

# ① Special Handling for Sensitive Items

Transporting sensitive equipment and machinery without impact and vibration.

For “High” Sensitive Cargo ...**PRIO SUPER SENSITIVE** ※NCA only for the time being

For Sensitive Cargo...**PRIO SENSITIVE**

Change Point

	Previous	Updated	
Product Name	PRIO SENSITIVE	PRIO SUPER SENSITIVE	PRIO SENSITIVE
Applicable Route	B7F/B6F Operated Route	B4F Operated Route	B4F/B7F/B6F Operated Route
Product Code	PSV	SSN	SEN*
Items Acceptable	SKID Shipments (Palletized shipment) with a Shock Watch and/or a Tilt Watch.	Stepper / EUV or similarly sensitive precision machinery	ANA : SKID Shipments (Palletized shipment) with a Shock Watch and/or a Tilt Watch. NCA : Shipments with a Shock Watch and/or a Tilt Watch
Items Not Acceptable	Collect shipments	Collect shipments	Collect shipments
Weight / Size Limits	The weight and size that can be compatible on cargo hold of the aircraft	The weight and size that can be compatible on cargo hold of the aircraft	The weight and size that can be compatible on cargo hold of the aircraft
Loading Priority	Guaranteed Loading	Priority Loading	Priority Loading ※Although the notation will change, the actual handling will remain the same as before.
Reservation	1 day prior to the departure date		1 day prior to the departure date
Acceptance	Same as general cargo	Priority Acceptance	Same as general cargo
Delivery (Documents)	Within ATA 120~180mins	Priority Delivery	Same as general cargo
Delivery (Cargo)	Within ATA 120~180mins	Priority Delivery	Same as general cargo
Forklift Speed Limit	Under 10km/h	Under 5km/h	Speed that avoids impact and vibration (approximately: 5km/h)
Dolly Speed Limit		Under 5km/h	ANA : None NCA : Under 5km/h
Aircraft Temperature Control	✓ (B7F Main deck)	✓ (B4F)	Optional Service (B4F or B7F Main deck)

## ② Specialized Vehicle Handling

Reliable transportation of vehicles from origin to destination.

Special Handling tailored to the type of the vehicle ...**PRIO VEHICLE**

Change Point

	Previous	Updated
Product Name	PRIO VEHICLE	PRIO VEHICLE
Product Code	VEH	VEH
Items Acceptable	Automobile (four wheels)	Automobile (four wheels)
Items Not Acceptable	Collect shipments	Collect shipments
Weight / Size Limits	The weight and size that can be compatible on cargo hold of the aircraft	The weight and size that can be compatible on cargo hold of the aircraft
Loading Priority	Guaranteed Loading	Priority Loading ※Although the notation will change, the actual handling will remain the same as before.
Reservation	1 week prior to the departure date	ANA : 1 week prior to the departure date NCA : Same as general cargo
Acceptance	Same as general cargo	Same as general cargo
Delivery (Documents)	Within ATA 120~180mins	Same as general cargo
Delivery (Cargo)	Within ATA 120~180mins	Same as general cargo

### ③ Dedicated Fine Art Handling

Careful handling customized to requirements of artworks and clients, with secure and expedited delivery.

Handling tailored to the characteristics of the artwork ...PRIO ART

Change Point

	Previous	Updated
Product Name	PRIO ART	PRIO ART
Product Code	ART	ART
Items Acceptable	Various artworks (including musical instruments)	Various artworks (including musical instruments and concert equipment)
Items Not Acceptable	Collect shipment	Collect shipment
Weight / Size Limits	The weight and size that can be compatible on cargo hold of the aircraft	The weight and size that can be compatible on cargo hold of the aircraft
Loading Priority	Guaranteed Loading	Priority Loading ※Although the notation will change, the actual handling will remain the same as before.
Reservation	1 day prior to the departure date	Same as general cargo
Acceptance	Up to STD 120mins prior	Same as general cargo
Delivery (Documents)	Within ATA 120~180mins	Priority delivery (Target Time: Within 120-180 minutes of ATA)
Delivery (Cargo)	Within ATA 120~180mins	Priority delivery (Target Time: Within 120-180 minutes of ATA)
Dolly Speed Limit		Speed that avoids impact and vibration
Aircraft Temperature Control		Optional Service (Only B4F)

## ④ Dedicated Live Animal Transportation

Secure delivery from origin to destination, ensuring the animal's health

Handling tailored to the type of animal...PRIO LIVE ANIMALS

Change Point

	Previous	Updated
Product Name	PRIO LIVE ANIMALS	PRIO LIVE ANIMALS
Product Code	AVI	AVI
Items Acceptable	All animals	All animals
Items Not Acceptable	Collect shipment	Collect shipment
Weight / Size Limits	The weight and size that can be compatible on cargo hold of the aircraft	The weight and size that can be compatible on cargo hold of the aircraft
Loading Priority	Guaranteed Loading	Priority Loading ※Although the notation will change, the actual handling will remain the same as before.
Reservation	1 day prior to the departure date	ANA : 1 day prior to the departure date NCA : None
Acceptance	Subject to the standards of each airport	Subject to the standards of each airport
Delivery (Documents)	Subject to the standards of each airport	Subject to the standards of each airport
Deliver (Cargo)	Subject to the standards of each airport	Subject to the standards of each airport
Aircraft Temperature Control	Optional Service (B7F)	Optional Service (B4F,B7F Main deck)
Check Sheet	<ul style="list-style-type: none"> <li>•PRIO LIVE ANIMALS HANDLING RECORD (For Dog·Cat)</li> <li>•ANA LIVE ANIMALS ACCEPTANCE CHECKLIST</li> </ul>	ANA : <ul style="list-style-type: none"> <li>•PRIO LIVE ANIMALS HANDLING RECORD (For Dog·Cat)</li> <li>•ANA LIVE ANIMALS ACCEPTANCE CHECKLIST</li> </ul> NCA : <ul style="list-style-type: none"> <li>•LIVE ANIMALS ACCEPTANCE CHECKLIST</li> </ul>
Optional Service	Watering·Feeding·Photo Service	ANA : Watering·Feeding·Photo Service

## ⑤ Temperature-Controlled Container Transport (Except for Pharma)

Providing consistent temperature management using temp-controlled containers.

Consistent temperature control using containers (at each stage of the process) ... **PRIO TEMP**

Change Point

	Previous	Updated
Product Name	PRIO TEMP	PRIO TEMP
Product Code (+SCC Code)	PTM	PTM (ANA : Please Check "PRIO PHARMA & PRIO TEMP Sales Reference Guide", NCA : Container Type)
Applicable Containers	Active (ULD) : ANA container, Envirotainer, CSafe, DoKaSch  Passive (Packaging) : SkyCell, ProofTainer	<ul style="list-style-type: none"> <li>● ANA : Active (ULD) : ANA container, Envirotainer, CSafe, DoKaSch Passive (Packaging) : SkyCell, ProofTainer, Considering adding APS</li> <li>● NCA Active (ULD) : NCA container, Envirotainer, Csafe</li> </ul>
Items Acceptable	Non-pharmaceuticals using temperature-controlled containers (chemicals, daily products, frozen products, etc.)	Non-pharmaceuticals using temperature-controlled containers (chemicals, daily products, frozen products, etc.)
Items Not Acceptable	Dangerous goods, Collect shipments	Dangerous goods, Collect shipments
Weight / Size Limits	Limited to weight/size loadable on each container.	Limited to weight/size loadable on each container.
Loading Priority	Guaranteed Loading	Priority Loading ※Although the notation will change, the actual handling will remain the same as before.
Reservation	4 business days prior to the flight's departure	4 business days prior to the flight's departure
Acceptance	Up to 120mins prior	Priority Acceptance (Target Time: Up to 120minutes before STD)
Delivery (Documents)	Within ATA 120~180mins	Priority delivery (Target Time: Within 120-180 minutes of ATA)
Delivery (Cargo)	Within ATA 120~180mins	Priority delivery (Target Time: Within 120-180 minutes of ATA)
Check Sheet	✓	✓ ※Both ANA and NCA maintain its current procedure
Temperature Check	Execute for each process	Execute for each process

## ⑥ Temperature-Controlled Container Transport (For Pharma)

Providing consistent temperature management using temp-controlled containers.

Consistent temperature control using containers (per 3 hours) ... **PRIO PHARMA-TCC**

Change Point

	Previous	Updated
Product Name	PRIO PHARMA – TCC	PRIO PHARMA – TCC
Product Code (+SCC Code)	PHA	PHA (ANA : Please Check "PRIO PHARMA & PRIO TEMP Sales Reference Guide", NCA : Container Type)
Applicable Containers	Active (ULD) : ANA container, Envirotainer, CSafe, DoKaSch  Passive (Packaging) : SkyCell, ProofTainer	● ANA Active (ULD) : ANA container, Envirotainer, CSafe, DoKaSch Passive (Packaging) : SkyCell, ProofTainer, Considering adding APS  ● NCA Active (ULD) : Envirotainer, CSafe
Items Acceptable	Pharmaceuticals, Specimens, etc. using temperature-controlled containers (including dry ice, certain dangerous goods, and shipper-leased containers)	Pharmaceuticals, Specimens, etc. using temperature-controlled containers (including dry ice, certain dangerous goods, and shipper-leased containers)
Items Not Acceptable	Dangerous goods, Collect shipment	Dangerous goods, Collect shipments
Weight / Size Limits	Limited to weight/size loadable on each container.	Limited to weight/size loadable on each container.
Loading Priority	Guaranteed Loading	Priority Loading ※Although the notation will change, the actual handling will remain the same as before.
Reservation	4 business days prior to the flight's departure	4 business days prior to the flight's departure
Acceptance	Up to 120mins prior	Priority Acceptance (Target Time: Up to 120minutes before STD)
Delivery (Documents)	Within ATA 120~180mins	Priority delivery (Target Time: Within 120~180 minutes of ATA)
Delivery (Cargo)	Within ATA 120~180mins	Priority delivery (Target Time: Within 120~180 minutes of ATA)
Check Sheet	✓	✓ Both ANA and NCA maintain its current procedure
Temperature Check	Once every 3 hours	ANA : Once every 3 hours NCA : Once every 4 hours

## ⑦ Loose Cargo Cold Chain

**Delivering temp-controlled service, tailored to specific requirements, for Loose/LCL shipments**

For Pharma requiring specific temp-control... **PRIO PHARMA-TempAssist** ※ ANA only for the time being

For Pharma requiring rapid & reliable transportation... **PRIO PHARMA-QuickCare** ※ ANA only the time being

For General Pharma、Perishables... Discontinue PRIO MEDICAL, PRIO FRESH

Change Point

	Updated	
Product Name	PRIO PHARMA – TempAssist	PRIO PHARMA – QuickCare
Product Code	PTA	PQC
Items Acceptable	Pharmaceuticals requiring temp-control	Pharmaceuticals requiring rapid and reliable transportation, packaged by the shipper and ensuring the temperature and quality of the contents during transit.
Items Not Acceptable	Collect shipments	Collect shipments
Weight / Size Limits	The weight and size that can be compatible on cargo hold of the aircraft.	The weight and size that can be compatible on cargo hold of the aircraft.
Loading Priority	Priority Loading	Priority Loading ※Although the notation will change, the actual handling will remain the same as before.
Reservation	4 business days prior to the flight's departure	Up to STD 120mins
Acceptance	Up to STD 120mins	Up to STD 120mins
Delivery (Documents)	Within ATA 120~180mins	Within ATA 120~180mins
Delivery (Cargo)	Within ATA 120~180mins	Within ATA 120~180mins
Check Sheet	✓	✓
Remark	Storage at Temp-Controlled Room, Buildup/Breakdown in Pharmaceutical Room (Available upon request only at compatible airports) , Traceability, Thermal blanket	Traceability

## ⑧ Enabling Quick Delivery (for small volume cargo only)

Transporting small volume cargo as quickly as possible by utilizing the bulk compartment.

Accepting booking, documents, cargo at the origin until the last minute

+ Delivering documents and cargo at the destination as quickly as possible ... **PRIO EXPRESS**

Change Point

	Previous	Updated
Product Name	PRIO EXPRESS	PRIO EXPRESS
Product Code	XPS	XPS
Items Acceptable	General cargo and fresh food (excluding cargo with dry ice for cooling)	General cargo and fresh food (excluding cargo with dry ice for cooling)
Items Not Acceptable	Collect shipments, Cargo requiring careful handling, such as dangerous goods (including dry ice for cooling), animals, plants, valuables, and human remains	Collect shipments, Cargo requiring careful handling, such as dangerous goods (including dry ice for cooling), animals, plants, valuables, and human remains
Weight / Size Limits	300 kg per AWB Up to 100 kg per cargo and limited to the size that can be loaded in the bulk of the aircraft	300 kg per AWB Up to 40 kg per cargo and limited to the size that can be loaded in the bulk of the aircraft ※Please note that the delivery time may not be met for cargo exceeding the maximum limit.
Loading Priority	Guaranteed Loading (Specify the date and flight)	Guaranteed Loading (Specify the date and flight)
Reservation	Up to STD 120mins	Up to STD 120mins
Acceptance	Up to STD 60mins	Up to STD 60mins
Delivery (Documents)	Within ATA 90mins	B4F,B7F,B6F : Within ATA 60mins Passenger : Within ATA 90mins ※It complies with each airport standard.
Delivery (Cargo)	Within ATA 90mins	Within ATA 90mins
Money-back Guarantee	✓	None

## ⑨ Space guarantee+ Priority Delivery (Except for small volume cargo)

### Securing the space for specific flight and priority handing in case of irregularities + Priority delivery

Guaranteed Loading on a Scheduled Flight + Priority Delivery ...PRIO FREIGHT **※Only ANA**

Change Point

	Previous	Updated
Product Name	PRIO FREIGHT	PRIO FREIGHT
Product Code	FRT	FRT
Items Acceptable	All cargo	All cargo
Items Not Acceptable	Collect shipment	Collect shipments
Weight / Size Limits	The weight and size that can be compatible on cargo hold of the aircraft	The weight and size that can be compatible on cargo hold of the aircraft
Loading Priority	Guaranteed Loading (Specify the date and flight)	Guaranteed Loading (Specify the date and flight)
Reservation	Up to STD 120mins	Up to STD 120mins
Acceptance	Up to STD 120mins	Up to STD 120mins
Delivery (Documents)	Within ATA 120~180mins	Within ATA 120~180mins
Delivery (Cargo)	Within ATA 120~180mins	Within ATA 120~180mins

⑨ **Space guarantee+ Priority Delivery** (Except for small volume cargo)



**Securing the space for specific flight and priority handling in case of irregularities + Priority delivery**

**Guaranteed Loading on a Specific Period + Priority Delivery ...PRIO SPACE** ✖ **Only NCA**

	<b>New</b>
Product Name	PRIO SPACE
Product Code	SPC
Items Acceptable	All Cargo
Items Not Acceptable	Collect shipments
Weight / Size Limits	The weight and size that can be compatible on cargo hold of the aircraft
Loading Priority	Guaranteed Loading (Specify the transportation period)
Reservation	
Acceptance	Up to STD 120mins ✖Please note that the acceptance time may not be met for cargo exceeding the maximum limit (Exceeding the size of PMC pallet) .
Delivery (Documents)	Within ATA 60mins
Delivery (Cargo)	Within ATA 180mins