



August 1, 2015

Dear Valued Customer,

As you know AOA takes great pride in the quality of the products that we manufacture. It is equally important for us to provide you with the best possible customer service.

To honor our commitment to better service our customers, we will now be providing you with a simplified template to submit with your packages going to AOA. We are asking that you provide us with this completed document and the tracking number on the day you ship to us. This will allow us to present the necessary information to clear both Customs and FDA inspection on your international shipments before they arrive to our lab and thus expediting the Customs clearance process.

Enclosed you will find a template for you to complete and enclose with each package you submit to AOA. Please keep in mind that this is required for **ALL ITEMS** shipped to our facility. (This does not apply to cases submitted electronically with scanned impressions.) The effective start date of this new process is September 1st, 2015. Please feel free to make multiple copies of this invoice for future submissions. You can also visit our website, [www.aolab.com](http://www.aolab.com), to download additional copies.

For proper completion of the document please see the attached sample invoice. Once you have completed the form please send a copy of the invoice and the courier tracking number (DHL, UPS, Fed Ex, etc.) to us at:

1. Email [international.shipments@aolab.com](mailto:international.shipments@aolab.com) or
2. Fax Number: (262) 886-6879

This will allow us to receive the clearance information for your package, before arrival to Customs. This will help reduce processing delays of your packages. Should you have any questions for us in regards to this document or anything else regarding this process, please reach out to our Customer Care Team at 800-262-5221, where we would be happy to assist you.

Thank you in advance for your compliance assistance and we appreciate you choosing AOA as your laboratory of choice.

Respectfully,

AOA Management Team

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