



FREQUENTLY ASKED QUESTIONS, SUBJECT TO REVISION

What are collect charges?

The consignee is to pay the transportation charges. This can be done with any approved form of payment. If Ravn Alaska is unable to collect for the charges the SHIPPER is ultimately liable. Certain restriction apply.

What is C.O.D.?

C.O.D. "Cash on Delivery". Ravn Alaska does not offer this service. To avoid any confusion, COLLECT service will still be offered; however Ravn Alaska will no longer be able to collect C.O.D. monies due the shipper at the time of delivery.

What are pre-paid charges?

The shipper is to pay the transportation charges. This can be with any form of payment acceptable by Ravn Alaska.

What is minimum charge?

The lowest rate applicable on each type of air cargo no matter how small the shipment. Shipments weighing less than the lowest published pivot weight are subject to the weight and rate specified at the weight break.

What is oversize?

Any shipment that has two dimensions exceeding 48 inches is considered oversize.

Items with a single measurement of 48 inches or more and one of the other two measurements is 24 inches or more or the length exceeds 96 inches (8 feet) irrespective of any other measurements.

As an example a 2 X 4 stud 52 inches long, 3 ½ inches wide and 1 ½ inches high. It is not oversize even though the length exceeds 48 inches because neither of the other two dimensions are more than 24 inches. However a double size bed that is 75 inches by 54 inches by 12 inches is oversize due to the length of 75 inches AND the width of 54 inches.

What is Shipper's Risk?

A shipment not sufficiently package to prevent damage to the shipment.

Ravn Alaska shall not be responsibility for damage. "Shipper's Risk" will be recorded on the air waybill.



Standard Rate

Standard rate cargo is the lowest cost alternative for shipments that are not particularly time sensitive. Services will be on a space-available basis. Please allow three to five days for arrival. Standard cargo moves after the accommodation of passengers, baggage, priority mail, Ravn RUSH and priority cargo. Must be dropped of at least two hours prior to departure.

Priority Rate

Priority rate cargo is for time sensitive shipments that take priority over Standard Rate Cargo. Priority rate cargo moves after the accommodation of passengers, baggage, priority mail and Ravn RUSH shipments. Must be dropped of at least two hours prior to departure.

Ravn Rush

Ravn RUSH is our highest priority and gives customers the ability to ship sensitive packages on the next available flight of up to 100 pounds per piece. Ravn RUSH is available to any of the following locations: Anchorage, Aniak, Barrow, Bethel, Cordova, Deadhorse, Emmonak, Fairbanks, Galena, Homer, Kenai, Kodiak, Kotzebue, Nome, Saint Mary's, Unalakleet, and Valdez.

Note:

Ravn Rush packages must be tendered one hour before a scheduled flight and can be picked up one hour after the scheduled flight has landed. In isolated circumstances, the next available flight may be limited in capacity for cargo and alternatives may be presented. No "Cargo Aircraft Only" Hazardous Materials will be accepted and no single dimension may exceed 70 inches. The outside length, width and height may not exceed 90 inches. As with all cargo shipments, Ravn RUSH packages are accepted and sent from the freight office, sorry we don't have counter to counter services. Other restrictions may apply.

What is declared value for carriage?

A value of the shipment, as determined and declared in writing by the shipper (or his agent), and for which a fee of \$0.50 per \$100.00 of the declared value is charged by the air carrier. If the shipper declares no value declared (NVD) then the air carrier's liability is limited by its contract of carriage.

What type of Insurance is available?

Insurance may be purchased for most items shipped for \$1.00 per \$100.00 of coverage or declared value of \$0.50 per \$100.00 of value.

What is chargeable weight?

The weight used in determining the air freight charges. It could be the actual weight, dimensional weight, or pivoted weight.

What are Acceptable Forms of Payment for Ravn Alaska?

Every air waybill must be supported by evidence of payment for the sale. Evidence may be:

- Cash or its equivalent
- Traveler's checks
- Money orders
- Personal and business checks
- Government Bills of Lading (GBL)
- Credit cards

Credit Cards Accepted

- MasterCard
- VISA
- Discover Card

Can I ship flowers or fruit?

Cut flower shipments shall be labeled as such and must be handled and loaded in a manner to prevent bruising or freezing of blossoms. It is the shipper's responsibility to adequately package all perishable shipments to withstand normal handling and 48 hours without refrigeration. Non-commercial shipments of perishable goods shipped by individuals must be prepaid.

How do I file a claim for missing or damaged cargo?

All claims must be made to Ravn Alaska in writing, within 90 days after the date of acceptance of the shipment by the consignee.

Exceptions:

Claims for hidden damage and / or loss, discovered by the consignee after a clear delivery receipt, must be reported to the destination station within 15 days after delivery of the shipment.

Claims for overcharges must be made in writing within 90 days of receipt of billing.

The consignee must hold the shipping container, packaging and contents in the same condition as when damage and / or loss was discovered, for possible inspection by Ravn Alaska.

All transportation charges must be paid prior to claim consideration by Ravn Alaska.

A claim will be considered, without payment of transportation charges, only when the consignee did not receive any part of the shipment.

Shipping Seafood

Shipper's Responsibility

It is the shipper's responsibility to package all perishable shipments. To maximize freshness and quality, the product must be able to withstand a minimum of 48 hours in transit until pickup, without refrigeration. The following acceptance standards comply with general regulations of all major carriers.

Packaging

- Freeze or chill seafood thoroughly before packaging for best final destination temperature.
- Select durable, watertight packaging, preferably with insulation. Sturdy metal or hard plastic camping coolers or commercially manufactured seafood shipping boxes are preferred.

Seafood Boxes

- Standard seafood shipping boxes provide easy handling, better stacking capability and allow for maximum cubic space capacity.
- If multi-walled, full waxed corrugated (e.g. wet-lock) boxes are used, the contents must be sealed in on 4-mil polyethylene liner (or two 2-mil liners) to prevent leakage.
 - Styrofoam liners maybe used inside polyethylene liners for additional insulation and protection from punctures caused by bones or fins.
- Previously used containers are not acceptable.
- Containers must be sealed or secured with strapping tape, or a similar material.
- Styrofoam coolers or boxes are not accepted by Ravn Alaska.
- Air freight containers (EO, EH or E) are not accepted for shipping seafood.
- Gel ice packs are recommended to hold perishables at proper temperatures.
- Wet ice is not allowed.
- Dry ice is the preferred option for freezing perishables. Each container must be clearly marked with the words "DRY ICE" and the quantity of dry ice. More than 5.5 pounds requires the processing of [Dangerous Goods](#) documentation.
- High standards of packaging on all seafood shipments must be maintained.
- Leakage must be prevented at all times.

Seafood shipments must be packed to withstand:

- Stacking up to six feet high.
- Pressure from adjacent cargo.
- Crushing action of tie-down straps.
- Manual handling.
- Exposure to the elements between the aircraft and cargo terminal facilities.

Totes

- Plastic tubs or totes with leak-proof lids can be used for shipping some seafood products (e.g. live crab).
- Containers with drain plugs shall not be accepted.
- Empty totes tendered for shipment must be cleaned prior to acceptance.
- Piece count on the empty tote air waybill should indicate two pieces (container plus lid) for each tote.

Labeling / Marking

All containers of seafood and wildlife (including shellfish) being shipped interstate must be marked according to the 1988 Lacey Act. A Fish/Wildlife sticker may be used by the shipper to provide required information. The following six items to be prominently displayed on each shipment:

- Name and address of shipper and consignee, or passenger.
- 24-hour phone number of the consignee or passenger.
- Commodity note as Fish or Wildlife.
- Specifies species name: such as King Salmon, Moose, Caribou, and Silver Salmon.
- Number of each species or the weight of each type species.
- Each container must be marked Live, Fresh or Frozen.

Weight Limitations

- All seafood is limited to a maximum of 100 lbs per piece.

Carrier Acceptance

- Compliance with the Lacey Act and its packaging requirements are mandatory.
- Containers must be free of leaks and odors.

Carrier Procedures and Facilities

We have coolers and freezers at many of our facilities. Every effort will be made to accommodate perishable shipments in coolers while waiting recovery. However, due to high shipping volumes, limitations of facilities and other variables, we cannot guarantee that your shipment will be refrigerated. Perishables should be picked up as quickly as possible upon arrival at destination. Any problem or concern must be reported immediately to a representative of the airline.

Carrier Liability

Cargo - We do not assume financial liability for spoilage, thawing, or freezing to delay in route, unless there is clear evidence of mishandling or negligence.

Cargo Insurance - All-Risk cargo insurance is available for cargo shipments. All-Risk insurance does not cover thawing, freezing, or spoilage resulting from delay in transit.

Payments for Seafood Shipments

We do not accept COD (Cash on Delivery) payments. Non-commercial perishable goods must be prepaid.

Shipping Animals

Originating station should be contacted 24 hours before shipping to check availability and flight routing to ensure same day connections to destination.

1. Animals must fit the kennel size. All animals must be able to stand up fully erect and look straight ahead without their head touching the top of the kennel.

2. Animals must be at least 8 weeks old.
3. Kennels must be airline approved and have original fasteners or fasteners that exceed the originals. Kennel that are damaged will not be accepted.
4. All animal shipment require a food dish and a water dish.
5. Food and water must be offered within 4 hours of flight departure.
6. No more than one live puppy (8 weeks to 6 month of age, and weighing over 20 pounds) may be transported in a kennel.
7. No more than two live puppies or kittens, (8 weeks to 6 month of age, that are of comparable size, and weighing 20 pounds or less each) may be transported in the same kennel.
8. The statement (Not responsible for death due to natural causes) should be put in the remarks section on the airway bill.
9. If available, the name of the animal should be attached to the kennel.

What is the difference between Dimensional Weight vs. Actual Weight?

Our standard is based on cargo with a density of 10 pounds per cubic foot of size. If your shipment weighs 10 pounds per cubic foot or more, the charges are based on the actual (or scale) weight. When your shipment weighs less than 10 pounds per cubic foot, the charges are based on its dimensional weight.

Not only air, but motor carriers' "class" rates and even ocean carriers' "commodity" rates are based on whichever weight (actual or dimensional) is greater. By using the following example, you can determine the chargeable weight of your shipments by using your actual size and weight figures:

STEP 1: Multiply shipment dimensions to obtain total cubic inches.

(L x W x H = Total cubic inches, e.g. 20" x 10" x 15" = 3000").

STEP 2: Divide total cubic inches by 194 to determine dimensional weight.

(3000 / 194 = 15.46 pounds)

STEP 3: Chargeable Weight equals either the actual weight or dimensional weight, whichever is greater.

What is chargeable weight?

Will my shipment be rated by dimension or weight?

The weight used in determining the air freight charges. It could be the actual weight, dimensional weight, or pivoted weight.

Are there any shipping restrictions to be aware of?

Items listed as Dangerous Goods may be restricted. Contact your local Ravn Alaska office for more information.

Lithium Battery Information

As with all Hazardous Materials/Dangerous Goods, correct declaration, classification, packaging, marking and labeling are designated as your responsibility as a shipper by the Federal Hazardous Material Regulations, (Title 49 of the Code of Federal Regulations) and Dangerous Goods (IATA International Air Transport Association) and must always be fully declared and prepared in accordance with all applicable air transportation regulations.

IATA Section I or IA Lithium Batteries

Lithium batteries that fall into International Air Transportation Association (IATA) Section I or IA of the appropriate packing instructions are fully regulated and require a Shipper's Declaration of Dangerous Goods.

IATA Section IB Lithium Batteries

Lithium batteries that fall into Section IB of IATA Packing Instruction 965 or 968 are now fully regulated and require a Shipper's Declaration for Dangerous Goods.

Follow all dangerous goods shipping procedures.

IATA Section II Lithium Batteries

The Following information is for Lithium batteries that meet the requirements of Section II of the appropriate packing instructions in the IATA Dangerous Goods Regulations. Lithium Batteries that do not meet these requirements must be tendered as a fully regulated dangerous goods.

Exception: One or two devices such as cell phones or laptops with batteries contained in equipment that have less than the watt hour (lithium ion) or grams (lithium metal) allowed do not require the transport document or the lithium battery handling label and maybe tendered as non-dangerous goods. (See IATA Packing Instruction 967 or 970).

Note: Any shipments via our interline partners must be pre-approved, please contact Cargo Customer Care at 1-907-450-7202.

Packages containing lithium batteries and cells must comply with specific packaging requirements in Section II, of the IATA Dangerous Goods Regulations, in addition:

- Each cell or battery must be of the type proven to meet the requirements of each test in the UN Manual of Tests and Criteria, Part III, subsection 38.3. (Batteries and cells manufactured before January 01, 2014 conforming to the 5th revised edition of that manual may continue to be transported.)
- Cells and batteries must be manufactured under a quality management program as described in IATA DGR 3.9.2.6. (e).
- Cells and batteries must incorporate a safety venting device or are designed to preclude a violent rupture under conditions normally incident to air transport.
- Cells and batteries identified by the manufacturer as being defective for safety reasons, or that have been damaged, having the potential to producing a dangerous evolution of heat, fire or short circuit are forbidden. (for example being returned to the manufacturer for safety reasons).
- Waste lithium batteries, being shipped for recycling or disposal are forbidden, without special approval.
- Cells and batteries must be protected to prevent short circuits. This includes protection against contact with conductive materials (such as metal objects or tools) within the same packaging that could lead to a short circuit.
- Each battery containing cells or series of cells connected in parallel must be equipped with an effective means as necessary to prevent dangerous reverse current flow, such as diodes, fuses, etc.

In addition to these general requirements, individual cells may not have a watt-hour rating greater than 20 and batteries may not have a watt-hour rating greater than 100.

This watt-hour rating pertains to lithium-ion and includes lithium-polymer (rechargeable) batteries.

For non-rechargeable (primary) lithium-metal batteries, only small cells and batteries are allowed for carriage under Section II. The limit is 1 gram for cells, and 2 grams for batteries of lithium metal content. Consult with your battery manufacturer for technical data to confirm

lithium content before tendering as cargo.

Note: Many lithium metal batteries are forbidden on passenger carrying aircraft and must be so marked.

All cells and batteries must be packed in strong outer packages. The package must:

- Be capable of withstanding a 1.2 m (3-foot) drop test in any orientation without damage to the cells or batteries that are contained inside.
- Prevent shifting of the contents that allows battery-to-battery or cell-to-cell contact.

In certain cases, the lithium battery handling label may be required. See individual packing Instructions in the IATA DGR for details. www.IATA lithiumbatteries.com

In addition, an IATA Section II Lithium Battery Transport Document must be completed by the shipper.

Note: The information entered on the IATA Section II Lithium Battery Transport Document may also be presented by the shipper on a similar document.

Contact us about a credit card or cash charge on an air waybill

Who can I call if I have a question about a credit card or cash charge on an air waybill? The accounting department can be contacted at 907-450-7240.

When do storage charges begin?

Charges begin 72 hours after shipment arrives.

Exception: Does not include Sundays, legal or state holidays.

When the consignee cannot be notified by telephone, charges begin when an Airfreight Notice is made via phone/email/US mail. Charges shall be \$2.00 per 100 pounds (or any fraction thereof) per day, with a \$20.00 minimum total.

How much does it cost to ship Dangerous Goods?

In addition to all other applicable transportation charges, a separate hazmat fee of \$50.00 shall apply for all shipments that contain Dangerous Goods containing one UN/ID number.

Shipping Dangerous Goods?

At Ravn Alaska, we accept hazardous materials in accordance with the ICAO/IATA (International Civil Aviation Organizations / International Air Transport Association) & CFR 49 (Code of Federal Regulations 49 Transportation).

What are the marking and labeling requirements for Dangerous Goods?

General

- The shipper shall mark and label all packages and overpacks in accordance with regulations.
- CFR 49 or IATA/ICAO regulations as applicable
- The package or item must be of a size to adequately affix all required markings, labels and documentation.
- Markings and labeling should be located on the same surface of the package, near

each other, unless required otherwise by the regulations.

Markings

- All markings must be durable, clear, and easy to read.

Markings for Overpacks

- Each package within an overpack must be marked and labeled as if it were being sent individually.
- All markings and labeling must be reproduced on the outside of the overpack.

Exception: If markings and labels for each item contained in the overpack are visible from the outside of the overpack, then no additional marking / labeling is required.

- When packages contained within the overpack require specification packaging, the statement "Inner Packages Comply with Prescribed Specifications" must appear on the outside of the overpack.

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Additional Markings for Dry Ice

- For dry ice (Carbon Dioxide, Solid), the net weight of the dry ice and the name of the contents being cooled within each package must be marked on the outside of the package.

Labeling

- Hazard labels - Identify the primary and subsidiary hazards of the dangerous goods. Must bear the class or division number as required.
- Handling labels - May be required to indicate the following:
 - Cargo Aircraft Only
 - Magnetized Material
 - Cryogenic Liquid
 - Package Orientation Arrows (up arrows)

Label Placement

- All labels must be securely affixed or printed on the packaging for ready visibility.
- When primary and subsidiary risk labels are required they must be displayed adjacent to each other.
- The package must be of sufficient size so that the entire label is displayed.
- A label cannot overlap itself.
- When required, "Cargo Aircraft Only" label must be affixed adjacent to the hazard label(s).

Process for Dangerous Goods Transportation

As a shipper of dangerous goods, correct declaration, classification, packaging, marking and labeling are your responsibility as designated by the Federal Hazardous Material Regulations (Title 49 of the Code of Federal Regulations). Dangerous Goods must always be fully declared and prepared in accordance with all applicable Federal air transportation regulations.

- When required, the shipper shall prepare a Dangerous Goods shipment in accordance with applicable regulations ICAO/IATA Dangerous Goods Regulations. Note: Federal Regulations may require Hazardous Material Training to prepare a Hazardous material shipment for air transport.
- IATA <http://www.iata.org/Pages/default.aspx>
- When applicable the shipper shall present a shipment to Ravn Alaska with two copies of

- the required Shipper's Declaration completed, signed, dated and in the correct format.
- Not all dangerous goods require a Shipper's Declaration or specific packaging. Please consult the current edition of the IATA DGR for specific information.
- Shipments containing Lithium Batteries must have a Lithium Battery Transport Document when not accompanied with a Shipper's Declaration. Refer to [Lithium Battery Information](#)
- Proper packaging, marking and labeling with the correct paperwork in accordance with the Regulations, must be completed prior to shipping.

If a shipment and accompanying paperwork is not prepared correctly according to all applicable regulations, the shipment will not be accepted for carriage. Shipments must be in proper condition for air transport; damaged, leaking or improper packaging will also not be accepted. Dangerous Goods may be limited by Regulations to specified amounts per package and aircraft type.

Shipments must fully match the description given on the paperwork. Undeclared or incorrectly declared hazardous materials will be reported as required by Federal Hazardous Material regulations.

What is a Shipper's Declaration?

A Shipper's Declaration (DGD) is a form used to document information pertaining to a specific shipment of dangerous goods.

- A shipment tendered under the IATA Dangerous Goods Regulations must be accompanied by two copies of a red/ white DGD.
- A shipment tendered under 49 CFR is not required to use a red / white DGD.
- The shipper is responsible for completing the Shipper's Declaration.
- Ravn Alaska Cargo personnel shall not complete any part of the DGD below the "Nature and Quantity of Dangerous Goods" line.
- The DGD must be signed by the shipper.
 - Signature may either be handwritten, be reproduced by printing or stamping, or as a carbon copy.
 - A typewritten signature is not acceptable.
- The DGD is issued in two formats. Ravn Alaska accepts both formats.
 - The difference between the two formats is in the Nature and Quantity of Dangerous Goods section.
- One format has columns with column headers for the dangerous goods identification.
- The other format does not have the columns.

What is proof of delivery (POD)?

Information usually provided to the shipper containing time, date, and the name of the person who accepted the delivery of the shipment for the consignee.

Shipping Guidelines for Hunters

The following items will be considered for shipping:

- Moose, caribou, goat, and sheep shall be classified as big game.
- Products handled by a taxidermist, butcher, or meat processor resulting in a finished or mounted trophy, cut and wrapped meat, or smoked sausage, etc.

Perishable Items (Raw Meat and Hides)

We do not accept liability of spoilage, regardless of delay.

If not packaged per the following specifications, the shipment shall not be transported.

- Shipment(s) must be tendered for transportation a minimum of 3 hours prior to flight departure.
- Must be encased in a heavy-duty polyethylene bag regardless of outer packaging.
- Must be in leak proof outer container (no Styrofoam).
- Must have no noticeable odors.
- Maximum weight per piece 100 pounds.
- Labeled appropriately (FROZEN OR COOL).
- Dry ice (up to 5.5 pounds) or gel ice can be used. No wet ice allowed.
- Cooler or freezer space not guaranteed.
- Federal Lacey Act requires specific labeling of all interstate shipments.
- All charges must be prepaid.
- All surfaces must be clean of blood and dirt.

Unprocessed shipments of big game may be accepted only when the following information is provided:

- Date of transfer
- Name of person taking game
- Hunting license number
- Hunter's address
- Location where game was taken
- Specify who is presenting a shipment when tendered by someone other than the hunter (e.g., guide service, Air Taxi Company).

Export of Unprocessed Big Game Trophies Out of Alaska Controls Title 5, Alaska Administrative Code and Title 16 of Alaska Statutes

Ravn Alaska does not accept Unprocessed Big Game Trophies destined outside of Alaska. Shippers and Consignees must make arrangements to collect shipments at the Ravn Alaska final destination for forwarding.

Shipping Guidelines for Antlers

Acceptance

- Check with your local Ravn Cargo Office for additional Guidelines prior to your hunt.
- Skulls must be encased in a heavy duty polyethylene covering and taped.
- Packaging may in a polyethylene bag inside a corrugated box
- Antler tips must be padded to prevent punctures (cut garden hose, swim noodles, etc, secured with tape)
- Antlers with raw meat, blood or noticeable odors will not be accepted
- Perishables and meat must be packaged separately from antlers
- All shipments subject to Ravn's Contract of Carriage
- No Interline shipments can be accepted
- Normal delivery time is within the normal stated Service Levels.
- Allowable dimensions subject to aircraft limitations and allowable cargo space per flight.



- Antlers will be shipped at a rate of 175% of the Standard Shipping Rate

Note: Currently antlers may not be accepted as checked baggage. Check with your local Ravn Cargo office for available times for shipping or picking up antlers.

What is hub and spoke routing?

Aircraft routing service pattern that feeds traffic from many cities into a central hub designed to connect with other flights to final destinations. The system maximizes operating flexibility by connecting many markets through a hub with fewer flights than would be required to connect each pair of cities in an extensive system. Some hubs are stations with Passenger and Cargo Offices.

What are the Ravn Alaska Hubs and what villages to those hubs serve?

Anchorage, Aniak, Barrow, Bethel, Cordova, Deadhorse, Fairbanks, Galena, Homer, Kenai, Kodiak, Kotzebue, Nome, Saint Mary's, Unalakleet and Valdez.

Anchorage: Aniak, Bethel, Cordova, Deadhorse, Fairbanks, Homer, Kenai, Kodiak, Saint Mary's, Unalakleet, Valdez

Aniak: Anvik, Chuathbaluk, Crooked Creek, Grayling, Holy Cross, Kalskag, Red Devil, Russian Mission, Shageluk, Sleetmute, Stoney River

Barrow: Atqasuk, Nuiqsut, Point Lay, Wainwright

Bethel: Akiachak, Akiak, Atmoutluak, Chefornak, Chevak, Eek, Hooper Bay, Kasigluk, Kipnuk, Kongiganak, Kwethluk, Kwigillingok, Marshall, Mekoryuk, Newtok, Night Mute, Nunapitchuk, Quinhagak, Scammon Bay, Toksook Bay, Tuluksak, Tuntutuliak, Tununak,

Deadhorse: Barrow, Barter Island, Nuiqsut

Fairbanks: Allakaket, Anaktuvuk Pass, Deadhorse, Fort Yukon, Galena

Galena: Kaltag, Koyukuk, Huslia, Nulato, Ruby

Kotzebue: Ambler, Buckland, Deering, Kiana, Kivilliana, Kobuk, Noatak, Noorvik, Point Hope, Selawik, Shungnak

Nome: Breving Mission, Elim, Gambell, Golovin, Savoonga, Shishmaref, Teller, Wales, White Mountain

Saint Mary's: Alakanuk, Emmonak, Kotik, Mountain Village, Pilot Station, Sheldon Point

Unalakleet: Koyuk, Shaktoolik, Saint Michael, Stebbins