



NETCHEMISTRY

Mission - NetChemistry uses its comprehensive knowledge and specialized expertise to streamline the creation of complex solutions accelerating the fusion of technology and forward thinking in the financial services sector.

Gas

Liquid

Solid



1 2 3 4 5 6 7 8 9 10

LEVEL

949.399.5381

949.399.5380

netchemistry.com

92660

4 600 Campus Drive, Suite 201A, Newport Beach, California

Message:

### For Immediate Release

Please direct all media inquiries to:  
Vickie Stevens  
Director of Public Relations  
949-399-5385  
vstevens@netchemistry.com

### BAGGAGEDIRECT.COM HAS PARTNERED UP WITH NETCHEMISTRY TO OFFER THE FIRST EVER "MOBILE SKYCAP SERVICE" THROUGH HAWAIIAN AIRLINES

Now passengers can have their bags picked up and dropped off at home, the office, or hotel.

NEWPORT BEACH, Calif., May 14, 2004 - NetChemistry, a top-tier provider of mission-critical, highly secure software to the Financial Services and Health Services Sector, today announced that BaggageDirect.com has successfully launched the first ever exclusive, new TSA-certified "mobile skycap" service providing complete passenger and baggage check-in from home, office, or hotel.

Under guidelines approved by the Transportation Security Administration (TSA), a trained, uniformed BaggageDirect driver arrives the day before or morning of a scheduled flight to pick up luggage, and present passengers with their boarding passes and baggage claim receipts.

BaggageDirect then delivers the luggage for security screening to the airline. All customers do is show up at the airport and go directly through security to their departure gate.

BaggageDirect is currently exclusive to Hawaiian and is available from Honolulu (including Waikiki) and Maui's major resorts for direct flights to Los Angeles, San Francisco, San Diego, Portland and Seattle. For travel originating on the U.S. mainland, the door-to-door service is currently offered from Los Angeles, with BaggageDirect making plans to expand its service to other cities served by Hawaiian.

"BaggageDirect is one of the first passenger-friendly services introduced to the traveling public in years," said Steve Quackenbush, chief executive officer of BaggageDirect.

He added, "We're taking travelers off the curb and out of the ticket lobby and bringing the check-in counter right to their doorstep. It's no lines, no waiting, and no hassles. Passengers arrive at the airport travel ready."

Reservations must be made at least 12 hours before a scheduled departure and can be done online at [www.baggagedirect.com](http://www.baggagedirect.com) or by calling toll-free at 1-800-959-4424.

The price for the new service is \$30 for the first passenger, which includes two pieces of luggage delivered to the destination airport. Each accompanying passenger flying to the same destination costs \$15. Further discounts are available for groups of six or more passengers.

Headquartered in Newport Beach, CA, BaggageDirect is the country's first patented mobile remote check-in service and the only one nationwide certified by TSA to check in luggage for airport security screening. Its drivers undergo 10-year background checks, extensive training for luggage, check-in and security procedures, and are approved by TSA.

#### About BaggageDirect

BaggageDirect is the leading-edge provider of a new category of travel enhancement we like to call Expedited Baggage Handling Service.

Innovation, Technology, Information - unite to create the BaggageDirect system empowering our porters, drivers and agents to move your bags safely through to your final destination.

Our core focus is a new and undeveloped travel enhancement feature that we call Expedited Baggage Handling Service. We have designed a system utilizing the very latest wireless and Internet technologies available to empower our exclusive network of BaggageDirect Customer Service Professionals, Porters and Distribution Agents to deliver a seamless, professional and reliable baggage service to our customers. We are airline-authorized and airline-approved to handle baggage in partnership with them.

Our Porters and Ground Delivery Operators are uniformed, licensed, bonded and insured professionals empowered to handle your bags to your destination safely and quickly.

#### About NetChemistry

NetChemistry is an Internet solution and software provider for the Financial and Health Services industry whose systems have handled billions of dollars in transactions. Combining vertical expertise with their Core Product Suite, NetChemistry specializes in Web-based information enrollment, distribution and tracking systems comprised of secure, scalable software modules that can be rapidly customized to fit the different parameters of each clients offering. The modules are designed to improve customer relationships resulting in efficiency, convenience and reduced liability.

In addition to software development, NetChemistry has a comprehensive understanding of design architecture, systems integration and provides a complete hosting solution at the tier one SBC facility in Southern California. For more information on NetChemistry or its services, contact NetChemistry at 4600 Campus Drive, Suite 201A, Newport Beach, Calif., 92660; phone: (949) 399-5380; or visit [www.netchemistry.com](http://www.netchemistry.com).

Copyright © 2004 NetChemistry, Inc. All rights reserved.

