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Thursday, 22 October 2009

Dear Customer,

Toll Dnata Airport Services (Toll Dnata) is pleased to announce the launch of our new Cargo Management System, TDACS (Toll Dnata Air Cargo System).

We made the strategic decision to roll-out TDACS across all of our sites for a number of reasons – one of the most important being to meet new industry requirements for both ourselves and our customers. Both e-Freight and Cargo 2000 compliance now form an essential part of cargo handling logistics, and therefore Toll Dnata has developed a compliant system that will also improve the way we do business with our valued customers.

At the core of the system is a flexible messaging and reporting engine which allows for the triggering of events, messages and reports based on the real-time information captured throughout the cargo and document handling process. The system is underpinned by a full service management monitoring module that proactively monitors cargo and documents as they move through our cargo terminals.

TDACS is predicated on the use of scanners and bar code technology, delivering real-time reporting of key events to authorised parties. Another key feature of the system is the integrated truck service management program that will assist customers with the smooth and efficient acceptance and delivery of cargo, minimising waiting times. Our tariff will also be fully integrated and our invoicing processes will be automatic.

The new system will be launched progressively across Australia throughout 2009 and 2010. The scheduled roll-out is as follows:

- Sydney, Melbourne and Brisbane – **midnight, Saturday 17<sup>th</sup> October 2009**
- Adelaide & Darwin – **1<sup>st</sup> quarter 2010**

During the coming weeks you will be asked to provide information that will assist us in the smooth roll-out of this new system. We would very much appreciate the timely supply of this information, as this will in-turn assist Toll Dnata in the provision of an improved service.

To achieve e-Freight and Cargo 2000 compliance, timely, complete and accurate air waybill (FWB and FHL) data is critical. Failure to comply with this industry requirement could delay cargo processing and may incur additional costs (please refer to Toll Dnata's Terminal Service Fee schedule dated 1<sup>st</sup> June 2009). To help customers achieve industry compliance requirements, Toll Dnata will not charge the applicable \$60 document processing fee for incomplete / incorrect air waybill data until 1<sup>st</sup> January 2010.

In addition, Toll Dnata is also available to help customers to provide the required FWB data directly into the new system. We are also happy to work together with you to identify any issues with the data supplied by your systems.

As we are sure you can appreciate, there is a chance that we may experience minor technical issues during our change-over period. Rest assured that, should this be the case, we will work through and resolve these issues as quickly as possible. We appreciate and thank you in advance for your patience and cooperation as we migrate to our new platform.

We look forward to your continued cooperation and to providing you with an improved service, thanks to TDACS. In the meantime – if you have any questions regarding the roll-out and how it will impact your company, please contact your local Toll Dnata cargo manager.

Kind regards,  
Gary Taylor  
General Manager  
Toll Dnata Airport Services