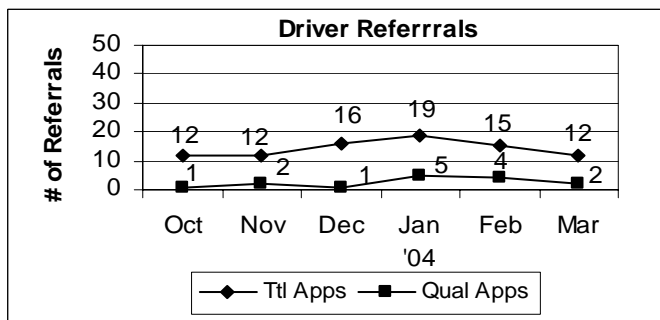
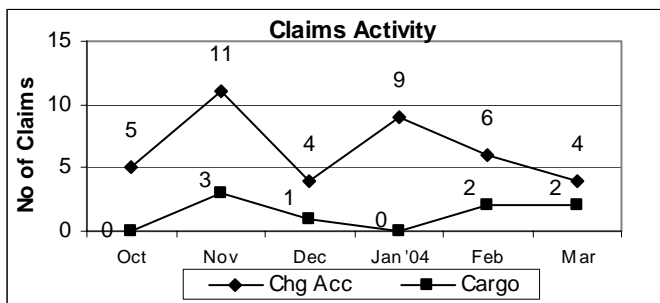
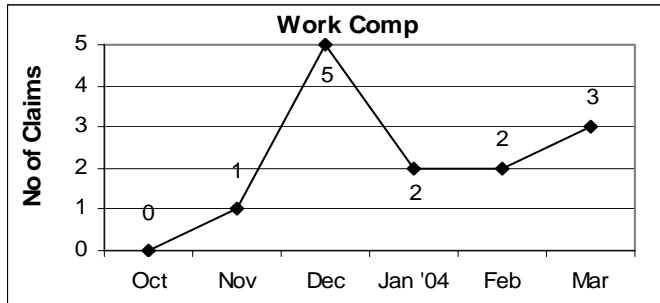




TANDEM EXPRESS

Your Monthly Update on Matters that Matter

Monthly Stats



Driver Referral Payout for MARCH was \$2,505! The year-to-date total is \$7,070!

Operations (for March)			
# Active Drvrs (All)	242	Fuel MPG (Co.)	6.32
No. Loads	5,740	Fuel CPG (Co.)	\$1.61
Miles(x1000-Rand)	2380	Fuel CPM (Co.)	\$.25

Tenure Recognition

The following loyal and dedicated employees have reached another year of service in **April 2004**.

	NAME	YOS	POSITION
1	Alger Beekman	22	Exec. VP Operations
2	Grant Wilson	19	Regional Manager
3	Philip Wisniewski	15	Professional Driver
4	Alta Roblin	15	Supv Purc/Maint Admin.
5	Stephen Dagger	10	Professional Driver
6	Henry Kester	8	Professional Driver
7	Rodney Burwell	6	Professional Driver
8	Richard Fust	4	Professional Driver
9	Michael Cross	4	Professional Driver
10	Duane Brink	3	Professional Driver
11	Armand Goddyn	3	Professional Driver
12	Thomas Shirely	3	Professional Driver
13	Duane Wend	3	Professional Driver
14	Christopher Bennett	3	Operations Manager
15	Richard Ferry, Jr.	2	Professional Driver
16	Robert Wall	2	Professional Driver
17	Tony Hadley	2	Professional Driver
18	Billy Williams	2	Professional Driver
19	Timothy Keifer	2	Maint. Technician
20	Michael Papp	2	Shift Suprv MC Maint.
21	Craig Musselman	1	Professional Driver
22	Richard Rayner	1	Professional Driver
23	James Treece	1	Professional Driver
24	Jamie Weimer	1	Professional Driver
25	Russell Wilbur	1	Professional Driver

Congratulations and thank you all for your support!

Safety Update

March saw 3 work comp claims, 4 chargeable accidents and 2 cargo claims. The graphs show we are improving, but we need to target "0" claims if we are to curb the rising costs of insurance. Keep your eyes open for opportunities and let Jerry know any suggestions to reduce injuries and claims.

Our work comp numbers have gone down since December, but they are still too high. Caution is needed while working around the loads and equipment. All too often a driver will get in a hurry, make a misjudgment, and end up getting hurt. Be especially careful while working on top of a load. We have experienced several ankle and

knee injuries from getting a foot caught in the tarp and twisting, or stepping into a hole in the load and wrenching a knee. These accidents can be avoided simply by being aware of the condition and configuration of the load itself. While spreading the tarp, watch for these conditions and areas of the load that pose the possibility of an injury.

Also, when you are injured, Leslye or Jerry must be contacted immediately. Even if your injury is minor, advise one of them, so we have it recorded. Too often a driver has a slight injury that turns more severe a few days or week later. When we report that to the Insurance company and the injury happened a week earlier, the Insurance company questions the validity and could deny the claim because they had not been informed. So even if you don't think the injury is very bad, let us know so we can document the date, time and place. This is becoming more and more critical and we ask for your help for proper reporting.

Driver Reps in Action

Our April 10th Rep meeting was the first meeting with our new Reps in place. We now have 35 dedicated professional drivers on the committee.

It is important for the fleet to understand the purpose of the Driver Rep program. First, it is an ADDITIONAL means of communication. Our OPEN DOOR policy is still a cornerstone of Tandem. Drivers are strongly encouraged to meet with any department and any management person on an individual basis. Second, it is a great forum for drivers and management to better understand each other's issues and concerns. Each department is represented at the monthly meetings. This provides the Reps the opportunity to discuss matters with management on a consistent basis and hear from other drivers in the fleet.

An update on the **Driver Hardship Fund** shows that as of March 31st there is a balance of \$5,436 with 73 employees contributing \$213/wk. No one is currently being funded. If you are aware of someone needing assistance, please contact David Bay or any Driver Rep.

For full details of the Rep meetings, please contact Caryn Brown in MC (Ext. 116) for a copy of the minutes.

New 401k Program Soon to be ONLINE

Dennis Argyle, our VP Finance, is putting on the finishing touches to our new 401k program with 5/3 Bank. The new program will have more options and more functionality.

Highlights of the new program are:

1. More fund choices (now 18 to choose from).
2. 24 Hour Internet access. With your new PIN you can access your account anytime to check your balances as well as move your money around.

3. You can view investor information, print your statements, and view all the funds chosen for Tandem.
4. You can sign up for a monthly online newsletter to keep you informed of financial developments.
5. Scott Johnson will be our single point of contact at 5/3 Bank. You can call Scott with any of your 401k questions.

We hope to have the new program up and running within the next couple of months.

Double Hooks Are in Season

It's that time a year again with flowers growing and the double hook opportunities in bloom. With spring upon us, our customers will be shipping more freight. For us at Tandem this means more short loads compared to the winter months.

Tandem is working to improve your miles and take home pay. One way is to load a small number of drivers (on average about twenty loads per week) with shorter mile loads to deliver same day and reload them with a second load. Our plan is to give you the first load and then offer you the choice of a second load for the day. This gives more miles to the driver and better services our customers. Much of this double hook activity occurs in MI and the northern half of IL, IN, and OH.

Charleston Tarp Pay Introduced

One of the most unpopular activities noted by drivers is the need for Charleston tarps. Tandem has 6 foot drop tarps that handle over 90% of our loads. However, on rare occasions, we have loads that need a little extra coverage and require our drivers to pull out their Charleston tarps. Unfortunately, and too often, dispatch is faced with drivers who do not have their tarps or who are very disappointed at having to use them. Therefore, as one item in Tandem's attempt to better pay its drivers, management has authorized Charleston tarp pay for all OTR drivers – percentage and mileage

Effective May 1, 2004, Tandem will begin offering an additional \$20 tarp pay for loads requiring Charleston tarps.

Spring/Summer Fun - Parties and Picnics

Start marking your calendar for the spring and summer events at Tandem. First is the annual Memorial Day Party and Golf Outing at Craig Smith's (Misfit) in Frankfort, MI. Also, Saturday, June 12th is Tandem's 5th Annual company picnic. Jayne will be sending out flyers for both events, but we just wanted to plant the seed.

Thought for the Month

When you change the way you look at things,
Things change.