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September 25, 2009

Dear Valued Cargo Customer:

SUBJECT: Delta Cargo's systems and process integration

This year has been exciting and challenging for Delta Cargo. The collective synergies of the Delta-Northwest merger have made us a stronger and better company than either was independently. Since the merger closed last fall, we have streamlined our U.S. - based products, rapidly integrated our cargo operations and have launched several new routes. We are nearing the completion of the Delta Cargo and NWA Cargo integration, and you will see some major changes in the next several weeks as we migrate to a single product & service offering for shipments accepted on and after Nov. 8:

**October 9** – the booking window for shipments on Nov. 8 opens.

- Bookings - Beginning Nov. 8, the combined Delta & Northwest schedules will be available for booking in a single operating system. You will be able to book all your shipments in your preferred booking channel, whether [deltacargo.com](http://deltacargo.com), GFX ExChange or CargoBooker, CPS, or the Delta Cargo Call Center
- Account numbers - Customers with both Delta Cargo and NWA Cargo account numbers will begin using only their Delta Cargo account numbers for shipments booked for travel Nov. 8 and beyond. NWA Cargo customers who do not already have Delta Cargo account numbers will be assigned Delta Cargo account numbers automatically. These numbers will be communicated individually beginning next week.

**November 8** – all shipments will be accepted in a single system, and products will be harmonized

- Single air waybill - Legacy NWA Cargo clients are being migrated to 006- prefix Delta air waybills, concurrent with the retirement of the 012-prefix Northwest air waybills.
- Specialty cargo product services - live animal, human remains and other specialty shipments are being harmonized. In addition to a single set of handling procedures, all rates and fees will be simplified as well.
- Cargo Customer Service Center - We will also retire the 1-800-NWCARGO phone number. Beginning Nov. 8, you can call 1-800-DLCARGO (1-800-352-2746) for shipping on either the Delta or Northwest network. (Please also note that, with the retirement of 1-800-NWCARGO, we will eliminate booking fees previously charged by the NWA Cargo call center)

We will provide you with regular updates on these changes as they roll out. As always, our account managers are available to answer any questions you may have. Check out details of our approaching cargo enhancements plus much more at our web site [deltacargo.com](http://deltacargo.com). Choose the "For the Better" button on the right hand side for information on the changes including billing, booking channels, and more.

Delta Cargo appreciates your continuing support and looks forward to being the first choice for your global shipping needs.

Sincerely,

A handwritten signature in black ink, appearing to read "Neel", written in a cursive style.

Neel Shah  
Vice President - Cargo