



Dear Ports America New Orleans Customers:

Worldwide economic conditions have caused a dramatic global trade slowdown. In response, shippers, carriers, and terminal operators are adjusting to this changing business environment.

Ports America is no exception. Gate volumes are such that beginning the week of March 23<sup>rd</sup>, 2009, our gate and container yard operations will be closed on Fridays. We will be open to truck traffic Monday through Thursday for export, import, and empty container pick-ups and deliveries, however, the gate and container yard operations will no longer be accessible on Fridays beginning with March 27<sup>th</sup>.

Our operating hours Monday through Thursday will not change from their current schedule. We will continue opening at 0700, working through the lunchtime period, and closing all operations at 1700 daily. All pick-up and delivery cut-off times for single moves, double moves, and reefer moves will remain the same.

Vessel export delivery cut-offs will be extended to compensate for the shortened 4 day per week operation where necessary to ensure customers have ample time to deliver cargo for a particular vessel sailing.

As always, Ports America employees at the terminal will still be available 5 days a week to transact customer business via phone and email communications.

Like many of you, we look forward to a recovering economic climate in the months ahead that will see business return to previously robust levels.

Rgds,

Ports America New Orleans