



Delta Air Lines, Inc.
Post Office Box 20706
Atlanta, Georgia 30320-6001

July 1, 2010

Dear Valued Customer:

SUBJECT: 100% Screening Requirements and Shipment Acceptance Enhancements

In May of this year, Delta Cargo sent a letter providing insight into the changes that we will be implementing to comply with the "Implementing Recommendations of the 9/11 Commission Act," more commonly referred to as the 9/11 Act. On August 1, 100% screening of all cargo on passenger aircraft in the US becomes a reality for the industry. Delta Cargo has worked to be an industry leader in providing information on compliance as far in advance as possible so you can make the necessary adjustments in your business. As previously stated, Customers who participate in the Certified Cargo Screening Program (CCSP) will see **no negative impact**. With this letter, we seek to provide you with details on how our operations will change to accommodate the additional screening requirements.

Delta Cargo will enhance our existing acceptance/check-in procedures for all shipments with regard to the following areas:

- 100% Screening requirements
- Weight and dimension validation
- AWB Completion

100% Screening Mandate

Delta Cargo has been working to ensure that the transition to 100% on August 1, 2010, goes as smoothly as possible. We also know and appreciate that many customers have put significant resources into this through their participation in the CCSP, a vital program to help enable the air cargo industry to secure air transportation without drastically slowing the supply chain.

Again, those customers tendering shipments screened by a CCSP facility will see no change cutoff times or screening surcharges for that cargo. Customers tendering CCSP screened cargo will also see dedicated dock doors at our international gateway cities to accommodate CCSP screened freight. Doors dedicated to CCSP screened freight will have signage reflecting "CCSP" above them.

However, for cargo that is not tendered pre-screened by a CCSP participant, the following requirements become effective with the screening mandate:

- The cut-off time for acceptance of unscreened U.S. export Dimension will change to 6 hours before flight departure.
- The cut-off time for acceptance of U.S. origin Equation will not change
- The cut-off times for acceptance of U.S. domestic products will not change

Note: For the purpose of all cut-off times, freight acceptance is defined as: The freight acceptance process consists of unloading freight, validating weight and dimensions, screening, full data capture in our tracking system, and date and signature on the AWB. Freight is considered accepted when all of these steps have been completed and documented prior to moving into the build up area for preparation for flight.

Additionally, effective 12:01am, July 29, 2010, Delta Cargo will not accept the following:

- U.S. origin, unscreened shipper built units, including pallets and skids
- U.S. origin, unscreened pharmaceutical shipments
- Cargo which is shrink-wrapped or banded to a skid if it contains multiple boxes moving as a single piece AWB. Exception: unscreened cargo may be accepted shrink-wrapped to a skid for transport convenience as long as the pieces are individually labeled and accounted for in the piece count on the AWB

These changes are necessary due to the increased liability potential for Delta Cargo and forwarders since the shipments must be broken down and rebuilt to comply with the screening requirements.

Delta Cargo will maintain the current security surcharge for shipments exiting the U.S.; however, with the implementation of additional screening requirements, we will increase the screening surcharge. Please note these screening surcharges do not apply to cargo that is tendered as pre-screened by our CCSP participant customers.

With August 1 approaching quickly, Delta Cargo again strongly encourages our customers, freight forwarders and direct shippers to participate in the CCSP.

Weight and Dimension Validation – Domestic and International

Delta Cargo will continue to validate the gross weight and dimensions of each shipment, and the chargeable weight will be the greater of the gross weight or dimensional weight. Dimensions of DASH shipments will be validated to ensure they meet the product requirements; however the rating continues to be based on the actual weight.

For all U.S. based domestic shipments, if there is a variance in the weight and dimensions reflected on the AWB presented and the actual weight or dimensions for the shipment, a Cargo Correction Advice (CCA) will be issued, and customers will receive notification via fax or email. The revised weight and/or dimensions will be noted on the AWB as well as in our booking system for billing.

For international shipments with a variance in the actual weight or dimensions versus what is on the AWB, a CCA will be sent via the same process as U.S. based domestic; however, a new AWB must be printed to reflect the actual weight and dimension information.

If a shipment is tendered for a specific product type, and the weight and/or dimensions do not meet the product definitions, the shipment will be changed to the applicable product type with the corresponding rate and handling applied. Example: If a shipment is tendered as Equation, but when the weight is validated it exceeds the weight limit for Equation, it will be shipped as Equation Heavy. If a shipment is tendered as DASH and the dimensions exceed those allowable for DASH, it will be shipped as Standard. The AWB and our booking system will also be updated with any changes.

Customers will be billed based on the actual weight and dimensions recorded at shipment acceptance.

AWB Completion

In addition to the weight and dimension validation, there are also AWB requirements which must be met for Delta Cargo to accept any shipment. The following information must be included on every AWB presented with a shipment for acceptance by Delta Cargo:

- Current Delta Cargo AWB – Customers should use the most current paper or electronic AWB. The paper documents can be ordered via current procedures using the following part numbers:
Domestic AWBs – 0412-90247 Revision Date 02/10
International AWBs With DL AWB #'s – 0412-90077 Revision Date 03/10
International AWBs Without DL AWB #'s – 0412-90332 Revision Date 02/10
- Customer Account Number – for those customers with approved Delta Cargo account numbers, this information must be added to the AWB by the shipper. Delta agents are unable to provide this information or add it to the AWB. This number is required for accuracy in billing for each shipment and for Delta Cargo acceptance of the shipment.
- IATA Number – For those shippers who have an IATA number and a Delta credit account, an IATA number may be used on international AWBs
- Product Weight
- Special Commodity Rate (SCR) code – if the product being shipped has an SCR, the applicable code must be included on the AWB for the rate to apply. If it is not included, the rate billed will be the applicable published rate without exception.
- Accurate Piece Count
- Bulk or ULD indication

Delta Cargo is committed to meeting the TSA requirements while remaining customer focused during the process. We are making these changes to ensure the safety and integrity of the shipments transported with us is protected and that all federal requirements for acceptance of freight are met. We want to provide the most efficient service with the highest of customer service standards and these changes will aid in achieving this goal.

Visit deltacargo.com or call your local account manager or Delta Cargo office if you have additional questions. We appreciate your selection of Delta Cargo for your shipping needs.

Thank You,

Delta Cargo