



Dear Air Cargo Partner,

As we continue with the soft roll out of the Traffic Mitigation Program, we feel that it's important that the benefits of reservation system, and subsequent applicability of the associated fee, be more clearly outlined.

The benefit of utilizing the reservation system is to improve the transparency of the cargo movement for all stakeholders. The reservation process significantly reduces the amount of time your driver spends waiting at Mercury Terminals saving nonproductive hours. Both import and export paperwork will be processed in advance as it will be submitted electronically when the reservation is scheduled. When making the reservation, confirmation will be provided the cargo is ready for delivery and CBP has released the cargo into commerce. The reservation provides Mercury with the knowledge of what cargo will be picked up when, avoiding the time-consuming process of retrieving and assembling cargo for delivery at the time of the driver's arrival. The intent of the reservation process is to avoid the reactive process that currently exists with the handling of import cargo. For export cargo, it ensures dock doors will be available for time sensitive delivery of cargo.

Since initial implementation over a year ago we have seen a significant reduction in acceptance/delivery time spent at Mercury facilities. Most of this time saving is driven by forwarders, brokers and truckers who have capitalized on the benefits of the reservation system. In the month of July the average total engagement time across all Mercury facilities totaled 1hr and 40mins. When a reservation has been utilized the average engagement time is consistently under 70 minutes from the time your driver initially checks into the Kiosk at the front counter until cargo loading on the truck has been completed.

LAX cargo facilities have been over-capacity for some years, the pandemic has exasperated this issue. Failing to find and facilitate efficiencies in the process of handling cargo will result in continued gridlock. The goal of the reservation system is to bring some semblance of process and flow into the delivery/acceptance of cargo. Ultimately, dock engagement time will dictate the volume of cargo any provider can efficiently handle at LAX, or any other airport that is experience the "crunch" of extreme cargo volumes. Truck waiting time, traffic congestion and a marked improvement in non-productive hours for all air freight stakeholders will be achieved by digitization and regulating our dock doors. We are hopeful the benefits of "less time spent with improved results" will be the impetus to take advantage of Mercury Reservation system.

Please note that those who choose not to participate in the traffic mitigation fee will not have access to the reservation system and will be unable to capitalize on the benefit afforded by the system.

There are also several avenues to settle the traffic mitigation fee to avoid payment having to be made over the counter. The \$5.00 fee per vehicle can be paid in advance through credit card payment when a reservation is scheduled, by opening a credit account with either Mercury or Cargosprint with an assigned PIN number. Regardless of the form of payment, the fee is fixed at \$5.00.

For more information or to open a credit account through Mercury please contact us by sending an email to the following address maccrreditaccount@mercuryair.com.

Thank you again for your continued support, and please do not hesitate to contact us directly if you have any questions or need additional information.

Sincerely,

Mercury Air Cargo