

TOWNE AIR FREIGHT

Service you can count on!



July 30, 2010

Dear Valued Customer:

As you know, the TSA is requiring that all cargo moving on passenger airplanes must be 100% screened effective August 1st. Some of our customers are choosing to pre-screen cargo at approved facilities to avoid the potentially long waits at the airlines. However, once screening has occurred, TSA requires that forwarders must be able to show sufficient Chain of Custody documentation from the time a shipment leaves the Certified Cargo Screening Facilities (CCSF) until it reaches the airline.

Chain of Custody forms must move with the freight and if the cargo is pre-screened at a CCSF, multiple signatures must be obtained at each transfer point. Although this will most certainly be an inconvenience to you and the carriers you choose to do business with, we must work together to find ways to implement processes that will satisfy the new mandates.

Towne has been working directly with the TSA to simplify the Chain of Custody process. The original form supplied by the TSA only allows for one signature per page which will result in moving multiple forms with the freight, wasteful use of paper and need for greater electronic storage capacity.

Using **Towne's new TSA-approved Chain of Custody form**, all signatures for each leg of a shipment can be captured on a single page—the entire chain of custody on **one sheet!** Simplified efficiency with much less waste.

As an incentive to avoid cumbersome paperwork, we will only assess our standard \$10 Document Fee for pre-screened shipments if you use Towne's simple Chain of Custody form. If you choose to use any other Chain of Custody form, it will result in a charge of \$35 per shipment.

We're making the best of a complex situation and we invite you to join us. If you are seeking a partner to help simplify the movement of your pre-screened cargo, look to Towne. We're ready and willing to face new challenges like these *with you* so that we can all adapt quickly and move forward with the business of serving our customers.

Towne's Chain of Custody form specific to your needs is enclosed. If you have any questions and **to obtain COC forms, please contact your local account executive**. As always, thank you for your continued support.

Sincerely,

Paul Martins
Senior Vice President Sales & Marketing