

NOW YOU CAN DELIVER PEACE OF MIND.

*Southwest Airlines® Cargo is now shipping human remains nationwide with our new **Southwest Support™** service.*

*For more information, please contact our **Southwest Support** Customer Care Center at 1-888-922-9525
Monday – Friday between the hours of 6:30 a.m. and 8:00 p.m. (CT).*



Southwest Support™

Southwest Airlines Cargo understands the care and respect that is required when transporting loved ones to their final resting place. Our *Southwest Support* service provides professional and reliable transportation for funeral homes and mortuary services. With *Southwest Support*, you can now deliver peace of mind.

Shipping Information

- Advanced arrangements are required.
- All shipping containers must be new and cannot be reused.
- Shipper must comply with all local, state, federal, and international regulations.
- Shipping containers containing dry ice will be subject to our current dry ice policy.
- Human remains must be adequately secured in an air tray or combination tray.
- Human remains must be tendered in a container that will adequately protect the contents from damage with ordinary care and handling.
- All human remains shipments must appropriately display the label "head" on the outer shipping container to assist handlers in aircraft loading and unloading operations.
- Appropriate documentation must accompany all human remains. This includes either a signed certificate of death, burial permit, and/or burial transit removal permit as mandated by local, state and government regulations.
- Please note that a minimum one-hour scheduled connection time is required on *Southwest Support* shipments making a connection.

Booking Your Shipment

- Contact our *Southwest Support* Customer Care Center at 1-888-922-9525 Monday- Friday between the hours of 6:30 a.m. and 8:00 p.m. (CST).
- All human remains shipments must be booked in advance by contacting our *Southwest Support* Customer Care Center.
- Advanced arrangements are required. We recommend that you book your *Southwest Support* shipment at least 24 hours prior to departure. You may book your shipment up to seven (7) days in advance.
- You must be a Known Shipper or a TSA approved Indirect Air Carrier to transport items on Southwest Airlines Cargo.

Dropoff/Pick Up

- All shipments must be tendered at the Southwest Airlines Cargo origin facility and picked up at the Southwest Airlines Cargo destination facility.
- Unless prior arrangements have been made, all shipments should be dropped off/picked up within the origin/destination hours of operation.
- It is recommended that all shipments be tendered at least two (2) hours prior to scheduled departure time.

Contact Us

If you have additional questions, please contact our *Southwest Support* Customer Care Center at 1-888-922-9525 Monday-Friday between the hours of 6:30 a.m. and 8:00 p.m. (CST). Or, please visit swacargo.com.

Southwest Support™ Rates

NFG 0091 – Human Remains, Adult, Uncremated

Origin	Destination						
	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7
Zone 1	\$300	\$420	\$320	\$420	\$420	\$550	\$550
Zone 2	\$420	\$350	\$380	\$350	\$350	\$410	\$410
Zone 3	\$320	\$380	\$310	\$380	\$380	\$540	\$540
Zone 4	\$420	\$350	\$380	\$350	\$350	\$410	\$410
Zone 5	\$420	\$350	\$380	\$350	\$350	\$420	\$420
Zone 6	\$550	\$410	\$550	\$410	\$420	\$300	\$300
Zone 7	\$550	\$410	\$550	\$410	\$420	\$300	\$300

NFG 0092 – Human Remains, Infant

Origin	Destination						
	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7
Zone 1	\$80	\$110	\$80	\$110	\$110	\$140	\$140
Zone 2	\$110	\$90	\$100	\$90	\$90	\$100	\$100
Zone 3	\$80	\$100	\$80	\$100	\$100	\$140	\$140
Zone 4	\$110	\$90	\$100	\$90	\$90	\$100	\$100
Zone 5	\$110	\$90	\$100	\$90	\$90	\$110	\$110
Zone 6	\$140	\$100	\$140	\$100	\$110	\$80	\$80
Zone 7	\$140	\$100	\$140	\$100	\$110	\$80	\$80

NFG 0094 – Human Remains, Cremated

Origin	Destination						
	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7
Zone 1	\$80	\$110	\$80	\$110	\$110	\$140	\$140
Zone 2	\$110	\$90	\$100	\$90	\$90	\$100	\$100
Zone 3	\$80	\$100	\$80	\$100	\$100	\$140	\$140
Zone 4	\$110	\$90	\$100	\$90	\$90	\$100	\$100
Zone 5	\$110	\$90	\$100	\$90	\$90	\$110	\$110
Zone 6	\$140	\$100	\$140	\$100	\$110	\$80	\$80
Zone 7	\$140	\$100	\$140	\$100	\$110	\$80	\$80

Terms and Conditions

- Each shipment must meet all regulations set forth in and governed by the Southwest Airlines Co. Official Cargo Contract of Carriage in effect at the time of shipment.
- Rates are subject to the Terms and Conditions of Published Rates.
- All human remains shipments must be booked through the *Southwest Support Center* at 888-922-9525.
- All shipments tendered to Southwest Airlines Co. must have an air waybill reflecting the appropriate account number.
- One burial transit permitted per air waybill. Please see swacargo.com for further details.
- Rates are effective for transit from 02NOV2009.
- Rates do not include applicable taxes, surcharges, or fees, and are subject to change without notice.
- NFG 0091 Rates apply to Human Remains, Uncremated – Commodity Code: 0091 and Service Level: NFG must be marked on air waybill to apply.
- NFG 0092 Rates apply to Human Remains, Infant weighing less than 75 pounds – Commodity Code: 0092 and Service Level: NFG must be marked on air waybill to apply.
- NFG 0094 Rates apply to Human Remains, Cremated weighing less than 75 pounds – Commodity Code: 0094 and Service Level: NFG must be marked on air waybill to apply.
- *Southwest Support* service may not be available for all cities. Please see swacargo.com for further details.
- Rates are not applicable to interline cities. Rates exclude road feeder service. Rates exclude cities where *Southwest Support* service is not available.
- Charges for NFG 0091 are as follows:
 - Human remains shipments weighing between 76-500 pounds (including container), will rate at the applicable zone rate.
 - Human remains shipments weighing between 501-600 pounds (including container), will rate at 125% of the applicable zone rate.
- Charges for NFG 0092 are as follows:
 - Human remains, infant shipments weighing less than 75 pounds (including container), will rate at the applicable zone rate.
 - Human remains, infant shipments weighing more than 75 pounds (including container), will rate at the applicable Adult, Uncremated Human Remains (NFG 0091) zone rate.
- Charges for NFG 0094 are as follows:
 - Human remains, cremated shipments weighing less than 75 pounds (including container), will rate at the applicable zone rate.
 - Human remains, cremated shipments weighing more than 75 pounds (including container), will rate at the applicable Adult, Uncremated Human Remains (NFG 0091) zone rate.
- *Southwest Support* tender times apply. (Cutoff time – recommended 2 hours prior to scheduled departure time).

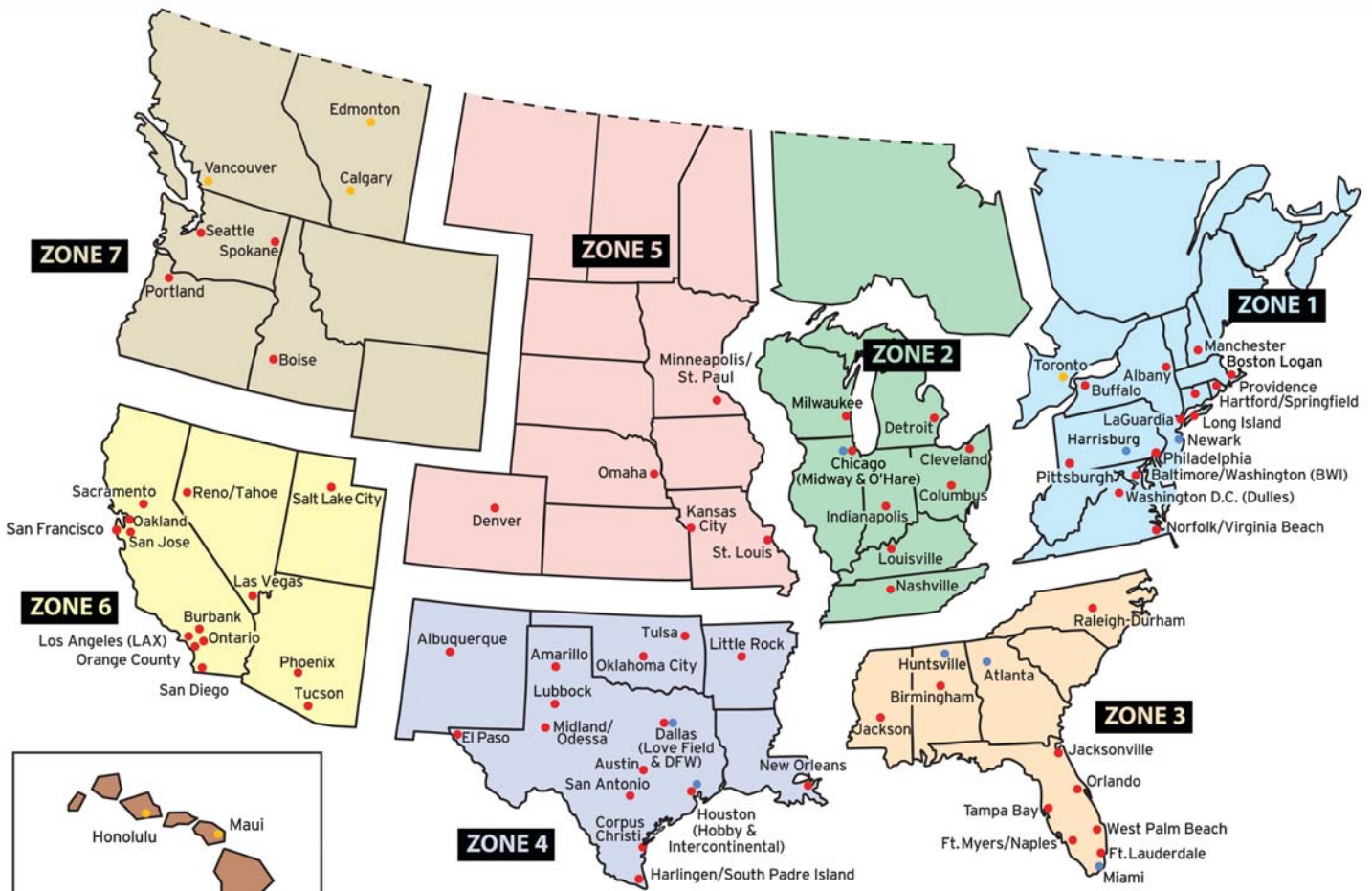
Southwest Support™

Southwest Airlines Cargo is now shipping human remains with our new *Southwest Support* service.

This service is available to all destinations across our system. Please Note: *Southwest Support* service is not available to/from interline or road feeder service destinations.

For more information, visit us at swacargo.com or contact our *Southwest Support* Customer Care Center at 1-888-922-9525 Monday - Friday between the hours of 6:30 a.m. and 8:00 p.m. (CST).

SOUTHWEST AIRLINES® CARGO SERVICE MAP



- Destinations available via our complimentary road feeder service.
- Interline destinations available from select cities.
- Cities served by Southwest Airlines.



For more information, visit swacargo.com or contact our Cargo Customer Care Center at 1-800-533-1222.

**FAX SIGNED APPLICATION TO 214-792-4199 & MAIL ORIGINAL TO:
SOUTHWEST AIRLINES CARGO
P.O. BOX 36611
DALLAS, TX 75235-1611
ATTN: HDQ / 3CS**



SHIPPER ID APPLICATION AND AGREEMENT

Southwest Airlines Contact:

Transportation Security Administration (TSA) regulations mandate that Southwest Airlines conduct a physical site inspection at your place of business before allowing you to ship. There will be a minimum non-refundable fee of \$50 for this service. This is a mileage-based fee and can be higher. Upon approval of your application, a Cargo Customer Care Center Representative will contact you to schedule your site inspection.

Section 1: BUSINESS INFORMATION

Legal Business Name: _____ Type of Business: _____
Check Type: Corporation Partnership Sole Proprietorship L.L.C. Individual In Business Since: _____
Street Address: _____ City, State, Zip: _____
Billing Address: _____ City, State, Zip: _____
Phone: _____ Fax: _____ E-Mail Address: _____
Contact Person: _____ Contact's Phone: _____
Owner/Principal Name: _____ Title: _____
Existing Southwest Airlines Cargo Customer? Yes No If Yes, please provide SWA Cargo Account Number: _____
Are you an Indirect Air Carrier? Yes No If Yes, please provide your TSA ID #: _____
Primary Shipping Origin: _____ Primary Shipping Destination: _____ Federal Tax ID #: _____
Shipping Frequency: _____ Shipping Budget: _____ # of Employees: _____
Referred By: **SETH KEFFAS**

Please check here if you would not like to receive alerts from Southwest Airlines Cargo.

The TSA defines an Indirect Air Carrier as any person or individual (except government entities and postal authorities), within the United States, not in possession of an FAA operating certificate or permit, who undertakes to engage indirectly in air transportation of property, and uses for all or any part of such transportation the services of an air carrier. For the purpose of this definition, Agents and Air Freight Forwarders and Couriers are Indirect Air Carriers. **For questions, please call 1-800-533-1222**

SECTION 2: TERMS AND STIPULATIONS

The following Terms and Stipulations govern all shipments arranged through or fulfilled by Southwest Airlines Co., its agents, contractors, affiliates or designees, specifically including, but not limited to Southwest Airlines Co. and any of their respective agents, contractors, affiliates or designees (herein collectively referred to as "Southwest"). In consideration for Shipper ID being assigned, applicant agrees to the following: (1) by signing below, applicant certifies that they will not attempt to ship via Southwest Airlines any unauthorized explosives, incendiaries, dangerous goods or hazardous materials. Applicant consents to a search of any cargo shipped by Southwest Airlines. Applicant is aware that this contract and original signature, along with other shipping documents, will be retained on file by Southwest Airlines and are subject to inspection by FAA/TSA and air carrier personnel. Applicant consents to verification by Southwest Airlines of applicants' identity and any other steps necessary for Southwest Airlines to comply with applicable security and safety procedures or government regulations prior to shipping. Applicant agrees that all future shipments made on account shall be governed by and subject to Southwest Airlines Cargo Contract of Carriage, as it may be amended from time to time, which may be found at www.swacargo.com; (2) this agreement shall apply to all current and future shipments unless revocation is received by registered mail.

Privacy Act Notice: "49 U.S.C. 114 authorizes the collection of this information. The information you provide will be used to qualify you or verify your status as a possible "known shipper". Providing this information is voluntary; however, failure to provide the information will prevent you from qualifying as a "known shipper." This information will be disclosed to TSA personnel and contractors or other agents including indirect air carriers in the maintenance and operation of the known shipper program. TSA may share the information with aircraft operators, foreign air carriers, indirect air carriers, law enforcement agencies, and others in accordance with the Privacy Act, 5 U.S.C. Section 552a. For additional details, see the system of records notice for Transportation Security Threat Assessment System (DHS/TSA 002) published in the "Federal Register."

THIS IS NOT A CREDIT APPLICATION. YOU WILL RECEIVE NOTIFICATION ONCE YOUR SHIPPER ID HAS BEEN ASSIGNED

Authorized Signature: _____ Date: _____
Printed Name: _____ Title: _____

Southwest Airlines Use Only (Rev: 06/2009):

Approved & Accepted: _____
Agent: _____ SI Scheduled: _____ Date Completed: _____