



September 29, 2008

Dear Southwest Airlines Cargo Account Customer,

Due to the overwhelming response of preprint airbill requests, Southwest Airlines Cargo has made the decision to extend the effective date of our new airbill stock transition until further notice.

If you have already submitted your preprint request and have not received the new airbills yet, please be patient as those are being processed. Under normal circumstances, we can turn a preprint request around in 3 days. However, with this transition effort underway, our current processing time is 3-6 weeks. Please know we are diligently working to fulfill your order as quickly as possible.

For those of you who have not yet placed your preprint request, we ask that you submit your information as soon as possible considering a firm date will be determined soon.

As a reminder, additional information regarding the new airbills is listed below:

- Preprinted orders for the new stock must be submitted via email to newsaaawb@wnco.com. For your convenience, a template for preprint requests is available on swacargo.com.
- For those not using the template, the following information is needed for every preprint order you wish to receive: Shipper, Consignee, Origin, Destination, and your Southwest Airlines Cargo Account number and sub-account numbers, if applicable. (Please note: Both the Shipper and Consignee information includes name, address, and phone number.) Only the above listed information may be printed. All other airbill fields are not available for preprinted information.
- The new airbills will be easily identifiable as they will have bold red margins on either side.
- Due to the high volume of requests, orders without a Southwest Airlines Cargo Account number will not be accepted.
- Please note that blank airbills from the new stock are now available at all cargo facilities.

Southwest Airlines Cargo sincerely appreciates your business and we thank you, again, for your patience and understanding during this transition.

Sincerely,

Southwest Airlines Cargo