Dear Sir/Madam,

Updated Requirement for Temperature Controlled Shipment and Special Cargo

To ensure quality services, customer satisfaction and prevent legal risk to the company, **with immediate effect, temperature-controlled shipments requiring different temperature ranges during air transportation and storage MUST be issued on separate Air Waybills (MAWB).**

Only single temperature range should be indicated on the Air Waybill's handling information box and will be applicable to entire shipment transported under the Air Waybill. Similarly, only single handling temperature code (COL/CRT/ERT/FRO) must accompany each booking. Unreasonable or ambiguous handling information must be avoided, e.g. "Keep under refrigeration at all times" or "Maintain at below 5 °C".

Air Waybill "Handling information box" of temperature-controlled shipment MUST be endorsed with special handling code followed by the temperature range as either;

a) COL (+2°C to +8°C) wherever possible
b) CRT (+15°C to +25°C) wherever possible
c) ERT (+2°C to +25°C) wherever possible
d) FRO (Keep Frozen) wherever possible

The temperature range on the label must match the temperature range stated in the booking and Air Waybill. In the event that the shipper fails to complete the label or in case of discrepancy, the temperature range indicated on the Air Waybill prevails.

Additionally, would you be noticed for **all Special Cargo,** the required supporting documents **Must be** included such as permit, license, MSDS and UN38.3 if required. All supporting documents **Must be** attached to MAWB for crosschecking upon document acceptance.

Please DO understand that this arrangement is essential as it will affect Customs clearance as well as aircraft safety, HKC may reject documents of special cargoes if supporting documents are incomplete.

Thank you for your understanding and usual support.

If you have any inquiry, please contact us at 3920 9203.

Yours truly,
Hong Kong Air Cargo Carrier Ltd