127	-	-	-	-	-	-	-	-	-	2,152
EC0479_Paulista Containers	365	383	718	666	20	-	-	-	-	-	1,284
EC0481_Terminal Pozzolo Srl	100	110	136	134	32	-	-	121	182	469	303
EC0482_John G. Russell Transport	-	-	60	60	60	60	60	-	3	-	36
EC0484_MPS-Container Services	-	-	36	-	-	-	-	-	-	-	194
EC0485_Transware Distribution	82	111	-	-	-	-	-	-	-	-	603
EC0486_Rapid Container Services Nv	361	30	20	20	20	20	18	-	-	114	620
EC0487_Progeco	274	257	25	-	18	-	-	-	-	45	(52)
EC0488_Havre Containers	(52)	-	-	-	-	-	-	-	-	-	156
EC0489_Thai Container Center Co Ltd	156	-	-	-	-	-	-	-	-	-	399
EC0491_Me Co Ser Spa	183	197	19	-	-	-	-	-	-	-	10
EC0492_Hussain Trading Agencies	-	-	-	10	-	-	-	-	-	-	382
EC0494_Inchcape Landside	192	20	-	-	-	151	20	-	-	-	(89)
EC0497_Hyopsung Shipping Corporation	(89)	-	-	-	-	-	-	-	-	-	(163)
EC0498_Mid Atlantic Leasing Corporation	(163)	-	-	-	-	-	-	-	-	-	1,601
EC0499_Railroad Container Services	911	-	690	-	-	-	-	-	-	-	634
EC0700_STAC, Bordeaux	70	74	76	86	103	88	72	10	-	55	583
EC0701_Ferinha, Filhos Industries	175	186	222	-	-	-	-	-	-	-	2,168
EC0702_Gerico Srl	431	521	476	739	-	-	-	-	-	-	631
EC0704_Transportes Sarda, SA	116	105	125	121	144	-	-	-	-	20	330
EC0705_WienCont Container GmbH	164	166	-	-	-	-	-	-	-	-	135
EC0708_Eaglecon Oy	79	18	18	-	-	2	-	18	-	-	587
EC0709_Moreton Bay Container	410	177	-	-	-	-	-	-	-	-	145
EC0710_Quality Container	100	45	-	-	-	-	-	-	-	-	(42)
EC0711_Eertrans Bv	-	-	-	(42)	-	-	-	-	-	-	497
EC0712_Kaypi Southem Terminal	207	153	137	-	-	-	-	-	-	-	354
EC0717_North Ocean Container Co Ltd	184	169	-	-	-	-	-	-	-	-	1,288
EC0719_Donghwa Container Transportation	648	610	30	-	-	-	-	-	-	-	(617)
EC0720_Yangzhou Tongyun Cont. Co. Ltd.	-	-	-	-	-	-	-	-	-	(617)	(617)
EC0721_Dalian Golden Roc Container Cargo	60	60	80	84	81	81	65	66	62	417	1,035
EC0722_Dalian Container Mfg. Co.	105	118	126	189	6	-	-	-	-	-	544
EC0723_Dalian Jindo Container Co. Ltd.	75	164	20	-	-	-	-	-	-	-	259
EC0726_Masaji Tatanan Container, Medan	111	98	589	48	38	48	47	-	-	-	980

Sing.

Korea

China

A/R Aging 9/8/99												
Linda Whalley	1 - 30	31 - 60	61 - 90	91 - 120	121 - 150	151 - 180	181 - 210	211 - 240	241 - 270	> 270	TOTAL	
EC0729_Robert Arnal, Rouen	187	106	-	-	-	-	-	-	-	-	293	
EC0731_Savannah Intermodal Incorporated	305	254	216	-	-	-	-	-	-	-	775	
EC0732_JB District Park	60	-	-	-	-	-	-	-	-	-	60	
EC0734_Robert Arnal, Fos	145	202	-	-	-	-	-	-	-	-	347	
EC0735_Robert Arnal, Lyon	114	92	119	-	-	-	-	-	-	-	326	
EC0736_Grenco Metal Ltd	60	60	60	60	60	-	-	-	-	-	300	
EC0743_Carl Tiedemann Gmbh	384	471	20	20	20	-	20	20	-	-	955	
EC0744_Universal Container Service Gmbh	287	322	-	-	-	-	-	-	-	-	609	
EC0745_Industrial Structures Ltd	76	90	79	113	137	-	-	-	-	-	496	
EC0752_Kwangchow Shipyard Container	60	-	-	-	-	-	-	-	-	-	60	
EC0753_Shanghai Pacific International	108	133	80	-	-	-	-	-	-	-	320	
EC0754_San Ho Container Co Ltd	515	-	-	-	-	-	-	-	-	-	515	
EC0755_Bina Sinar Amity	649	128	5	-	63	25	-	-	-	336	1,205	TAIWAN - INDONESIA
EC0757_Progeco Espana S A	103	98	131	86	28	-	-	-	-	-	448	
EC0758_American President Lines	1,005	6,126	-	-	-	-	-	-	-	-	7,132	US -
EC0759_VGC Storage & Transport	325	54	-	-	-	-	-	-	-	-	379	
EC0761_Come Forward	312	433	-	-	-	-	-	-	-	-	745	
EC0762_Nissin, Yokohama	281	195	-	-	-	-	-	-	-	-	475	
EC0763_ContainerCare AB	212	47	-	-	-	-	-	-	-	-	258	
EC0764_Mitaka Kokyo	1	-	-	-	-	-	-	-	-	-	1	
EC0765_ContainerCare Servial Dk Aps	360	292	368	15	15	-	-	-	-	-	1,050	
EC0766_Hamburger Container Service	113	-	-	-	-	-	-	-	-	-	113	
EC0767_Mo-Kan Container	135	-	-	-	-	-	-	-	-	-	135	
EC0768_Flexi-Van Leasing	169	-	-	-	-	-	-	-	-	-	169	
EC0770_Fat Kee Stevedores Ltd	125	-	-	-	-	-	-	-	-	-	125	
EC0772_Dixie Transportation	220	170	185	-	-	-	-	-	-	-	574	
EC0773_Wing Seng Logistic Pte Ltd	430	397	352	323	-	-	-	-	-	-	1,503	
EC0774_Kamigumi Co Ltd	104	129	123	-	-	-	-	-	-	-	356	
EC0777_Seaport Container	273	354	-	-	-	-	-	-	-	-	627	
EC0778_Global Enterprises	472	-	-	-	-	-	-	-	-	-	472	
EC0780_Yokohama Container Services	14	-	-	-	-	-	-	-	-	-	14	
EC0781_OT Africa Line	1,134	956	990	-	-	-	-	-	-	-	3,080	u.k. +
EC0782_Scanlink ApS	60	63	83	96	93	95	106	90	99	147	932	
EC0783_TTC Due	322	277	292	229	287	-	-	-	-	-	1,406	
EC0787_Sumitomo Warehouse, Yokohama	497	-	-	-	-	-	-	-	-	-	497	
EC0790_SCL	1,266	1,139	272	20	-	-	-	-	-	-	2,697	Belgium -
EC0791_Strick Corporation	156	-	-	-	-	-	-	-	-	-	156	u.s. -
EC0793_ReMain Gmbh	723	-	-	-	-	-	-	-	-	-	723	Germany -
EC0798_ICTC Nv	213	338	325	260	321	-	-	-	-	-	1,458	
EC0801_XTRA Intermodal	75	116	63	-	-	-	-	-	-	-	255	u.s. +
EC0802_Euro Container Handling Bv	548	510	10	-	10	7	-	-	-	-	1,085	Neth -
EC0804_Specialised Container Services	709	963	586	-	-	-	-	-	-	-	2,258	N.Z. -

A/R Aging 9/8/99												
Linda Whatley	1 - 30	31 - 60	61 - 90	91 - 120	121 - 150	151 - 180	181 - 210	211 - 240	241 - 270	> 270	TOTAL	
EC0805_TC Sagarep	417	465	-	-	-	-	-	-	-	-	882	
EC0806_intracon Worldwide Limited	98	127	92	201	25	-	-	-	-	-	543	
EC0808_Conterm Inc.	85	104	-	-	-	-	-	-	-	-	189	
EC0813_Pioneer Districentre Pte. Ltd.	87	120	142	169	135	184	-	-	-	-	838	
EC0814_Global Intermodal Systems	2,130	1,771	-	-	-	-	-	-	-	-	3,901	U.S. (dup) 45+
EC0815_XTRA Intermodal	287	308	-	-	-	-	-	-	-	-	595	
EC0816_E A Rocke Container	60	60	-	-	-	-	-	-	-	-	120	
EC0820_C & P Holdings Pte Ltd	341	-	-	-	-	-	-	-	-	-	341	
EC0830_Grand Container Co. Ltd.	418	-	-	-	-	-	-	-	-	-	418	
EC0839_Universal Container Term Co Ltd	120	-	15	-	-	-	-	-	15	33	183	
EC0840_Chung Lie Container Enterprise Co	288	453	-	15	-	-	-	-	-	-	756	
EC0841_James Roffe Trans Vic Pty Ltd	265	15	-	15	-	-	-	-	-	-	295	
EC0845_DY Terminal Ltd	300	354	-	-	-	-	-	-	-	-	653	
EC0846_Panamart Co Ltd	426	985	-	-	-	-	-	-	-	-	1,411	
EC0847_Gold Maritime, Yokohama	216	-	-	-	-	-	-	-	-	-	216	
EC0848_Kelhin Koun Co Ltd	-	-	-	(1,506)	-	-	-	-	-	-	(1,506)	
EC0849_Hai Shan Warehouse	351	424	397	384	-	-	-	-	-	-	1,556	
EC0851_New World Container Service	262	270	15	18	15	-	-	-	-	-	580	
EC0854_Contship Containerlines Ltd	1,795	1,798	1,591	-	-	-	-	-	-	-	5,184	U.K. +
EC0856_Boonma Cargo Company	97	115	-	-	-	-	-	-	-	-	212	
EC0858_Transmo Container Service Bv	281	487	1,226	303	10	-	10	-	-	-	2,318	
EC0860_Independent Reefer Services	104	87	84	83	76	87	-	-	-	-	521	
EC0861_Setia Putra Sejati	729	1,043	799	1,216	1,046	644	739	-	-	-	6,215	Indonesia
EC0865_Yau Sun Transport Co Ltd	164	-	-	-	-	-	-	-	-	-	164	
EC0867_Indra Jaya Swastika	276	262	168	-	-	-	-	-	-	-	706	
EC0868_CMR Container Maintenance Repair	281	232	-	18	18	18	-	-	-	-	567	
EC0889_Eidapoint Limited	497	386	-	-	-	-	-	-	-	-	882	
EC0886_JCM Corporation	64	-	-	-	-	-	-	-	-	-	64	
EC0887_SRCD, Loon-Plage	177	336	136	151	117	18	-	-	-	241	1,175	
EC0888_Nantong CIMC Smooth Sail Cont	6	-	-	-	-	-	-	-	-	-	6	
EC0890_Chalmers Industries	283	407	-	-	-	-	-	-	38	-	726	
EC0892_PCL Container Services Ltd	1,234	1,052	-	-	-	-	-	-	-	-	2,285	
EC0894_Contrepair Srl	189	183	141	-	-	-	15	-	-	0	528	HK.
EC0895_Container Repair, Hamburg GmbH	-	(1,125)	-	-	-	-	-	-	-	-	(1,125)	
EC0896_Salemo Container	98	90	105	23	-	-	20	-	-	196	532	
EC0898_Padova Container	174	246	56	-	-	-	-	-	-	-	476	
EC0899_Allied Container Services	378	272	320	326	-	-	-	-	-	-	1,295	
EC0900_Sicom Spa	60	63	-	-	-	-	-	-	-	116	239	
EC0901_Wealth Fair Development Co Ltd	71	-	-	-	-	-	-	-	-	-	71	
EC0908_Associated Industries, Taipei	67	55	54	92	54	-	-	-	-	-	322	
EC0911_Associated Industries, Kaohsiung	47	43	129	-	-	15	-	-	-	-	234	
EC0912_International Container Bridge	49	-	-	-	-	-	-	-	-	-	49	

A/R Aging 9/8/99	1 - 30	31 - 60	61 - 90	91 - 120	121 - 150	151 - 180	181 - 210	211 - 240	241 - 270	> 270	TOTAL
Linda Whatley											
EC0913_Shunde Shun An Da Container	596	60	52	-	-	-	-	-	-	-	708
EC0915_Associated Industries, Shanghai	99	125	20	-	-	15	-	20	-	65	344
EC0916_Furuya & Company	-	-	-	-	(252)	-	-	-	-	-	(252)
EC0918_Moviltainer S L	83	56	-	-	-	-	-	-	-	-	139
EC0919_Pac Marine Services	-	-	69	-	-	-	-	-	-	-	69
EC0921_Brigantine Services	67	83	73	-	-	-	-	-	-	-	203
EC0922_Depot Real Benloch	76	63	-	-	-	-	68	-	73	80	360
EC0923_Ningbo Victory Container Co Ltd	172	-	-	-	-	-	-	-	-	-	172
EC0925_Qingdao Universal Container Eng.	151	177	-	136	15	15	-	-	-	-	493
EC0926_Eng Kong Container	617	766	-	-	-	-	-	-	-	-	1,382
EC0927_Temple Freights	151	-	-	167	191	-	155	-	-	-	664
EC0928_GTR Gestion Terminal	-	(1,516)	-	-	(306)	-	-	-	-	-	(1,822)
EC0929_Port Botany Container Park	(147)	-	-	-	-	-	-	-	-	-	(147)
EC0930_Nagoya Container Services	234	-	-	-	-	-	-	-	-	-	234
EC0931_Med Union Container	30	-	-	-	-	-	-	-	-	-	30
EC0932_Tasman Asia Shipping	337	405	-	-	-	-	-	-	-	-	742
EC0933_Eng Kong Container	1,040	1,609	-	-	-	-	-	-	-	-	2,649
EC0941_SRCD, Gennevilliers	96	93	96	92	85	119	92	-	-	96	769
EC0943_Goodway PLC	75	66	20	-	-	-	-	-	-	-	161
EC0945_Baguley Containers	143	136	138	15	-	-	-	15	-	15	462
EC0947_Sud Containers SAS	54	-	-	-	-	-	-	-	-	-	54
EC0949_Express Container Service	2	-	-	-	-	-	-	-	-	-	2
EC0951_Lauritzen Reefers	163	216	-	-	-	-	-	-	-	-	380
EC0952_Cronos Containers	3,961	3,774	-	-	-	-	-	-	-	-	7,735
EC0953_Fassina	137	-	-	-	-	-	-	-	-	-	137
EC0960_DeCete Duisburg	62	18	-	-	-	-	18	-	-	-	98
EC0963_CWT Distribution Limited	67	76	104	138	205	-	-	-	24	-	614
EC0964_MISC Engineering & Marine	109	115	117	115	-	-	-	-	-	-	455
EC0966_Container Maintenance Corporation	120	-	-	356	-	-	-	-	-	-	477
EC0971_Jardine Surveying	82	84	80	-	-	-	-	-	-	-	246
EC0972_Singamas Container Industry Co	60	12	-	-	-	-	-	-	-	-	72
EC0976_Depotrans Transportese Container	97	35	-	-	-	-	-	-	-	-	132
EC0977_Tianjin Jin Feng Container	951	133	142	107	-	-	-	-	-	-	1,332
EC0978_Tungya Collins Terminals	25	25	25	25	25	25	25	25	-	-	200
EC0979_OCWS Orient Container & Warehouse	173	149	203	179	-	-	-	-	-	-	705
EC0981_Kita Kyushu Unyu	112	-	-	-	-	-	-	-	-	-	112
EC0982_Xin Hui CIMC Container	1,006	403	351	183	245	121	30	-	-	20	2,360
EC0984_Shanghai Far East Containers	415	384	15	15	15	15	15	-	-	-	874
EC0987_Container Technology Inc	30	(1)	-	-	-	-	-	-	-	-	29
EC0988_CRGT	80	61	61	68	60	5	-	72	5	38	429
EC0989_Mitsui Soko Co Ltd., Yokohama	364	358	-	133	-	-	-	-	-	-	855
EC0995_Tokio Marine & Fire Industries	60	-	86	97	71	-	-	-	-	-	313

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A/R Aging 9/3/99												
Linda Whatley												
	1 - 30	31 - 60	61 - 90	91 - 120	121 - 150	151 - 180	181 - 210	211 - 240	241 - 270	> 270	TOTAL	
EC0996 J&I Container Depot	193	224	291	289	180	20	-	-	-	-	1,198	
EC0997 Delta Container Depot	185	18	18	15	15	18	18	15	-	127	430	
EC1001 Securicor Omega Cont. Log. Ltd	179	178	178	-	-	-	-	-	-	-	533	
EC1005 SA/M CHILE	174	-	-	-	-	-	-	-	-	-	174	
EC1011 Mitsui Soko Co Ltd, Nagoya	99	119	-	-	-	-	-	-	-	-	218	
EC1012 Mitsui Soko Co Ltd, Kobe	110	127	-	-	-	-	-	-	-	-	238	
EC1013 Tecon Terminal de Containers	75	69	70	68	60	62	-	-	-	66	470	
EC1015 Chunu Corporation	229	12	12	12	12	12	12	12	12	120	445	
EC1016 Tae Chang Containers Corp	292	273	244	-	-	12	-	-	-	-	822	
EC1018 Ironbound Intermodal Industries	242	283	-	-	-	-	-	-	-	-	526	
EC1019 Xiamen Xiangyu Singamas	136	230	262	-	-	-	18	-	18	18	682	
EC* 020 Tha Depot & Transport Co Ltd	320	-	-	-	-	-	-	-	-	-	320	
EC* 021 Toll Tasmania	61	127	-	-	-	-	-	-	-	-	188	
EC* 022 Shanghai Pao Long	348	296	-	-	-	-	-	-	-	-	644	
EC* 023 Mobile Container Services	85	-	-	-	-	-	-	-	-	-	85	
EC* 024 United Depot GmbH	297	329	10	-	-	-	-	-	-	-	636	
EC* 029 CIMAT	357	510	487	20	25	-	8	-	-	-	1,407	
EC* 030 Integrated Industries	281	-	-	-	-	-	-	-	-	-	281	
EC* 032 Kwanghae Company Ltd	302	232	12	-	315	12	-	-	-	12	885	
EC* 036 Kontena Nasional SDN BHD	196	193	224	-	-	23	-	-	-	-	636	
EC* 037 Western Container Services	177	175	-	-	-	-	-	-	-	-	352	
EC* 038 Container Services Pte Ltd	143	122	127	20	-	-	-	-	-	-	411	
EC* 039 IMS Intermodal Maintenance Service	394	-	-	-	-	-	-	-	-	-	394	
EC* 042 Balmer Lawrie Freight Containers	60	60	60	60	60	-	25	-	-	-	325	
EC* 043 Henred Fruehauf	156	135	-	20	-	-	-	-	20	40	371	
EC* 046 Transbrasa	204	254	-	-	-	-	-	-	-	-	458	
EC* 048 NYK Line B.V.	-	-	-	5	-	-	-	-	-	-	5	
EC* 050 Xiamen Greating Container Services	(760)	-	-	-	-	-	-	-	-	-	(760)	
EC* 051 Sky Container Depot Services	141	158	112	10	-	-	-	-	-	-	422	
EC* 052 Tunja Collins Terminal	173	210	99	131	43	-	-	-	-	-	657	
EC* 053 Container-Depot Ltd. Oy	188	171	238	198	58	-	-	-	-	-	852	
EC* 054 Marine Containers (1986) Ltd	104	117	28	-	-	-	-	-	-	-	249	
EC* 055 Harse - Repair Container Repair	148	-	-	-	-	-	-	-	-	-	148	
EC* 056 P & B Trailer Service	121	-	-	-	-	-	-	-	-	-	121	
EC* 058 CSX Intermodal	78	97	-	-	-	230	-	-	-	-	405	
EC* 059 GE SeaCo	6,479	-	-	-	-	-	-	-	-	-	6,479	us+
EC* 060 Blue Ocean Container Enterprise	98	73	73	96	-	-	-	-	-	-	339	
EC* 062 G.T. Group	81	-	-	-	-	-	-	-	-	-	81	
EC* 063 Sino-trans Fujian Container Co	-	(394)	-	-	-	-	-	-	-	-	(394)	
EC1068 Eldapoint Ltd	92	5	-	-	-	-	-	-	-	-	97	
EC1069 TESCO	439	469	10	10	-	22	-	-	-	-	949	
EC1070 Coastal Container Services	43	-	-	-	-	-	-	-	-	-	43	

A/R Aging 9/8/99													
Linda Whatley	1 - 30	31 - 60	61 - 90	91 - 120	121 - 150	151 - 180	181 - 210	211 - 240	241 - 270	> 170	TOTAL		
EC1071_Multi Binatransport	414	-	-	-	-	36	-	-	15	30	495		
EC1072_Eng Kong Services	-	-	-	-	-	-	-	-	-	93	93		
EC1074_Yu Feng Container Enterprise Co	595	564	574	20	-	-	-	-	-	-	231	Taiwan	-
EC1075_C. C. Containers	90	140	-	-	-	-	-	-	-	-	92		
EC1077_Hopsea Container Svcs	92	-	-	-	-	-	-	-	-	-	244		
EC1079_United Container Storage	244	-	-	-	-	-	-	-	-	-	20		
EC1080_Seatons Container Freight	20	-	-	-	-	-	-	-	-	-	240		
EC1081_Shaw Containers	60	60	60	60	-	-	-	-	-	-	301		
EC1082_Conteam Repair AB	155	118	4	4	4	-	4	4	4	4	18,012	U.S. +	
EC1083_Gateway Container Corporation	9,074	8,937	-	-	-	-	-	-	-	-	77		
EC1084_Container-Care de Mexico	52	60	-	-	-	(34)	-	-	-	-	7,200	THAI	
EC1085_Thai Eng Kong Container Services	3,607	3,523	-	-	-	15	15	-	40	-	470		
EC1087_P&O Nedlloyd	17	60	60	60	60	60	25	60	60	8	153		
EC1088_Team Terminal S.R.L.	73	79	-	-	-	-	-	-	-	-	(166)		
EC1089_Transport Services PLC	(166)	-	-	-	-	-	-	-	-	-	102		
EC1090_Nippon Express	102	-	-	-	-	-	-	-	-	-	100		
EC1091_Louisville Cartage	100	-	-	-	-	-	-	-	-	-	817		
EC1092_Pacific Container & Godown	256	292	269	-	-	-	-	-	-	-	531		
EC1094_Tianjin Eng Kong	277	223	15	-	-	-	-	-	15	-	1,914	U.S. -	
EC1098_Florens Container Services Ltd.	1,914	-	1	-	-	-	-	-	-	-	430		
EC1099_O'Toole Transportation Works	186	115	130	-	-	-	-	-	-	-	(1,877)		
EC1100_Konoike Transportation Co.	-	-	-	(1,877)	-	-	-	-	-	-	1,197		
EC1102_MISC Engineering & Marine	251	359	308	280	-	-	-	-	-	-	(789)		
EC1105_Zim Israel Navigation Co.	(789)	-	-	-	-	-	-	-	-	-	707		
EC1106_Van Doorn Container Depot B.V.	365	342	-	-	-	-	-	-	-	-	60		
EC1107_Gulf States Marine	60	-	-	-	-	-	-	-	-	-	145		
EC1108_Shang Chih Container Terminal Co	101	45	-	-	-	-	-	-	-	-	296		
EC1109_Excencyency Container Corp	96	199	-	-	-	-	-	-	-	-	205		
EC1110_Nippon Express Co., Yokohama	165	-	-	5	5	5	5	5	5	10	133		
EC1111_Nippon Express Co., Tokyo	133	-	-	-	-	-	-	-	-	-	921	China	11
EC1113_Hyundai Precision & Industry, Guan	534	-	-	387	-	-	-	-	-	-	1,452	CHI	
EC1115_Shanghai Hai Hui Intl Cont	651	548	254	-	-	-	-	-	-	-	9		
EC1116_Dettmer Container Packing	9	-	-	-	-	-	-	-	-	-	451		
EC1117_Shinwa Ltd	146	148	147	10	-	-	-	-	-	-	18		
EC1119_Progeco	-	-	-	-	-	-	18	-	-	-	346		
EC1120_SECRETA - Servicios de Containers	124	121	100	-	-	-	-	-	-	-	189		
EC1121_ICBA-Progeco Antwerp	61	60	68	-	-	-	-	-	-	-	604		
EC1124_Ocean Containers Ltd	-	-	604	-	-	-	-	-	-	-	860		
EC1125_Tiger Transport Co	344	205	295	15	-	-	-	-	-	-	1,274		
EC1127_New Eng Kong Container Logistics	342	390	251	291	-	-	-	-	-	-	972		
EC1128_Wiratama Dekon Perkasa	259	368	345	-	-	-	-	-	-	-	185		
EC1129_Tokai Kyowa	185	-	-	-	-	-	-	-	-	-			

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A/R Aging 9/8/99											
Linda Whatley											
	1 - 30	31 - 60	61 - 90	91 - 120	121 - 150	151 - 180	181 - 210	211 - 240	241 - 270	> 270	TOTAL
EC1131_Natvar Panik Industries	404	452	398	-	-	-	-	-	-	84	1,337
EC1133_Tudorgrade	251	198	192	-	-	-	-	-	15	30	686
EC1138_Liberty Pacific Searoad Pty. Ltd.	63	60	62	61	63	-	-	-	-	-	309
EC1139_Simar Terminal 7	102	127	118	132	126	155	156	149	17	-	1,081
EC1140_Logitainer	130	57	-	-	-	-	-	-	-	-	186
EC1141_Central Corporation, Co.	120	109	117	-	-	-	-	-	-	-	347
EC1142_Trimodal, Inc.	60	-	-	-	-	-	-	-	-	-	60
EC1143_Container Hire Ltd	674	-	-	-	-	-	-	-	-	-	674
EC1145_SEMPC Maritime Co Ltd	64	113	62	83	140	127	-	-	-	-	588
EC1147_Barcelona Containers	117	151	259	200	127	43	-	-	-	-	898
EC1149_China Merchants Container Services	60	-	-	-	-	-	-	-	-	-	60
EC1151_IBL Transport Co.	148	116	-	-	-	-	-	-	-	-	264
EC1152_Central Container Services	71	-	-	-	-	-	-	-	-	-	71
EC1156_Bay Container Terminal, Mumbai	130	117	133	-	-	-	-	-	25	150	556
EC1157_Hyosung Container Terminal	307	-	-	-	-	-	-	-	-	-	307
EC1162_Malconrep Depot	345	408	40	-	-	-	-	-	-	-	792
EC1163_BMF Handling	226	245	203	272	349	25	-	-	-	-	1,320
EC1164_Waalhaven Terminals BV	733	714	-	-	-	-	-	-	-	-	1,497
EC1165_Rantai Laut	102	118	-	-	-	-	-	-	-	-	220
EC1166_Peter Fritschen Container Surveys	149	119	22	-	-	-	-	-	-	-	291
EC1167_Smith Holland	276	219	205	5	5	-	-	-	-	-	710
EC1168_Balmer Lawrie & Co Ltd	-	-	512	-	-	-	-	-	-	-	512
EC1177_Novo Horizonte Jacarepagua	181	170	-	-	-	-	-	-	-	-	351
EC1178_Pentalver Transport Ltd	108	-	-	-	-	-	-	-	-	-	108
EC1179_Transport International Pool	230	251	249	-	-	-	-	-	-	-	731
EC1180_Glibstrup Transport A/S	81	-	-	-	-	-	-	-	-	-	81
EC1181_Codel Operadora de terminais Ltda	-	-	(405)	-	-	-	-	-	-	-	(405)
EC1183_Tianjin Singamas Container	287	281	15	-	-	15	-	-	15	50	662
EC1184_Ancon N.v.	499	485	-	-	-	-	-	-	-	-	984
EC1185_Unitop Corporation	78	69	15	-	15	-	15	-	20	-	212
EC1186_F.B. Atkins & Sons Ltd.	60	61	60	60	60	60	62	66	10	10	510
EC1188_Compania Sud Americana de Vap	827	957	796	871	1,032	-	-	-	-	-	4,484
EC1189_NZL Group	74	90	18	18	-	18	36	18	-	-	272
EC1190_Mainfreight Transport	69	73	-	-	-	-	-	-	-	-	42
EC1196_Hanjin Shipping	7,977	-	-	-	-	-	-	-	-	-	7,977
EC1200_Zim Shipping Australasia	326	309	15	15	15	15	15	-	-	-	710
EC1201_Transworld Transport	157	-	-	-	-	-	-	-	-	-	157
EC1202_Specialised Container Svs CHCH Ltd	118	130	125	118	204	-	-	-	-	-	695
EC1203_AB Gothenburg Container Svs.	83	96	-	-	-	-	-	-	-	-	178
EC1205_National Container of Atlanta	127	124	123	-	-	-	-	-	-	-	373
EC1210_Tucabi Depot	91	91	25	-	-	25	-	-	-	136	368
EC1211_ABC Containers Limited	90	88	80	-	-	-	-	-	-	-	258

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Linca Whatley	1 - 30	31 - 60	61 - 90	91 - 120	121 - 150	151 - 180	181 - 210	211 - 240	241 - 270	> 270	TOTAL	
EC 213 GE. MA. CO.	127	108	124	115	148	129	22	-	-	-	771	
EC 222 Koell International Ltd.	-	-	-	-	-	(374)	-	-	-	-	(374)	
EC 223 Bay Container Terminal Pvt. Ltd.	189	15	-	15	-	-	-	15	-	45	279	
EC 224 Java Pacific	-	-	(925)	-	-	-	-	-	(*)	-	(932)	
EC 225 Fremantle Container Depot	71	74	78	21	-	-	-	-	-	-	244	
EC 226 Shandong Intl Singamas Cc nt	440	247	188	15	-	-	15	-	-	15	966	
EC 227 Shanghai Singamas Cont Transp	363	15	15	15	-	15	-	-	-	15	468	
EC 228 Associated Industries, Taipei	42	43	122	84	54	-	-	-	-	-	344	
EC 230 TCF Spa	61	64	-	-	-	-	-	-	-	13	179	
EC 231 Universal Servicios Contenedores	138	-	-	-	-	-	-	-	-	-	138	
EC 233 Associated Industries, Shanghai	61	54	-	-	5	15	-	-	-	-	150	
EC 234 Chesnut Enterprises	86	-	-	-	-	-	-	-	-	-	86	
EC 235 Containerlink	60	60	60	71	202	20	-	-	-	-	472	
EC 236 Mega Containers Ltd.	84	77	25	-	-	-	-	-	-	-	186	
EC 237 Shanghai Ya Tai Intl	92	97	84	94	15	15	15	-	-	-	412	
EC 238 Independent Containers Ltd.	(397)	-	-	-	-	-	-	-	-	-	(397)	
EC 239 G.Feron e de Clebszette	221	163	236	15	-	-	-	-	-	-	635	
EC 240 Asahi Unyu Kaisha Ltd.	-	-	-	-	-	-	-	-	(147)	-	(147)	
EC 244 Rapid Tank Services	110	-	20	20	20	20	-	20	-	156	366	
EC 245 Exoglan S.A.	144	15	15	-	-	-	-	-	15	75	264	
EC 247 Contal General Business	210	170	233	244	75	-	-	-	-	-	932	
EC 248 SOFARC	80	91	153	20	-	-	-	2	-	18	344	
EC 249 Trans Ocean Container Svcs.	217	-	-	10	-	-	-	-	-	-	227	
EC 251 Spinelli Srl	86	83	61	75	76	86	62	-	-	-	547	
EC 254 Kwangchow Shipyard, Suzngzhou	15	-	-	-	-	-	-	-	-	-	15	
EC 255 Hongda Container Ltd.	1,107	1,047	1,074	15	15	15	15	15	-	30	3,332	
EC 256 Global Enterprises, Busan	186	205	142	223	-	-	-	-	-	120	875	
EC 257 Global Enterprises, ncrora	81	71	95	87	-	-	-	-	-	-	334	
EC 258 Jindo Corp., Incheon	-	-	-	-	-	-	-	-	35	-	35	
EC 259 Ten - Met	87	66	-	-	-	120	-	-	-	-	273	
EC 261 Marine Carriers Pvt. Ltd.	151	-	-	-	-	154	-	-	-	-	305	
EC 263 Sideloader Express Transport	60	60	60	60	60	-	-	-	-	-	300	
EC 265 Xiamen Xia-win Cont. Mfg. Co. Ltd.	-	-	(315)	-	-	-	-	-	-	-	(315)	
EC 266 Xin Hui CIMC Container r	-	-	-	102	15	102	15	15	15	45	309	
EC 268 Containex Container Depot	101	107	-	20	-	18	-	8	-	10	262	
EC 269 Grimaldi Compagnia Navigazione	284	449	128	395	-	-	-	-	-	-	1,255	
EC 270 Dae Kuk Container Co	90	12	12	12	-	12	12	12	12	48	222	
EC 272 North Ocean Container Cc. Ltd.	26	17	20	35	77	15	2	-	-	45	237	
EC 273 International Container Terminal	80	-	-	-	-	-	-	-	-	-	80	
EC 274 SERMI	83	72	82	-	-	-	-	15	-	-	253	
EC 275 Vitesse Container Depot	127	120	-	112	5	-	10	-	-	51	425	
EC 277 MSC	103	83	-	-	-	-	-	-	-	-	185	

HK •

A/R Aging 9/8/99											
Linda Whatley											
	1 - 30	31 - 60	61 - 90	91 - 120	121 - 150	151 - 180	181 - 210	211 - 240	241 - 270	> 270	TOTAL
EC1278 Shanghai Pacific International	183	76	15	-	-	-	-	-	-	-	274
EC1279 Floata Consolidation Ltd.	192	271	284	-	-	-	-	-	-	-	747
EC1280 TYC	86	45	38	38	32	24	37	31	153	365	879
EC1281 Singamas Conf. Industry, Jiangsu	151	15	15	80	15	15	-	-	-	15	307
EC1282 BACTSSA	72	-	-	-	-	-	-	-	-	-	72
EC1283 Van Fix Co., Ltd.	647	708	18	18	-	25	25	-	15	-	1,454
EC1286 Swedish Orient Line	180	125	15	15	15	15	15	15	15	30	440
EC1289 Chung-Kong Cont. Depot & Terminal	130	-	-	-	-	-	-	-	-	-	130
EC1297 Sea Land Services	146	-	-	-	-	-	-	169	-	-	315
EC1316 Crowtown Container Services	60	60	60	70	65	61	64	63	63	140	704
EC1317 Seo Kwang Container Co.	192	12	12	12	12	12	12	12	12	96	384
EC1318 Smith Brothers	60	126	122	90	89	-	-	-	-	(62)	424
EC1319 Container Depot Munich	21	-	-	-	-	-	-	-	-	-	21
EC1320 MISC Haulage	66	60	65	-	10	-	-	-	-	-	200
EC1322 Tianjin International Marine Cont	140	175	15	-	15	15	15	15	-	15	405
EC1323 Sankyu Inc., Kobe	310	318	-	36	-	-	-	-	-	-	662
EC1324 Sankyu Inc, Kitakyushu	100	16	-	-	-	-	-	-	-	-	116
EC1326 Sankyu Inc., Tokyo	156	169	-	-	-	-	-	-	-	-	324
EC1327 Sankyu Inc., Yokohama	343	-	-	-	-	-	-	-	-	-	343
EC1328 Saex Terminals Intermodais	87	69	-	-	-	-	-	-	-	-	156
EC1329 Qingdao Evergreen Cont & Stor	-	-	-	-	-	-	15	-	-	-	15
EC1330 Meiko Trans Co. Ltd.	179	142	15	10	10	10	10	10	10	25	421
EC1331 Intercontinental Container Tra	85	99	72	79	70	-	-	-	-	-	404
EC1332 Gemadept	-	-	-	-	(78)	-	-	-	-	-	(78)
EC1333 Greek Container Services	63	67	7	-	-	-	-	-	-	-	37
EC1334 Hsien Hwa Ent. Co.	190	15	15	15	-	-	-	-	-	-	235
EC1335 Container Care Transport	86	65	60	63	65	61	61	86	-	-	587
EC1336 Compass Container Services	82	89	-	-	-	-	-	-	-	-	171
EC1339 Sinotrans Liaoning Cont. Shipping	104	134	167	212	295	-	-	-	-	15	928
EC1340 Marcos Terminal SRL	138	94	130	126	136	133	100	86	20	-	964
EC1341 Three Servant Container Service	462	25	-	611	25	-	25	25	-	-	1,172
EC1342 Korea Container Terminal	177	15	15	15	15	15	15	-	-	-	267
EC1344 Comtrak, Inc.	109	-	-	-	-	-	-	-	-	-	109
EC1347 D. Depot Co. Ltd.	263	143	118	146	134	110	24	133	-	-	1,171
EC1348 KCS Container	156	211	324	15	-	-	-	-	-	-	706
EC1349 Equipment Storage Svs.	94	88	-	-	-	115	-	-	-	-	296
EC1351 Coolstar Co. Ltd.	333	415	-	-	-	-	-	-	-	-	748
EC1352 Interstar North America, Inc.	486	331	-	-	263	-	-	-	-	-	1,079
EC1356 Reparcont Reparosen	179	192	176	222	143	70	-	-	-	15	997
EC1357 Eng Kong Container Services	141	100	-	-	-	-	-	-	-	-	241
EC1358 Cia de Transportes y Cobotaje	74	93	72	78	94	90	90	96	-	-	586
EC1361 Vietnam Maritime Dev. Corp.	105	118	25	-	150	15	-	18	-	15	446

Korea -

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Linda Whatley											
	1 - 30	31 - 60	61 - 90	91 - 120	121 - 150	151 - 180	181 - 210	211 - 240	241 - 270	> 270	TOTAL
EC1364_Suzhou Asia Container Intl.	244	151	60	15	-	98	49	-	-	-	618
EC1366_Initial Metals Engineering Ltd.	168	177	206	218	-	-	-	-	15	-	783
EC1368_WCT Repair	62	72	67	20	-	-	-	-	-	-	221
EC1369_Pak Shaheen Container Service	82	73	-	-	-	-	-	-	-	-	155
EC1370_RIN S.A.	83	164	-	-	88	-	-	-	-	-	336
EC1376_Cosan S.A.	76	92	10	-	-	-	83	78	71	137	546
EC1379_Addicks & Kreye Container	100	10	-	10	-	18	-	10	-	-	148
EC1380_Sitrans S.A.	119	185	-	-	-	-	-	-	-	-	304
EC1385_Maersk Container Service	137	99	5	-	-	5	14	-	-	-	260
EC1387_Central American Trailer Repair	60	60	-	60	60	60	60	240	-	185	785
EC1388_Container Services Company	60	61	60	63	164	60	60	240	-	60	828
EC1390_Gulf States Marine	131	-	-	-	-	-	-	-	-	-	131
EC1392_Felixstowe Port Container Service	96	-	-	-	-	-	-	-	-	-	96
EC1393_Atlantic Technical Services	60	-	-	-	60	-	-	-	-	-	120
EC1394_Delta Container Inc	85	-	-	-	-	-	-	-	-	-	85
EC1395_John Fletcher Intl.	96	81	75	86	-	-	-	-	-	-	337
EC1397_TCSI, Marseille	96	94	-	-	-	-	-	-	-	237	427
EC1401_Masaji Tatanan Container	69	65	68	71	63	92	77	81	61	85	731
EC1405_Global Terminal Marunda	103	-	-	-	-	-	-	-	-	-	103
EC1406_Associated Carriage & Warehousing	60	60	60	15	-	-	15	-	-	-	210
EC1410_P B Express	60	-	-	-	-	-	-	-	-	-	60
EC1411_Southern Intermodal Inc	60	86	93	87	-	-	-	-	-	-	326
EC1412_Holland Terminals	66	72	128	167	273	89	-	-	-	-	795
EC1414_ACOR	193	171	199	18	-	-	18	-	-	18	617
EC1415_Fasig Company	90	-	-	-	-	-	-	-	-	-	90
EC1416_Hansil Industries, Seoul	1,305	1,313	15	-	15	-	18	18	18	18	2,720
EC1420_Seaborn Container Svs & Supp Ltd	507	460	18	-	-	18	-	-	18	36	1,057
EC1422_Mitsui Soko Co., Tokyo	506	442	-	-	-	-	-	-	-	-	949
EC1423_Mitsui Soko Co., Kobe	388	265	-	-	-	-	-	-	-	-	633
EC1425_Container Depof & Reparatur	60	60	-	-	20	-	-	-	20	-	160
EC1428_Rushfleet Ltd.	76	18	-	-	-	-	-	-	-	-	94
EC1430_Shinil Transportation Co	146	162	133	147	15	-	-	-	-	-	603
EC1433_M & M Transport	60	-	-	-	-	-	-	-	-	-	60
EC1434_Da Yue Container Terminal	147	141	149	15	-	18	-	-	-	-	471
EC1435_Shin Nagoya Seisakusyo	118	-	-	-	-	-	-	-	-	-	118
EC1436_Associated Consolidation & Termina	94	15	15	15	15	15	15	15	15	-	214
EC1437_Ueda Kogyo Co.	95	98	85	100	104	113	15	-	-	-	611
EC1438_Container Storage & Repairs	60	18	-	-	-	-	-	-	-	-	78
EC1439_P T L	89	-	-	-	-	-	-	-	-	-	89
EC1440_Portland Container Repair	236	326	-	-	-	-	-	-	-	-	562
EC1441_Container Depot Ltd. Oy	94	94	89	89	-	-	-	-	-	-	366
EC1442_MGM Transportation Services	544	579	512	446	-	-	-	-	-	-	2,081

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Linda Whatley	1 - 30	31 - 60	61 - 90	91 - 120	121 - 150	151 - 180	181 - 210	211 - 240	241 - 270	> 270	TOTAL
EC1447 Lancer Container Services	88	20	20	20	20	20	20	38	-	-	246
EC1448 Bong San Co. Ltd.	12	-	-	-	-	-	-	-	-	-	12
EC1451 Evergreen Heavy Industrial Corp	83	15	15	-	15	15	-	-	-	-	143
EC1452 Container-Care, Veracruz	30	92	-	-	-	-	67	-	-	-	189
EC1455 Trenchor Containers, Mandini	194	306	180	203	189	82	-	-	-	-	1,153
EC1456 Trenchor Containers, Capetown	69	50	-	-	-	-	-	-	-	-	120
EC1459 Cratex Container Services, Inc.	107	-	-	-	-	-	-	-	-	-	107
EC1460 Trailer Service, Inc.	83	-	-	-	-	-	-	-	-	-	86
EC1462 Valencia Container Depot	88	-	-	-	-	-	-	-	-	-	88
EC1463 Dong Kuk Engineering Co.	17	15	-	12	12	12	12	-	-	-	80
EC1467 Logistics International Ltd.	165	132	103	-	-	-	-	-	-	-	399
EC1471 Tudorgrade Ltd.	60	138	-	-	-	-	-	-	-	-	198
EC1472 All Container Care b.v.	100	101	-	452	15	-	-	-	-	-	668
EC1475 Northwest Container Svs Inc	80	80	-	-	-	-	-	106	110	94	430
EC1476 Hong Kong Mid Stream Co Ltd	236	145	216	-	-	-	-	-	-	-	597
EC1477 Conte-Leku, S.L.	164	-	-	-	-	-	-	-	-	-	164
EC1478 Pacific Trailer Repair Service	1,100	-	-	-	-	-	-	-	-	-	1,100
EC1479 Refrigerated Container Service	278	-	-	-	-	-	-	-	-	-	278
EC1480 Don's Mobile Service, Inc.	157	-	-	-	-	-	-	-	-	-	157
EC1483 Containerlink, Milnerlor	284	230	-	-	-	-	-	-	-	-	494
EC1484 Containerlink, Port Elizabeth	213	140	-	-	-	-	-	-	-	-	353
EC1486 Transamerica Railrep Application	3,563	3,563	-	-	-	-	-	-	-	-	7,125
EC1488 Specialised Container Services	-	4,675	-	-	-	1,536	-	-	-	-	6,211
EC1493 Samik Express Co. Ltd	107	101	170	-	-	-	-	-	-	-	378
EC1495 Echlin Company	84	180	187	128	104	-	-	-	-	-	663
EC1496 U.S. Transport Repair & Svs., Inc.	140	-	-	-	-	-	-	-	-	-	140
EC1500 Equipment Transportation Svs. LLC	113	-	-	-	-	-	-	-	-	-	113
EC1503 O'Toole Transportation Works, Inc.	229	264	-	-	-	-	-	-	-	-	493
EC1504 K & R Repair Service, nc.	131	-	-	-	-	-	-	-	-	-	101
EC1506 Western Trailer Service, Inc.	219	277	181	-	-	-	-	-	-	-	678
EC1513 Peachtree Truck & Trailer	80	-	-	-	-	-	-	-	-	-	80
EC1514 Teveco	229	-	-	-	-	-	-	-	-	-	229
EC1519 Tong Fa Container Svs. Ltd.	240	-	-	-	-	-	-	-	-	-	240
EC1525 Eagle Systems	87	-	-	-	-	-	-	-	-	-	87
EC1528 General Transportation Services	107	-	-	-	-	-	-	-	-	-	107
IC0174 P&O Containers	-	(160)	-	-	-	-	-	-	-	-	(160)
IC0203 Endeavour Refrigeration	-	-	-	-	-	(5)	-	-	-	-	(5)
IC0222 Tricorn Shipping Agency	-	-	-	-	-	-	-	-	-	68	68
IC0244 Systematic Container Pte Ltd	-	-	-	-	-	-	-	-	-	6,447	6,447
IC0302 Cavalea Continental Container	-	-	-	-	-	-	-	-	-	120	120
IC0329 TRI SARI	-	-	-	(28)	-	-	-	-	-	-	(28)
IC0355 Copenhagen Freeport	-	-	-	-	(60)	-	-	-	-	-	(60)

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CEDEX SERVICES INT'L Fax:415-398-3610

CEDEX SERVICES INT'L

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Linda Whatley											
	1 - 30	31 - 60	61 - 90	91 - 120	121 - 150	151 - 180	181 - 210	211 - 240	241 - 270	> 270	TOTAL
IC0357 Mitsui Warehouse	-	-	-	-	(10)	-	-	-	-	81	61
IC0383 Yards Container Pool	-	-	-	60	-	-	-	-	-	-	60
IC0425 Poh Tiong Choon Contractors	-	-	-	-	-	-	-	-	-	(51)	(51)
IC0715 Korea Freight Transport Co Ltd	-	-	-	-	-	-	-	-	-	(60)	(60)
IC0740 Refrigerated Container, Miami	-	-	-	-	-	-	-	-	-	83	63
IC0741 Intercon Pacific	-	-	-	-	-	-	-	-	-	(0)	(0)
IC0817 Sea-Land Services, Chicago	-	-	-	-	-	-	-	-	-	227	227
IC0855 J&I Container Depot	-	-	-	-	-	-	-	-	-	282	282
IC0859 Universal Maritime	-	-	-	-	-	-	-	-	-	1,710	1,710
IC0870 Sea-Land Services, Dallas	-	-	-	-	-	-	-	-	-	126	126
IC0871 Sea-Land Services, Charleston	-	-	-	60	60	60	60	60	-	-	300
IC0879 Sam Ju Transport	-	-	-	-	-	-	-	-	-	(98)	(98)
IC0881 Sea-Land Services, Port Everglades	-	-	-	-	-	-	-	-	-	248	248
IC0914 West Gulf Intermodal LLC	-	-	-	-	-	-	-	-	-	63	63
IC0934 Thermo King of Northern CA	-	-	-	-	-	-	-	-	-	31	31
IC0939 DAJ Enterprises	-	-	-	-	-	-	60	60	60	624	804
IC0965 General Container Svs. Inc.	-	-	-	-	-	-	-	-	-	532	532
IC0970 Socotec Inspection Sdn Bhd	-	-	-	-	-	-	-	-	-	(0)	(0)
IC0974 Jardine, Matheson & Co Ltd	-	-	-	-	-	-	-	27	72	111	210
IC0986 Unicon Services Co Ltd	-	-	-	-	-	-	-	-	-	-	(180)
IC1009 Roadfreighters Container Svcs Ltd	(180)	-	60	60	60	60	60	64	80	80	524
IC1114 Hyundai Precision & Ind., Qingdao	-	-	-	-	-	-	-	-	-	647	647
IC1118 Penn Intermodal Leasing	-	-	60	60	60	62	61	60	62	553	978
IC1123 Total Intermodal Svs	-	-	-	-	-	-	-	-	-	127	127
IC1132 Maintainer Depot, Manchester UK	-	-	-	-	-	-	-	-	61	-	61
IC1246 Linden Bulk Transport	-	-	15	15	46	95	28	32	170	33	433
IC1253 Hyundai Container Mfg. Qingdao	-	-	73	60	60	60	60	60	60	892	1,325
IC1287 Luzon Orient Cont. Terminals	-	-	-	-	-	-	-	-	-	38	38
IC1295 Roore B.V.	-	-	-	61	-	-	-	-	-	-	61
IC1337 B.S.A. Transport Co. Ltd.	-	-	-	-	-	-	-	-	-	-	20
MC0001 Alcatel International	20	-	-	-	-	-	-	-	-	-	1,000
MC0012 Delmas Conteneurs	-	-	1,000	-	-	-	-	-	(674)	-	409
MC4000 Transamerica Leasing Inc, Asia	1,083	-	-	-	-	-	-	-	-	-	180
RS0175 Sydney Haulage Containers	180	-	-	-	-	-	-	-	-	(3)	(3)
RS0263 CEL Container Engineering Ltd	-	-	-	-	-	-	-	-	-	(0)	(0)
RS0275 Southern Containers	-	-	-	-	-	-	-	(10)	-	-	(10)
RS0983 Sankyu Inc., Chiba	-	-	180	-	-	-	-	-	-	-	180
RS0993 International Reefer Services	-	-	-	512	-	-	-	-	-	-	512
SC0134 Trimodal Services, Inc.	-	-	36	-	-	-	-	-	-	-	36
SC1206 Logtainer Sri	-	-	-	-	-	-	-	-	-	34	34
SC1209 Mega Industrial Engineering	-	-	-	-	-	-	-	-	-	-	7,935
SC1250 Hapag Lloyd	7,935	-	-	-	-	-	-	-	-	-	7,935

A/R Aging 9/8/99											
Linda Whatley											
	1 - 30	31 - 60	61 - 90	91 - 120	121 - 150	151 - 180	181 - 210	211 - 240	241 - 270	> 270	TOTAL
SC1267_South African Cont. Depots	-	-	-	-	-	-	-	-	-	93	93
SC1288_Austainer Services	-	-	-	-	-	-	-	-	-	36	36
SC1321_Singamas Terminals (HK) Ltd.	-	-	-	-	-	-	-	-	-	36	36
SC1398_SAGA CI	-	-	-	-	-	-	-	-	-	(135)	(135)
SC1408_Greycourt Transport Services	-	-	-	-	-	-	-	-	-	(250)	(250)
SC1413_Kentucky Container Svs	-	-	-	-	-	-	-	-	-	(1,000)	(1,000)
SC1427_Reefercare	-	-	-	-	-	-	-	(160)	-	-	(160)
SC1444_Wm. Hafer Drayage Co.	-	-	-	-	-	-	-	-	-	10	10
SC1454_Trinity Container & Warehousing	-	-	-	-	-	-	-	(26)	-	-	(26)
SC1507_Tianjin (TEDA)Huaxi Container Svs.	-	-	-	-	2,600	-	-	-	-	-	2,600
SC1520_Binasarana Depobahari Jakarta	-	-	-	40	-	-	-	-	-	-	40
SC1524_Hayakawa Sealand Transportation	-	-	-	1,536	-	-	-	-	-	-	1,536
SC1529_Segara Pacific Maju	-	-	11	-	-	-	-	-	-	-	11
SC1549_Nagoya Marine Service Co.	-	2,536	-	-	-	-	-	-	-	-	2,536
SC1550_Gestione Terminal Riuniti Livorno	-	1,536	-	-	-	-	-	-	-	-	1,536
SC1560_Kram Tire International, Inc.	-	-	-	-	-	-	-	-	-	-	-
SC1562_Shanghai CIMC Container	1,600	-	-	-	-	-	-	-	-	-	1,600
SC1563_Container Entretien Reparation	1,536	-	-	-	-	-	-	-	-	-	1,536
SC1564_Gold Container Corp.	4,321	-	-	-	-	-	-	-	-	-	4,321
SC1566_Tecomar S.A.	588	-	-	-	-	-	-	-	-	-	588
Z_Unidentified prmts	(521)	(483)	-	-	(478)	-	-	-	-	-	(1,482)
TOTAL	254,356	177,169	53,148	25,438	16,828	9,056	4,339	3,934	1,373	24,186	568,301

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EC0101	EC0101	ContainerPort Group, Cleveland	United States
EC0101	EC0142	ContainerPort Group (Reserve Int'l. Serv)	United States
EC0101	EC0980	ContainerPort Group, Saint Louis	United States
EC0101	EC0990	ContainerPort Group, Louisville	United States
EC0101	EC1000	ContainerPort Group, Cincinnati	United States
EC0101	EC1003	ContainerPort Group, Codeco	United States
EC0101	EC1004	ContainerPort Group, Columbus	United States
EC0101	EC1026	ContainerPort Group, Indiana	United States
EC0104	-	Cratex Container Services	Canada
EC0105	EC0105	Container-Care Int'l, Houston	United States
EC0105	EC0106	Container-Care Int'l, Los Angeles	United States
EC0105	EC0107	Container-Care Int'l, New Orleans	United States
EC0105	EC0108	Container-Care Int'l, Portland	United States
EC0105	EC0110	Container-Care Int'l, Alameda/Oakland	United States
EC0105	EC0119	Container-Care Int'l, Chicago	United States
EC0105	EC0133	Container-Care Int'l, South Carolina	United States
EC0105	EC0164	Container-Care Int'l, Seattle	United States
EC0105	EC0407	Container-Care Int'l, Miami	United States
EC0105	EC1002	Container-Care Int'l, Virginia	United States
EC0111	-	Fast Lane Transportation	United States
EC0113	-	Interport Maintenance	United States
EC0114	-	Lanport, Inc	United States
EC0115	-	Midwest Systems	United States
EC0116	-	Old Dominion Container Repair	United States
EC0117	EC0117	Palmer Industries, Elizabeth	United States
EC0117	EC0361	Palmer Industries, Newark	United States
EC0118	-	Picorp, Inc.	United States
EC0124	-	Transamerica Terminal Services	United States
EC0129	-	Trimodal, Inc., Minneapolis	United States
IC0131	-	Unicon International	United States
EC0132	-	Miami Container Repair	United States
EC0137	-	Trimodal, Inc - N. Kansas City	United States
EC0140	-	Maritime Container Serv. Pty.	Australia
EC0146	-	Maintainer Depot Services	UK
EC0152	-	HCCR Container & Chassis Repair	Germany
EC0153	-	Friedrich Tiemann	Germany
IC0154	-	Contrail Services	Belgium
EC0157	-	M J Kramer Container Repairs	Netherlands
EC0163	-	CNS	UK
EC0166	-	Sakoma Ltd.	Hong Kong
EC0167	EC0167	Triton Container International, San Fran.	United States
EC0167	EC0130	Triton Container International, APL Codeco	United States
EC0167	EC1049	Triton Container International, Test Mailbox	United States
EC0169	-	Neptunus Services	United States
EC0171	-	Textainer Services Ltd, San Francisco	United States
EC0174	-	P & O Containers	Australia
RS0175	-	Sydney Haulage Containers	Australia
EC0176	-	Consult Ltd	Australia
EC0177	EC0133	Melbourne Container Park	Australia
EC0177	EC0259	Woolston Container Park	New Zealand
EC0177	EC0260	Owens Container Services, Auckland	New Zealand
EC0177	EC0476	Westfield Container Park	New Zealand
EC0177	EC0811	Brisbane Container Park	Australia
EC0177	EC0866	Pacific Containers	New Zealand
EC0177	EC1083	Suva Containers	Fiji
EC0177	EC1175	Manukau Container Park	New Zealand
EC0178	-	Trimodal, Inc., Detroit	United States
EC0185	-	Contor Terminals	Canada
EC0186	-	Marine Container Services	Canada
EC0191	EC0191	L.H. Boyd & Co.	United States

EC0191	EC0226	Test Manufacturer	United States
EC0191	EC0227	Test Customer	United States
RS0193	-	Range Reefer Services	Australia
EC0194	-	Intl. Reefer Services	Australia
EC0195	-	E A Rock Container, Footscray	Australia
EC0196	-	Aepex Containers	Australia
EC0197	-	E A Rock Container, Victoria	Australia
EC0198	-	Blue Sea Containers	Australia
IC0199	-	Container Reefer Services	Australia
EC0200	-	Coulson Transport	Australia
EC0201	-	E A Rock Container, Queensland	Australia
RS0202	-	Associated Container Services	Australia
EC0203	-	Endeavour Refrigeration	Australia
EC0204	-	Quality Container Management	Australia
IC0206	-	Union Container Industries	Taiwan
EC0212	-	Conaust Container Park, Western Aust	Australia
EC0213	-	Marco	Canada
EC0214	-	Conrepair	Germany
EC0215	-	Derrick S.R.L.	Italy
EC0228	-	Coastal Container Services	United States
EC0232	-	Keppel Logistics Pte Ltd	Singapore
EC0237	-	Shanghai Pacific International Cont.	China
EC0239	-	Lego Consolidator & Warehouse	Hong Kong
EC0241	EC0241	Tungya Transportation - Keelung	Taiwan
EC0241	EC0298	Tungya Transportation - Kaohsiung	Taiwan
EC0242	-	Ng Teow Yhee Sons	Singapore
EC0243	-	Hyundia Precision America	United States
EC0244	-	Systematic Container Services	Singapore
IC0245	-	Phien Seah Container Trans	Singapore
EC0248	-	Kamigumi, Yokohama	Japan
EC0250	-	Kamigumi, Nagoya	Japan
EC0251	-	Kamigumi, Kobe (Harber Trans HQ)	Japan
EC0253	-	Nissin, Tokyo	Japan
EC0254	-	Nissin, Osaka	Japan
EC0255	-	Nissin, Kobe	Japan
EC0257	-	Tranz Link Container Services	New Zealand
EC0258	-	New Zealand Express Transp.	New Zealand
EC0261	-	Mount Storage	New Zealand
EC0262	-	S. Jones Containers	UK
EC0263	-	CEL (Container Eng. Ltd.)	UK
EC0265	-	Cont-Care Ltd., U.K.	UK
EC0268	-	Kaypi Logistics Depot	Malaysia
EC0269	-	Inchape Shipping Services N.V.	Belgium
EC0270	-	Tyne Containers	Australia
EC0272	-	Container Repair & Storage	New Zealand
EC0274	-	Transport Systems Limited	New Zealand
EC0275	-	Southern Containers	New Zealand
EC0282	-	Specialized Container Services	New Zealand
EC0283	-	Container Sales & Leasing	New Zealand
EC0284	-	Konrep Services	Malaysia
IC0286	-	Nippon Fruehauf Co.	Japan
EC0287	EC0287	Jindo Container Corporation, Seoul	Korea
EC0287	EC0393	Jindo Container Corporation, Korea	Korea
EC0288	-	Samsung Van Fix Co., Ltd.	Korea
EC0289	-	Hyundai Precision & Ind., KR	Korea
EC0290	-	Far East Container	Korea
EC0294	-	Container Center Antwerp	Belgium
EC0295	-	Condane A/S	Denmark
EC0296	-	Container Applications Int'l	United States
EC0297	-	John Joy Welding Ltd.	UK
EC0299	-	CHS Container Services	Germany

EC0300	-	Nora Container Spa	Italy
EC0301	-	Interporto Rivalta Scrivia	Italy
IC0302	-	Cavalea Continental Container	United States
EC0303	-	Chalmers Industries	Australia
EC0307	-	Hipercon Term E Cargas Ltda	Brazil
EC0312	-	Complete Container Services	United States
EC0313	-	Gulf States Marine	United States
EC0314	-	T & T Inland Container Depot	United States
EC0316	-	Antwerp Container Eng. N.V.	Belgium
EC0317	-	Morcon Container Repair	Netherlands
EC0318	-	Bowden Container Services	UK
EC0319	-	Teveco NV	Belgium
EC0322	-	Roland Umschlaggesellschaft	Germany
EC0323	-	GK Container Service	Germany
EC0325	-	Depot 2000 Ziera & Co.	Germany
EC0327	-	Masaji Tatanan Container, SUB	Indonesia
EC0328	-	Masaji Tatanan Container, JKT	Indonesia
EC0329	-	Trisari	Indonesia
EC0335	-	PT Kumbong Containers	Indonesia
EC0336	-	Puninar Pacific	Indonesia
EC0337	-	Lion Containers	Malaysia
EC0338	EC0338	ITOCHU, S.F. "B"	United States
EC0338	EC0733	ITOCHU, S.F. Test Mailbox	United States
EC0340	-	Interpool	United States
EC0342	-	Trans Container Terminal	Thailand
EC0343	-	Siam Cargo Containers	Thailand
EC0344	-	Affluence Terminals	Hong Kong
EC0347	-	Symon & Clark	Australia
EC0349	-	G. E. SeaCo	UK
EC0350	EC0350	Specialized Tank Service	United States
EC0350	EC0739	Refrigerated Container Service	United States
EC0351	-	Port Automation International Bv	UK
EC0353	-	Lundby Container Serv. Lcs Ab	Sweden
EC0354	-	London Container Service	UK
EC0355	-	Copenhagen Freeport and Stev. Co.	Denmark
EC0357	-	Mitsui Warehouse Term. Serv.	Japan
EC0358	-	Utoku Express Co. Ltd.	Japan
EC0359	-	Azuma Shipping	Japan
EC0362	-	Container Systems	Hong Kong
EC0363	-	Rep. Cont. T. S.r.l.	Italy
EC0365	-	Robert Arnal & Cie	France
EC0366	-	Lanport, Inc.	United States
EC0367	-	Container Depot A.G.	United States
IC0368	-	Transus Intermodal L.L.C.	United States
EC0369	-	Transportation Equipment Spec.	United States
EC0370	-	Container Trailer Repair	Belgium
IC0371	-	Consortium Container Services	Chile
EC0372	-	Rodrimar	Brazil
EC0373	-	Bullman Marine Container	UK
EC0376	-	Norcon	UK
EC0377	-	Canadian Intermodal Repairers	Canada
EC0378	-	Maincare	Netherlands
EC0379	-	Container Depot A.G.	Switzerland
IC0381	-	Int'l Container Reparatur	Germany
EC0382	-	International Cargo Equipment	United States
IC0383	-	Yard's Container Pool	United States
EC0385	EC0385	Port Container Svs	Netherlands
EC0385	EC0836	Port Container Svs	Netherlands
EC0387	-	Stackright Ltd.	UK
EC0389	-	Houston Marine Containers, Inc.	United States
EC0390	-	Geoffrey Reyner/Royal Mill	UK

EC0397	-	Feliba Part Ltd.	Australia
EC0398	-	SPC Servico Portugues De Contentores	Portugal
EC0399	-	Progeco Bilbao S.A.	Spain
EC0400	-	Auta Marocchi spa	Italy
EC0401	-	Terminal Sgarallino S.R.L.	Italy
EC0402	EC0402	Recomar S.A., Madrid	Spain
EC0402	EC0797	Recomar S.A., Barcelona	Spain
EC0404	-	Polterminal	Portugal
EC0405	-	Cetem Containers B.V.	Netherlands
EC0408	-	Mathew Bros. Contractors Pty	Australia
IC0409	-	Kyoyei Corp. Ltd.	Japan
EC0411	EC0411	Sankyu, Inc.	Japan
EC0411	EC1204	Sankyu, Inc.	Japan
EC0411	EC1325	Sankyu, Inc.	Japan
EC0413	-	Nippon Container Main Co.	Japan
EC0416	-	Aoki Trans Corporation	Japan
EC0417	-	Sun Power Container Services Ltd	Hong Kong
IC0418	-	Fanda International Ltd.	Hong Kong
EC0419	-	Constar Enterprise Co. Ltd.	Taiwan
EC0420	-	Fu Yang Container Enterprise	Taiwan
EC0422	-	Containers S.A.	Spain
EC0423	-	Sogemar Spa	Italy
EC0424	-	Marine Container Yard	Finland
EC0425	-	Poh Tiong Choon Contractors	Singapore
IC0426	-	CMS Intermodal Services Inc.	United States
EC0427	-	Robert Arnal, Le Havre	France
EC0428	-	Labronica Containers Spa	Italy
EC0430	-	Handico Terminais Nv	Belgium
EC0431	-	C.M.R. Container Services	Netherlands
IC0432	-	SAAM	Brazil
EC0433	-	Delmar & Consortium S.A.	Chile
EC0434	-	DICCSA	Argentina
EC0436	EC0436	Mitsubishi Logistics Corporation	Japan
EC0436	EC1033	Mitsubishi Logistics Corporation	Japan
EC0439	-	SOGESE	Italy
EC0440	-	S.R.C.D.	France
EC0441	-	CDH Container-Depot Hamb.	Germany
EC0443	-	North Terminal Sdn Bhd	Malaysia
EC0444	-	DCH Dusseldorfer Container Hafen GmbH	Germany
EC0446	-	Finnsteve Oy Ab	Finland
EC0447	-	Dublin Container & Transporta	Ireland
EC0448	-	Metrans International Forward	Czech Republic
EC0450	-	Mobiele Container Services	Netherlands
EC0451	-	Handico Terminal Bv	Netherlands
EC0452	-	CRN Container Depot Rhein	Germany
EC0453	-	CTS Container Terminal GmbH	Germany
EC0456	-	Gobbi Mcr S.R.L.	Italy
EC0459	-	Stockholm Container Service A	Sweden
EC0461	-	Intercontainers Term. & Transp.	Brazil
EC0464	-	Diperdana Corp	Malaysia
EC0465	-	Cogent Logistics Pte. Ltd.	Singapore
EC0468	-	Southeastern Trailer & Cont.	United States
EC0469	-	C.T. Engineering Ltd.	Scotland
EC0470	-	United Terminal Service	Philippines
EC0471	-	Penavico (China Ocean Shipping)	China
EC0472	-	China Int'l Marine Container	China
EC0473	-	Jindo	China
EC0474	-	Aboitiz Shipping Corporation	Philippines
EC0475	-	Sinotrans Shandong	China
EC0477	-	Transcontainer Terminais	Brazil
RS0478	-	Line Transportes Ltd.	Brazil

EC0479	-	Paulista Containers Maritimos	Brazil
EC0481	-	Terminal Pozzolo S.R.L.	Italy
EC0482	-	Caledonian Containers Ltd	UK
EC0485	-	Transware Distribution Service.	Singapore
EC0486	-	Rapid Container Services Nv	Belgium
EC0487	-	Progeco	France
EC0488	-	Havre Containers	France
EC0489	-	Thai Container Center Co. Ltd.	Thailand
EC0490	-	Terminal Scancia S.R.L.	Italy
EC0491	-	Me. Co. Ser. Spa	Italy
EC0494	-	Inchape Landside Service	France
EC0497	-	Hyop Sung Shipping Corp.	Korea
EC0498	-	Mid Atlantic Leasing Corp	United States
EC0499	-	Railroad Container Service	Korea
EC0700	-	S.T.A. C. Bordeaux	France
EC0701	-	Ferninha, Fillos - Industrias	Portugal
EC0702	-	Gerico S.R.L.	Italy
EC0704	-	Transportes Sardo Lda.	Portugal
EC0705	-	Weincont Container Terminal	Austria
EC0708	-	Eaglecon Oy	Finland
EC0709	-	Moreton Bay Container	Australia
EC0710	-	Quality Container Management	Australia
EC0711	-	Eemtrans B.V.	Netherlands
EC0712	-	Kaypi Southern Terminal Sdn.	Malaysia
EC0713	-	Heung Bo Enterprises Co.	Korea
EC0717	-	North Ocean Container Co. Ltd.	China
CC0718	-	TFH Freight Agencies	China
EC0719	-	Donghwa Cont. Trans. Serv.	China
EC0720	-	Yangzhou Tongyun Container	China
EC0721	-	Dalian Golden ROC	China
EC0722	-	Dalian Container Mfg Co.	China
EC0723	-	Dalian Jindo Container Co. Ltd	China
EC0726	-	Masaji, Medan	Indonesia
EC0729	-	Robert Arnal & Fils	France
EC0731	-	Savannah Intermodal Repair Co.	United States
EC0732	-	JB District Park	Malaysia
EC0734	-	Robert Arnal & Fils, Fos Sur Mer	France
EC0735	-	Robert Arnal & Fils, Lyon-F	France
EC0736	-	Greenco Metal Limited	UK
RS0740	-	Refrigerated Container Miami	United States
IC0741	-	Intercon Pacific Industrial Estate	Indonesia
EC0743	-	Carl Tiedeman Gmbh	Germany
EC0744	-	Universal Container Serv. Gmbh	Germany
EC0745	-	Industrial Structures Ltd.	New Zealand
EC1022	EC1022	Shanghai Pao Long Int'l Cont.	China
EC1022	EC1284	Shanghai Pao Long Int'l Cont.	China
IC0750	-	Singamas Cont. Ind. Co. Ltd.	China
EC0752	-	Kwangchow Shipyard Cont. Factory	China
EC0753	-	SPIC (Shanghai Pacific)	China
EC0754	-	San Ho Container Co. Ltd.	Taiwan
EC0755	-	Bina Sinar Amity	Indonesia
EC0757	-	Progeco Espana SA	Spain
EC0759	-	V.G.C. Storage & Transport	Netherlands
EC0761	-	Come Forward Development	Hong Kong
EC0762	-	Nissin, Yokohama	Japan
EC0763	-	Container Care Ab	Sweden
EC0764	-	Mitaka, Kokyo K.K.	Japan
EC0765	EC0765	Container-Care Servial Dk Aps	Denmark
EC0765	EC0910	Container-Care Servial Dk Aps	Denmark
EC0766	-	Hamburger Container Service	Germany
EC0767	-	Mo-Kan Container Service, Inc.	United States

EC0768	-	Flexi-Van Leasing	United States
EC0770	-	Fat Kee Stevedores Ltd.	Hong Kong
EC0772	-	Dixie Transportation Serv., Inc.	United States
EC0773	-	Wing Seng Logistics Pte Ltd.	Singapore
EC0774	-	Kamigumi, Chuo-Ku, Kobe	Japan
EC0777	-	Seaport Container	United States
EC0778	-	Global Enterprises, Ltd.	Korea
IC0780	-	Yokohama Conf. Svs	Japan
EC0781	-	OT Africa Line	UK
EC0782	-	Scanlink	Denmark
EC0783	-	TTC Due	Italy
EC0787	EC0787	Sumitomo Warehouse, Yokohama	Japan
EC0787	EC0364	Sumitomo Warehouse, Osaka	Japan
EC0787	EC0785	Sumitomo Warehouse, Kobe	Japan
EC0787	EC0786	Sumitomo Warehouse, Tokyo	Japan
EC0787	EC0788	Sumitomo Warehouse, Nagoya	Japan
EC0790	-	SCL	Belgium
EC0791	-	Strick Corporation	United States
EC0793	-	Remain Gmbh	Germany
IC0794	-	James A. Gibson	United States
EC0798	-	I.C.T.C. Nv	Belgium
EC0801	-	Xtra Intermodal	USA
EC0802	-	Euro Container Handling Bv	Netherlands
EC0804	EC0804	Specialised Container Services	New Zealand
EC0804	EC1041	Specialised Container Services	New Zealand
EC0805	-	Saga Reparation de Conteneurs	France
EC0806	EC0806	Intracon Worldwide Limited	England
EC0806	EC0809	Intracon Worldwide Limited	England
EC0808	-	Contem Inc.	Canada
EC0813	-	Pioneer Districentre Pte Ltd	Singapore
EC0814	EC0814	Itel Terminals, Oakland	United States
EC0814	EC0112	Itel Terminals, Savannah	United States
EC0814	EC0120	Itel Terminals, Jacksonville	United States
EC0814	EC0121	Itel Terminals, Charleston	United States
EC0814	EC0136	Itel Terminals, Memphis	United States
EC0814	EC0185	Itel Terminal Services	United States
EC0814	EC0234	Itel Terminals, Houston	United States
EC0814	EC0247	Itel Terminals, N.Charleston	United States
EC0814	EC0376	Itel Terminals, Garden City	United States
EC0814	EC0386	Itel Terminals, Seattle	United States
EC0814	EC0388	Itel Terminals, Wilmington	United States
EC0815	-	Xtra Intermodal	United States
EC0816	-	E. A. Roche	Australia
IC0817	-	Sealand Services, Inc	United States
EC0820	-	C & P Holdings	Singapore
EC0830	-	Grand Container Company	Taiwan
EC0839	-	Universal Container Term.Co. Ltd.	Taiwan
EC0840	-	Chung Lie Container Ent.	Taiwan
EC0841	-	James Rolfe Transport	Australia
IC0843	-	T K Transport	Sweden
EC0845	-	DY Terminal Ltd.	Hong Kong
EC0846	-	Panamart Co. Ltd.	Hong Kong
EC0847	-	Gold Maritime, Yokohama	Japan
EC0848	-	Keihin Koun Co Ltd	Japan
EC0849	-	Hai Shan	Taiwan
EC0851	-	New World Container Service	Taiwan
EC0854	-	Contship Ltd.	UK
EC0855	-	J & I Container Depot	S. Africa
EC0856	-	Boomna Cargo Co. Ltd.	Thailand
EC0858	-	Transmo Container Service B.V.	Netherlands
IC0859	-	Universal Maritime Service	United States

EC0860	-	Independent Reefer Services	Australia
EC0861	-	Setia Putra Sejati	Indonesia
RS0862	-	Tyne Vista Holdings	Australia
EC0865	-	Yau Sun Transport Co. Ltd.	Hong Kong
EC0867	-	Indra Jaya Swastika	Indonesia
EC0868	-	CMR Container Maint. Repair	Germany
EC0869	-	Eldapoint Limited	UK
IC0870	-	Sea-Land Service, Dallas	United States
IC0871	-	Sea-Land Service, Mt. Pleasant	United States
IC0872	-	Sea-Land Service, La Porte	United States
EC0879	-	Sam Ju Transport	Korea
IC0881	-	Sealand Services, Inc	United States
EC0886	-	JCM Corporation	Japan
EC0887	-	S.R.C.D.	France
EC0888	EC0888	Nantong CIMC Smooth Sail Container Co.	China
EC0888	EC1229	Nantong CIMC Smooth Sail Container Co.	China
EC0890	-	Chalmers Indusry Pte.	Australia
CC0891	-	Associated Industries Co. Ltd.	Thailand
EC0892	-	PCL Container Services	Hong Kong
EC0894	-	Contrepair S.r.l.	Italy
EC0895	-	Container Repair Hamburg GmbH	Germany
EC0896	-	Salerno Container Services Spa	Italy
EC0898	-	Padova Container Service S.r.l.	Italy
EC0899	-	Allied Container Services	Australia
EC0900	-	Sicom s.p.a.	Italia
EC0901	-	Wealth Fair Development Co. Ltd.	Hong Kong
EC0908	-	Associated Industries China, Inc.	Taiwan
EC0909	-	Independent Reefer Services	New Zealand
EC0911	-	Associated Industries China	Taiwan
EC0912	-	International Container Bridge	Argentina
EC0913	-	Shunde Shun An Da Container	Hong Kong
IC0914	-	West Gulf Intermodal	United States
EC0915	-	Associated Industries	China
EC0916	-	Furuya & Company	Japan
EC0918	-	Moviltainer S.L.	Spain
EC0919	-	PacMarine Services	Singapore
IC0921	-	Brigantine Services Ltd.	Hong Kong
EC0922	-	Depot Rel Beniloch S.A.	Spain
EC0923	-	Ningbo Victory Container Co.	China
EC0925	-	Qingdao Universal Container	China
EC0926	-	Eng Kong Container Agencies	Singapore
EC0927	-	Temple Freight	Australia
EC0928	-	GTR Gestione Terminal Riuniti	Italy
EC0929	-	Port Botany Container Park	Australia
EC0930	-	Nagoya Container Services	Japan
EC0931	-	Med Union Container S.A.	Turkey
EC0932	-	Tasman Asia Shipping	New Zealand
EC0933	-	Eng Kong Container Agencies	Hong Kong
EC0934	-	Thermo King	United States
IC0939	-	DAJ Enterprises, Inc.	United States
IC0940	-	Twin Cities Services	United States
EC0941	-	S.R.C.D.	France
EC0943	-	Goodway PLC	UK
EC0944	-	Homley Container Services	Hong Kong
EC0945	-	Baguley Containers	Australia
EC0947	-	Sud Containers Gie	France
EC0949	-	Express Container Service	United States
EC0951	-	Lauritzen Reefers	Denmark
EC0952	-	Cronos Containers	England
EC0953	-	Fassina	Brazil
EC0960	-	DeCote-Duisburg Cont. Term.	Germany

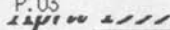
EC0963	-	C.W.T.Distribution Pte.Ltd.	Singapore
EC0964	-	MISC Engineering & Marine	Malaysia
EC0965	-	General Containers Serv.	United States
EC0966	-	Mediterranean Shipping Co. Depot	So. Africa
IC0969	-	Ralph Morton Transport	UK
IC0970	-	Socotec Inspection SDN BHD	Malaysia
EC0971	-	Jardine Surveying Serv.	Thailand
EC0972	-	Singamas Cont. Ind. Co. Ltd.	China
EC0973	-	Metropolis Marina	Indonesia
EC0974	-	Jardine Matheson & Co	Taiwan
EC0976	-	Depotrans Trans e Cont.	Brazil
EC0977	-	Tianjin Jin Feng Cont. Serv.	China
EC0978	-	Tungya Collins Term.	Indonesia
EC0979	-	OCWS	Singapore
EC0981	-	Kita Kyushu Unyu	Japan
EC0982	-	Xin Hua CIMC Container Co.	China
EC0983	-	Sankyu, Inc.	Japan
EC0984	-	Shanghai Far East Container	China
EC0986	-	Unicon Services Co. Ltd.	Thailand
EC0987	-	Container Technology, Inc.	United States
EC0988	-	C.R.G.T.	Italy
EC0989	-	Mitsui Soko, Co. Ltd.	Japan
IC0991	-	Empire Truck Lines, Inc.	United States
RS0992	-	Contract Container Service	New Zealand
EC0993	-	International Reefer Service	Australia
EC0994	-	Port of Wellington Ltd.	New Zealand
EC0995	-	Tokio Marine & Fire Ins.	Japan
EC0996	-	J & I Container Depot	South Africa
EC0997	-	Delta Cont.Depot & Term.	Taiwan
RS0998	-	Independent Reefer Services	Australia
RS0999	-	Port of Napier	New Zealand
EC1001	-	Securicor Omega Cont. Log. Ltd.	UK
EC1005	-	SAAM	Chile
EC1008	-	Intermodal Cartage Co. Inc.	United States
RS1009	-	Roadfreighters Container Services	New Zealand
EC1011	-	Mitsui Soko, Co. Ltd.	Japan
EC1012	-	Mitsui Soko, Co. Ltd.	Japan
EC1013	-	Tecon Terminal de Containers	Brazil
EC1015	-	Chunu Corporation	Korea
EC1016	-	Tae Chung Container Corp	Korea
EC1018	-	Ironbound Intermodal Service Industries	United States
EC1019	-	Xiamen Xiangyu	China
EC1020	-	Seelite Shipping	Thailand
EC1023	-	Coral Sea Containers	Australia
EC1024	-	United Depot GmbH	Germany
EC1025	-	Shanghai Tian Hong Container	China
EC1027	-	Pregeco	France
EC1028	-	Qingdao Jindo Reefer Co. Ltd.	China
EC1029	-	CIMAT	Spain
EC1030	-	Integrated Industries	United States
IC1031	-	Tatsumi Shokai	Japan
EC1032	-	Kwanghae Company Ltd	Korea
EC1034	-	NYK Line Ltd.	United Kingdom
EC1036	-	Kontena Nasional sdn bhd	Malaysia
EC1037	-	Western Container Service	Australia
EC1038	-	Container Services Pte Ltd	South Africa
EC1039	EC1039	IMS Intermodal Maint. Servs.	United States
EC1039	EC1040	IMS Intermodal Maint. Servs.	United States
EC1042	-	Balmer Laurie Freight	India
EC1043	-	Henred Fruehauf Trailers Ltd.	South Africa
EC1046	-	Transbrasa	Brazil

EC1047	-	Shanghai Jintu Container Co Ltd	China
EC1048	-	NYK Line B.V.	Netherlands
EC1050	-	Xiamen Greeting	China
EC1051	-	Sky Container Depot Services	Malaysia
EC1052	-	Tunga Collins Terminal	Indonesia
EC1053	-	Container-Depot Ltd.,Oy	Finland
EC1054	-	Marine Cont	Israel
EC1055	-	Hanse Repair	Germany
EC1056	-	P & B Trailer	United States
EC1058	EC1058	CSX Intermodal	United States
EC1058	EC1057	CSX Intermodal	United States
EC1060	-	Blue Ocean	Taiwan
EC1062	-	GT Group	Canada
EC1063	-	Sinotrans Fujian	China
EC1066	-	Netvar Parikh Industries Ltd	India
IC1067	-	Far East Container	Korea
EC1068	-	Eldapoint Limited	England
EC1069	EC1069	TESCO	Chile
EC1069	EC1360	TESCO	Chile
EC1070	-	Coastal Cont	United States
EC1071	-	Multibina Transportation	Indonesia
EC1072	-	Eng Kong Container Agencies	Singapore
EC1073	-	NYK Line (Deutschland)	Germany
EC1074	-	Yu-Fung Cont Ent Co Ltd	Taiwan
EC1075	-	C.C. Containers	Australia
IC1076	-	Shanghai Huaxing Intl. Cont.	China
EC1077	-	Hopsea Container Services Intl Co	Hong Kong
EC1078	-	Eng Kong Container Agencies	Singapore
EC1079	-	United Container Storage	New Zealand
EC1080	-	Seatons	Australia
EC1081	-	Shaw Containers	United States
EC1082	-	Conteam Repair AB	Sweden
EC1083	-	Gateway	United States
EC1084	-	Container-Care Int'l, Mexico	Mexico
EC1085	-	Thai Eng Kong Container Service	Thailand
EC1087	EC1087	P&O Nedlloyd	England
EC1087	EC0311	P&O Nedlloyd Technical Services	England
EC1088	-	Adhoc Sri Terminal Containers	Italy
EC1089	-	Transport Services PLC	United Kingdom
EC1090	-	Nippon Express Co. Ltd.	Japan
EC1091	-	Louisville Cartage	United States
EC1092	-	Pacific Containers	Singapore
EC1094	-	Tianjin	China
EC1095	-	SOGER	France
EC1098	-	Florens	United States
EC1099	-	O'Toole	United States
EC1100	-	Konoike Transportation Co.	Japan
EC1102	-	MISC Engineering & Marine	Malaysia
EC1105	-	Zim Israel Navigation	England
EC1106	-	Van Doorn Container Depot BV	Netherlands
EC1107	-	Gulf States Marine	United States
RS1108	-	Shang Chih Container Terminal	Taiwan
EC1109	-	Excellency Container Corp.	Taiwan
EC1110	-	Nippon Express Co. Ltd., Yokohama	Japan
EC1111	-	Nippon Express Co. Ltd., Tokyo	Japan
IC1112	-	Hyundai Precision & Ind., Shanghai	China
EC1113	-	Hyundai Precision & Ind., Guangdong	China
EC1114	-	Hyundai Precision & Ind., Qingdao	China
EC1115	-	Shanghai Haihui Intl. Cont. Repair	China
EC1116	-	Detimer Container Packing	Germany
EC1117	-	Shinwa Ltd.	Japan

EC1118	-	Penn Intermodal	United States
EC1119	-	Progeco	France
EC1120	-	SECRETA	Brazil
EC1121	-	ICBA	Belgium
EC1123	-	Total Intermodal Services	USA
EC1125	-	Tiger Transport Co.	Thailand
EC1127	-	New Eng Kong Container Logistics	Malaysia
EC1128	-	Wiralima Dekon Parkasa	Indonesia
EC1129	-	Tokai Kyowa Co. Ltd.	Japan
EC1133	-	Tudorgrade Container Repairs	UK
IC1135	-	Container Depot Service Co. Ltd.	Thailand
EC1138	-	Liberty Pacific Searoad	Australia
EC1139	-	Simar Terminal 7	Argentina
EC1140	-	Logitainer S.A.	France
EC1141	-	Central Corporation Co. Ltd.	Japan
EC1142	-	Trimodal, Inc., Omaha	USA
EC1143	-	Container Hire Ltd.	United Kingdom
EC1145	-	SEMPAC Maritime	Thailand
EC1147	-	Barcelona Containers S.A.	Spain
EC1149	-	China Merchants Cont. Services Ltd.	Hong Kong
EC1150	-	Bond Transport	Australia
EC1151	-	IBL Transport Co. Ltd.	Canada
EC1152	-	Central Container Services	UK
EC1156	-	UGC Depot (Bay Container Terminal)	India
EC1157	-	Hyop Sung Container Terminal Co. Ltd.	Korea
EC1159	-	Sea Containers Services Ltd	England
EC1162	-	Maiconrep Depot SDN BHD	Malaysia
EC1163	-	BMF Handling Ltd.	United Kingdom
EC1164	-	Waalhaven Terminal	Netherlands
EC1165	-	P.T. Rantai Laut	Indonesia
EC1166	-	Peter Fritschen Container Surveys	Germany
EC1167	-	Smith Holland	Netherlands
EC1177	-	Novo Horizonte Jacarepagua	Brazil
EC1178	-	Pentalver Transport	United Kingdom
EC1180	-	Glibstrup Transport A/S	Denmark
EC1181	-	Transul Transportes Sul Ltd.	Brazil
EC1183	-	Tianjin Singamas Cont. Ltd	China
EC1184	-	Ancon N.V.	Belgium
EC1185	-	Unitop Corp.	Taiwan
EC1186	-	F.B. Atkins & Sons Ltd.	United Kingdom
EC1188	-	Compania Sud Americana	Chile
EC1189	-	NZL Group	New Zealand
EC1190	-	Mainfreight Transport Ltd.	New Zealand
EC1196	EC1196	Hanjin Shipping, USA	United States
EC1196	EC1191	Hanjin, Europe	Europe
EC1196	EC1192	Hanjin, China	China
EC1196	EC1193	Hanjin, Korea	Korea
EC1196	EC1194	Hanjin, S.W.Asia	S.W.Asia
EC1200	-	Zim Shipping Australasia Pty.	Australia
EC1201	-	Transworld Transport	UK
EC1202	-	Specialized Cont. Svs.	New Zealand
EC1203	-	AB Gothenburg Container Service	Sweden
EC1205	-	National Containers of Atlanta	United States
EC1207	-	NYK Line Ltd.	Southampton
EC1208	-	NYK Line Ltd.	Italy
EC1210	-	Tucabi, S.L.	Spain
EC1211	-	ABC Containers Ltd.	Sri Lanka
EC1213	-	Ge. Ma. Co. Srl.	Italy
EC1222	-	Kooll Intl. RCL	China
EC1223	-	Bay Container	India
EC1224	EC1224	Java Pacific	Indonesia

EC1224	EC1243	Java Pacific	Indonesia
EC1225	-	Fremantle Container Depot	Australia
EC1226	-	Shandong Intl., Singamas	China
EC1227	-	Shanghai Singamas Cont.	China
EC1228	-	Associated Industries	Taiwan
EC1230	-	T.C.F. Spa	Italy
EC1231	-	USACO	Costa Rica
EC1232	-	Shanghai Jindo Cont.	China
EC1233	-	Associated Ind., Shanghai	China
EC1234	-	Chesnut Enterprises	United States
EC1236	-	Mega Containers Ltd.	Sri Lanka
EC1238	-	Ivaran Lines	United States
EC1239	-	G. Feron E de Clebsattel	France
EC1240	-	Asahi Unyu Kaisha Ltd.	Japan
EC1241	-	Jindo Cont. Mfg	China
EC1242	-	Guangdong Hyundai Cont.	China
EC1244	-	Rapid Tank Svs	Belgium
EC1245	-	Exoglan S.A.	Argentina
EC1246	-	Linden Bulk Transport	United States
EC1247	-	Contal General Business Srl	Italy
EC1248	-	SOFARC	France
EC1249	-	Trans Ocean Cont. Svs	Philippines
EC1251	-	Spinelli Srl	Italy
EC1253	-	Hyundai Cont Mfg., Qingdao	China
EC1254	-	Kwangchow Shipyard, Guangzhou	China
EC1255	-	Hongda Containers Ltd.	Hong Kong
EC1256	-	Global Enterprises Ltd.	Korea
EC1257	-	Global Enterprises, Ltd.	Korea
EC1258	-	Jindo Corporation	Korea
EC1259	-	Ten Met	United States
EC1260	-	Guangzhou Jindo Cont. Co.	China
EC1261	-	Marine Carriers Pvt. Ltd.	India
EC1262	-	Allied Container Services	Australia
EC1263	-	Sideloader Express Transport	Australia
EC1264	-	Kumbong Cont. Ind.	Indonesia
EC1265	-	Xiamen Pacific	China
EC1266	-	Xinhui CIMC Cont. Co.	China
EC1268	-	Containex Container Depot	Austria
EC1269	-	Grimaldi Compagnia Navigazione	Italy
EC1270	-	Dae Kuk Cont. Co.	Korea
EC1271	-	Dalian Cont. Mfg.	China
EC1272	-	North Ocean Container Co. Ltd.	China
EC1273	-	International Cont. Term.	India
EC1275	-	Vitesse Cont. Depot	Netherlands
EC1276	-	Eng Kong Container Service	Singapore
EC1277	-	WCS Singapore	Singapore
EC1278	-	Shanghai Pacific Intl	China
EC1279	-	Floata Consolid. Ltd.	Hong Kong
EC1280	-	TYC	China
EC1281	-	Shanghai Orient Ind. Co. Ltd.	China
EC1283	-	Vanfx Industrial Co. Ltd.	Korea
EC1287	-	Luzon Orient Container Terminal	Philippines
EC1295	-	Rocore B.V.	Netherlands
EC1297	-	SeaLand Orient Terminals	Hong Kong
EC1316	-	Crowtown Cont Svs	China
EC1317	-	Seo Kwang Container Co.	Korea
EC1318	-	Smith Brothers	Australia
EC1319	-	Container Depot Munchen Gmbh	Germany
EC1323	-	Sankyu, Inc., Kobe	Japan
EC1324	-	Sankyu, Inc., Kitakyushu	Japan
EC1326	-	Sankyu, Inc., Tokyo	Japan

EC1327	-	Sankyu, Inc., Yokohama	Japan
EC1330	-	Meiko Trns. Co. Ltd.	Japan
EC1331	-	Intercontinental Cont Tra	Philippines
EC1332	-	GEMADEPT	Vietnam
EC1333	-	Greek Container Svs	Greece
EC1334	-	Hsien Hwa Ent.	Taiwan
EC1335	-	Container Care Transport	Philippines
EC1336	-	Compass Cont Svs	Brazil
EC1337	-	B.S.A. Transport Co	Thailand
EC1339	-	Sinotrans Liaoning Cont	China
EC1340	-	Marcos Terminal Srl	Italy
EC1341	-	Three Servant Cont Svs	Taiwan
EC1342	-	Korea Cont. Terminal	Korea
EC1348	-	KCS Container	Korea
EC1351	-	Coolstar Co Ltd	Korea
EC1352	-	Sreco Transp Svs	United States
EC1356	-	Reparcont Reparos em Sontianer	Brazil
EC1357	-	Eng Kong Cont Svs	Malaysia
EC1369	-	Pak Shaheen Cont Svs	Pakistan
EC1387	-	Central American Trailer Repair	Honduras
EC1388	-	Container Services Co	Dubai
MC0001	-	Alcatel International	Germany
MC0012	-	Delmas Conteneurs	France
MC0024	-	Infonet Services Corp	United States
MC0128	-	Transamerica Leasing	United States
MC0128	-	Transamerica Leasing	United States



CSI Community of Users

DEPOTS

ARGENTINA

BACTSA
DIOCSA
Eugenia S.A.
International Container Bldge
Sinar S.A.

Buenos Aires
Buenos Aires
Buenos Aires
Buenos Aires
Buenos Aires

AUSTRALIA

Allied Container Service
Allied Container Services
Apex Container Services Pty. Ltd.
Auramine Services
Bogley Containers
Blue Sea Containers Services
Brisbane Container Park
C.C. Containers
Chalmers Container Services
Chalmers Industries Pty Ltd
Container Ltd
Conast Ltd
Corvus Ltd
Cosult Ltd
Container Reo/er Services
Coral Sea Containers
Coulson Transport
E.A. Roche Container Services
E.A. Roche Container Services
Endeavour Refrigeration
Fidlin Pty Ltd
Fremantle Container Depot
Independent Refe/er Service
International Refe/er Services
James Rolfe Transport
John Fletcher International
Lafra Pacific Seaward Pty Ltd.
Maritime Container Services, Pty.
Mathew Bros. Contractors Pty Ltd
Melbourne Container Park
Morrison Equipment & Services
Owens Container Refe/er Services
Port Botany Container Park
Quality Container Management
Quality Container Management
Rack Container Park
Range Refe/er Services
Seam Container Services
Sideboard Express Transport
Smith Brothers
Sydney Haalage Containers Ltd
Symoni & Clark Transport
Temple Frights
Toll Transport
Tyse Container Services
Tyse Vias Holdings
Western Container Service

Bredbyn
Turn Point
Fowcsay
North Fremantle
Fowcsay
Nudgee
Alena North
Melbourne
Hemans
Mazda/le
Perth
Wynnum
Port Adelaide
Melbourne
Townsville
West Melbourne
Acacia Ridge
Fowcsay
Forniale Valley
Yarrville
North Fremantle
Hemans
North Fremantle
Yarrville
Botany
Bankstown
Gibson
Fowcsay
Queensland
Fowcsay
Port Botany
Wharfedale
Auburn
St. Marys
Camilla
Port Adelaide
Fishermans Island
Port Botany
Port Adelaide
Spencewood
B. Devonport
Villawood
St. Peters
Sydney

Inchape Shipping Service
Tact Nv
Mega Industrial Engineering
Rapid Container Services
Rapid Tack Services
Towco N.V.
WCT Repair

BRAZIL

Cardi Operadora de Terminais Ltda.
Compass Container Services
Cranston Woodhead
Deposita Transportes e Containers Ltda.
Fanta
Hyperon Terminais De Carga Ltda.
Independent Container
Intercontinent Term. & Transp.
Line Transporter Ltda.
Nova Florestas Jacarepagua
Paulina Containers Materiel Ltda.
Raportant
Rio Cobano Logistica Portuaria Ltda.
Rodrigo S.A.
Socreta-Servicos De Containers Ltda.
Tecon Terminal de Containers
Transportes -Transportes Brateira Ltda.
Transportes Terminais

Antwerp
Antwerp
Antwerp
Antwerp
Antwerp
Antwerp
Mesthout

Rio Grande
Santos
Rio Grande
Santos
Alamos
Santos
Iquique
Rio Grande
Santos
Rio de Janeiro
Santos
Paranaigua
Cubano
Santos
Santos
Rio de Janeiro
Santos
Paranaigua

CANADA

Comelia Intermodal Services
Constar Services
Constar Terminals
Grant Container Services, Inc.
Delta Delta
GT Group
IBL Container Refurbishment Ltd.
MARC0
Marine Container Service
Metropolitan Distribution Services

Richmond
Pointe Claire
Ministoga
Cochin
Vancouver
Montreal
Ministoga
Vancouver
Montreal East
North Delta

CHILE

Consorcium Container Services
Cosa S.A.
Delmar and Consorcium
SAAM
Sisuta S/A
Sisuta S/A
Sisuta S/A
Sisuta S/A
Sisuta S/A
Sisuta S/A
Sisuta S/A
TESCO

Santiago
Santiago
Valparaiso
Valparaiso
Santiago
Arica
Iquique
Valparaiso
Liquen
Puerto Montt
San Antonio
Talcahuano
Valparaiso

CHINA

Comcast Container Services Ltd.
Dalian Golden Roc Container Cargo
Dongshun Container Transportation
Kofei International
Ningbo Victory Container Company
Posnover
Qingdao Beerghen Container & Storage
Shanghai Hai Hai Intl Container Repair
Shanghai Singapore Container Transport
Shanghai Yi Tai International Container
Sinochun Fujian Container
Sinochun Liaoning Container Co.
Sinochun Shan Dong Company
Suzhou Asia container International
Tianjin International Marine Container
Tianjin Jifeng Container Services Co.
Xiamen Greeting Container Services
Xiamen Guangyu Singapore Container Co.

Shanghai
Dalian
Shanghai
Qingdao
Ningbo
Hua
Qingdao
Shanghai
Shanghai
Shanghai
Fuzhou
Dalian
Qingdao
Suzhou
Tianjin
Tianjin
Xiamen
Xiamen

COSTA RICA

Universal Servicios e Containeres S.

Puerto Limon

CZECH REPUBLIC

Metrax International Forwarding

Prague

DENMARK

Arctic Container Operations
Condase
ContainerCare Servis DKAps
ContainerCare Servis DKAps
Gibport Transport AIS
Port of Copenhagen Container Depot
Scanlink Aps

Aalborg
Aarhus
Aarhus
Hvidovre
Aarhus
Copenhagen
Copenhagen

FIJI

Sura Container Park

Suva

FINLAND

Container Depot Ltd. Oy
Eglogon Oy
Finatree Oy Ab
Marine Container Yard Oy Ab

Hamina
Kotka
Helsinki
Helsinki

FRANCE

A.C.O.R.
G.Fonso De Chabazat S.A.
Havy Containers
Inchcape Landside Service
Logistair S.A.
Progno
Progno
Progno
Robert Arnel & Filz
Robert Arnel & Filz
Robert Arnel & Filz
Robert Arnel & Filz
S.O.G.E.R.
S.R.C.D.
S.R.C.D.
S.T.A.C.(Boiteaux)
SERME
SOFARC
SINC0
Sud Containers Cie
TCSI La Havre
TCSI
TCSI
TCSI
TCSI
TCSI

Monieur de Breceux
La Havre
Le Havre
Gouville/Ocher
La Havre
Fos sur Mer
Huelva
Marseille
Gouville/Ocher
Lyon
Marseille
Fos sur Mer
Port Couronne
La Havre
Lyon Plage
La Havre
Brugis
La Havre
Dunkerque
Gonvilliers
Port St. Louis du Rhone
La Havre
Bordeaux Fen
St. Romaine de Colhauc
St. Pierre
Marseille

GERMANY

Addicks & Krue Container Service
Carl Tiedemann GmbH
COH Container-Depot Hamburg GmbH
CMR Container Maintenance Repair
Conaport
Container Depot Murethen GmbH
Container Repair Hamburg GmbH
Container Terminal Dienstleistungen GmbH
CWN Containerdepot Rahn-Necker GmbH
CTS Container Terminal Services GmbH
DCH Duesdler Container Hafen GmbH
DeCeTe-Duisburg Container Terminal
Depot 2000
Deumer Container Packing
Friedrich Tietman
GK Container Service GmbH
Grelpe Container GmbH
Hamburg Container Service
Haseo-Repap Containerreparatur GmbH
HCCR Hamburg Container & Chassis Repa.

Bremen
Hamburg
Hamburg
Hamburg
Hamburg
Hamburg
Duisburg
Hamburg
Duisburg
Duisburg
Bremen
Bremen
Bremen
Bremen
Bremen
Hamburg
Hamburg
Hamburg

AUSTRIA

Container Container Depot
Frans Witt International Transport
Wienerei Container Terminal Ges.M.B.H

Wien Neudorf
Salzburg
Wien

BANGLADESH

Ocean Container Ltd.

Chittagong

BELGIUM

Axon N.V.
Antwerp Container Engineering
Aster N.V.
Azura Belgium
Container Center Antwerp
Container Trailer Repair
Handlen Terminals Nv
I.C.T.C. nv
ICBA-Progress Antwerp

Antwerp
Antwerp
Antwerp
Antwerp
Antwerp
Antwerp
Antwerp
Antwerp

ISRAEL
Mazze Container (1986) Ltd.

ITALY
Athos Srl Terminal Containers
Cenro Intermodale Rubiera
Cenro General Business Srl
Contespa S.r.L.
CRGT Srl
Demick S.R.L.

Ashdod

Malconserva
Enza
Livorno
S.Srefino Magno
Reggio Calabria
Genova/Sant'amaro

Sumitomo Warehouse Co. Ltd.
Tianumi Shokai Co., Ltd.
Tobin Kyowa Co. Ltd.
Ueda Kyogo Company Limited
Utsuta Express Company Limited
Yokohama Container Service Company

KOREA

Charu Corporation
Coolstar Company Limited
Dae Kuk Container Company

Yokohama
Sumitomo-Ki
Minato-Kai
Meji, Kinokuniya
Ohmi-Kai
Naka-Kai

Pusan
Pusan
Pusan

Mount Storage
New Zealand Express Transport Systems
NZZ Group
Owens Container Services
P & O Technical Services
Pacific Container Park
Port of Napier
Port of Wellington
Southern Crosslines
Specialist Container Services
Specialist Container Services
Specialist Container Services

Mt. Maungatua
Christchurch
Mt. Maungatua South
Napier
Auckland
Ponsonby
Wellington
Christchurch
Auckland
Timaru
Seaford

Palmer Industries
 Palmer Industries
 Pico, Inc.
 PTR Services
 PTR Services
 Reem Container
 Refrigerated Container Service
 Refrigerated Container Service
 Savannah Intermodal Incorporated
 Seaport Container Services
 Shaw Container
 Smith Mechanical Incorporated
 Southeastern Trailer & Container
 T & T Intermodal Container Depot, Inc.
 Ten Mez
 Total Intermodal Services
 Trailer Service, Incorporated
 Transamerica Terminal Services
 Transportation Equipment Specialist
 Timodal, Inc.
 Timodal, Inc.
 Timodal, Inc.
 Truck Connection
 WM Hafer Drayage Company

URUGUAY

RDNSA

VIETNAM

Comadep
 Vietnam Maritime Development Corp.
 Vietnam Maritime Development Corp.

Blumen
 Newark
 Baltimore
 Atlanta
 New Orleans
 Hague
 La Porte
 Wilmington
 Port Westworth
 Malley
 Kansas City
 Tampa
 Miami
 Newbit
 Nashville
 San Leandro
 Denver
 Oakland
 Jacksonville
 Detroit
 Kansas City
 Minneapolis
 West Bridgewater
 Cincinnati

Montevideo

Hai Chi Min
 Hai Phong
 Ho Chi Minh City

Associated Industries, Shanghai
 China International Marine Containers
 Dalian Container Manufacturing Company
 Hyundai Container Manufacturing
 Hyundai Container Manufacturing
 Hyundai Precision & Industry
 Hyundai Precision & Industry
 Jiangsu Tongyan Group Trading Company
 Jindo Container Corporation
 Jindo Container Corporation
 Jindo Container Corporation
 Jindo Container Corporation
 Kwangchow Shipyard
 Nanjing CIMC Smooth Sail Container Co
 Nanjing CIMC Smooth Sail Container Co
 North Ocean Container Company
 Qingdao Universal Container Engineers
 Shanghai Far East Container Co. Ltd.
 Shanghai Pacific International Containers
 Shanghai Pao Long International Containers
 Sherran Southern CIMC Container Company
 Singamas Container Industry
 Singamas Container Industry
 Taishan Singamas Container Ltd.
 Xiamen Xia Win Container Manufacturing
 Xin Hui CIMC Container Co.
 Yangzhou Tongyan Container Company
 Shunde Shun An Da Container Manufacturing
 Java Pacific
 Kumbong Container Industry
 Sicom s.p.a.
 Boog Sun Company Limited
 Dong Kook Engineering
 Jindo Container Corporation
 Amalgamated Containers
 Amalgamated Containers
 Evergreen Heavy Industry - Malaysia
 Herold Fruehauf Trailers
 Tintec Containers
 Tintec Containers
 Associated Industries China, Inc.
 Associated Industries China, Inc.
 Evergreen Heavy Industrial Corporation
 Hymax
 Hyundai Precision America

Shanghai
 Shenyang
 Dalian
 Guangdong
 Qingdao
 Shanghai
 Qingdao
 Yangzhou
 Guangzhou
 Dalian
 Shanghai
 Qingdao
 Guangzhou
 Nanjing City
 Jiangsu
 Tianjin
 Qingdao
 Shanghai
 Shanghai
 Shanghai
 Sherran
 Yang
 Jiangsu
 Tanggu
 Xiamen
 Guangzhou
 Yangzhou
 Kwei Fong
 Surabaya
 Jakarta
 Cherassi
 Kyong-nam
 Seoul
 Seoul
 Kuala Lumpur
 Prerang
 Paik Gudong
 Mandini
 Capetown
 Mandini
 Chienchen
 Taipei
 Chung-Li
 San Diego
 San Diego

American President Lines
 Compania Sud Americana de Vapores
 Conairships Ltd, Oy
 Conship Containers
 Delmas
 Erndip
 Grimaldi Compagnia di Navigazione S.P.A.
 Hanyin Shipping
 Lauritzen Reefers
 Lyles Line
 Mactainer S.A.
 Mimi O.S.K. Lines
 Neptune Orient Line
 NYK Line (Europe) Ltd.
 P & O Nedlloyd
 SCL
 Sea-Land Service
 Swiftair Ocean Lines
 Tormen Asia Shipping
 Zim Israel Navigation
 Zim Shipping Authority Pty

Oakland
 Valparaiso
 Helsinki
 Ipswich
 Paris
 Rijeka
 Napoli
 Seoul
 Copenhagen
 Turin
 Saint Germain
 Jersey City
 Oakland
 London
 Birmingham
 London
 Antwerp
 Charleston
 Gothenburg
 Auckland
 London
 Sydney

Leasing Companies

Cadise Leasing International
 Container Applications International
 Canoo
 Flexi Van Leasing
 Flores Container Services
 Gateway Container International Limited
 GESCO
 Interpool
 Penn Intermodal Asset
 Tintec Equipment Management
 Transamerica Leasing
 Transport International Pool, Inc.
 Triton Container International
 XTRA Intermodal
 XTRA International
 Greenwich
 San Francisco
 Windsor
 Knoxville
 Hong Kong
 San Francisco
 London
 Princeton
 New York
 San Francisco
 Purchase
 Devon
 San Francisco
 Liberty
 San Francisco

Surveyors

Con-Surve Associates
 Hoque Container Services International
 ICSB-International Container
 Inzaccan Wickström Limited
 Jette & Matheson
 Justice Surveying Services
 Metropolis Marine Services
 Nepurus Services, Inc.
 PacMarine Services
 Peter Fritsch Container Survey
 Belen Village
 Kwei Chung
 Rotterdam
 Leuchterhof
 Taipei
 Bangkok
 Jakarta
 San Francisco
 Singapore
 Hamburg

22

50

15

10

Cost Sat Survey

9/7/99

Doug Myers Bill Knapp

25 responses

50 candidates

CSI users 5/98
by Country

Revenue Analysis

Customers -

Hubs/Spokes -- Repair ^{COS} piece

↓
Leasing COS

Tracking - parts
depots
in transit
assigned usage

Location - revenues.

1/3 - N.A

1/3 - Euro

1/3 - Asia -

		Large	Med	Small
Hubge	72	<u>12</u>	<u>8</u>	<u>5</u>
NA	15			
Euro	5			
Asia	5			

From Acq. Memo

Equip Serv + repair:

- Container-Canal, US
Arctic Container
- Nippon Express - JAP
- Hoeghda Containers
- Southern Intermodal
- Marco Marine Cont
- Fassina - Brazil

Ocean Carriers:

- Hanjin Shipping
- P&O Nedlloyd
- NYK
- Contship

Container leasing cos:

- Futurpool
- Transamerica
- Xtra Fuel

Container info -

- Amalgamated Containers
- Hyundai - Korea / CHI
- Jindo - CHI / Korea

Curt fat
Qued.

Subj: RE: Customer Satisfaction Study Questionnaire & Lette
Date: 9/13/99 2:18:10 AM Eastern Daylight Time
From: mnorth@cedex.com (Mark North)
To: bgarrison@SPECIFICS.COM (Brett G. Garrison), Burtgrad@aol.com (Burt Grad)

File: Hubs.doc (13312 bytes)
DL Time (50666 bps): < 1 minute

Brett/Burt:

I've reviewed the Customer Satisfaction Survey and believe some minor changes should be made:

1. Questions 17, 18, 24 and 39 refer to CSI's "network". I think the more appropriate expression would be "service" since the company offers more than just network solutions.
2. Question 45 refers to "4010". I believe this applies to ANSI X12 EDI users. CSI's customers are primarily UN EDIFACT users, so I would suggest this is removed. Most of our customers would not understand this, whereas they would be familiar with Y2K.

Attached is name and address list for the hubs.

Best Regards,

Mark North
Cedex Services International

----- Headers -----

Return-Path: <mnorth@cedex.com>
Received: from rly-yd01.mx.aol.com (rly-yd01.mail.aol.com [172.18.150.1]) by air-yd02.mail.aol.com (v60.28) with ESMTTP; Mon, 13 Sep 1999 02:18:10 -0400
Received: from cedex.com ([207.214.26.11]) by rly-yd01.mx.aol.com (v60.28) with ESMTTP; Mon, 13 Sep 1999 02:17:58 -0400
Received: from 1Cust69.tnt1.scl1.da.UU.NET (1Cust69.tnt1.scl1.da.UU.NET [63.20.29.69]) by cedex.com (NTMail 3.02.10) with ESMTTP id sa109062 for <Burtgrad@aol.com>; Mon, 13 Sep 1999 07:16:30 +0100
Received: by mnorth.cedex.com with Microsoft Mail id <01BEFD74.66ED1640@mnorth.cedex.com>; Sun, 12 Sep 1999 23:13:19 -0700
Message-ID: <01BEFD74.66ED1640@mnorth.cedex.com>
From: Mark North <mnorth@cedex.com>
To: "Brett G. Garrison" <bgarrison@SPECIFICS.COM>, "Burt Grad" <Burtgrad@aol.com>
Subject: RE: Customer Satisfaction Study Questionnaire & Letter
Date: Sun, 12 Sep 1999 23:10:51 -0700
MIME-Version: 1.0
Content-Type: multipart/mixed; boundary="-----=_NextPart_000_01BEFD74.66F63E00"

Subj: onsalenow@earthlink.net
Date: 9/9/99 1:51:00 PM Eastern Daylight Time
From: bgarrison@SPECIFICS.COM (Brett G. Garrison)
To: mnorth@cedex.com (Mark North (E-mail))
CC: burtgrad@aol.com (Burton Grad (E-mail)), jblumberg@SPECIFICS.COM (Joe Blumberg)

File: onsaleno.mim (105000 bytes)
DL Time (48000 bps): < 1 minute

This message is a multi-part MIME message and will be saved with the default filename onsaleno.mim

Mr. North:

Burt Grad asked that I send you the attached – the questionnaire to be used for your customer satisfaction study and a sample letter to be sent to potential interviewees. If at all possible, the letter should be sent out right away, as our plan is to begin the interviews no later than Monday (9/13).

If you have any questions please let me know.

Sincerely,

Brett Garrison
Director of Research
Specifics, Inc.
Measurement for Better Management
770-391-0013
<http://www.specifics.com>

<<509 Questionnaire.doc>> <<Sample Customer Letter.doc>>

----- Headers -----

Return-Path: <bgarrison@SPECIFICS.COM>
Received: from rly-zb02.mx.aol.com (rly-zb02.mail.aol.com [172.31.41.2]) by air-zb02.mail.aol.com (v60.28) with ESMTP; Thu, 09 Sep 1999 13:51:00 -0400
Received: from smtp-out.kivex.com (smtp-out.kivex.com [204.177.32.18]) by rly-zb02.mx.aol.com (v60.28) with ESMTP; Thu, 09 Sep 1999 13:50:45 -0400
Received: from specifics01.aspecifics.com ([209.193.235.34])
by smtp-out.kivex.com (8.8.8/8.8.7-KIVEX) with ESMTP id NAA18799;
Thu, 9 Sep 1999 13:52:26 -0400 (EDT)
Received: by SPECIFICS01 with Internet Mail Service (5.5.2448.0)
id <SANY1YXL>; Thu, 9 Sep 1999 13:46:26 -0400
Message-ID: <71DE808F6FCAD111AA5900A0C9A89AC903ACA0@SPECIFICS01>
From: "Brett G. Garrison" <bgarrison@SPECIFICS.COM>
To: "Mark North (E-mail)" <mnorth@cedex.com>
Cc: "Burton Grad (E-mail)" <burtgrad@aol.com>,
Joe Blumberg
<jblumberg@SPECIFICS.COM>
Subject: onsalenow@earthlink.net
Date: Thu, 9 Sep 1999 13:46:25 -0400
MIME-Version: 1.0
X-Mailer: Internet Mail Service (5.5.2448.0)

SAMPLE CUSTOMER LETTER
(For Software Company Studies)

Date

Name
Address

Dear _____:

COMPANY NAME greatly values the opportunity of working with you, and it is our goal to ensure that our software solutions help you meet your business objectives. As part of our commitment to continuous improvement, we are asking our customers for direct feedback on our performance through a customer satisfaction study.

To ensure the accuracy and integrity of this study, it will be conducted by an independent research firm, Specifics, Inc., who serves the IT industry. They will be calling our customers in the next two weeks to collect information about the way we provide solutions for your needs. The results will be used to assess and refine the quality of our offerings and services, and take appropriate action to better respond to your future needs.

Specifics, Inc. has been given a complete list of our customers from which they will select a random sample. If you receive a call from a Specifics Research Associate, I would appreciate your taking fifteen to twenty minutes to provide your candid feedback. Your input is very important to us, and we appreciate the time you take to participate in this important activity.

Thank you for your help and for giving us the opportunity to do business with you.

Yours sincerely,

COMPANY NAME

President

Respondent #
SPSS Data Entry
V Data Entry

Interviewer
Interview #
Date of Interview

Cedex Services International
Customer Satisfaction Study – Project #509
 Final Questionnaire – September 9, 1999

1. Name:	2. Title
3. Department:	4. Respondent Type Code:
5. Company:	6. Phone number:
7. City/State/Country:	8. Industry:
9. Account Size: 1. Small 2. Medium 3. Large	10. Account Type: 1. Hub 2. Spoke
11. Products/Releases: 1. (Release:) 2. (Release:)	

Hello, this is _____ with Specifics, Inc. in Atlanta, Georgia (USA), calling on behalf of Cedex Services International. (*Specifics is a research firm that conducts studies for companies that market computer software products and services.*) In their efforts to improve service to customers, CSI has asked us to call you to find out how you rate their products and services. I hope you will be able to help.

Are you the best person to talk with about your firm's use of EDI (EC) products, services and your company's relationship with CSI?

1. Yes 2. No (Get new name/number): _____

Is this a convenient time for you to talk? (*If needed: This interview should take about 15 - 20 minutes.*)

1. Yes 2. No (Schedule time): _____

12. When did **your company** first enter into a relationship with CSI?

1. <6 mos. ago 2. 6 mos. to 1 year ago 3. 1 – 2 years ago
 4. 2 – 3 years ago 5. >3 years ago 6. DK

13. How long have you, personally, been using the CSI service?

1. <6 mos. 2. 6 mos. to 1 year 3. 1 – 2 years
4. 2 – 3 years 5. >3 years

14. Were you involved in the vendor selection process?

1. Yes 2. No (Go to Q16)

15. ____ And, how would you rate CSI's sales and marketing representatives in terms of how they described their network services compared to what you've experienced. Please use a scale of 1 to 9, where 1 means "what they described is not at all what we've experienced" and 9 means "what they described is exactly what we've experienced."

Comments (Probe for all 1, 2 and 8, 9 ratings):

16. Were you involved in the installation of the network?

1. Yes 2. No (Go to Q21)

17. When did you install the network?

1. <6 months ago 2. >6 months ago (Go to Q21)

18. Did someone from CSI assist you with the installation?

1. Yes 2. No (Go to Q21)

19. _____ On a scale of 1 to 9, where 1 is "not at all satisfied" and 9 is "completely satisfied," please rate how satisfied you were with the **thoroughness** of the installation support you received from CSI. By thoroughness, I mean were you able to begin trading right away?

Comments: (Probe for all 1, 2 and 8, 9 ratings):

20. _____ And, on the same 1 to 9 scale, how satisfied were you with the **responsiveness** of CSI's installation support staff? By responsiveness, I mean did the person from CSI understand your needs and issues and resolve problems in a timely manner?

Comments (Probe for all 1, 2 and 8, 9 ratings):

21. In addition to CSI, do you use any other vendors' networks?

1. Yes (Which ones? Circle all that apply) 2. No (Go to Q24)

1. Sterling Commerce

4. IBM (Advantis)/AT&T Global Services

2. Harbinger

5. Kleinschmidt

3. GEIS

6. Transettlements

66. DK the name(s)

88. Other: _____

22. And, how does CSI's **network** compare to the other vendors?

1. Better

2. About the Same

3. Not as Good

6. DK

Comments (Probe gently for Not as Good):

23. How does CSI's network **support** compare with other EDI vendors you have used?

1. Better 2. About the Same 3. Not as Good 6. DK

Comments (**Probe gently for Not as Good**):

24. Now I'd like to ask you a few questions about **help desk support**. On average, how often do you call CSI's help desk for support?

1. Daily 2. Weekly 3. Monthly 4. Quarterly 5. Semi-annually
6. Annually 66. DK 77. NA / Never called (**Probe gently for reasons, then Go to Q27**)

88. Other / It Varies: _____

Comments:

25. Next, I'm going to read a list of attributes for help desk support. Using the 1 to 9 scale, where 1 is "very poor" and 9 is "excellent," I'd like you to rate CSI's **performance** in each of these areas.

Help Desk Support Attributes	25. Performance
1. The time it takes to answer the telephone	1.
2. The time it takes to resolve the problem on the first call	2.
3. The time it takes to resolve a problem that could not be answered on the first call	3.
4. Responsiveness to messages you leave	4.
5. Courtesy of the staff	5.
6. Technical knowledge of the staff	6.
7. Product/application knowledge of the staff	7.
8. Industry/business knowledge of the staff	8.
9. Access to current information and/or problem status	9.
10. Help Desk Support, overall	10.

Comments (Probe for all 1, 2 and 8, 9 ratings – specify attribute along with comments):

26. Can CSI do anything to **improve** its help desk support?

1. Yes (Probe for details)

2. No

6. DK

27. Which company's EC products are you currently using to access the CSI network? (Do not prompt.) (Circle all that apply. If not CSI, Go to Q30)

- | | | |
|---------|------------------------------------|------------------|
| 1. CSI | 2. Sterling Commerce | 3. Harbinger |
| 4. GEIS | 5. St. Paul | 6. Kleinschmidt |
| 66. DK | 77. NA / Don't use the CSI network | 88. Other: _____ |

28. Under which PC operating system do you run this product? (Do not prompt.)

- | | | |
|---------------|----------------------|----------------------|
| 1. DOS | 2. Windows 3.x | 3. Windows 95 |
| 4. Windows 98 | 5. Windows NT Server | 6. Windows NT Client |
| 66. DK | 88. Other: _____ | |

If DOS: When do you plan to migrate away from DOS? _____

29. Now I'd like to ask some questions about the EDI product, itself. I'm going to read a list of features and I'd like you to rate the **performance** of the CSI product you use, on the 1 to 9 scale, where 1 is "very poor" and 9 is "excellent."

Product Attributes	29. Performance
1. Functionality (does what you want it to do)	1.
2. Quality (lack of bugs)	2.
3. Auditing facilities (record keeping)	3.
4. Performance (speed)	4.
5. Security	5.
6. Ease of use (people interface)	6.
7. Ease of learning (intuitiveness of software)	7.
8. Online help	8.
9. Printed documentation (clarity and completeness)	9.
10. The Product, overall	10.

Comments (Probe for all 1, 2 and 8, 9 ratings – specify attribute along with comments. Ask: "How could it be better? What's missing?" or "What makes it so outstanding?"):

30. Do you have any expectations that are being **exceeded** by CSI?

1. Yes (Probe for details)

2. No

3. Maybe

6. DK

31. And, do you have any expectations that are **NOT** being met by CSI?

1. Yes (**Probe for details**)

2. No

3. Maybe

6. DK

Comments:

32. ____ On a scale of 1 to 9, where 1 is "not at all satisfied" and 9 is "completely satisfied," please rate how satisfied you have been with CSI's **administrative functions**, and by this I mean things like the timeliness and accuracy of invoices.

Comments: (**Probe for all 1, 2 and 8, 9 ratings**):

33. Would you **recommend** CSI's network to a colleague?

1. Yes

2. No

3. Maybe

6. DK

34. What **advice** would you give to a colleague who was considering using CSI's network?

Comments:

35. If you had a need, would you **purchase additional** products and/or services from CSI?

1. Yes (**Probe for why**) 2. No (**Probe for why not**)
3. Maybe (**Probe for details**) 6. DK

Comments:

36. ____ On our 1 to 9 scale, where 1 is "very difficult" and 9 is "very easy," how would you rate the **ease of doing business** with CSI?

Comments (**Probe for all 1, 2 and 8, 9 ratings**):

37. ____ And, on our 1 to 9 scale, where 1 is "very poor value" and 9 is "excellent value," please rate the **value** you receive from CSI's software and services, for the money your company spends.

Comments: (**Probe for all 1, 2 and 8, 9 ratings**):

38. When will you be fully **Y2K** compliant, or implement **4010**?

1. Already are/have 2. By the end of 1999 3. By July 1, 2000 4. By the end of 2000
5. By the end of 2001 6. DK 7. Never 8. Other: _____

39. Does your company have any plans to **expand** its EC program(s)?

1. Yes (**Probe for what/how**) 2. No

3. Maybe (**Probe for what/how**)

6. DK

Comments:

40. In your opinion, what is the **future direction** of the EC marketplace?

Comments: (**Probe for "alternative directions," etc.**):

41. Finally, is there anything else about the EDI products or services you receive from CSI that you would like me to pass on to their Management Team?

1. Yes (**Probe for details**)

2. No

Thank you for your time. You've been very helpful.