



January 1, 2010

Tom Coyne, President & CEO  
Paul Roy, VP Marketing & Product Management  
System Logistics USA  
90 Alfred Plourde Parkway  
Lewiston, Maine 04241

Dear Diamond Phoenix Customer,

Good day to you! I would like to take this opportunity to announce that the merger between Diamond Phoenix and System Logistics is complete and we are now operating under the name System Logistics, a member of the Italian company, System Group S.p.A. We have joined System Logistics to create a stronger resource for you, our valued customer, in material handling system design, implementation, and equipment manufacturing. We are excited about the additional global resources and enhanced solutions we are now offering as part of our value added advantage to our customers! In addition to the services and equipment you have come to rely on from Diamond Phoenix, we now offer laser guided vehicles, system vehicle loops (SVL), the Modula Vertical Lift Module, and complete warehouse management software solutions, just to name a few.

The recent growth and success of Diamond Phoenix in the U.S. and abroad has led to our joining System Logistics. Our philosophy is to serve the customer needs with the most intelligent system designs, the broadest range of logistics solutions, picking and order fulfilment technologies, the smartest software solutions, and the best pre and post sales service in the industry. We place value in partnering with our customers to design and implement efficient and effective automated in-house logistics processes and award winning systems for the needs of our clients and their customers. Our wide mix of technology, products and services ensure a system design of maximum capacity, flexibility and return on investment in the least amount of space.

Designed, researched and tested by our team, our hardware, software, and system designs have always featured state-of-the-art solutions for operating in today's economic climate, where logistics is a strategic method to increase a company's competitive edge. We invite you to share in our success.

The leadership team and all the professionals at System Logistics look forward to providing these enhanced solutions and global resources to you, our valued customer.

Sincerely,

A handwritten signature in black ink that reads "Tom Coyne". The signature is written in a cursive style with a long horizontal stroke at the end.

Tom Coyne, President & CEO  
System Logistics USA

A handwritten signature in black ink that reads "Paul Roy". The signature is written in a cursive style with a large, looping initial "P".

Paul Roy, VP Marketing & Product Management  
System Logistics USA