

VARSITY CUSTOMER COMMUNICATION

Volume VIII

Winter 2003/2004

<http://www.varsitylogistics.com/>**IN THIS ISSUE**

1. Your Vote Counts
2. Rate Update
3. Customer Spotlight: LESCO
4. Varsity Customers in the News
5. Q1 Specials
6. New Products and Enhancements
7. Carrier News
8. The Varsity Family Grows
9. Training
10. Upcoming Events

1. APEX AWARD! YOUR VOTE COUNTS!

We value each of our customers, and hope ShipSoft continues to provide value for your organization.

Each year iSeries NEWS holds the Readers' Choice Apex awards to recognize the leading products in the iSeries market and we need your help. Since our founding in 1989, Varsity has received wide recognition from customers and industry leaders for our shipping solutions. This acknowledgement is an important part of our marketing efforts. We would like to encourage you to take a moment to visit the iSeriesNetwork.com web site and to vote for ShipSoft.

http://www.iseriesnetwork.com/surveys/isnapex2004/dsp_voterinfo.cfm

The deadline to vote is February 27. You will find ShipSoft listed in the eCommerce category. Thank you in advance for your continued support of Varsity.

2. 2004 RATE UPDATED COMPLETED

We recently completed our 2004 rate update! New rates were released to Varsity by UPS on 11/20 and by FedEx Ground on 12/10, both with effective dates of January 5th. Varsity was able to code the new rates, test, beta test and distribute all rate updates for all versions of ShipSoft by December 24th. Over 370 rate updates were distributed — 140 of those via FTP, making this our most successful year to date for electronic distribution. Varsity's Tech Support staff was available around-the-clock, including the weekend of January 3rd, to ensure all customers were able to install and test the new rates in time for the effective date.

3. CUSTOMER SPOTLIGHT:**LESCO CONTROLS FREIGHT SHIPPING COSTS WITH SHIPSOFT-FREIGHT**

LESCO, Inc. is the leading provider of lawn care and golf course products for the professional green and pest control industries. The company ships fertilizer, chemicals and grass seed through eleven distribution centers each averaging 20-25 truckloads and 40-50 LTL shipments a day.

LESCO's heavy products make freight expense a key area for cost control. Using ShipSoft-Freight, the company has automated LTL rating, shipment carrier selection, shipment documentation and confirmation. LESCO's traffic department selects the carriers, negotiates rates and accessorial charges and maintains fuel rate updates.

One of the greatest benefits of ShipSoft-Freight has been total visibility into freight expense. ShipSoft-Freight captures rates per mile and per lane as well as costs per shipment, order, mile and lane. Using Cognos business intelligence software, LESCO is able to analyze freight activity by customer, carrier, region and product types. This visibility has improved the company's planning, budgeting, and financial predictability. In addition, they have gained control over their warehouses, customer services policies, and carrier negotiations.

About ShipSoft-Freight

ShipSoft-Freight simplifies outbound shipping processes for LTL, truckload and rail shipments because it provides one platform for all shipments, and selects the optimal rate, carrier, and mode. It also supports the generation of Bills of Lading (including VICS), LTL labels, and LTL manifesting. automates the complicated tasks of load tendering, LTL rating, shipment planning, carrier selection, mode selection, shipment documentation and confirmation, and even freight audit and payment.

To find out more about how Varsity ShipSoft-Freight can control your freight expense, contact: sales@varsitynet.com.

4. VARSITY CUSTOMERS IN THE NEWS

Many Varsity customers have participated in our customer reference program where their unique shipping solution is highlighted in press materials or case studies. Recognized as leaders in shipping operations, these customers have been featured in industry publications, such as Parcel Shipping and Distribution (<http://www.psdmag.com/>), and iSeries Network News. Varsity customers have also been selected to speak at industry events. Most recently, Brain Hoefener, Manager of Applications Development for White-Rodgers, was a featured speaker at the Quest Midwest 2004 User Conference.

If you are interested in increasing your company's visibility through participation in Varsity's customer reference program, please contact Rose Cmelak, rcmelak@varsitynet.com or call 415-651-5645.

5. Q1 SPECIALS

FedEx and USPS Carrier Compliance Kit Special

To kick-start your shipping operations in 2004, Varsity is making it easy to expand your shipping options with specials on our FedEx and USPS Carrier Compliance Kits. If you are thinking about adding or changing carriers, now is the perfect time.

- * Purchase any Varsity FedEx CCK and receive the FedEx Tracking module for free.
- * Purchase Varsity's USPS CCK and receive USPS Delivery Confirmation for free.

These CCK specials are good through March 31, 2004.

ScIP Introduction Offer: Save 20% off List Price

To celebrate the general release of our next-generation ScIP solution, we are offering a 20% discount off list price if you purchase by March 31, 2004.

"We would not have survived our rapid expansion without an automated freight package like Varsity. It has given us control over our freight costs."

—Mark Austin,
Applications Development Manager,
LESCO

One Year of Maintenance Waived with Purchase of ShipTalk Connectivity Tools

ShipTalk connectivity tools expand visibility and communications between your company and your supply chain partners. Add any ShipTalk connectivity tool before March 31, 2004 and we will waive one year of maintenance on the products you select.

- * UPS Online Tracking
- * UPS Trace Request
- * USPS Delivery Confirmation
- * Alerts
- * FedEx Tracking

To learn more about Varsity's Q1 specials, contact Amanda Carter at acarter@varsitynet.com or call 415-651-5642.

6. NEW PRODUCTS AND ENHANCEMENTS

Now Available

ShipSoft 2.5.2

The latest ShipSoft release, version 2.5.2, consolidates twelve months of PTFs and contains the most current event libraries. With this release, the number of libraries required to run ShipSoft will be reduced back to 3 (2 programs and 1 file). Going forward, event libraries will be distributed on an exception basis only, and a rolling PTF will be maintained and regularly tested for the distribution of bug fixes. This will make it easier for customers to install and run ShipSoft and easier for Varsity to maintain and upgrade. ShipSoft 2.5.2 also includes:

- * Enhanced security for separate shipping locations
- * Full support for 020 transaction processing for all shipments on the 0611 FedEx server
- * Integrated ERP order deletion
- * Support for sending shipping label data to an alternate spool file or output queue

ShipSoft 2.5.2 is available at no charge to customers on maintenance.

Caribbean Common Market Commercial Invoice (CCMCI)

Our new Caribbean Common Market Commercial Invoice export document is designed for companies who ship parcels to the Caribbean. The CCMCI is automatically produced by ShipSoft-Parcel based on destination information and is completely compliant with Caribbean export requirements. Varsity's CCMCI is available as a single export document and works with all international carriers.

Scale Interface Program (ScIP)

Varsity's next-generation Scale Interface Program (ScIP) enables shippers to automatically retrieve package weight from their shipping scale. Package weight is pulled into ShipSoft automatically at the time the order number is scanned, eliminating the need for an additional "Get Weight" scan or the need to manually enter package weight.

If you are interested in adding any of these new products, contact Amanda Carter, acarter@varsitynet.com, or call 415-651-5642.

Coming Soon

ShipSoft Canadian Certified Carrier Compliance Kits (CCKs)

We are pleased to announce the expansion of ShipSoft to support intra-Canada parcel shipments. Planned for release in the first quarter of 2004, is a new CCK for UPS Canada as well as a significantly enhanced CCK for Purolator Canada. These CCKs will enable Varsity customers with shipping operations in Canada to weigh, rate, label and manifest parcel shipments between Canadian locations.

For more information on adding CCKs for UPS Canada or Purolator Canada to support your warehouse, division, or sister company in Canada, contact Amanda Carter at 415-651-5642, acarter@varsitynet.com.

7. CARRIER NEWS

Airborne International Services Discontinued

As a result of Airborne's acquisition by DHL, Airborne Express International Services have been discontinued as of January 2004. Airborne has instructed U.S. origin customers who have been shipping via Airborne international services to migrate to DHL international services.

Varsity's DHL U.S. Export Compliance Kit provides full shipment capabilities for all international DHL small parcel shipments. The kit includes compliant rating, routing and labeling data for all international destinations served by DHL. Export documents are automatically generated based on shipping requirements and compliance rules.

8. THE VARSITY FAMILY GROWS

We are pleased to have added several new Varsity customers last quarter — Beno J. Gundach, Bergquist Company, Décor Moulding and Supply, Dialight Corporation, Ferno-Washington, Inc., Integrated Merchandising Systems, Java City, KV Pharmaceuticals, McIntosh Labs, Royal Consumer Information Products, and Shari's Berries. Welcome to Varsity!

9. REGIONAL TRAINING

The first regional training session in 2004 will be held March 31-April 2 2004 at the Las Vegas Embassy Suites hotel.

We have expanded the agenda to include an optional third day for freight shippers. This half-day addition will cover Varsity's entire freight shipping solution with a focus on setup, administration, and trouble-shooting.

The entire agenda is packed with informative, practical information for all Varsity system administrators, technical support representatives and programmers. It is an excellent and affordable way to spend time with our Professional Services and Technical Support teams.

Don't miss this opportunity to get the most out of your Varsity investment. For more information, call 800-438-7447 (SHIP).

10. UPCOMING EVENTS

We look forward to meeting our customers and partners during our upcoming events. If you attend, please stop by and see us.

February 25-29, [AIMED](#), San Antonio, TX

March 14-18, [Mincron](#) User Conference, Orlando, FL

April 19-20, [National Conference on Operations and Fulfillment](#), Chicago, IL

April 25-28, [Harris Data User Conference](#), Milwaukee, WI

May 3-5, [IBS User Conference](#), Sacramento, CA

May 18-20, [Distribution/Computer Expo](#), Chicago, IL

Varsity Contacts:

- * Customer Support: Available 24 hours per day, 7 days per week at (415) 651-5600, or you can email us at techsupport@varsitynet.com.
- * Sales: Send an e-mail with sales-related questions to sales@varsitynet.com.
- * Products/Marketing: Do you have product-related questions, or need information? You can e-mail us at marketing@varsitynet.com, or call 1-800-438-SHIP.
- * Professional Service: To find out more about our consulting services, contact Chris Anderson, 415-651-5663.

If you would like to be removed from our mailing list please reply to this email with "REMOVE" in the subject. If you have an email address change, or would like to add somebody else in your organization, please reply to this email with the subject "CHANGE/ADDITION".

Varsity Logistics
185 Berry Street, Suite 3500
San Francisco, CA 94107
800-438-SHIP
www.varsitylogistics.com
marketing@varsitynet.com
