



Exciting Changes to our Cargo Products are coming...

Canadian North is pleased to announce the upcoming launch of our new Corporate Air Cargo program.

Our new Air Cargo program will provide for a more simplified and transparent shipping service for all customers across our route network. We have updated our suite of cargo products to better reflect market needs, providing consistent rates system-wide, and aligning with industry standards, which will include refreshed rates for the handling of special commodity items and fuel surcharge adjustments.

As a loyal customer of Canadian North, these changes may provide for a standardized discount based upon the volume of your business. We are approaching this new program by relating the costs of shipping to the service level provided, and reducing the number of commodities for a simplified customer experience. The new program will provide you with options of different service levels allowing you to decide which product and rate are right for your shipment.

Under the new program, we will continue to provide corporate discounts which correspond with the volume that you are shipping. A significant change with the new cargo program will see the current food commodity SCR2194 being replaced with a TEMP Service for the handling of those products requiring temperature controls with a premium. This will allow us to continue to handle your shipment with the care and service that your product deserves.

Our new commodity codes, product levels, and public tariff rates went into effect on June 15, 2021. Although the new commodity codes and product levels came into effect yesterday, your current corporate program rates will remain fixed until such time you are moved over to the new program in the coming months.

In the interim, the Commodities of GEN and SCR2194 have been replaced with STND and TEMP respectively. Your current corporate rates for GEN and SCR2194 will continue under these new commodities of STND and TEMP until transition into the new program.

In the meantime, we have continued to extend all current rates and agreements. For those customers currently without an agreement who now qualify for a discount under the new program, we will be in contact with you to provide more detailed information on how these changes affect your account when it is transitioned.

As always, thank you for your ongoing support as we look forward to continuing with our strong partnership and assisting with your Air Cargo shipments.