



U.S. Department  
of Transportation  
**Federal Aviation  
Administration**

June 19, 2009

Dear Chart Agents:

The Federal Aviation Administration (FAA), National Aeronautical Navigation Services (AeroNav Services), formerly the National Aeronautical Charting Office (NACO) will transition to a New Chart Agent Model on **October 5, 2009**. The New Chart Agent Model will help the FAA reduce costs, increase efficiency, and make the Chart Agent Program more self-sufficient.

Requirements of the New Chart Agent Model are: Chart Agents must have a minimum annual net sales volume of \$5,000; orders must be placed using our e-commerce system; Chart Agents may establish their own network of sales outlet(s) or utilize their existing dealer networks to sell navigation charts and related products; and Chart Agents will have the opportunity to choose the discount/obsolete return rate they receive from the FAA to purchase navigation charts and related products. For more information, please thoroughly read the "Non-Federal Reimbursable Agreement between the FAA and Chart Agent" (see enclosure 1) and the "Supplemental Instructions" to the Agreement (see enclosure 3).

All existing FAA Authorized Chart Agents will receive this letter and all must decide how they want to relate to the New Chart Agent Model. Existing Chart Agents will have the following options:

1. For those Chart Agents that already meet and/or exceed the \$5,000 minimum annual net sales volume and want to continue to be an FAA Authorized Chart Agent, you must sign, date and return both (2) copies of the "FAA Authorized Chart Agent Signature Page" (see enclosure 2) and one (1) copy of the "Chart Agent Decision Sheet" (see enclosure 4) to the FAA between the receipt of this letter and **September 18, 2009**.
2. For those Chart Agents who do not meet the \$5,000 minimum annual net sales volume, you have the following options:
  - a. Remain an FAA Authorized Chart Agent by signing, dating and returning both (2) copies of the "FAA Authorized Chart Agent Signature Page" (see enclosure 2) and one (1) copy of the "Chart Agent Decision Sheet" (see enclosure 4) to the FAA between the receipt of this letter and **September 18, 2009**.

You must also submit a business plan to the FAA summarizing how you plan to achieve the \$5,000 minimum annual net sales volume. You may meet the new minimum by establishing sales outlet(s) or by increasing your net annual sales volume on your existing business.

- b. Cancel your account with the FAA and become a sales outlet for a newly authorized Chart Agent.
- c. Cancel your account with FAA.

To assist you with your decision, we have established a webpage that includes the High Performing Organization (HPO) Whitepaper, the HPO Workshop Slide Presentations from the Chart Agent Meetings in March 2009, and a listing of all Chart Agents including their contact information and annual net sales volume from June 1, 2008 through May 31, 2009. We hope this information is useful as you examine the options above and make this very important decision for your business. To access this webpage, go to <http://naco.faa.gov>, click on "Chart Retailers", then "New Chart Agent Model".

In this package, you will find the following enclosures:

- Enclosure 1 - Non-Federal Reimbursable Agreement between the FAA and Chart Agent
- Enclosure 2 - FAA Authorized Chart Agent Signature Page (2 copies)
- Enclosure 3 - Supplemental Instructions to the Agreement
- Enclosure 4 – Chart Agent Decision Sheet (1 copy)
- Enclosure 5 – Chart Agent Questions and Answers

Please thoroughly review these documents. If you agree to be an FAA Authorized Chart Agent under the New Chart Agent Model, please complete all of the information requested on the two (2) "FAA Authorized Chart Agent Signature Pages", including your discount rate (you must check one of the two options), whether you will have sales outlet(s) (if not, leave blank) and/or whether you will offer subscriptions (if not, leave blank). The subscription and sales outlet information is required for our Chart Agent listing that will be located on our website for customers to access. If you have sales outlet(s), on separate sheet(s) of paper, please write the name, physical address, telephone number, fax number, e-mail and website addresses and include it with your other documents. Sign and date both copies of the "FAA Authorized Chart Agent Signature Page" between the receipt of this letter and **September 18, 2009**.

Return the two (2) completed "FAA Authorized Chart Agent Signature Pages", your list of sales outlet(s) if the "Sales Outlet" box on the agreement is checked, one completed "Chart Agent Decision Sheet" indicating how you plan to do business with the FAA after October 5, 2009, and a business plan (only required if your minimum annual net sales volume is under \$5,000) to the FAA at the following address:

FAA, Distribution Sub-Team  
10201 Good Luck Road, Suite 2222  
Glenn Dale, Maryland 20769-9700  
U.S.A

After signature by the Director of Aviation System Standards, an original copy of the "FAA Authorized Chart Agent Signature Page" will be returned to you for your records. Failure to fully complete and return the signed "FAA Authorized Chart Agent Signature Pages" and "Chart Agent Decision Sheet" could result in a delay in establishing your new Agent Account under the New Chart Agent Model.

If you decide to cancel your account and become a sales outlet, please indicate your decision on the "Chart Agent Decision Sheet" and return it to the address above. It will be up to you and the Agent you sign an agreement with to determine whether you will

1) Return a portion or your entire current inventory to the FAA for credit; or 2) keep it and continue to sell it. If you decide to return any portion of your current inventory or any products that are obsolete, you will have thirty (30) days from the date on the cancellation letter to return them for credit.

If you decide to cancel your account and no longer sell products distributed by the FAA, please indicate your decision on the "Chart Agent Decision Sheet" and return it to the address above. You will have thirty (30) days from the date on the cancellation letter to return your inventory for credit and to return any obsolete products.

Please remember that you must make your decision known to the FAA by returning the information required by no later than **September 18, 2009**. Of course, you may send it to the FAA earlier than that if you like. The earlier we receive it, the earlier we can get you established in our system and ready for business on October 5, 2009.

If we do not hear from you by **September 18, 2009**, your account will be placed on credit hold after close of business on October 2, 2009 and you will be sent a certified letter sometime after that date canceling your account.

We know these are significant changes that could affect many of the Chart Agents that have been with the FAA and NOAA for many years. We appreciate the excellent relationship we have had with you and the wonderful service you have provided to the flying and boating public. We hope, as you examine the new agreement, you will choose to continue your relationship with either the FAA, as an Agent, or as a Sales Outlet for an Agent to continue to help provide the best aeronautical and nautical products to your customers.

If you have any questions concerning the New Chart Agent Model, some may be answered as you read "Questions and Answers" (see enclosure 5). If you still have questions, please contact Ms. LaShawn Johnson at 800-638-8972 x6333 (toll free within the U.S. only) or at 301-344-6333. If Ms. Johnson is unavailable, please contact Ms. Nancy Jones 301-344-6316.

Sincerely,



Chas. Frederic Anderson  
HPO Implementation Manager  
Federal Aviation Administration