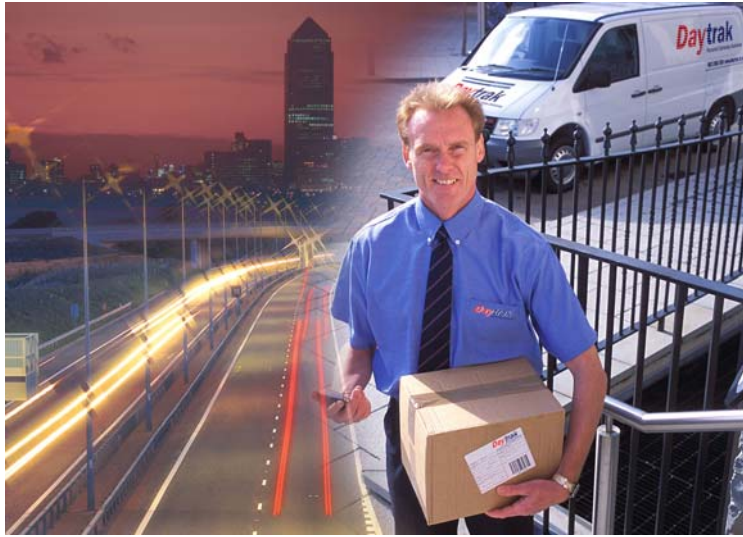


PRESS RELEASE



Amtrak has extended its DayTrak courier service to provide same day delivery services throughout the mainland Britain. The innovative DayTrak service is managed over the internet with regional DayTrak offices and thousands of customers connected by a specially-developed web service.

For companies requiring same day deliveries, DayTrak is one of only a few true nationwide services allowing collections and deliveries to be undertaken by one company and a single telephone number. With centralised booking and the advanced web facilities provided by NetDespatch, DayTrak is considered to be the most advanced same day system in the UK.

Bookings made via a national telephone call centre or via DayTrak's website are posted onto the web with collection details immediately routed to the local DayTrak office. Live updates show the current status of each collection and delivery. This gives call centre staff and local DayTrak offices total visibility of all jobs.

Customers can book by phone or on the web and either way, booking and tracking details become accessible through the web. With proofs of delivery appearing as soon as a delivery has been made, DayTrak customers can access the website to check the status of their shipments online, from anywhere, 24 hours a day.

DayTrak is the first same day courier operation to set up on a national basis controlled through a single Internet-linked call centre. The service dovetails with Amtrak's overnight parcel service, allowing more flexibility and improved services including out of normal hours collection and delivery, wait and return, special door to door deliveries and items requiring special care.

First launched in selected regions in 2002, DayTrak is operated by Amtrak's own regional offices and selected franchise offices as part of a seamless national service. "DayTrak is proving to be a big success and we have seen a five fold increase since the start of 2004. The whole idea of a centralised call centre connecting everyone via the web has worked particularly well and expanding to a fully national service has been straightforward as the service is accessible to anyone through a Internet-connected PC" says Jane Hart, DayTrak Marketing Manager.