

# ***ANA Cargo***

**PRIO Service Guide**

***ANA Cargo*** [www.anacargo.jp/en/](http://www.anacargo.jp/en/)



# To accommodate various needs: **PRIO** series

Our "PRIO" series meets the needs of a wide range of global businesses with a "guarantee priority."

In order to deliver our precious cargo faster and more accurately to logistics bases around the world, we offer a wide variety of services.

**CARGO** + [ *Quality* ]

## For urgent cargo



Transport service to accommodate urgent cargo



[P03](#)

## For space guaranteed service



100% guaranteed loading, no weight restrictions

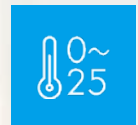


[P04](#)

## For specified temperature



To protect quality with temperature-controlled containers & specialized pharmaceutical product handling



[P05](#)



To accommodate a wide variety of cargo and temperature ranges



[P06](#)



Perishables transport service without using cooling containers



[P07](#)

## For special cargo



Dedicated service to protect cargo from shock



[P08](#)



Air transport for cars tailored to various vehicle types and sizes



[P09](#)



Careful handling of artwork and musical instruments



[P10](#)



Safely transport the valued customers' precious animals



[P11](#)



For urgent cargo

# Transport service to accommodate urgent cargo

For space guaranteed service

# 100% guaranteed loading, no weight restrictions



Shipment reservations and acceptance is available up to 120 and 60 minutes before departure, respectively, while delivery can be done within 90 minutes of arrival. Convenient service for unexpected urgent cargo transport.

Applicable Routes	Flights operated by ANA Group ANA's online charter flights (excluding Air Japan's Bangkok flights and Peach flights)
Applicable Shipments	General cargo, perishables (excluding cargo with cooling dry ice)
Unacceptable Shipments	Dangerous goods (including cooling dry ice), animals, plants, valuables, and human remains, requiring special handling
Weight / Size Limits	Up to 300 kg per AWB Maximum 100 kg per cargo, limited to size loadable in the bulk space *Maximum weight varies depending on airport's capability.



Regardless of shipments' size, weight, and commodities, without limitation, space is 100% guaranteed on the reserved flight. Customers' needs for transport will be secured with highest priority.

Applicable Routes	Flights operated by ANA Group ANA's online charter flights (excluding Air Japan's Bangkok flights and Peach flights)
Applicable Shipments	All cargo, including dangerous goods (including cooling dry ice), animals, plants, valuables, and human remains.
Unacceptable Shipments	No restriction
Weight / Size Limits	Limited to size•weight loadable on aircrafts' cargo space. Please check out the actual space available, when making reservations.

## Three Strengths of PRIO EXPRESS

POINT 1



### Reservation available up to 120 minutes prior to flight departure

Reservation available up to 120 minutes prior to flight departure, enables to meet customers' needs for urgent shipments.



POINT 2



### Acceptance available up to 60 minutes prior to flight departure

Acceptance available up to 60 minutes prior to flight departure, enables to drastically reduce cargo transportation time.



POINT 3



### Cargo delivery within 90 minutes of flight arrival

Cargo delivery available within 90 minutes of flight arrival.  
\* In case the flight does not arrive during the customs' duty hours, delivery may not be possible within the prescribed time.  
\* The delivery time depends on the service standard of each arrival airport.



POINT 1



### 100% guaranteed space on reserved flight

Cargo transportation, reserved as PRIO FREIGHT, will be secured without delays.



POINT 2



### Weight/Size Limits

Heavy goods or large cargos not applicable for other services can be transported without weight and size restrictions. \*  
\* Limited to size•weight loadable on aircrafts' cargo space. Please check out the actual space available, when making reservations.



POINT 3



### All cargos can be accepted, including dangerous goods, animals and plants, and valuables

There is no restriction limiting type of commodity.





For specified temperature

## Maintain quality with specialized handling for pharmaceuticals



Reliable transport with flexible handling or additional services specialized for pharmaceuticals, and a guaranteed loading is provided.

### Three Strengths of PRIO PHARMA

#### POINT 1

Transport according to the characteristics of pharmaceuticals

#### POINT 2

Extensive equipment•materials such as temperature-controlled containers

#### POINT 3

Handling by staff with specialized training in pharmaceuticals

#### PRIO PHARMA handling

We handle our customers' cargo carefully from cargo acceptance to release/delivery.

##### Acceptance



Space dedicated to pharmaceutical products is used for acceptance.

\* This depends on the airport service standards.

##### Build-up



Loading cargo in warehouse to avoid direct sunlight and outside air wherever possible.

##### Storage



Temperature controlled warehouse is used to store cargo at required temperature range. We conduct temperature checks every 3 hours.

\*Depends on the conditions of the airport facilities.

##### Transportation



From warehouse to aircraft loading, temperature is maintained while transportation time is minimized on the tarmac.

#### Lineup of temperature-controlled containers



Photo : Envirotainer AB

Envirotainer container

Rechargeable compressor: 0°C to 25°C  
Dry ice type: -20°C to 20°C



Photo : va-Q-tec AG

va-Q-tainer

-25°C to -15°C, 2°C to 8°C,  
15°C to 25°C



ANA Cargo's dry ice containers

-5°C, 5°C

For specified temperature

## Handling of temperature-controlled containers + wide range of various cargo other than pharmaceuticals



Various types of active & passive temperature-controlled containers are available.

Consistent temperature-controlled transport for a wide range of cargo, including chemicals, dairy products, and frozen goods, is provided.

### Three Strengths of PRIO TEMP

#### POINT 1

Accommodates wide temperature ranges, from refrigerated to frozen

#### POINT 2

Providing consistent temperature control

#### POINT 3

Temperature-controlled containers are available

#### PRIO TEMP handling

We handle our customers' cargo carefully from cargo acceptance to release/delivery.

##### Build-up



Loading cargo in warehouse to avoid direct sunlight and outside air wherever possible.

##### Storage



Consistent temperature control until arrival is available. Temperature checks are conducted at the timing of build-up or break-down.

##### Transportation



From warehouse to aircraft loading, temperature is maintained while transportation time is minimized on the tarmac.

#### Lineup of temperature-controlled containers



Photo : Envirotainer AB

Envirotainer container

(previously PRIO PHARMA)

Rechargeable compressor: 0°C to 25°C

Dry ice type: -20°C to 20°C



ANA Cargo's dry ice containers

(previously PRIO COOL)

-5°C, 5°C



For specified temperature

# Transportation service of perishable goods without using temperature controlled containers

For special cargo

# Handling preventing shocks & vibrations Safe transport



Delivering a variety of perishable products to cities around the world through an extensive network while maintaining freshness.

Applicable Routes	Flights operated by ANA Group ANA's online charter flights (excluding Air Japan's Bangkok flights and Peach flights) *Departing from Japan only *Transportation restrictions may apply at certain airports, so please contact your sales representative
Applicable Shipments	Perishables
Weight / Size Limits	None*. *Limits the size and weight that can be carried in the cargo hold of the aircraft. Please confirm the actual space available at the time of booking

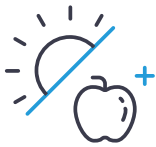


Best suited for sensitive cargo with shock watch and/or tilt watch

Applicable Routes	Flights operated by ANA Group ANA's online charter flights (excluding Air Japan's Bangkok flights and Peach flights)
Applicable Shipments	Cargo, such as precision equipment, requiring careful handling
Weight / Size Limits	Limited to weight and size that can be loaded in a cargo compartment of the aircraft. Please ask us about actual space for loading when making a reservation.

## Three Strengths of PRIO FRESH

### POINT 1



#### Special handling of perishable

- 1 Applicable to a wide range of needs for transporting perishable products without using temperature controlled containers.
- 2 Stores in the cold storage at origin, transit, and destination airports<sup>(\*)</sup>
- 3 Gives priority loading at the origin, priority transportation to the warehouse at the destination, and backup support in case of irregularities.<sup>(\*\*)</sup>

<sup>(\*)</sup>1 Due to conditions at airport facilities, etc., please kindly contact our Sales staff in charge. <sup>(\*\*)</sup>2 Loading is guaranteed on the reserved flight. If in case loading is not possible on the original booked flight due to weather reason, etc., subject cargo will be handled with high priority, proposing alternative flight.



### POINT 2



#### Optional services can be selected according to customer requirements

Optional service①: Air transportation with thermal blankets  
Optional service②: Road feeder services carried by temperature controlled trucks  
Optional service③: Traceability Information  
We guarantee that your cargo will be loaded on your booked flight.

<sup>(\*)</sup>If you would like to use a temperature controlled container, please use the PRIO TEMP:  
<https://www.anacargo.jp/ja/int/service/cool.html>



### POINT 3



#### IATA CEIV Fresh Certification

ANA is proud to be the first Japanese airline to receive IATA CEIV Fresh Certification



## Three Strengths of PRIO SENSITIVE

### POINT 1

Careful handling for avoiding shock

### POINT 2

Monitoring at departure, transit and destination airport handling using the check sheet

### POINT 3

Temperature control available in the cargo compartment

<sup>(\*)</sup>Limited to Boeing 777 freighter aircraft main deck only, temperature control in the cargo compartment is available (Due to advance adjustments required, please contact your sales representative)

### PRIO SENSITIVE handling

We handle your precious cargo with careful handling from acceptance to delivery

#### Acceptance



Conditions check of Shock Watch and/or Tilt Watch by using checklist.

#### Build-up



Careful handling of forklift with low speed and build up at safe space.

#### Transportation



Careful ramp transportation with low speed and avoid uneven level.

#### Departure



Ready for handing over AWB and other documents, and customs declaration within 180 minutes after arrival.

#### Transportation

Careful ramp transportation with low speed and avoid uneven level.

#### Break-down

Careful handling of forklift with low speed and break down at safe space.

#### Delivery

Ready for handing over AWB and other documents, and customs declaration within 180 minutes after arrival.

<sup>(\*)</sup>We may not be able to deliver your freight in the prescribed time if the flight does not arrive within the customs office hours. <sup>(\*\*)</sup>The delivery time depends on the service standard of each arrival airport.



For special cargo

# Air transport for vehicles of various models and sizes



For special cargo

# Careful handling of artwork and musical instruments



## PRIO VEHICLE

Vehicle transport utilizing skilled staff & ANA's network.  
Handling of various vehicle models and sizes, from compact car to SUV is available, delivered to each destination around the world for motor shows & testing.

Applicable Routes	Flights operated by ANA Group ANA's online charter flights (excluding Air Japan's Bangkok flights and Peach flights)
Applicable Shipments	Automobile (Four wheels)
Weight / Size Limits	The size・weight are limited to commodities loadable in the aircraft's cargo compartment. For packaged vehicles, please contact ANA in advance. For actual available space, confirm when making a reservation.

## PRIO ART

Transportation service for cargo requiring careful handling, such as artwork from other countries, musical instruments for concerts, and other delicate cargo.

Applicable Routes	Flights operated by ANA Group ANA's online charter flights (excluding Air Japan's Bangkok flights and Peach flights)
Applicable Shipments	Various artworks (including musical instruments)
Weight / Size Limits	Limited to weight and size that can be loaded in a cargo compartment of the aircraft. Please ask us about actual space for loading when making a reservation.

### Three Strengths of PRIO VEHICLE

POINT 1

**From compact cars to SUVs**  
Transporting a wide range of vehicle types and sizes

In addition to loading on the main deck of freighter aircraft, by loading on the passenger aircraft's lower deck, including BEV, various vehicle sizes & types can be accommodated. Regarding the actual loadable size or shape, please consult with ANA's sales staff accordingly.

POINT 2

**Speedy transport across countries & cities by ANA's network**

In addition to major cities or countries・cities (USA/Chicago, Thailand・Bangkok, China/Guangzhou, etc.) where the vehicle industries are active, transport to ANA's online airports is available.

POINT 3

**We offer a special handling service for vehicles in accordance with your request to ensure safe transportation**

We handle your vehicles with full care considering their types and shapes to prevent any scratches and damages. We also offer options to meet any special requests, so please kindly contact our sales representative, if necessary.

### Three Strengths of PRIO ART

POINT 1

**Safe transportation of artwork, musical instruments, and other delicate cargo**

PRIO ART provides safe and careful transportation of artwork, musical instruments, and other delicate cargo that general transportation services do not accept.

POINT 2

**PRIO ART provides secure transportation services, such as storage in a locked area**

We take security precautions for transportation by making arrangement to meet your request to let you feel secure about your cargo.

POINT 3

**Vibration control and other measures are implemented flexibly depending on the cargo**

PRIO ART maintains the quality of cargo by implementing measures for humidity, vibration, shock and other elements depending on the cargo. Please let us know your needs, when making a reservation.

# Safely transport the valued customers' precious animals to the destination



For safe transport, its animal-friendly environment is to be established

Applicable Routes	Flights operated by ANA Group ANA's online charter flights (excluding Air Japan's Bangkok flights and Peach flights)
Applicable Shipments	All animals allowed to be transported by ANA
Weight / Size Limits	Limited to weight and size that can be loaded in a cargo compartment of the aircraft. Please ask us about actual space for loading when making a reservation.

## Three Strengths of PRIO LIVE ANIMALS

POINT 1

**Compliance with treaties and laws**

International treaties or laws, such as the Washington Convention, are complied.

POINT 2

**Safe handling is provided for each animal in accordance with the IATA regulations**

Handling for each animal, specified by IATA, is provided.

POINT 3

**Handling of special animals can be customized based on the valued customers' requests**

B777 freighter aircraft is available to transport large animals such as horses. For transports of dogs & cats, optional services including food & water supply or photo services can be provided.

### Optional services

**Photo service**

Image of photo provided

**Feeding & water supply**

**About installing a food tray**

Example of using the food tray

Install the food tray to the cage door.

**About attaching spare food or drinking water**

Attachment method

Attach spare "food" and "drinking water" on the top & outside of the cage (red circle).  
(Please note that even applied for the service, if the supplementary drinking water & food are not attached, the supply will not be provided by ANA)

**About installing a water dispenser**

Example of water dispenser (nozzle type)

Please use a water nozzle attachable to a plastic bottle.  
(For other types, water supply is unavailable)

Tray type water dispensers cannot be accepted due to leakage risk.