



## HNL Cargo Shipment Pickup / Dropoff

### Photo Identification

Customers must present a valid government-issued photo ID (e.g. State ID, Drivers'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 |
| *AIR NZ :  | 086-0000-0000 | *FIJI AIR : | 260-0000-0000 |
| *JAL/ZIP : | 131-0000-0000 |             |               |

### Third-Party Cargo Pick Up

If someone other than the consignee is picking up the 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](mailto: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

### 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 the following:

- \* 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
- \* The Customer, by picking up the necessary documents and clearing at CBP
  - \* If a customer clears themselves: they must return with the AWB stamped

## Pick-Up Procedure: Notice of Delivery

If all is completed, the customer is then provided a N.O.D. (Notice of Delivery) that they must sign and provide to the warehouse desk to uplift cargo – shipments without an N.O.D. indicates that the shipment is not clear / should not be released

## Cargo Drop-Off Location

Cargo for any flight/account must be dropped off via the entrance on Keehi Place  
DIRECTIONS (to the PAC Cargo Warehouse)

- \* On the right side, there are two yellow gates
- \* Customers may either walk through the side, security door *or* back in to one of the yellow gates to drop off or pick up; larger trucks / flatbeds in the loading docks
- \* **Before dropping off:** customer must first check in at the front desk to verify

## HNL Shipment Dropoff Cut-Off Times

- \* PAC to Los Angeles **[Flight is every weekday; departure at 0200PM]**
  - Same Day Shipping : (Monday – Friday) by 1000AM + coordinate with HNL
  - for AVI : (Tuesday – Friday; not Mondays) by 1130AM
- \* Cargo to Pago Pago **[Flight is once a week; every Saturday]**
  - for Perishables : (Friday; 1 Day before Flight) by 1200PM
  - for Freight : (Thursday; 2 Days before Flight) by 0500PM
- \* Cargo to Guam **[Flight is once a week; every Tuesday]**
  - : (Monday; 1 Day before Flight) by 0200PM
- \* Fiji Airways **[Refer to FJ Airways Schedules for dates/times]**
  - for Perishables : (Monday ONLY) by 0200PM
  - Christmas Island : (Saturday / Sunday) by 0100PM
  - Apia, Samoa : (Thursday) by 0100PM
  - Nadi / Tarawa : (Saturday) by 0100PM
- \* Air New Zealand **[Bookings Required!]**
- \* Qantas / JetStar **[Bookings Required!]**
  - Walk-In Customers : 0700AM – 0700PM
  - Interline Transfers : 0700AM – 0900PM