

QAFI

Quality Air
Forwarding, Inc.

Quality Quotes

Special Anniversary Winter Edition 2002

QUALITY AIR FORWARDING, INC.

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WHAT DO JIM CYGANIAK AND GEORGE KARL HAVE IN COMMON?

Answer: They both expect nothing less than high-flying excellence from their team members! (AND they both enjoy watching a great basketball game!)

Seriously though, professional sports teams and successful businesses have many things in common. One thing that helps them succeed is the level of public support they receive—fans *are* customers and customers *are* fans. Both The Milwaukee Bucks and Quality Air Forwarding, Inc. pay strict attention to what their supporters want and strive continually to give back. As we enter the New Year, we'd like to take a moment to ask you for your thoughts on...

WHAT CAN QUALITY AIR FORWARDING, INC. DO TO BETTER SERVE YOUR TRANSPORTATION NEEDS IN 2003?

In appreciation for your time and ideas on how we can serve you better, your response will earn you an entry into a drawing for **TWO CLUB Seats to a Milwaukee Bucks game!!** You can be like George Karl and enjoy a professional basketball game from very close-up!

Please send your responses via email, fax or mail to:

Jim Cyganiak, President, Quality Air Forwarding, Inc.

Email: jcyganiak@qafi.com

Direct Fax: (414) 294-3012

Mail: P.O. Box 370110, Milwaukee, WI 53237

Please be sure to include your name, company and how we can contact you after the drawing.

Thank you for your time and input—GO BUCKS!!

QUALITY AIR FORWARDING, INC.



Celebrating Ten Years of Dedicated Service

November 22, 2002

Dear Valued Clients and Partners,

As we are about to celebrate our ten-year anniversary in business (November 30, 2002) I would like to thank each of you for your continued support and air express business. Without you, none of our growth would have been possible.

All of this growth serves one purpose, to build an even stronger "partnership" with you based on providing consistent ON-TIME air express services. I want you to know that you can count on Quality Air Forwarding, Inc. to be ready to do "whatever it takes" to provide reliable, ON-TIME, 24 hours-a-day transportation services each and every day.

I am thankful for your transportation business, friendship and for your trust and confidence. We "earn" your business with each and every shipment. In the coming year Quality Air Forwarding, Inc. will be able to offer you even more services, more equipment, more value as we strive for continuous improvement in our organization.

I wish all of you the very best for the coming holiday season as well as a happy, healthy and prosperous New Year. Thank you for 10 years of service and I look forward to handling your transportation business for MANY more years to come!

Best Regards,

Jim Cyganiak
President



UPDATE: AIR CARGO EXPRESS

As introduced in our last newsletter, Quality Air Forwarding, Inc.'s ground express division continues to grow. More straight trucks and cargo vans have been purchased and additional drivers have been hired as we remain dedicated to our goal of providing the highest level of service available in the industry.

In addition to improving the external visibility of our vans and straight trucks by identifying each with a large QAFI logo, we are also testing Qualcomm satellite tracking systems in several of our units. The use of satellite tracking systems is an important trend in value-added services in today's transportation marketplace and we are happy to try out this new technology.

According to President Jim Cyganiak, this will be an area of focused growth during 2003. The intention of Air Cargo Express is to handle Quality Air Forwarding Inc.'s ground transportation including pick-ups, deliveries and exclusive use movements. Jim feels the benefits to our customers include door-to-door accountability with superior communication and follow-up.



WHAT'S HAPPENING INSIDE QAFI?

QAFI ON THE GROW AGAIN

Please join us in welcoming another new QAFI team member, Jeff Drotzur. Jeff's responsibilities

will be working in our operations department and with the drivers for Air Cargo Express. He was born and raised in Milwaukee and brings with him seven years of truck-driving experience. Jeff says he is excited about his new career opportunities at QAFI and is looking forward to further developing procedures and systems as Air Cargo Express continues to grow. Jeff is a bachelor who is a self-confessed sports nut and enjoys spending a good deal of his free time each fall as a defensive line coach for Wisconsin Lutheran High School. His coaching background may explain Jeff's hard-hitting approach to his work and disciplined structure with the drivers. **GO TEAM QAFI!**

Holiday SCHEDULES

QUALITY AIR FORWARDING, INC.
WILL ALWAYS BE AVAILABLE FOR SERVICE
24 HOURS EACH DAY
365 DAYS EACH YEAR

However, it is very helpful for our employees' scheduling if we know your holiday schedules. We'd deeply appreciate you letting us know via phone, fax or e-mail.

*Thank You For Your Time
 and We hope
 You Enjoy the Holidays!*



Dear Business Associate:

Thank you for your continued support during these very difficult times for the airline industry. As you are no doubt aware, the poor economy—exacerbated by the events of last September 11 and rising fuel prices—is presenting unprecedented challenges for Midwest Express.

Be assured that we remain committed to providing passengers with a travel experience that offers premium service at competitive fares. At the same time, we're examining every aspect of our business to ensure we operate in the most cost-effective manner possible—a process that will involve route and service modifications, employee furloughs and layoffs, and other decisions necessary for our long-term survival.

The loyalty of businesses like yours will be vital as we move forward. Please know that we're truly grateful for the support we enjoy as Milwaukee's hometown airline. On behalf of everyone at "the best care in the air," thank you.

Sincerely,

Timothy E. Hoeksema
 Chairman, President and
 Chief Executive Officer
 Midwest Express Airlines

QAFI STRONGLY SUPPORTS HOMETOWN AIRLINE

Since our first day in business, Quality Air Forwarding, Inc. has always supported Wisconsin's own airline, Midwest Express Airlines. We maintain that our customers have enjoyed many benefits of direct cargo handling from our local Milwaukee airport and the dedicated service that Midwest Express offers.

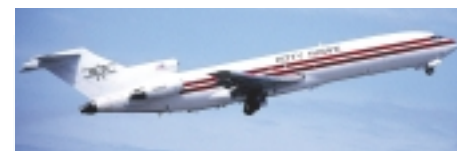
We sincerely believe that the strong work ethic we see here in our home-grown employees is set as a standard around the country that others strive to achieve; we are proud to lead the way. For example, Midwest Express has once again earned the very high honor of being named the Best U.S. Airline in the annual Conde' Nast Traveler business-travel poll. While we all continue to adjust to the changing business climate that we work in today, please join us in offering your support to Midwest Express Airlines.

Please read the reprint (at left) of a letter sent to us on October 18th by yet another supporter of Quality Air Forwarding, Inc., Timothy Hoeksema.

U.S. MAIL HAS BECOME IMMENSE FACTOR WITH AIRLINES

As reported by Traffic World magazine, "The airline industry is hurting in many ways but, for the cargo divisions of the passenger airlines, nothing is a bigger pain than the huge drop in U.S. mail revenue." The new governmental rules prohibiting mail over 16oz. on commercial flights combined with a new \$7 billion FedEx contract means that the amount of mail moving on the commercial airlines has been cut in half.

However, the silver lining for many of us is that all that former 'mail' space is now available for QAFI cargo! In years past, holiday package volumes made December air cargo 'tricky' to say the least. Today, the availability of cargo space through the holiday season for our loyal QAFI customers looks to be the best in years. So, ship with confidence Mr. and Ms. Traffic Manager! The U.S. Airline Industry (and Quality Air Forwarding, Inc.) sincerely appreciates this opportunity to show you how good we are at moving your products according to your schedules.



KITTY HAWK CARGO ADDS DESTINATIONS

As the air cargo industry continues to re-define its existence in the 14 months since the events of 9-11-01, Kitty Hawk Cargo continues to strengthen its position by adding even more destinations to its cargo airline network. The two additional cities being serviced now means Kitty Hawk moves heavyweight cargo to almost 50 major airports each weekday via their hub location of Fort Wayne, Indiana.

The two new cities are: Ontario, California and Toronto in Ontario, Canada. Each of these cities has offered some "challenges" to other cargo operators and we are quite thrilled that Kitty Hawk is now handling ANY SIZE, ANY WEIGHT, next day air express shipments to these destinations.

Please call Quality Air Forwarding to book your shipments to any of Kitty Hawk's destinations.