



For Cargo Shipment Pick-up

PHOTO IDENTIFICATION (for Cargo Pick-up)

Customers must present a valid government-issued photo ID (e.g. State ID, Driver's License, Passport, badge, military ID) ID must be *PHYSICAL* – Digital/Photocopied are not accepted. If the customer does not have a valid Government-Issued ID the following may be provided and be accepted:

- * A Social Security Card
- * A card with their Photo on it (e.g. Costco Card, Credit Card)

AIRWAY BILL (AWB) INFORMATION (for Cargo Pick-up)

If you are picking up for a shipment, you must have an AWB. Having your AWB on your person at time of pick-up is ideal. An Airway Bill is provided as a sequence of eight numbers, usually followed by a prefix indicating the appropriate airline:

- * PAC/K4: **5YR**-0000-0000
- * QANTAS: **081**-0000-0000
- * ALASKA: **027**-0000-0000
- * AIR NZ: **086**-0000-0000
- * FIJI AIR: **260**-0000-0000
- * JAPAN: **131**-0000-0000

THIRD-PARTY CARGO PICK-UP

If someone other than the consignee is picking up cargo, they are required to provide an ***email authorization*** before pickup.

Written letters are not accepted as signatures cannot be verified.

The email sent to PACOPS@pacificaircargo.com must include:

- * The **original consignee's name** on the AWB
- * The **AWB or AWB number** (if multiple, have all together)
- * The **first and last name** of the person authorized to pick up

CARGO DROP-OFF LOCATION

Cargo for any flight/account must be dropped off at the Pacific Air Cargo warehouse, via the entrance located along Keehi Place.

DIRECTIONS (to the PAC Cargo Warehouse):

- * On the right side, there are two yellow gates
- * Customers may either walk through side, security door *or* back into one of the yellow gates to drop off or pick-up
- * **Before dropping off:** Customer must first check in at front desk to verify.

REQUIRED DOCUMENTS & PAYMENT METHODS

Customers must have all necessary documents for shipments

- * Photo Identification
- * Airway Bill (or multiple)
- * Clearances (if applicable)

Pacific Air Cargo is CASHLESS, and we accept payments via:

- * CREDIT CARD (with a credit card processing fee)
- * CHECK (no fee)

INTERNATIONAL CARGO CLEARANCE

Any International cargo must be cleared by customs (CBP)

Clearance can be done by:

- * A Customs Broker – *or* –
- * The Customer, by picking up the necessary documents and clearing the cargo at customs
- * If the customer clears the cargo themselves, they must return with all documents stamped by customs

PACIFIC AIR CARGO SHIPMENT CUT-OFF TIMES

- * PAC / K4 to Los Angeles : (7 Days a week) 0700AM-0700PM
- * Cargo to Pago Pago : (depends on flight dates)
 - for Perishables : (1 day before flight) by 0200PM
 - for Freight : (2 days before flight) by 0300PM
- * Cargo to Guam : (Wednesdays) 0700AM-0700PM
- * Fiji Airways
 - Christmas Island (FJ823) : (Sat./Sun.) 0700AM-0230PM
 - : (Mon.) 0700AM-0300PM
 - Apia, Samoa (FJ834) : (Thurs.) 0700AM-0500PM
 - Nadi / Tarawa (FJ821) : (Sat.) 0700AM-0230PM
- * Air New Zealand (Bookings Required)
- * Qantas & JetStar (Bookings Required)
 - Walk In Customers : 0700AM-0700PM
 - Interline Transfers : 0700AM-0900PM