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Matson Intermodal Introduces Online Shipment Tracking Capabilities

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OAKBROOK TERRACE, Ill.--(BUSINESS WIRE)--Feb. 25, 2002--Matson Intermodal System, Inc. (Matson Intermodal) has introduced new online shipment tracking capabilities at www.matson.com. The features allow customers to track shipments quickly, using a wide variety of search options, including equipment number, order number, booking number or shipper name. Reporting functions of the new system further enhance customers' ability to efficiently manage their shipment information from virtually anywhere, anytime via the Internet.

"These new online functions exemplify Matson Intermodal's commitment to customer service," Ron Forest, president, Matson Intermodal, said. "Customers now have the choice of either contacting one of our customer service representatives to obtain up-to-the-minute shipment information or going online and accessing customized data via the Internet. It reflects our dedication to making Matson Intermodal a company that is easy to do business with."

The online shipment tracking system allows customers to search for shipment information using a number of variables. It also provides the option of quickly accessing real time data for all equipment in Matson Intermodal's system for time frames ranging from a day to 30 days. Information displayed includes equipment number, rail carrier code, last sighting date, last sighting time, last sighting inspection and status. Shipment tracking data can also be downloaded and sorted into a tab-delimited format to use with any spreadsheet software, enabling customers to produce customized reports quickly and easily.

In the near future, Matson Intermodal will be introducing an Alert Process function for customers, which will improve their ability to monitor a rail shipment's estimated time of arrival (ETA). Using historical train performance data and current online train schedule information, the system will track more accurately the real time movement of shipments on rail carriers and signal any potential delays in arrival time:

"Matson Intermodal will continue to apply today's new technologies to improve the overall level of service we can provide for our customers," Forest added. "Online shipment tracking is an important move forward in this effort as it gives our customers greater flexibility in managing their shipment information."

Established in 1987, Matson Intermodal is an intermodal marketing company (IMC) that arranges transportation services for shippers and carriers, often in conjunction with ocean transportation. Through volume purchases of rail and motor carrier transportation services, innovative solutions that balance international and domestic equipment needs, and convenient services such as shipment tracing and single-vendor invoicing, Matson Intermodal is able to reduce transportation costs for customers. Headquartered in Oakbrook Terrace, Ill., Matson Intermodal has offices in more than 40 cities throughout North America. The company was ranked as the number one IMC in Logistics magazine's 2001 Quest for Quality readers' survey. For more information, visit Matson's Web site at www.matson.com.

Matson Intermodal is a subsidiary of Matson Navigation Company, Inc. (Matson). Matson is a wholly owned subsidiary of Alexander & Baldwin, Inc. of Honolulu (NASDAQ: ALEX).

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