



ANA

PRIO Service Guide



ANA Cargo

NCA
Nippon Cargo Airlines

Cargo forward. Together.

Next-generation cargo solutions pioneered by ANA and NCA

On August 1, 2025, ANA Cargo and NCA took a new step forward as a member of the ANA Group.

Having supported the global logistics for many years, both companies will combine their experiences and networks to provide reliable services and limitless possibilities based on the customers' businesses.

New lineup designed to “optimally” meet the customers' needs.

By merging both strengths, unprecedented value of air logistics shall be developed.

ANA's passenger flight network & high punctuality, and NCA's transport capacity.

Through a renewal that leverages both party's advantages, we shall flexibly respond to various transport needs. "Speed", "temperature control", and "special handling". ANA and NCA will provide the optimal products to match the quality and lead time required by the customers.

Category	Added Value	NCA	+	ANA	→	Unified Products
Transporting Special Cargo	①“High” Sensitive Cargo Handling	NCA Super Sensitive		-		PRIO SUPER SENSITIVE ※Applicable only NCA for the time being
	Sensitive Cargo Handling	NCA Sensitive		PRIO SENSITIVE		PRIO SENSITIVE
	②Vehicle Handling	NCA Vehicle		PRIO VEHICLE		PRIO VEHICLE
	③Art Handling	NCA Art		PRIO ART		PRIO ART
Transporting at Specific Temperatures	④AVI Handling	-		PRIO LIVE ANIMALS		PRIO LIVE ANIMALS
	⑤Temp-controlled Container Handling (Except Pharma)	NCA Thermo+		PRIO TEMP		PRIO TEMP
	⑥Temp-controlled Container Handling (For Pharma)			PRIO PHARMA - TCC		PRIO PHARMA - TCC
	⑦Temp-controlled Loose handling (Pharmaceuticals requiring specific temp-control)	-		PRIO PHARMA - TempAssist		PRIO PHARMA - TempAssist ※Applicable only ANA for the time being
	Fast and Reliable Transportation for such as Cell & Gene Therapy Products	-		PRIO PHARMA - QuickCare		PRIO PHARMA - QuickCare ※Applicable only ANA for the time being
	General Pharmaceuticals	NCA Cool		PRIO MEDICAL		Discontinuation
Perishables			PRIO FRESH (only from Japan)			
Other			-			
Transporting including quick and priority delivery	⑧Quick Handling for Urgent Cargo (Only for small cargo)	NCA Express		PRIO EXPRESS		PRIO EXPRESS
	⑨Priority Delivery Handling (Other than small cargo)	NCA Freight		PRIO FREIGHT ※Guaranteed for specified date and flight		PRIO SPACE ※Applicable only NCA
Space guaranteed Transporting	⑩Guarantee Loading	NCA Space ※Guaranteed for specified period				PRIO FREIGHT ※Applicable only ANA



To accommodate various needs ANA Cargo and NCA's **PRIO** series

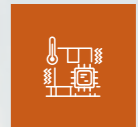
Responding to global business needs with "top-priority guarantee".
Delivering the customers' valuable cargo faster and more reliably to
the logistics hubs around the world.

CARGO + [*Quality*]

Transporting Special Cargo



Dedicated service for stepper



[P05](#)



Dedicated service to protect cargo from shock



[P05](#)



Air transport for cars tailored to various vehicle types and sizes



[P07](#)



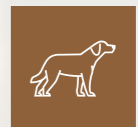
Careful handling of artwork and musical instruments



[P08](#)



Safely transport the valued customers' precious animals



[P09](#)

Transporting at Specific Temperatures



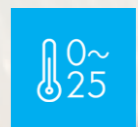
To accommodate a wide variety of cargo and temperature ranges



[P10](#)



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



[P11](#)

Transporting Urgent and Priority Cargo



Transport service to accommodate urgent cargo



[P13](#)

Transporting with Space Guarantee



100% guaranteed loading, no weight restrictions



[P14](#)



Guaranteed to be transported within the specified timeline



[P14](#)

Safe transport by handling, minimizing shock and vibration

PRIO SUPER SENSITIVE

Specialized transport service for large and extremely precise semiconductor manufacturing equipment.

Applicable Routes	NCA Flights
Applicable Shipments	Stepper or Precision machineries that need the same level of 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.

Feature of PRIO SUPER SENSITIVE

FEATURE 1

Dedicated service for stepper

FEATURE 2

Utilize dedicated checklist between warehouse ~ ramp (including inside the aircraft at departure/arrival airport), to verify the status of shockwatches and tiltwatches

PRIO SENSITIVE

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

Applicable Routes	ANA Group operated flights ANA and NCA's online airport airline charter flights (Excluding Peach flights) (Road Feeder Service is limited to ANA online airports in Japan)
Applicable Shipments	Cargo requiring careful handling (Ex.; precision equipment) ANA: Skid cargo attached with either "S/W", "T/W", or both NCA: Cargo (not limited to skid cargo) attached with either "S/W", "T/W", or both
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.

Feature of PRIO SENSITIVE

FEATURE

Not only limited to semiconductor manufacturing equipment, but a wide range of skid cargo with shockwatches and tiltwatches can be handled.

3 Points of PRIO SUPER SENSITIVE/PRIO SENSITIVE

POINT 1



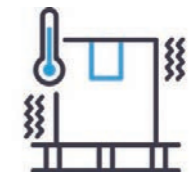
Careful handling for avoiding shock

POINT 2



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

POINT 3

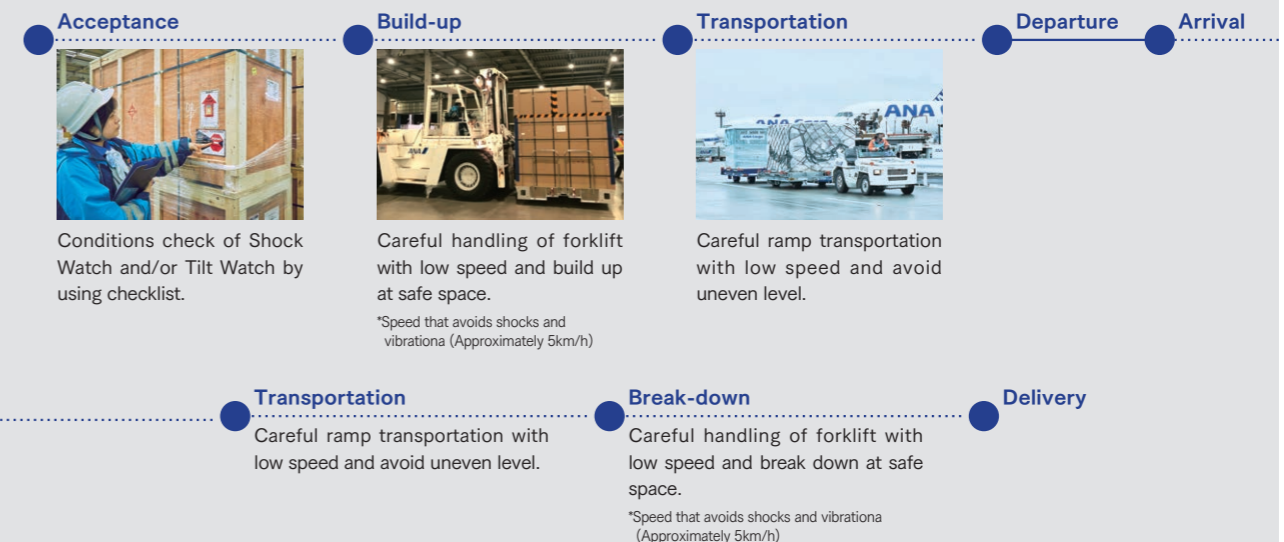


Temperature control available in the cargo compartment

*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 SUPER SENSITIVE/PRIO SENSITIVE handling

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



Air transport for vehicles of various models and sizes



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	ANA Group operated flights ANA and NCA's online airport airline charter flights (Excluding Peach flights) (Road Feeder Service is limited to ANA online airports in Japan)
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.

3 Points 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.



Careful handling of artwork and musical instruments



PRIO ART

A specialized transport product for artworks, musical instruments, and concert equipment requiring careful handling.

Applicable Routes	ANA Group operated flights ANA and NCA's online airport airline charter flights (Excluding Peach flights) (Road Feeder Service is limited to ANA online airports in Japan)
Applicable Shipments	Various artworks (including musical instruments, and concert equipment)
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.

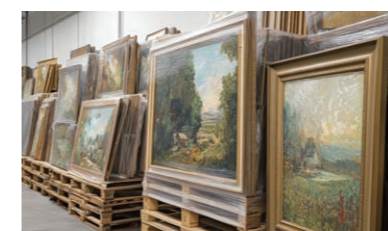
3 Points of PRIO ART

POINT 1



Safe transportation of artwork, musical instruments

Works and musical instruments require more specialized care. PRIO ART ensures this delicate cargo is transported with the utmost safety and care.



POINT 2

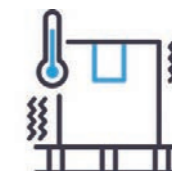


Reliable security

Providing comprehensive security tailored to your requirements, featuring warehouse supervision and segregation from other cargo.



POINT 3



Customized handling can be arranged accordingly

Handling can be arranged in advance according to the characteristics of the cargo such as loading orientation, acceptance/delivery timing, and observing the warehouse handling.



Safely transport the valued customers' precious animals to the destination



For safe transport, we are committed to providing an animal-friendly environment.

Applicable Routes	ANA Group operated flights ANA and NCA's online airport airline charter flights (Excluding Peach flights and Road Feeder Service)
Applicable Shipments	All animals allowed to be transported by ANA and NCA
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.

3 Points of PRIO LIVE ANIMALS

POINT 1



Compliance with treaties and laws

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

POINT 2



Each animal is handled safely in compliance with 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

Freighter aircraft enables to transport large animals such as horses. For pet transport (dogs & cats), optional services of food & water replenishment and photo shooting are available. (excluding Boeing747F flights)

Optional services

Photo service

Image of photo provided

Feeding & water supply

Installing a food tray

Example of using the food tray

Install the food tray to the cage door.

Attaching additional food and drinking water

Attachment method

Attach spare "food" and "drinking water" on the top & outside of the cage (red circles). (Please note that we cannot provide replenishment services if the additional food and water are not pre-attached to the cage.)

Installing a water dispenser

Example of water dispenser (nozzle type)

Please use a water nozzle attachable to a plastic bottle. (Water refills are not available for other types.)

Tray-type dispensers are not permitted due to the risk of leakage.

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.

2 Points of PRIO TEMP

POINT 1

Wide range of temperature-controlled containers to accommodate cargo requiring various temperatures, from frozen to ambient-temperature, are available

POINT 2

Consistent temperature control using temperature-controlled containers

PRIO TEMP handling

Consistent care from acceptance to delivery

Build-up



Build-up is conducted in warehouse to avoid direct sunlight and ambient temperature.

Storage



Consistent temperature control is available. Temperature checks are conducted at the timing of build-up or breakdown.

Transfer



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

Lineup of temperature-controlled containers (Some containers are applicable to ANA only.)

- CSafe containers
- DoKaSch containers
- Envirotainer containers
- SkyCell containers
- ANA containers

For further details of containers, please refer to the ANA Cargo and NCA websites.

Maintain quality with specialized handling for pharmaceuticals



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



3 Points 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

Comparison of 3 products

	PRIO PHARMA - TCC	PRIO PHARMA - TempAssist	PRIO PHARMA - QuickCare
Priority Loading/ Priority Handling/Priority Delivery	✓	✓	✓
Traceability <small>*Cargo handling records provided upon request</small>	✓	✓	✓
Temperature-Controlled Containers	✓		
Storage in pharmaceutical or temperature-controlled room <small>*Subject to facility requirements of each airport</small>		✓	
Build-up/breakdown in the pharmaceutical room <small>*Available airports only *Upon request (Prior arrangement required)</small>		✓	
Thermal blankets		✓	
Pharmaceuticals, such as cell & gene therapy products, requiring fast and secured transport			✓

PRIO PHARMA - TCC

Consistent temperature-controlled transportation

Feature of PRIO PHARMA - TCC

- FEATURE 1**
 Active Container
- FEATURE 2**
 Passive Container
- FEATURE 3**
 Traceability
(Cargo handling records)

PRIO PHARMA - TempAssist

Value-added services even without temperature-controlled containers

Feature of PRIO PHARMA - TempAssist

- FEATURE 1**
 Storage in pharmaceutical or temperature-controlled room, build-up/breakdown in the pharmaceutical room
- FEATURE 2**
 Thermal blankets
- FEATURE 3**
 Traceability
(Cargo handling records)

PRIO PHARMA - QuickCare

Fast and secured transport for pharmaceuticals, such as cell & gene therapy products under cryogenic temperature

Feature of PRIO PHARMA - QuickCare

- FEATURE 1**
 Prior arrangement
- FEATURE 2**
 Careful handling
(Prevention of turnover and impact)
- FEATURE 3**
 Traceability
(Cargo handling records)

Transporting Urgent and Priority Cargo

Transport service to accommodate urgent cargo

PRIO EXPRESS

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	ANA Group operated flights ANA and NCA's online airport airline charter flights (Excluding Peach flights) (Road Feeder Service is limited to ANA online airports in Japan)
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	Maximum weight is 40kg/piece, 300kg/AWB, while limited to loadable size in BULK space. *For cargo exceeding the limit may not be able to comply with the delivery time

3 Points 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.
B4F, B7F, B6F: Within 60 minutes of ATA
Passenger flights: Within 90 minutes of ATA
*However, subject to airport standards
*If the flight arrival time is not during the customs' business hours, delivery may not be possible within the specified time.
*Times are subject to the service standards of each arrival airport.



Transporting with Space Guarantee

100% guaranteed loading, no weight restrictions

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.

PRIO SPACE

Service specialized in space guarantee. Any cargo is guaranteed to be transported within the specified timeline.

Applicable Routes	ANA operated flights ANA's online airport airline charter flights (Road Feeder Service is limited to ANA online airports in Japan)
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.

Applicable Routes	NCA Flights
Applicable Shipments	All cargo, including dangerous goods (including dry ice for cooling), live animals and plants, valuables, and human remains etc
Unacceptable Shipments	-
Weight / Size Limits	Limited to size•weight loadable on aircrafts' cargo space. Please check out the actual space available, when making reservations.

3 Points of PRIO FREIGHT/PRIO SPACE

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. *

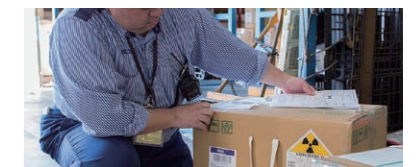
* Limited to size•weight loadable on aircrafts' cargo space. Please check out the actual space available, when making reservations.



POINT 3

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

There is no restriction limiting type of commodity.



Expanding Freighter Network

NCA(Nippon Cargo Airlines) to join ANA Group

expand freighter network and increase competitiveness in the market



Boeing 767 Freighter

Number of aircrafts: 6aircrafts
Loadable capacity: 50t



Boeing 747-8 Freighter

Current NCA's main aircraft
Number of aircrafts: 8aircrafts
Loadable capacity: 133t



Boeing 777 Freighter

Number of aircrafts: 2aircrafts
Loadable capacity: 100t

Boeing 747-400 Freighter

Lease operations to other airlines
Number of aircrafts: 7aircrafts
Loadable capacity: 120t