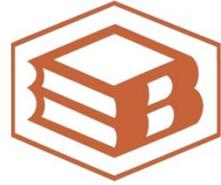


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# BRIDGEPORT NATIONAL BINDERY INC.

"Bound to Last"

WWW.BNBINDERY.COM



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662 SILVER STREET  
(413) 789-1981

P.O. BOX 289  
(800) 223-5083

AGAWAM, MASSACHUSETTS 01001  
FAX (413) 789-4007

September 17, 2009

Dear Maine Customer:

A recent trip to Main gave me the opportunity to meet with many of our long-time library customers. During my visit we discussed the current Bridgeport National Bindery pick-up and delivery schedule and some changes that need to be made.

Traditionally, Bridgeport National Bindery has offered pick-up and delivery of your library shipments on a regular truck route. Due to the decrease in the amount of work being sent in by libraries, we are switching to a new delivery system. We currently service our library customers outside of our delivery areas using UPS. This method of shipping is *very* reliable, and it provides you, the customer, with the flexibility to send work to the bindery when *you* are ready.

If you were taking your materials to another library for pickup, you no longer have to do that. Simply UPS the materials to us and we will ship them directly back to you.

We will be instituting this change immediately. All future shipments will be picked up by UPS and any work currently at the bindery will be returned on your normal production schedule via UPS.

The following instructions will help you in sending your materials to Bridgeport National Bindery:

## **Sending a Shipment via UPS**

When sending a binding shipment to Bridgeport National Bindery via UPS we ask, if possible, that you send at least 100 pounds per shipment. That is usually 2-3 boxes.

There are three ways to send materials via UPS.

1. If your library has UPS shipping software (WorldShip), which most do, then you can simply send the shipment to us using **UPS Ground** and bill the transportation to us. The billing option is now called “bill to recipient” formerly “freight collect.” Just pick the “Bill Transportation to Receiver” and then put in our UPS account number which is: 043185. If they have the UPS Worldship software, the screen should look like this. This is our preferred option.

2. Another option is for the library binding staff to go to [WWW.UPS.COM](http://WWW.UPS.COM) and register directly with UPS. This will enable you to print shipping tickets. Tape these tickets to your boxes, and get them to the library mailroom, or where ever UPS picks up at your library. Libraries that bind on a regular basis find this works well.
3. The final option is when you are ready for a pickup just call us (800) 223-5083 and tell us how many boxes you have and we will issue you call tags. These work by our shipping department sending you an email with some pages to print out and tape to the box. Then take the boxes to where UPS picks up and

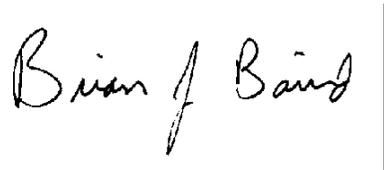
delivers so they will see them there and pick them up. The call tags will generally be sent to you by about 4:30 Eastern Time.

Bridgeport National Bindery will honor our contractual agreement to provide pickup and delivery services for our customers. If we have no contractual agreement, we will follow our policy, as outlined on the Price Sheet, to cover shipping costs if you have 100 volumes or more.

It is a good idea to let your UPS driver know that you are starting to ship materials to the bindery so they can be prepared for more shipping to and from your library.

Please call us at 800-223-5083 if you have any questions about how this process will work.

Sincerely,

A handwritten signature in cursive script that reads "Brian J. Baird". The signature is written in black ink and is positioned to the left of a vertical line that extends downwards from the end of the signature.

Brian J. Baird  
Vice President of Library Services  
[brianb@bnbindery.com](mailto:brianb@bnbindery.com)