Saia Web Site Updated

This May, Saia's Web site became even more user friendly for our customers. The site’s new use of “3-Click Technology” was implemented to offer visitors quick access to resources with minimal effort. Access to tools used most often by customers can now be gained in three clicks of the mouse or less.

Additionally, with quick access and condensed content, Ginger McElhannon, marketing and communications manager said, “The Web site has been re-organized for ease of use.”

Several new tools can be found on the site’s home page including:
- Customers can now track up to 20 of their shipments using our Multiple Pro Tracking feature.
- Visitors can research transit times with the Transit Calculator.
- Visitors can view the new News update section.

Besides being able to track shipments on the home page, customers can track a shipment from any Saia.com Web page using our new Quick Track feature. Quick Track works by allowing shippers to simply enter a single pro or pick-up number. They can also request an e-mail notification of delivery or shipment status change.

The site’s re-design is part of Saia’s continued mission to exceed customer needs by providing cutting edge e-commerce options. Saia.com now offers a complete portfolio of user-friendly tools, services and features.

Saia Mission Statement: “Provide the best-in-class regional service defined by our Customer Service Indicators with cost-effective processes in an environment that respects employees and recognizes excellence.”

Saia Names First Quarter President's Club Winners

Sales:

<table>
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<tr>
<th>Large Terminals:</th>
<th>Small Terminals:</th>
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<tr>
<td>CDG</td>
<td>Patti Whitehouse</td>
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<tr>
<td>CLT</td>
<td>Holly Miller</td>
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<tr>
<td>DLS</td>
<td>Raymond Bankston</td>
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<tr>
<td>HST</td>
<td>Jeremey Hansicker</td>
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<tr>
<td>MPS</td>
<td>Tim Shoemaker</td>
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<tr>
<td>JSK</td>
<td>Paul Howard</td>
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<td>JSG</td>
<td>Vern Boenish</td>
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<td>LAF</td>
<td>Shane Newman</td>
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<tr>
<td>MBL</td>
<td>Wayne Nance</td>
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<td>MLP</td>
<td>Mike Whitehead</td>
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<td>MTG</td>
<td>Ralph Velazquez</td>
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<td>MTJ</td>
<td>Brian Wishall</td>
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<td>Robert Reveal</td>
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<td>PFF</td>
<td>Scott McFetters</td>
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<tr>
<td>PES</td>
<td>Kenneth Jones</td>
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<td>RON</td>
<td>Dan Walmark</td>
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<td>STL</td>
<td>Rich Diffley</td>
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Goal 99.9% 99.4%
Actual 99.4% 99.1%

To address individual shipment needs and sensitive business transactions, the updated Saia Secure site offers easy access and the comfort and assurance of a secure work space, while providing access to a variety of shipping data specific to each customer’s company.

From this area, customers can request to be notified if any of their shipments are in jeopardy of being delayed or may experience any OS&D or W&R issues.

The site’s employee-specific services can all still be readily accessed. The “Employee Login” is located just below the new News section on the home page. From there, employees can visit the “Career Opportunity Center” or other links such as “Payroll Information,” “Benefit Providers,” and “Employee Forms.” The “Company Store” link can be found on the site’s home page.

For more information or on questions concerning the Web site or its content, please contact McElhannon or Alyse Adler in the Marketing Department.

Executive Forum

At Saia, we are committed to emphasizing quality improvements in all aspects of our operations and it shows. With 21 consecutive quarters of growth, Saia’s success is proof of our dedication to our customers and quality service.

We credit much of our success to our commitment to continuously investigating all opportunities for improvement. Whether expanding our coverage area to meet our customers’ needs or offering new products, we are dedicated to providing “best-in-class regional service” as defined by our Customer Service Indicators with cost-effective processes in an environment that respects employees and recognizes excellence.”

Case-in-point is our recent integration of both The Connection Company and Madison Freight Systems, Inc. With the acquisition of these two carriers, Saia now has an unprecedented opportunity to provide superior shipping services in additional states. In fact, Saia is now among the largest LTL carriers in the country.

In addition to our extended coverage area, we also have expanded and improved two of our most widely recognized and unbeaten service products.

XG and GSS Services Expanded

I am proud to say that we’re still the only LTL carrier that tracks six Customer Service Indicators® (CSIs). Saia customers know the implementation of the CSI program was our first step in building a company around their needs. In 2005, the groundwork was laid for another first — Saia’s Xtreme Guarantee (XG). And although some carriers guarantee on-time delivery, Saia remains the only one with the confidence to guarantee all its customers’ needs every time and at every step. This level of service commitment remains unprecedented and unmatched in the transportation industry.

On May 7, Saia launched the XG and Guaranteed Select Service (GSS) options in our recently integrated territories. The complete XG and GSS products are now offered to/from and between all direct points in Indiana, Kentucky, Michigan, and Ohio. All direct points in Wisconsin were included in this expansion as well.

Updated Saia Web site Launched

In addition to the expansion of these services, Saia also unveiled its re-designed Web site, supporting a continued mission to surpass customer needs by providing cutting edge e-commerce options.
Prevention is Key in Relation to Health and Safety

Bacteria, viruses and other infectious organisms — germs — live everywhere. In fact, they can be found in the most unexpected places. You can find them in the air, on food, plants and animals, in the soil, in water, and on just about every other surface — including your own body. These microbes range in size from microscopic single-celled organisms to parasitic worms that can grow to several feet in length.

There are four major types of germs: bacteria, viruses, fungi, and protozoa. Most of these organisms won’t harm your body as your immune system works to protect it against a multitude of infectious agents. Still, some bacteria and viruses are formidable foes because they’re constantly mutating to try and penetrate your body’s defenses. If they do, sometimes they can make you sick.

To rid your house and items of these nasty enemies, use disinfectant wipes to clean off television remotes, computer keyboards, house keys, refrigerator doors and door knobs. Run plastic toys through the dishwasher and stuffed animals through your washing machine on the gentle setting. Basements, or any other area that can harbor allergens or mold, need to be thoroughly cleaned and kept dry. If you have a large number of pets in the house, be aware that the soil can harbor mold as well. Watch for any growth and change the soil as needed.

Interestingly, some of the most often overlooked, germ-prone areas are elevator buttons, playground equipment and shopping cart handles. For these items, remember to use wipes, if provided, or bring your own to cut down your risk of infection.

Lastly, keep in mind everyone’s first line of defense against germs — hand-washing!

Lawnmowers and Children – A Dangerous Combination

Every year, according to John Hopkins Children’s Center, there are about 9,400 children injured by lawnmowers. Injuries are sometimes simple lacerations, but other times, consist of fractures and amputations of fingers, toes, feet or worse.

The number one advice for parents in regard to keeping children and themselves safe is to treat lawnmowers as hazardous equipment and not as toys. The center offers the following tips:

» Children younger than six years of age should be kept indoors while the lawnmower is in use.

» No child under 12 should use a walk-behind mower.

» Children under 16 should not be allowed on riding mowers.

» If you see a child running toward you, shut the engine down immediately.

» Always wear protective goggles and closed-toe shoes when using a lawnmower.

» Before mowing, clear the yard of any debris as striking a rock or piece of metal can cause these objects to become missile-like.

» Be aware of who is in the yard when you’re mowing.

On a Different Note

Saia’s health and dental plan has a number of preventative benefits including immunizations, well-baby care, pap smears, mammograms, PSA’s, dental cleanings, etc., that can be taken advantage of, though some have specific time limits — just be sure to schedule these services after the required time has passed; otherwise, there could be billing issues. Employees should read the health plan booklets closely to properly identify what preventative services are available and then plan to take advantage of these valuable services.


Saia Delivers

School Charity Drive Donates Books to New Orleans School

Recently, Saia donated its services to help deliver a shipment of books collected by students at Lake Contrary School in St. Joseph, Mo., for donation to the New Orleans Free Academy in Louisiana as part of a charity drive.

Brian Post, a representative of eSHIPPING, a company headquartered in Kansas City (KCY), Mo., worked with Mike Flowers from the school and Art Hollrah, the Saia KCY terminal manager, to coordinate the pick-up and delivery of the books.

Hollrah said coordinating the pick-up was a team effort of everyone working at the KCY terminal. Additionally, he said, “Operations Manager Ryan Baldi planned the driver’s delivery route to accommodate the (pick-up) and City Dispatcher Gary Dickens followed up with the driver to make sure he arrived there on time.”

In describing the day, Flowers said, “The truck came right on time and the driver was a prince.” He explained the driver, Doug McCosh, spoke to the students about Saia’s terminal and business office in Houma and even sounded his horn as he pulled out as the children waved and cheered.

“You see those commercials that say ‘priceless’ – well, this was priceless,” Flowers explained.

In an e-mail to Doug Williams, a Saia national account executive, Post said, “We had several choices of carriers to make this move to New Orleans, but I chose Saia because of your daily success in helping us build our business here and across the country…In a day that we only seem to hear about the problems and challenges with shipments, I wanted to take a quick moment and thank you for all you do for us.”

In closing, Post remarked, “It is because of men like Art that we continue to move freight in the direction of Saia.”

Cleveland (CLV) City Drivers Stanley Watson and Robert Gilcreast show off their new Saia uniforms and tractor. Both Watson and Gilcreast, along with 63 other CLV employees relocated to a new facility located in Richfield, Ohio, on May 21. Nearly double the size of the CLV terminal, the new facility has 115 doors, 9,000 square feet of office space, a five-bay shop boasting 8,200 square feet of room, and nearly 25 acres of land. Make note, the terminal’s new address is 2920B Brecksville Road, Richfield, Ohio, 44286. Their new phone number is 330-659-4277 and their new fax number is 330-659-5848.
Mike Bean
Regional Manager
PDX
Mike:
I wanted to say a big thank you to Mike Arnold and the crew at Saia. I was in the warehouse and had an issue that could have been a disaster. Just when it occurred, Mike backed in for a pick up. I explained to him that it would be a moment and why — he came into the warehouse, found a large piece of wood, climbed up the pallet racking, and fixed it so I could get a forklift out of a jam without tipping a fiber drum from the top. I couldn’t have done it alone. Thanks Mike! Additionally, each time I call in for a pick up, your message ends with, “Thank you for the freight.” You all are the best!

Susan Kenison
Chemcentral
Spokane, Wash.

Brian Balus
Vice President
Western Region ACO
Brian:
I just had a soleus air conditioner delivered by your company by an extremely hard working young lady by the name of Sandy Cook. She literally blew me away by her delivery. I could not help her because of my multiple sclerosis. She delivered it and made it look so simple. I gave her a little soda and she was so cordial. I had another, smaller, soleus air conditioner delivered a few years back that I bought from another company. The person who delivered it was so rude. They left it outside the complex. Your company proves to me that you have drivers who are well trained in every form of working with the public and customers. Thank you very much for your quality service.

Barbara Leichtamer
La Mesa, Calif.

Sonia, Inc.
175 Maple Street
Eugene, Ore. 97402

Greetings!
I just wanted to take a moment today to say thank you. On Wednesday afternoon, Sonia picked up an order and it was delivered to my customer in Spokane on Thursday afternoon. Sonia has always provided us with exceptional customer service. Our sales representative, Colin Rodman, the boys in the EUG terminal (you know who you are) and every driver we’ve ever dealt with, all have provided us with exceptional customer service. But this last delivery was really and truly amazing. This shipment was handled safely, professionally, and efficiently — and really, really, really fast. When my customer called me Thursday to thank me for the fast service, I almost couldn’t believe it. So, I felt it was important to let you know how great we think you are.

We are frequently approached by other carriers. They offer all kinds of things, but I know they simply cannot match your service. Our customers count on us for exceptional service and we know that Saia is an important part of that. You guys make us look great!

Many, many thanks again for all you do for us!

Sincerely,
Peggy McAuley
Office Manager
Oregon Aquatics
Eugene, Ore.

Charles Chandler
O&G
ATL
Dear Sir:
Pursuant to our conversation, we are pleased to express our thanks to you and Saia, Inc. for the wonderful service you provide for us. Shipping is a vital part of our success as a sales company. Our customers depend on the efficiency of not only our employees, but our shipping choices to receive their material diligently. That is why we are so glad to use Saia as preferred shipping company.

Thank you again for all your help!

Sincerely,
Jackie Martinez
Sales Representative
Elite Sales, Inc.
Miami, Fla.

Ray Ramu
Eastern Region Divisional VP
JAX
I would like to commend Saia Driver Mike Torrey for his professionalism and attention to detail.

Mike picked up an order from Specialty Minerals Mississippi, Inc., in Brookhaven on Feb. 9. A short time after he left our facility, he returned. In a very professional manner, he advised that he didn’t think the amount on the bill of lading and the amount of material loaded matched. Mike was correct. Additional pallets were loaded by mistake.

Thanks to Mike, this was corrected in a very timely manner — before it became a problem.

We appreciate Mike’s professionalism, attention to detail, and for (his) making sure the correct amount shipped. He is an asset to our company.

Thank you,
Nan Felder
Specialty Minerals Mississippi Inc.
Brookhaven, Miss.

Jason Leazer
Saia Sales Representative
DSM

Dear Sir:
I wanted to convey my appreciation for the outstanding service drivers Wes Tam and Marvin Seas provided to JELD WEN Window Division - Grinnell. There have been several occasions where Wes waited while we scrambled to finish a last minute rush shipment. On Feb. 2, Marvin arrived at our dock after the shipping department completed their shift. He was patient and courteous while I completed my other projects before I loaded our outbound freight.

Thank you for the wonderful service Saia provides. We are aware about the increased opportunities your expansion in Wisconsin, Michigan, Indiana and Ohio will bring.

Rod Rosburg
Customer Service and Logistics Manager
JELD WEN Window Division - Grinnell

Saina, Inc.

Just to Say Thanks —
I wanted to convey my appreciation for the extra efforts that your company made on Feb. 24 to get an extra truck in to pick up freight that was left from Friday. I would not have been able to get another truck scheduled at that time of day and would have ended up with a lot of dollars on the dock that people were counting on to make their budgets for the month. Sincere thanks!

Robert D. Brewer
Shipping/Receiving Supervisor
Gardner Denver Corp.
Quincy, Ill.

Letters Are Edited
Letters to Saia Directions are edited for length and clarity. The editor strives to preserve each writer’s point-of-view.

Employee Service Anniversaries, May 2007

25+ Years
BHM Brian Landry
CHS Harold Hiltz
DNK Keith Bearden
FNR Dick Danielson
GTO Stephen Borraccio
HRT Wallace Bordelon
JELD Edward Hodis
OMA Jackie Cordell
SPT James Morris

20 Years
ATL Philip Fleming
BHJ Robert Lewis
HGO Buck Duchan
JELD Renata Lapheyouse
KG Sperman
SPT Bobby Bastion

15 Years
ATL Sammie Cox
CMB Robert Grou
HST Raymond Glenn
NOR Cher McViee
GFL Everett Hotard
PDX Michael Strocher
SPT Ronnie Ball

10 Years
ATL Daniel Giesen
CHS Clinton Gaillard
CTJ Mitchell Carpenter
DLS Charlie Douglass
JELD Thomas Thames
KEL Keith Wrobel
FON Jose Miramontes
GRL Mike Arnold
HST Antonio Morales
JOY Ignacio Cochet
GVL Bobby Roberts
HRT Kenneth Swan
MPS Norris Fields
NOR Chuck McIvor
SPT Thomas Torrell

5 Years
AOO Nancy Shelley
ALD Harold Baines
JRL Charles Clark
MKS John Evans
KEL Kelson Horton
DWM Donald Wood
MCR Marion Randall
AUS Gene Hopkins
BHM Charles Chapman
BRG Sylvester Wolfe
CLY Robert Hantte

4 Years
ATL Harold Barnes
BHM Charles Brathwaite
JOY Jonathan Rodriguez
GVL Oscar Ruiz
HST Loni Thibodaux
HRT Mike Benson

3 Years
ATL Anthony Collelo
HRT Joaquin Lopez
HST Armando Lozano
LMW Jonathan Rodriguez
JAX Ryan Mayberry
CLY Charles Brathwaite
HST David Pahl

2 Years
JKN Daniel Adam
ARK Wilfredo Campos
HRT Oscar Ruiz
LVS Vanessa Ruelas
NIA Douglas Hernandez

1 Years
ATL Martin Blaylock
BHM Anthony Collelo
BNM Richard Tesfamikael
MKM Broderick Henry
MPS Don Hill
NBF Steven Sharpe

Letters

Richard Temple
Anthony Collelo
David Pahl
Charles Brathwaite
Jonathan Rodriguez
Oscar Ruiz
Lori Thibodaux
Michele Benson
Elton Hutto

May 2007

3
Cote Named New SAC Regional Manager

Phil Cote was recently named the new SAC regional manager of operations.

In his new position, Cote said he plans on supporting the region’s sales staff, improving Saia’s day-to-day operations in the northern California and Nevada regions, and growing the business — all while focusing on “best-in-class” customer service.

He has over 30 years of experience in the transportation industry. Cote attended Purdue University.

Palmer Promoted to National Account Executive Position

Allison Palmer has been promoted to the position of national account executive.

Palmer joined Saia in 2002 as a sales representative working in Atlanta, Ga. Most recently, she was promoted to the position of business development executive for achieving best-in-class status for 2006.

Palmer received her degree in business management from the University of Georgia in 1999 and has been in the LTL business for 7.5 years. She will be domiciled at the Atlanta corporate office.

Miller Named New National Account Executive

Johnny Miller has been named a national account executive. He will be domiciled at the Houston, Texas, terminal. He replaces Jim Cox who is retiring from the company.

Miller has been with Saia for over eight years and has demonstrated superior salesmanship and territory management in one of the highest revenue territories in the company. He has achieved both “Best-in-Class” and President’s Club recognition and was one of the first sales people to be promoted to the business development executive position.

Miller is a graduate of West Texas State University. He and his wife, Karen, reside in Kingwood, Texas. They have two children: Jenn and Jamie.

Reveal Moves to Indiana

Robert Reveal, formerly the terminal manager in NOL, has been named the new IND terminal manager.

Because of his recent experience as a break bulk manager in New Orleans, Reveal brings a wealth of knowledge to his new assignment. Originally from the Midwest, he and his wife both have family ties there and look forward to putting down roots in the Indianapolis area.

Wishall Selected as New Omaha Terminal Manager

Brian Wishall has been named the new terminal manager for our Omaha, Neb., facility. He replaces Josh Dodson who was recently named the new manager of Saia’s Cincinnati terminal.

Brian has seven years of experience in the LTL industry. Most recently, he was the terminal manager in Lubbock, Texas. He and his wife, Kathryn, will be relocating to Omaha.

Speck Named Internal Audit Manager

Mark Speck has joined the Saia team as our new internal audit manager. He will be based in the Atlanta corporate office.

Speck brings a high level of experience from the internal auditing field especially in relation to risk-based operational audits. He has 25 years of experience as an internal audit professional for both service and manufacturing organizations.

Speck received his bachelor’s degree in accounting from the University of Alabama and his master’s degree in accountancy from the University of West Florida. He is a certified public accountant, certified internal auditor and certified fraud examiner.

Executive Forum

I am pleased to say that Saia.com offers a comprehensive catalog of new and improved tools, innovative services and streamlined features for overall ease-of-use.

I believe providing total customer satisfaction is an essential part of who we are. As such, we’ve created the new Web site to better support the important needs of our customers.

In our fast-paced industry, we at Saia recognize that our customers’ time is valuable. I am confident the new Saia Web site will become our customers’ most powerful terminal ultimately providing them even more time to focus on their business knowing that Saia is taking care of all their shipping needs.

Saia’s success and our commitment to quality improvements in all aspects of our operations, be it services or tools, is a win for us all — employees, investors, and customers alike.

During a challenging shipment volume environment such as we are currently experiencing, growth and improvement initiatives are even more critical.