



SOUTHEASTERN FREIGHT LINES

Dear valued customers,

Southeastern is committed to supporting your supply chain needs even amidst the current atmosphere of concern of exposure to public places. We take very seriously the need to continue to serve you with a high level of excellence, as well to stay focused on the safety of both you and drivers whom you interface with daily. As your business demands shift, our team is dedicated to successfully navigating any supply chain challenges you may experience.

Southeastern made a change to our delivery process in 2019 which reduced paper delivery receipts and allowed our customers to sign for their deliveries on a driver's mobile device. As a byproduct, this process change reduces the points of contact between our driver and you, our customer. As we are making efforts to reduce physical contact, removing the exchange of paper was a great first step. As a next step, in March Southeastern responded to customer concerns about touching our mobile device to sign during delivery. We made a policy change that allows our drivers to sign for you if that is your desire. In this situation, our drivers will be notating the word "verbal" in the signature to indicate this permission was provided. This signature and the GPS coordinates of the location of signature will be provided on the delivery receipt which is immediately available via our website and via email from the mobile device.

We at Southeastern seek to meet your transportation and safety needs and hope that these steps meet all of your requirements and concerns. If we can be of any further assistance to you in the coming weeks or month, please do not hesitate to reach out to your account manager.

Thank You,

Michael Owings
Vice President of Corporate Services and Support, Southeastern Freight Lines