

Introduction of New Dedicated Product for Pharmaceuticals & Product Category Change (updated on July 21,2025)

Thank you for your continuous support to the ANA Group.

ANA has been provided the dedicated products for pharmaceuticals, "PRIO PHARMA - QuickCare" providing prompt and ensured transport for cell & gene therapy commodities etc., and "PRIO PHARMA - TCC" using temperature-controlled containers until now.

In response to the recent transport demand increase for pharmaceuticals not using temperature-controlled containers, new products "PRIO PHARMA - TempAssist" and "PRIO MEDICAL" will be launched. In line with the release of the new transport services, the product categories, including the conventional pharmaceutical transport product, shall be reviewed and changed.

< Note >

I. Commencement Date of New Service:

- ~~February 1 (Sat), 2025 (Departure date base)~~
 - **July 21(Mon), 2025 (Departure date base)**
 - * Until further notice, only shipments departing from Japan, ORD and **Europe (only online airports operated by ANA Group)**, will be accepted.
- For details, please refer to the table below.

II. PRIO PHARMA- Product Comparison:

* PRIO PHARMA - QuickCare & TCC; No change

ITEM	Existing		NEW	
	PRIO PHARMA - QuickCare	PRIO PHARMA - TCC	PRIO PHARMA - TempAssist	PRIO MEDICAL
Applicable Cargo	➤ Pharmaceuticals, such as cell & gene therapy products, requiring prompt and ensured transport ➤ Pharmaceuticals, packaged and guaranteed a certain temperature range and quality of the contents by the shipper, which temperature control during transportation is unnecessary (Example of package; Dry Shipper)	➤ Pharmaceuticals requiring seamless temperature control using temperature-controlled containers	➤ Pharmaceuticals requiring temperature-control (Pharmaceuticals not applicable for PRIO PHARMA - TCC)	

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	Existing		NEW	
ITEM	PRIO PHARMA - QuickCare	PRIO PHARMA - TCC	PRIO PHARMA - TempAssist	PRIO MEDICAL
Service Contents	➤ Careful handling ➤ ULD build-up (No BULK loading) ➤ Flexible handling responding to customer's requirements	➤ Container temperature check ➤ Container battery charge	➤ Temperature-controlled storage (Available temperature range and capacity differs by each airport) ➤ Build-up/break-down in the pharmaceutical storage (Some airports only) ➤ Provision of the handling records (upon request) ➤ Thermal blanket	➤ Temperature-controlled storage (Available temperature range and capacity differs by each airport)
Applicable Flights/Routes	➤ ANA Group operated flights ➤ ANA charter flights operated between ANA online airports *Excluding Air Japan and Peach flights *RFS; Not applicable	➤ ANA Group operated flights ➤ ANA charter flights operated between ANA online airports * Excluding Air Japan's BKK route and Peach flights * RFS; Only applicable between ANA online airports in Japan	From July 21,2025 until further notice, only shipments departing from Europe, Japan and ORD will be accepted.	
			➤ ANA Group operated flights *Excluding Air Japan and Peach flights * RFS; Only applicable between NRT/HND/KIX in Japan	➤ ANA Group operated flights * Excluding Air Japan's BKK route and Peach flights * RFS; Applicable (Excluding to/from ANA offline airports)
Basic Handling Time	➤ Acceptance; Until 120 min. prior to STD (Standard Time of Departure) ➤ Delivery; Within 180 min. after ATA (Actual Time of Arrival) * Differs by each airport's requirement/standards			
Product Code	PQC	PHA	PTA	PMD
Product Label/Logo	Same as current PRIO PHARMA label & logo			NIL
Product Description on AWB	Same as current procedures; Specify "PRIO PHARMA" in the ACCOUNTING INFORMATION column.			Specify "PRIO MEDICAL" in the ACCOUNTING INFORMATION column.

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III. Outline of PRIO PHARMA - TempAssist & PRIO MEDICAL:

1. Service contents;

- 1) Guaranteed loading on reserved flight
 - 2) Temperature-controlled storage
 - 3) Build-up/break-down in pharmaceutical storage (PRIO PHARMA - TempAssist only)
 - 4) Provision of the handling record (PRIO PHARMA - TempAssist only)
 - 5) Use of thermal blanket (PRIO PHARMA - TempAssist only)
- * Customers requesting for above 3) and/or 4) service, please contact our Sales or Reservations staff in charge.

2. Airport facility information;

For each airport's facility information, please kindly refer to the following ANA Cargo Website;

- English; https://www.anacargo.jp/en/int/service/ANA_temp_and_pharma_list_en.pdf
- Chinese; https://www.anacargo.jp/ch/int/service/ANA_temp_and_pharma_list_ch.pdf
- Japanese; https://www.anacargo.jp/ja/int/service/ANA_temp_and_pharma_list_jp.pdf

For further details, please contact our Sales or Reservations staff in charge.

3. Freight rate;

- Priority freight rate

4. Basic handling time;

The basic handling time is as follows. It differs by each airport or flight, so please contact our Sales or Reservations staff in charge for details.

- 1) Reservations/Acceptance cut-off time: Up to 120 minutes prior to STD
- 2) Delivery time: Within 120~ 180 minutes after actual flight arrival time, documents handover and cargo customs declaration will be ready.

5. Reservations procedure;

- 1) When making reservation with eSPICA, input "PHARMA" in the "Commodity" column, and select "PTA" for PRIO PHARMA - TempAssist, or "PMD" for PRIO MEDICAL, from the "Product" column.
- 2) In the "Remarks" column, specify the 24-hour available contact (Person in-charge, Telephone number including the country code, and Email address) for emergencies.

6. Description in the MAWB;

- 1) Accounting Information column; Indicate "PRIO PHARMA" in case of PRIO PHARMA - TempAssist, or state "PRIO MEDICAL" for PRIO MEDICAL.
- 2) Consignee's Name and Address column; Indicate consignee's contact (Person in-charge and Telephone number including the country code).
- 3) Handling Information column; Indicate 24-hour available contact (Person in-charge and Telephone number including the country code) for emergencies. In addition, state only one handling temperature range. (Ex.; +2℃ ~ +8℃)

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7. Points to be noted (Acceptance requirements);

< Packaging >

- 1) Wherever possible, storage of the cargo at the airport will be conducted under the specified temperature range. However, depending on each airport's facility conditions or restrictions, the handling under the required temperature may not be guaranteed. In order for the cargo to be maintained with the suitable temperature in the package, please ensure that the shipper or forwarder packs the commodity appropriately.

* Appropriate packaging: Passive packaging using insulation or coolant

< Temperature Instructions >

- 2) The handling temperature range shall be indicated in the MAWB. Also, please specify "wherever possible".

Ex; "Keep between +2℃ ~ +8℃ wherever possible."

< Temperature Logger >

- 3) Only loggers listed in the "Confirmed Device List", approved by ANA, can be loaded on aircraft.

For further details, please refer to the following Website;

- Japanese; <https://www.anacargo.jp/ja/int/regulations/>
- English; <https://www.anacargo.jp/en/int/regulations/>

- 4) The data logger and/or temperature monitor attached to the outside of package of the cargo is easily impacted by the direct sunlight, and it may not be able to measure the temperature of the commodities accurately.

For temperature excursions based solely on ambient temperature measurement records may not be accepted as evidence of the commodity's temperature deviation.

Should you have any inquiries, please kindly contact our Sales or Reservations staff in charge.

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