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To All Crest CFS Customers,

As all of our customers are well aware, CFS operations in the NY/NJ metropolitan area have been severely taxed over the past 6 months through a combination of winter storms and terminal congestion. In our efforts to manage those challenges while still proving the highest level of service possible, we conducted an internal review of the policies and procedures involved with providing our services. The goal of that review was to identify areas that are causing delays, inefficiencies or unnecessary expense. The changes in procedures discussed below are a direct result of that review.

1) **Customs Releases** – Currently, Crest typically receives multiple copies of customs releases from multiple parties. This results in our staff having to review multiple attachments to emails or sift through stacks of fax messages to locate the documents needed for processing freight. This puts an unnecessary strain on our staff and creates a great deal of waste.

In order to simplify the process and reduce the amount of time required to locate documents, we implement a change in the way we handle customs releases. A new email account, [dads@veeco1.com](mailto:dads@veeco1.com), has been created to be used **exclusively** for submitting customs releases. Customers who choose not to use that facility will need to ensure that their trucker has the release available at the time of pick-up.

2) **Freight Releases** – A similar situation exists with the processing of freight releases. Customs regulations provide that the only party required to provide a release is the master consolidator. Every Crest customer should already have its own user ID to access the Crest CFS system. Freight releases can be entered very easily on-line and doing so will provide a significant improvement to current process of emailing and faxing multiple copies of the same document which only serves to slow down the entire process.

In order to provide our customers with time to become familiar with how to access and use that feature or to acquire a user ID if you don't have one, this change will not become mandatory until June 1, 2015.

3) **Fax Checks** – As an accommodation to our customers, Crest will in most instances accept a facsimile copy of a check when alternate arrangements are not possible at that time. Doing so, however, means our personnel will have to process that file twice which does consume more time from our staff. Effective June 1, 2015 we will assess a 10% surcharge on facsimile checks to compensate for the extra work involved.

Facsimile checks should be emailed to [payments@veeco1.com](mailto:payments@veeco1.com) and **must include both the file and lot number being settled**. That information is essential to ensure the payment is applied to the correct cargo. We also ask that customers ensure the check is sent to Crest immediately. Failure to make a timely remittance could result in that privilege being suspended.

The goal of each of these changes is to improve the speed and efficiency of processing cargo and to save unnecessary expense. Your cooperation in helping us implement these new procedures will be greatly appreciated.

**The Crest CFS Team**