



## Reddaway Launches Live Chat

### Online Access for Easy, Convenient Customer Service

Clackamas, OR, Reddaway, a subsidiary of YRC Worldwide Inc. (NASDAQ: YRCW) introduces Live Chat, a new, real-time communications channel for easy and convenient access to its customer service representatives. Live Chat is an Internet service that enables electronic conversations between customers and Reddaway. To access Live Chat, customers can visit [reddawayregional.com](http://reddawayregional.com) and look for the live chat button in the upper left hand corner of any web page.

Live Chat can be used to schedule shipments, obtain tracking information and get shipping questions answered. Users experience real-time replies through a quick dialog exchange. Responses are presented in a written transcript, minimizing the likelihood of miscommunication. With online support, customers can enjoy additional flexibility to multitask as they conduct business.

"Good communications are essential to good service. At Reddaway, we make it a top priority to keep lines of communications open and convenient for our customers," says TJ O'Connor, president-Reddaway. "Live Chat is the newest way we make it easy to stay connected."

In addition to Live Chat, customers can search the Reddaway website, call customer service at 1-888-420-8960 or contact their account manager for shipping information.

### About Reddaway

Reddaway, a YRC Worldwide subsidiary based in Clackamas, Ore., provides standard and expedited regional transportation services throughout the Western United States, including California, and British Columbia. Reddaway is a leader in next-day delivery, on-time performance and quality handling within its region. Please visit [www.reddawayregional.com](http://www.reddawayregional.com) for more information.

### About YRC Worldwide

YRC Worldwide Inc., a Fortune 500 company headquartered in Overland Park, Kan., is a leading provider of transportation and [global logistics services](#). It is the holding company for a portfolio of successful brands including [YRC](#), [YRC Reimer](#), [YRC Glen Moore](#), [Reddaway](#), and [New Penn](#), and provides China-based services through its Jiayu and JHJ joint ventures. YRC Worldwide has the largest, most comprehensive less-than-truckload (LTL) network in North America with local, regional, national and international capabilities. Through its team of experienced service professionals, YRC Worldwide offers industry-leading expertise in heavyweight shipments and flexible supply chain solutions, ensuring customers can ship industrial, commercial and retail goods with confidence. Please visit [www.yrcw.com](http://www.yrcw.com) for more information.

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