



IATA Standard Acceptance Checklist for Time and Temperature Sensitive Healthcare Shipments: FAQ

1. Who is responsible for completing the IATA acceptance checklist for time and temperature sensitive healthcare shipments?

It is the responsibility of the airline and/or ground handling agent to perform minimum checks by means of the standard acceptance checklist when temperature sensitive healthcare shipments are presented to ensure that the requirements have been complied with.

2. Do I have to use the IATA standard acceptance checklist or can I use our own by including the requirements?

The requirements listed on the IATA standard acceptance checklist can be integrated into an existing airline and ground handling agent's checklist, if these are not already included. In the case there is no checklist for temperature sensitive healthcare shipments available, then the IATA acceptance checklist for time and temperature sensitive healthcare shipments can be used as a basis to establish one.

3. Can the airline, GHA, freight forwarder alter the acceptance checklist?

The requirements listed on the IATA standard acceptance checklist are the minimum requirements that have to be met. Additional questions to complete the process can be added to the list. However, once completed, the acceptance checklist cannot be modified.

4. We as ground handling agents are already completing a time and temperature checklist prior to tendering it to the airline, would the airline be required to complete a time and temperature checklist as well?

The intention of the checklist is to put in place processes for temperature sensitive products where none exist. If the processes are already in place and the existing checklist cover all aspects proposed in the IATA one, there is no need to complete another checklist.

5. Shouldn't airlines that have a "Pharma Program" already have a checklist in place?

The airlines that already have a Pharma program in place should have a checklist in place that cover all aspects proposed in the IATA one and thus would not need to complete an additional one.

6. What is the consequence for airlines if a time and temperature sensitive healthcare shipment is tendered to them, and the checklist is overlooked or not completed?

The acceptance checklist requirements for time and temperature sensitive healthcare shipments are mandatory. These requirements are part of the Regulations and as such overseen by IATA Resolutions, to which airlines are bound. The applicability of the resolution can be found in the Cargo Services Conference Resolutions Manual. However, IATA is not policing its members but suggests standard processes to enhance where needed current procedures especially when it comes to sensitive healthcare shipments to ensure the integrity of the product is maintained and that the shipment is correct already at acceptance to avoid any potential claims.



7. Should the checklist accompany the shipment?

It is recommended that the checklist is not accompanying the shipment as the purpose it meant to perform the checks at origin at acceptance and therefore could contribute to confusions at destination.

8. Is the checklist only required at acceptance?

The acceptance checklist can only be applied at acceptance. Depending on the service booked and the service offered by the airline, if other checks are necessary along the process/routing of the shipment, these checks can be based on the requirements of the “acceptance checklist” but should be named differently e.g. “healthcare check sheet” or “healthcare process check sheet”.

9. Is the checklist available in other languages than English?

Yes, in addition to the English version, the IATA standard checklist is available in French, German, Russian and Spanish. These can be accessed on the IATA website: <http://www.iata.org/pharma>.

10. If several questions on the IATA checklist are answered “No” will the shipment be rejected?

Airlines can refuse to accept a shipment if several question are answered “No” after applying their internal procedures. The decision is left to the airlines discretion.

11. Is the emergency contact number referring to a shipper or a freight forwarder?

The 24hours emergency contact number refers to the most appropriate person that can take a decision at the time the person is contacted.

12. Does the mandatory acceptance checklist requirements for time and temperature sensitive healthcare shipments apply to shippers?

The primarily addressees of the acceptance checklist are airlines, ground handling agents and/or freight forwarders at acceptance at airports.

13. Why has the acceptance checklist for time and temperature sensitive healthcare shipments been established?

Combining the IATA label requirement with the checklist will ensure the appropriate process is in place. Currently individual checklists are being produced and there was a need to standardize especially with regards to time and temperature sensitive healthcare shipments.

14. Can I use this checklist on general cargo? Or on other temperature sensitive non-healthcare shipments?

The IATA standard checklist is only foreseen for Time and Temperature Sensitive Healthcare shipments that require temperature control services.

15. Is there a grace or transitional period for the implementation of the IATA standard acceptance checklist?

There is a 6 month transitional period, ending 31 December 2013, to allow the industry to implement, execute and comply with the requirements.



16. When shall the 24-hour emergency contact be contacted?

The 24-hour contact telephone number(s) of a person knowledgeable about the shipment must be provided at the time of booking and on the Air Waybill as well as in the SLA or SOP, to allow contacting the appropriate person in the event of a significant delay or disruption to the shipment that may impact on the viability of the contents of the shipment. If no 24 hours emergency contact number(s) is provided and as a result the question is answered by "NO", the appropriate internal escalation procedure should be followed.

17. What shall the GHA do when a healthcare shipment is delivered damaged?

The Ground Handling Agent should contact the airline and/or the shipper to get instructions on how to handle the shipment, either to stop it or the carry on.

18. Must the IATA standard checklist be in paper format or can an e-checklist be used?

As long as the acceptance checklist requirements are integrated in the process, the checks can be performed using other means such as an electronic format.

19. Can one checklist be used for multiple shipments transported in the same truck all in the same temperature range?

In such situation, one checklist can be used but all Air Waybill numbers will have to be listed on the checklist.

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