

PACKAGING GUIDE FOR AIR TRANSPORTATION

When in transit, your package will be handled multiple times. It might also have packages put on top of it. Your packaging has to be strong enough to withstand air transportation and damages.

BidAir Cargo has outlined some of the general packaging guidelines to be considered when preparing cargo for Air Transportation.

What should I do to prevent damages?

When our parcel arrives damaged, it might be due to its method of shipping, but it could also be that you did not protect the items sufficiently inside the box. That is why you should always pack your items appropriately and mark them accordingly.

Always consider the weight, shape, and fragility of the objects you want to send. Sometimes the selected packaging happens to be of poor quality or the wrong size, but as the sender, you are responsible for choosing a proper way to pack your goods. You should protect the item in a way that it will endure shocks or vibration during transportation. Also, you should prepare the parcel in a way that the carrier warehouse personnel can lift it, move it and carry it with ease.

Packaging: DO'S AND DONT'S

- determine packing requirements prescribed by transportation regulation
- refrain from using used/old boxes

if the old box is still in a good shape, carefully remove all old labels. Re-using box packaging that arrived in an excellent condition from its last shipment can be tempting. However, this presents a bit of a risk as it doesn't always have the strength to withstand a second use without crushing. Additionally, it becomes extremely vulnerable to humidity and moisture, which can weaken their structure significantly

- all boxes must be sealed with packaging tape, all edges and seams must be properly sealed. Use a pressure sensitive plastic tape, avoid using masking tape, Scotch tape, duct tape or string
- ensure appropriate size packaging in relation to the items being shipped. Consider the weight & fragility of shipment contents
- higher value items should be packed in stronger containers with more cushioning protection than average value items

- protect parcels/boxes in rainy conditions by shrink wrapping the boxes
- if you're sending large fragile items such as electronic equipment or machinery, the product should be fully suspended inside the box, using moulded polystyrene that's specifically moulded to the product you're shipping
- use corrugated box with cells for glass objects / place cardboard in-between if sending flat stacked objects (picture frames etc.) and ensure all void space is filled

Consolidated skids

consolidated skids will not be accepted i.e. individual parcels which have been consolidated onto wooden pallets (skids). These items are to be lodged and declared as individual pieces



Image: Fragile Sticker

Packaging: **PERISHABLES**

All perishable export air cargo is packed in accordance with Perishable Cargo Regulations (IATA/PCR)

it is imperative that you are aware not just of the vulnerability of your cargo, but also the physical route that the cargo takes from origin to destination

- perishables need to be properly identified - Fresh food should be clearly labeled
- it is recommended to utilize coolants such as gel packs to preserve your shipment, should there be a need to keep the shipment in a cold room this is to be noted on the waybill.
- The cold room runs between 2-8°
- be aware that dry ice is classified as a dangerous good—be sure to comply with all regulations
- perishables should be packed cautiously to endure at least 72 hours of transit time
- in most cases wet ice is prohibited as it melts with time
- perishables such as baked goods and certain kinds of pharmaceuticals should also be protected by packaging that's as close to airtight as possible

Packaging: LIQUIDS

Liquids must be packed -

- to withstand all conditions during normal handling procedures
- in containers which are securely closed, sufficient in strength to prevent any leakage which may be caused by change in temperature or altitude (inner and an outer packaging that is utilised should be of an adequate nature to contain and leakage from the inner package)
- with orientation labels being utilized
- to make allowances for expansion
- packaging must be secure and capable of maintaining the shipment in a totally leak-proof condition, allowing for variations in atmospheric pressure and changes in temperature during the flight
- containers holding liquid must not be entirely full. About 20 percent of the container's height must be left unfilled to prevent leakage of contents during transportation

Special packaging materials and packing techniques are required for shipping liquids.

All liquids must be accompanied by a Material Safety Data Sheet, as this provides:

- guidance to the nature of the liquid, and determines whether it is deemed as dangerous goods or non-dangerous goods
- guidance to the procedures which must be followed in the event of a spillage occurring

Wine / glass bottles / beverage glasses -

- recommended type of box - corrugated cell box
- contents- Wrap items individually and use dividers
- box to be marked as fragile and this side up

What's the difference in packaging boxes? Cardboard is a heavy-duty paper stock that's thicker and more durable than regular paper. Cereal boxes, gift boxes, and bakery boxes are all great examples of cardboard packaging. Corrugated board is made of three layers of brown Kraft paper. It contains ridges and grooves, which promote strength and flexibility. This added strength makes corrugated boxes great for withstanding environmental stress and transporting delicate items.

Packaging: **OVERSIZED SINGLE PIECES & CONSOL BAGS**

Dimensions and weight measurements are subject to the conditions of the individual airline:

Oversized single pieces

Max dimensions: Narrow body aircraft - **120cm x 80cm x 80cm**

Max. gross weight: **150 kg**

Consol bags

Max. gross weight **30 kg**

- it is recommended that flyer bags are consolidated into consol bags for improved security
- refrain from packing sharp objects as the bag will tear and bag must be properly closed
- do not over pack to allow for consol bags to be sealed properly

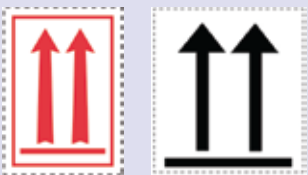
Bicycles -

- deflate your bike tyre's by a minimum of 10% so that they don't burst
- take the front wheel off and pack it on the side of the bike
- take the pedal's off as they can stick out and become damaged

Packaging: **LABELLING**

- be sure that every side of your box is labeled as fragile, and if you've packed things with one side
- clearly display shipment label

Right Side Up



Defines which side of the package should face upward.

Fragile



Content inside is fragile and can be damaged / handle with care.

Keep Dry



Package must be kept away from rain or damp

Do not stack



items shall not be vertically stacked because of the nature of the items

Packaging: EXAMINING

Examining parcels – at destination

Upon parcel collection from BidAir Cargo, it is important that you examine the package for any sign of damage.

If the package and/or the contents appear to be damaged:

- ensure that you open and check the contents with a BidAir Cargo representative present
- if the contents are in fact damaged, it is important that you get a written acknowledgement by endorsing the Proof of Delivery (POD) document and indicate that goods were delivered in a damaged condition
- verbal recognition from the BAC representative cannot be used

Please note that by signing the POD (proof of delivery) it confirms that the receiver agrees with the state the parcel was received in and basically confirms that he/she will not raise any claims later on about the external condition of the parcel.

Can I claim for my damaged parcel?

If your package is lost or the contents of your parcel are damaged during transit, you must submit your claim in writing and by email within 72 hours of the delivery date

Your email must include:

- the collection date
- state the declared value of your parcel contents
- state a description of the packaging material used and a description of the damage sustained

When submitting your claim please include:

- the photographs taken before and after the parcel delivery
- an invoice or receipt that proves the value of the item that was damaged
- a copy of the endorsed POD issued by a BidAir Cargo representative at the time of handing out your damaged parcel
- BidAir Cargo will only reimburse successful claims if the claimant is able to prove the value of the goods with an official document

Claims :

We strongly recommend documenting the packaging procedure so that should you need to make a claim for damages, you can successfully prove that you packed the goods correctly.

One of the most common reasons for refusing compensation when your goods arrive damaged is that the parcel has insufficient packaging. By proving that these guidelines have been properly followed, you have the best chance of getting compensation for your damaged goods. All claims are dealt with in terms of our Standard Terms and Conditions.

For more information on the claims procedure, you can email claims@bidaircargo.com

GET PACKAGING RIGHT THE FIRST TIME.



BIDAIR CARGO
every kilo counts!