



14th June 2018

WFS Customers,

This letter is to confirm our arrangements in order to decrease truck waiting time at our docks. Per our agreement with Airline customers, we have assigned dock doors for each account here at our building. This will help our staff monitor docks per Airline to meet customer expectations by adding staff that will focus on specific Airline import/export shipments. We have also set up podiums that have assigned security agent that keep track of truck log and dock personnel. When checking in at our offices, customers will need to sign in to a truck log in the front counter that's numerical order which will be the order we assist our customers at our docks. After customer service agent finishes document preparation driver will be given a sign off sheet with a number that will identify his turn in line and also have time stamps of the different steps taken prior to releasing or accepting the freight. Orders that are less than 100 kg will be allowed to be picked up at the ramp for immediate assistance but we will not allow bobtails at our ramp - only pick up vans. Office will also be accepting or delivering small pieces less than 20 kg to avoid drivers from waiting at the ramp for assistance. We are also extending our Import pick up hours to 24hrs for Virgin Atlantic/Australia. Please have your truck drivers follow the steps below when arriving at our facility.

1. Check into the office immediately after parking in line.
2. Office will process paperwork and direct them to Security podium with numerical order sign off sheet.
3. Security agent will log in driver and advise them on approximate wait time.
4. Dock Coordinator will monitor trucks at the ramp and direct truck traffic.
5. Once Customer order is completed driver will return to office to sign off.

In order to make this work for all WFS customers and decrease waiting time please ensure drivers are following the proper procedures.

Regards,

WFS Management

Los Angeles International Airport | 5758 W Century Blvd | CA 90045 Los Angeles | USA