



ANA Cargo

PRIO Service Guide

ANA Cargo 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](#)

For special cargo



Dedicated service to protect cargo from shock



[P07](#)



Air transport for cars tailored to various vehicle types and sizes



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Careful handling of artwork and musical instruments



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Pharmaceutical product transport at global standards of quality

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For urgent cargo

Transport service to accommodate urgent cargo

For space guaranteed service

100% guaranteed loading, no weight restrictions

PRIO EXPRESS

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

Applicable Routes	ANA group airlines' operated 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.

PRIO FREIGHT

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	ANA group airlines' operated 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 handover available within 90 minutes of flight arrival.

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



Three Strengths of PRIO FREIGHT

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

The quality of products maintained with temperature control containers & specialized pharmaceutical handling services

For specified temperature

Temperature control solution for wide variety of products and temperature range



Providing both active and passive temperature-controlled containers together with our handling procedures specialized for pharmaceutical.



Providing solutions for wide variety of products requiring temperature control, such as perishables, frozen foods, and chemical products. Choose the temperature control method that best suits your needs, such as dry ice, rechargeable compressor, or special gel-packs.

Three Strengths of PRIO PHARMA

POINT 1

Maintains specified temperature range (2-8°C, 15-25°C) for long distance transportation

POINT 2

Offers exclusive pharmaceutical containers

POINT 3

Provides reliable transportation with specialized pharmaceutical handling

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 is dependent upon airport facility requirements.

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

Three Strengths of PRIO TEMP

POINT 1

Accommodates wide temperature ranges, from refrigerated to frozen

POINT 2

Choose from options such as dry ice or special gel-packs to fit your needs

POINT 3

Providing consistent temperature control

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



Temperature controlled warehouse is used to store cargo at required temperature range.

*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

(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 special cargo

Dedicated service to protect cargo from shock

PRIO SENSITIVE

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

Applicable Routes	ANA group airlines' operated flights
Applicable Shipments	SKID Shipments with a Shock Watch and/or a Tilt Watch
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 SENSITIVE

POINT 1

Transport service for sensitive cargo including semiconductor manufacturing machines or medical devices etc

POINT 2

Careful handling for avoiding shock

POINT 3

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

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.

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

*We may not be able to handover your freight in the prescribed time if the flight does not arrive within the customs office hours. *The delivery time depends on the service standard of each arrival airport.

For special cargo

Air transport for cars tailored to various vehicle types and sizes

PRIO VEHICLE

Vehicle transportation by experienced staffs utilizing our own network. We transport vehicles all over the world for purposes ranging from motor show exhibitions to road testing.

Applicable Routes	ANA group airlines' operated flights (Freighter flights only) * Includes applicable airline charter flights
Applicable Shipments	Automobile (Four wheels)
Weight / Size Limits	Limited to weight and size that can be loaded in a main deck compartment of a freighter. Please consult us about packed cars. Please confirm the actual available space when making your reservation.

Three Strengths of PRIO VEHICLE

POINT 1



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

We can accommodate car models of various types and sizes by utilizing the main deck of freighters. Please contact us about the actual size and shape of your vehicle for loading plan.



POINT 2



We transport your vehicle swiftly to your destination countries and cities with our freighter network.

We can ship vehicles to major cities and auto industry thriving countries / cities (i.e.: U.S.A./Chicago, Thailand/Bangkok, China/Guangzhou, etc.) as well as online airports where our freighters serve.



Freighter flight from/to Chicago (ORD) is operated as airline charter.

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.



Careful handling of artwork and musical instruments



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

Applicable Routes	ANA group airlines' operated 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 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

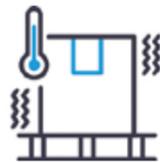


PRIO ART provides secure transportation services, such as storage in a locked area.

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.



Pharmaceutical product transport based on global quality standards

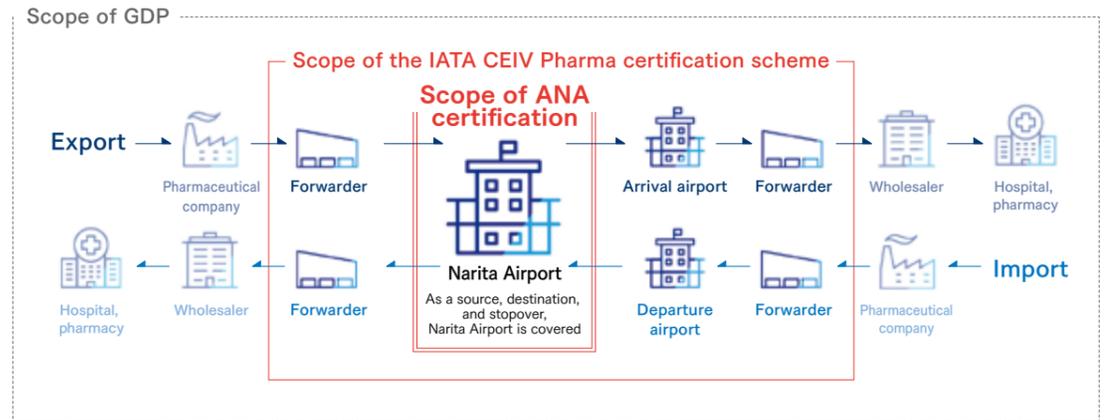
ANA was the first Japanese airline to obtain IATA CEIV Pharma Certification at Narita International Airport.



What is IATA CEIV Pharma certification?

The letters stand for "The Center of Excellence for Independent Validation in Pharmaceutical Logistics." It's a quality certification program for the air transport of pharmaceutical products, formulated by the IATA. This assures safety, security, compliance, and efficiency based on uniform international standards in accordance with Good Distribution Practices (GDP).

Scope of the certification scheme



Reliable pharmaceutical product transport backed by certification

- point 1: Dedicated manual for pharmaceutical product transport
- point 2: Risk assessment-based quality control system
- point 3: Thorough training in pharmaceutical product transport

ANA Cargo offers GDP-compliant, highly transparent handling, enabling high-quality transport of pharmaceutical products.

