



# CARGO HANDLING MANUAL

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**PT. Smart Cakrawala Aviation**

**SCA/OPS/2-002**



**PT.SCA**

**OPERATION**

**CARGO HANDLING MANUAL**

**MANUAL**

**09**

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PT. SMART CAKRAWALA AVIATION	D G C A

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OPERATION MANAGER

CAPT ALFIN BASTIAN FIRDAUS  
PRINCIPAL OPERATIONS INSPECTOR

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## MANUAL DISTRIBUTION LIST

## MANUAL DISTRIBUTION LIST



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## REVISION OF RECORD

## REVISIONS OF RECORD



## CARGO HANDLING MANUAL

### REVISION HIGHLIGHT

#### REVISIONS HIGHLIGHT

Revision Number	Revision Date	Chapter	Page	Description of Changed
01	19 August	1.6	1 – 14	Added of base operation
01	19 August	1.6	1 – 14	Added of new type EC130T2
01	19 August	1.8.1	1 – 20	Added of “Re-Candidate the weighting scale to authorized agency”
01	19 August	8.1.4	8 – 3	Added of new type EC130T2
01	19 August	8.1.6	8 – 4	Added of new type EC130T2
01	19 August	8.1.4	8 – 7	Added of marking and warning Type EC130T2
01	19 August	8.2.2	8 – 8	Added of new type EC130T2
01	19 August	8.3.2	8 – 9	Added of loading Limitation/ restraint EC130T2
01	19 August	8.4	8 – 8	Delete “if applicable” on Dangerous Goods
01	19 August	8.2.2	8 – 8	Added of new type EC130T2

### 1. INTRODUCTION

The Cargo Manual is produced to assist and guide personnel in handling of PT. Smart Cakrawala Aviation cargo according to company's rules and regulation in line with IATA requirements. Cargo Operations is considered one of the department organizations that generate revenue as ancillary income to the company. Therefore staff must focus and take extra care when handling the cargo.

PT. Smart Cakrawala Aviation with business model based on simplicity, low operating cost, high utilization of aircraft and uncompromising aircraft quick turnarounds are among the challenges facing by cargo operations. This manual will guide and act as a tool and prepare ourselves in meeting company's objectives and facing those challenges.

It is a great challenge for all PT. Smart Cakrawala Aviation ground personnel in handling cargo to contribute, demonstrate and execute our talents, knowledge and experience which we have acquired to support company's vision, to be the leading and profitable cargo carrier without compromising its business model on safety and security of the aircraft.

### 1.1. CONDITION OF CARRIAGE

#### 1.1.1. DEFINITIONS / TERMS

Consignment equivalent to the term shipment, means one or more pieces of goods accepted by the carrier from one shipper at one time and at one address, received for in one lot and moving on one Cargo Manifest to one consignee at one destination address. Carrier includes anyone who carries or undertakes to carry the cargo or performs any other services related to such carriage.

Shipper or consignor is the person the name of which appears on the Cargo Manifest as the party having made the contract with the carrier for the carriage of goods.

Consignee is the person the name of which appears on the Cargo Manifest as "consignee" as the party who will receive the goods. The persons eventually appearing on the Cargo Manifest next to "notify" are persons to be notified only.

#### 1.1.2. APPLICABILITY OF CONDITIONS

These conditions shall apply to all carriage of cargo including all services incidental thereto, performed by carrier.

They shall also apply to the carriage of small shipments by PT. Smart Cakrawala Aviation service subject to the respective special conditions.

As far as permitted by applicable law, carrier reserves the right to exclude the application of all or any part of these conditions to gratuitous carriage.

#### **1.1.3. EXECUTION OF CARGO MANIFEST**

The shipper shall hand over to the carrier together with each shipment an Cargo Manifest properly completed in the form.

In a proper manner and number of copies prescribed by carrier or shall furnish to the carrier with all necessary information's

However, charges for carriage and other charges shall in any case be inserted in the cargo manifest by carrier.

Carrier may require separate Cargo Manifest when there is more than one package.

Carrier shall be authorized to complete or correct on behalf of shipper to the best of his knowledge any incomplete or incorrect Cargo Manifest or information.

The shipper shall be responsible for the correctness and completeness of the particulars and statements which he inserts in the Cargo Manifest.

The shipper shall be liable for damage of whatever nature suffered by carrier or any other person by reason of the irregularity, incorrectness or incompleteness.

If the apparent order and condition of the cargo and/or packing is other than good, an appropriate statement to that effect.

If the shipper fails to do so, carrier may insert such statement.

The Cargo Manifest shall be deemed to be executed when signed or stamped by the carrier. It proves the contract made between the shipper and the carrier of the carriage of goods.

#### **1.1.4. RATES AND CHARGES**

Applicable rates and charges shall be those published agreed upon by the carrier or its appointed General Sales Agent (GSA) or Cargo partner.

Applicable rates shall be those in effect on the date of the execution of the Cargo Manifest.

If the amount paid does not correspond to these rates and charges, carrier will, as the case may be claim or refund the balance.

The published rates and charges cover only the carriage of consignments by air between airports. In particular, they do not include the following services or charges:

1. Surface transportation for pickup and delivery services
2. Storage charges
3. Insurance charges
4. Charges related to customs clearance
5. Eventual airport, import or export charges or taxes
6. Other charges or penalties imposed or collected by government
7. Expenses for the repair of faulty packing
8. Other expenses incurred by carrier by reason of non-compliance

Rates and charges shall be payable in any currency acceptable by the carrier, General Sales Agent (GSA) or cargo partner.

The rates of exchange shall be established by carrier, subject to applicable laws and regulations.

The shipper shall hold harmless the carrier, its employees, servants and agents from claims by third parties for such costs, loss or damage.

The shipper shall remain liable for any deficiencies.

#### **1.1.5. ACCEPTABILITY OF GOODS**

Carrier undertakes to transport, subject to the availability of suitable equipment and space. All shipments unless otherwise excluded by carrier's regulations.

The transportation, or the exportation or importation, thereof is not prohibited by the laws or regulations of any country to be flown from to or over.

Cargo must be packed so as to ensure safe carriage with ordinary care in handling and so as not to injure or damage any persons, goods or property.

Each package shall be legibly and durably marked with the name and full street address of the shipper and consignee.

They are packed in a manner suitable for carriage by aircraft. There are accompanied by the requisite shipping documents.

Carrier reserves the right without assuming any liability to refuse carriage of cargo when circumstances so require.

Dangerous goods, live animals and Human Remains are allowed and accepted on all

PT. Smart Cakrawala Aviation services.

Charges Collect, shipments are not accepted on all PT. Smart Cakrawala Aviation services. Carrier reserves the right to examine at any time the contents, the packing and marking of all consignments.

Whether or not such examination is performed, the shipper shall be solely liable for all damages.

#### **1.1.6. CONSIGNMENT IN TRANSIT**

The shipper shall comply with all applicable laws, customs and other government regulations. Any country to and from or through or over which the cargo will be carried.

The shipper shall furnish such information to the carrier and attach such documents to the Cargo Manifest.

It is may be necessary to comply with such laws and regulations or to furnish carrier with the correct and complete information and documents.

Carrier may but is under no obligation to refuse carriage if the applicable laws or other regulations do not permit such carriage.

No liability shall attach to carrier for loss or expenses if carrier refuses carriage.

The shipper reasonably determined in good faith that what he understands to be the applicable law or other regulations does not permit carriage or only permits it under such conditions.

### 1.1.7. SHIPPER'S RIGHT OF DISPOSITION

Every exercise of the right of disposition must be made by the shipper or his designated agents. It must be applicable to the whole consignment under single Cargo Manifest.

Instructions as to disposition must be given in writing in the form prescribe by the carrier.

The right of disposition over the cargo may only be exercised upon producing the shipper's original copy of the Cargo Manifest.

Shipper may only exercise his right of disposition if and as far no prejudice is caused thereby to carrier.

The shipper may dispose of the cargo either:

1. by withdrawing it at the airport of departure or destination
2. by stopping it in the course of the journey on any landing
3. by requiring it to be returned to the airport of departure

If it is not reasonable practicable to carry out the order of the shipper, carrier shall inform him promptly to this effect.

The cost of so doing shall be borne by the shipper.

The shipper's right of disposition shall cease at the moment when the consignment has arrived at the airport of destinations.

Nevertheless, the shipper resumes his right of disposition and the consignee shall waive his rights if the consignee refuses to accept the Cargo Manifest.

If the consignee fails to accept the same within the period mentioned, in such case the shipper may exercise his right of disposition without producing his original Cargo Manifest.

### 1.1.8. DELIVERY

Except as otherwise specifically provided in the Cargo Manifest, delivery of the consignment shall be made only to the consignee named on the face of the Cargo Manifest.

Or else to his designated agent unless such consignee is one of the carrier's participating in the carriage.

In such event delivery shall be made to the person indicated on the face of the Cargo Manifest as the person to be notified.

The carrier will give notice of arrival of the consignment to the consignee or the person to be notified. Unless otherwise agreed between the shipper or the consignee and the carrier, the consignee must

accept delivery of the consignment at the airport of destination within 7 days from dispatch of the notice.

Delivery of the consignment to the consignee shall be made by carrier only against written receipt. Upon delivery or immediately thereafter the consignee must remove the consignment from carrier's premises.

After delivery the carrier shall not be liable for loss or damage of whatever nature.



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### GENERAL INFORMATION

By accepting delivery on the Cargo Manifest and/or the consignment the consignee, the consignee shall become liable for payment of all costs and charges in connection with the carriage.

Unless otherwise agreed the shipper shall not be released from his own liability for these costs and charges and will remain jointly and severally liable with the consignee.

The carrier may make delivery of the consignment or the Cargo Manifest conditional upon payment of these costs and charges.



## CARGO HANDLING MANUAL

### GENERAL INFORMATION

#### **1.2. PURPOSE OF MANUAL**

The purpose of this manual is:

- a. To provide direction and assistance to all company personnel involved in the handling, offering for transport of cargo by air
- b. To set special requirements for the consigning, acceptance, handling, packaging, marking, stowing and documentation applicable to the carriage of cargo. In aircraft owned or operated by PT. Smart Cakrawala Aviation, and in any other aircraft using the terminal facilities provided by the company.



# CARGO HANDLING MANUAL

## GENERAL INFORMATION

### **1.3. MANUAL CONTROL SYSTEM**

#### **1.3.1. Policy**

Manuals are distributed on a required basis to the PT. Smart Cakrawala Aviation office and DGCA office, and should be used accordingly.

1. The manuals are not transferable. Holder shall retain the manuals originally issued regardless of change of station or location.
2. Upon termination of employment, the manuals shall be returned to Operation Manager.
3. Text within a section (subject matter) should not be taken out of context. The reader should read the entire section for a complete understanding of the policies and procedures regarding a specific subject. If question arise, contact the Operation Manager for clarification. A written response shall be made to clarify the matter in question.

#### **1.3.2. Page Control System**

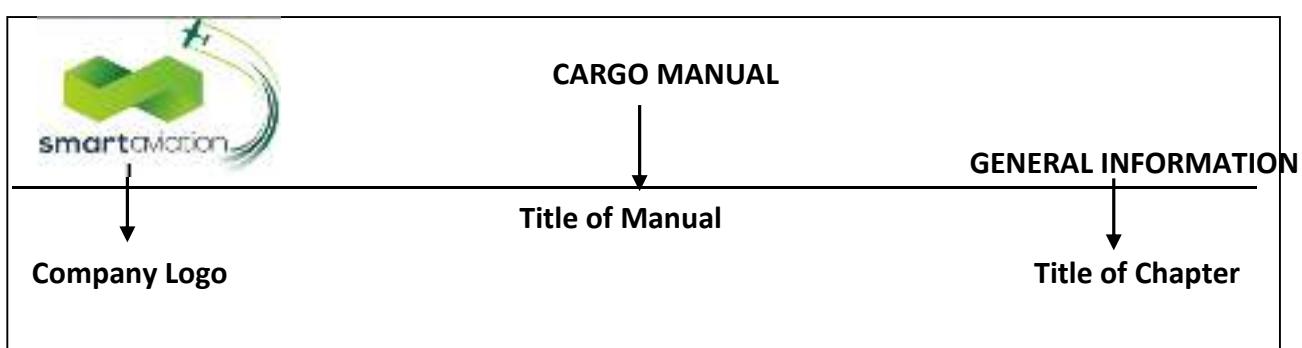
- a. Record of Revision

Designed to quickly identify the current revision status of the manual.

- b. List of Effective Pages

Designed to provide a summary listing of all applicable pages and the revision date for the entire manual.

### *Top of the Page*



### *Bottom of the Page*

<b>1.REVISION NO</b>	<b>2. PAGE : 1-1</b>
<b>3.SCA/OPS 2-001</b>	
<b>4.April 2018</b>	

#### REMARK:

1. Revision Number
2. Section 1. Page 1
3. Company Manual Control Number
4. Date Of Issuance

### 1.4. MANUAL REVISION AND DISTRIBUTION PROCEDURE

#### 1.4.1. Revision Procedures

- a. Revisions to the Cargo Handling Manuals are the responsibility of Operation Manager. The revisions are made on an as needed or as required basis to correct, add to, and/or more clearly define policies, procedures, methods, and techniques and to reflect new or revised procedures.
- b. Whenever revisions are made, either by the company or the manufacturer, Operation Department shall route them to the holders of manuals. The responsibility for inserting revisions is the direct responsibility of the manual holder.
- c. On occasion, minor revisions to pages will be necessary to correct spelling, add or delete a word, or number. The corrections may be made in pen and ink. Such changes will be annotated in pen above the word, or number or as directed on Revision Transmittal Sheet and a single line drawn through the word or number changed or delete. Pen and ink changes will be incorporated in the next revision of the manual.
- d. A vertical bar will be placed on the left hand margin of each page to indicate changes.
- e. If the only change was to the page number a vertical bar will be placed in the left hand margin next to the revision number.
- f. Operation Manager will periodically review the Cargo Handling Manual with all relevant department concern. These reviews will either confirm that the manual still current and valid for the Air Operator Certificate use, or will be identified needed change.
- g. This manual and revision there to will be approved by the Operation Manager, and forward to DGCA for acceptance. Upon acceptance by DGCA, sufficient copies will be made and distributed the revision page to each manual holder.
- h. A list of effective pages will be issued with each revision so each manual can be checked and kept current.

#### 1.4.2. Record of Revisions

**“Keep the Cargo Handling Manual up to date by inserting revisions immediately”**

Revisions for the Cargo Handling Manual will be distributed with transmittal form containing instructions for inserting and/ or removal of pages. The transmittal form are numbered consecutively and upon receipt and filling, the date of insertion and the name of the person filling it shall be entered to the corresponding number in the record below. The list of effective pages will be included in order to continuously check at any time whether the Cargo Handling Manual updated. The list of effective pages will be revised upon revision with each page.

### 1.4.3. Distribution List

The Cargo Handling Manual shall be distributed to all personnel involved and responsible for Operation Department activities as the Controlled Copy. Other personnel may obtain copy of this Cargo Handling Manual from Operation Manager but will not receive the revisions. "Uncontrolled Copy" stamp will be provided in the selected pages manual copy.

Operation Manager will distribute this Cargo Handling Manual to the listed functions below, as master list of the Cargo Handling Manual.

<b>Copy No.</b>	<b>Cargo Manual Holders</b>
001	Library PT. Smart Cakrawala Aviation
002	Director
003	Indonesian DGCA
004	Operation Manager
005	Safety Manager
006	Technical Manager
007	Chief Inspector
008	Maintenance Base
009	Any Outstation Utilizing PT. Smart Cakrawala Aviation (soft copy)

### 1.5. DEFINITIONS AND ABBREVIATIONS

#### 1.5.1. Definition

For the purpose of this manual and/or applicable Civil Orders, unless, a contrary intention appears, terms and abbreviations shall have the following meanings:  
Abbreviations and symbols used in the IATA Technical Instruction are explained at the end of foreword to the IATA Technical Instructions.

**Cargo Manifest** (in relation to the IATA Technical Instructions and this manual) means a consignment note appended at the rear of this manual.

**Cargo** means an aircraft, other than a passenger aircraft, which is carrying goods or property.

**Company or Organization** means PT. Smart Cakrawala Aviation.

**Consignment** means one or more package of dangerous goods consigned by one shipper at one time, at one place, accepted in one lot, addressed to the one person or firm at the destination address and carried under one Cargo Manifest.

**Crew Member** means a person assigned by the company for duty in an aircraft during flight time.

**Dangerous Goods** means those articles and substances listed in the IATA Technical Instructions as dangerous goods.

Having properties corresponding to one of the general class listings of dangerous good in the IATA Technical Instructions.

**Dangerous Goods Incident** means an event involving a package of dangerous goods in which the safety of an aircraft or its occupants may have been jeopardized.

**Note 1:** *A breakage, spillage, leaking of gas, a radiation leak, or the causing of fire (including smoke) small be demand to be a dangerous goods incident regardless of whether or not the event occurred on board the aircraft.*

**Note 2:** *An act omission or the making of an error by a person in regard to the package, by which the safety of the aircraft or its occupants may have been jeopardized, shall also be deemed to be a dangerous good items.*

**Dangerous Goods Transport Document** means a document accompanying a consignment of dangerous good, completed and signed by the shipper and meet the requirements of Section 8 of the Technical Instructions (e.g. IATA Shipper Declaration).

**Definitions of commonly used terms** in the IATA Technical Instructions shall, for the purpose of this Manual, have the meanings set forth in Appendix A of the IATA Technical Instructions.

**Definitions of terms relating to the classification, packing and packaging of radioactive materials** are given in 10.4, 10.6.1. of the IATA Technical Instructions.

**Descriptions of articles and substance listed in IATA Technical Instructions**, the names of which are not otherwise defined, or which are not self-explanatory, or which may require extra technical detail to identify them properly, are given in Appendix at the rear of the IATA Technical Instructions.

**Firearms** means any gun, rifle or pistol, whether acting by force of explosive or not, which for the time being is dismantled, or is not capable by the completion or replacement of any component part or parts or the correction or repair of any defects;

**IATA Technical Instructions** means the instructions approved and published by decision of the Council of the International Air Transport Association and titled "Technical Instruction for the Safe.

Transport IATA of Dangerous Goods by Air' the edition of which is in force on the date goods are accepted for carriage by air.

**Operator** or carrier means a person, company or enterprise engaging in commercial air service operations.

**Over pack** means an enclosure used by the shipper to contain one or more packages and to form on handling unit convenience of handling and stowage.

**Note:** A unit load device is not included in this definition.

**Package** means a receptacle or other material object used to contain or protect the contents.

**Passenger Aircraft** means an aircraft carrying a person other than a crew member, a company employee in an official capacity, an authorized officer of the Civil Aviation Authority undertaking examinations or inspections or checks of the work of an aircraft's crew or the operations of an aircraft or its equipment or a person accompanying shipments of explosives or animals.

**Pilot in Command** means the pilot responsible for the operation and safety of the aircraft during flight including all associated pre-flight and post flight activities.

**Shipper** means the person who completes transport and assigns the dangerous goods transport document in accordance with the IATA dangerous goods Technical Instructions.

**Supervisor** means the person who has satisfactory completed initial or recurrent training in a course of training as prescribed and who is assigned by the company to perform duties and exercise responsibilities involving the acceptance of dangerous goods and the supervision of a person who is otherwise handling dangerous goods for or on behalf of the company.

**Unit Load Device** means any type of freight container, aircraft container, aircraft pallet with a net, or aircraft pallet with a net over an igloo.

**Units of measurement, conversion factors and authorized equivalents** to be used in the transport of dangerous goods by air are contained in B.2.2 of the IATA Technical Instruction

### 1.5.2. Abbreviation

AA	- Actual Time of Arrival
A/C	- Aircraft
ACT	- Actual
AD	- Actual Time of Departure
AOG	- Aircraft On Ground
APU	- Auxiliary Power Unit
AVI	- Live Animals
BI	- Basic Index
CAO	- Dangerous Goods Cargo Aircraft Only
CG	- Centre of Gravity
CGO	- Cargo
CPT	- Compartment
DL	- Delay
DOI	- Index
DOW	- Dry Operating Index
EA	- Estimated Time of Arrival
ED	- Estimated Time of Departure
EDP	- Electronic Data Process (Computer)
FKT	- Flight Kit
FWD	- Forward
GMT	- Greenwich Mean Time
HEA	- Heavy Cargo/150 kg and over per piece
HUM	- Human reminisce in Coffin
ICE	- Dry Ice Carbon Dioxide

IDM	-	Industry Discount Message
LDM	-	Load Distribution Message
LMC	-	Last Minute Change
LHO	-	Living Human Organs/Blood
LW	-	Landing Weight
MAC LAW	-	Mean Aerodynamic Chord Landing Weight
MAC TOW	-	Mean Aerodynamic Chord Take Off Weight
MAC ZFW	-	Mean Aerodynamic Chord Zero Fuel Weight
MAG	-	Magnetic Materials
MAX	-	Maximum
MVT	-	Aircraft Movement Message
NIL	-	No Items Loaded or Manifested
NI	-	Next Information
NR	-	Number
PAX	-	Passenger
PER	-	Perishable Cargo
PX	-	Passenger (Only in MVT)
RLC	-	Cryogenic Liquids
RCM	-	Corrosive
REX	-	Explosive
RFL	-	Flammable Solid
RFS	-	Miscellaneous Dangerous Goods
RMD	-	Non Flammable Compressed Gas
RNG	-	Organic Peroxides
ROP	-	Oxidizer Materials
ROX	-	Poisonous Articles
RPB	-	Poisonous Articles
RPG	-	Poisonous Gas
RRW	-	Radio Active material Cat. I White
RRY	-	Radio Active material CAT.II/III Yellow
SEC	-	Item removed from passenger for security reason
SI	-	Supplementary Information
STA	-	Schedule Time of Arrival
STD	-	Schedule Time of Departure
STAB-LA	-	Stabilizer Setting for Landing
STAB-TO	-	Stabilizer Setting for Take Off
VAL	-	Valuable Cargo
WET	-	Wet Cargo
ZEW	-	Zero Fuel Weight

## 1.6. COMPANY ORGANIZATION

### 1.6.1. General

PT. Smart Cakrawala Aviation is responsible for establishing adequate facilities, instituting suitable Procedures and Practices, and the employment of adequate numbers and suitable qualified personnel to provide safe Commercial Air Charter.

### 1.6.2. Company Registered Name And Address

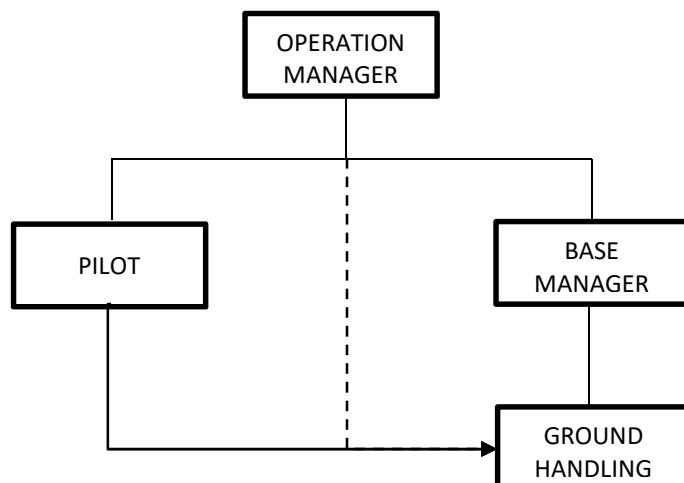
PT Smart Cakrawala Aviation

Head Office	:	- Smartdeal building 4 <sup>th</sup> Jl.Cideng Timur No 16A Jakarta Pusat 10130
Base Operation	:	1. Nabire 2. Timika, 3. Tanah Merah, 4. Dekai

### 1.6.3. Types and List of Aircraft for Cargo Operations

No	Type of Aircraft	Manufacture	Engine Model	Propeller
1.	Grand Cessna Caravan	Cessna Cooperation	PT6A-114 PT6A-140	Mc Cauley Hartzell
2.	EC130T2	Eurocopter, Airbus	Arriel 2D	

### 1.6.4. PT Smart Cakrawala Aviation Organization Chart





#### 1.7. DUTIES AND RESPONSIBILITIES OF GROUND HANDLING PERSONNEL

##### 1.7.1. Ground Handling Agents

- a. Ground Handling Agents will be responsible to and under supervisor by Base Manager, Chief Pilot or Operations Manager directly.
- b. Ground Handling Agents must have a join operation contract with Smart Cakrawala Aviation
- c. Ground Handling Agents must provide adequate ground handling facilities such as building for cargo acceptance, administrative office, cargo and DG storage room, Cargo Acceptance Personnel, Ground Handling Personnel or Cargo Loader Personnel, and other equipment to support cargo and DG operations.
- d. Ground Handling Agents must follow all procedures concerning handling of general cargo, special cargo and DG cargo as stated in the Smart Cakrawala Aviation
- e. Operation Manual, Cargo Handling Manual and Dangerous Goods Handling Manual.
- f. Ground Handling Agents shall working together with all Smart Cakrawala Aviation personnel to promote and conduct safety, security and fairly in all Smart Cakrawala Aviation flight.
- g. Ground Handling Agents will have permission from Smart Cakrawala Aviation to sell the load on the PT. Smart Cakrawala Aviation aircraft within the operational restriction provide by Smart Cakrawala Aviation
- h. Ground Handling Agents will have permission from Smart Cakrawala Aviation to accept any load within the operational restriction provide by Smart Cakrawala Aviation
- i. Ground Handling Agents must use all original operational flight document provided by Smart Cakrawala Aviation
- j. Ground Handling Agents must monitor and maintain all operational equipment or safety related equipment being used are in good order, good serviceability and within expiration date.
- k. Ground Handling Agents must regularly calibrated scales being used.
- l. Ground Handling Agents must maintain the cleanliness of all operational equipment.



## CARGO HANDLING MANUAL

### GENERAL INFORMATION

#### 1.7.2. Cargo Acceptance Personnel

- a. Cargo Acceptance Personnel will be responsible to and under supervisor by Base Manager, Operations Manager directly.
- b. Cargo Acceptance Personnel must follow all procedures concerning handling of general cargo, special cargo and DG cargo as stated in the Smart Cakrawala Aviation Operation Manual, Cargo Handling Manual and Dangerous Goods Handling Manual.
- c. Cargo Acceptance Personnel shall work together with all Smart Cakrawala Aviation personnel to promote and conduct safety, security and fairly in all Smart Cakrawala Aviation flight.
- d. Cargo Acceptance Personnel must use and wear all personal safety equipment or personal injury protection equipment during handling cargo acceptance.
- e. Cargo Acceptance Personnel must use the true actual weight of the cargo during all weighing; calculation and fill in the Smart Cakrawala Aviation manifest form or stowing checklist.
- f. Cargo Acceptance Personnel must check all operational equipment's being used are in good order and serviceability every morning.
- g. Cargo Acceptance Personnel must maintain all operational equipment being used are in good order and serviceability.
- h. Cargo Acceptance Personnel must maintain the cleanliness of all operational equipment.
- i. Cargo Acceptance Personnel must report as soon as possible if any of the operational acceptance equipment being used are not in good order or unserviceable every morning.

#### 1.7.3. Cargo Loader Personnel

- a. Cargo Loader Personnel will be responsible to and under supervisor by Pilot in-charge (on duty), Base Manager, or Operations Manager directly.
- b. Cargo Loader Personnel must follow all procedures concerning handling of general cargo, special cargo and DG cargo as stated in the Smart Cakrawala Aviation Operation Manual, Cargo Handling Manual and Dangerous Goods Handling Manual.



## CARGO HANDLING MANUAL

### GENERAL INFORMATION

- c. Cargo Loader Personnel shall work together with all Smart Cakrawala Aviation personnel to promote and conduct safety, security and fairly in all Smart Cakrawala Aviation flight.
- d. Cargo Loader Personnel must use and wear all personal safety equipment or personal injury protection equipment during handling cargo loading.
- e. Cargo Loader Personnel must maintain the cleanliness all personal safety equipment or personal injury protection equipment for handling cargo loading.
- f. Cargo Loader Personnel must maintain the cleanliness of all operational loading and securing cargo load equipment and the apron area after finish loading cargo.
- g. Cargo Loader Personnel must check all operational loading and securing cargo load equipment's being used are in good order and serviceability every morning.
- h. Cargo Loader Personnel must report as soon as possible if any of the operational loading and securing cargo load equipment's being used are not in good order or unserviceable every morning.
- i. Cargo Loader Personnel must check all operational loading and securing cargo load equipment being used are in good order and serviceability every end of the day when all the flight completed.

### 1.8. FACILITY AND PERSONNEL

Smart Cakrawala Aviation Ground Handling Agent shall ensure availability of all necessary facilities, work space, equipment and supporting services, as well as work environment, to satisfy ground handling operational safety and security requirements.

#### 1.8.1. Facility

- Administrative office and acceptance room Area.



Picture 1.1

Ground Handling Agent must appointed one personnel to;

- Clean up the office and cargo acceptance room / area,
- Provide fire extinguishers,
- Check availability of acceptance form,
- Pemberitahuan Tentang Isi (PTI) form,
- Shipping Declare,
- Material Safety Data Sheet (MSDS),
- surat keterangan dari instansi terkait,
- Stowing checklist,
- warning stickers etc.

every morning check the scale function for accurate indication

- **Cargo storage and Dangerous Goods storage**

Ground Handling Agent must appointed one personnel to;

- Clean up the cargo storage room and DG storage room / area,
- Check abnormal DG condition and reported,



Picture 1.2  
General Cargo Storage



Picture 1.3  
Dangerous Goods Storage

### – **Weighing equipment (Scales)**

Ground Handling Agent must appointed one personnel to;

- Clean up cargo scales periodically,
- At every morning check the scale function for accurate indication,
- Monitor expiration date of calibration test, and periodically every once a year re-calibrated.



Picture 1.4  
Weighing/Scale

### **1.8.2. Ground Handling Personnel**

Smart Cakrawala Aviation Ground Handling Agents shall ensure availability of all Ground Handling Personnel. The amount of Ground Handling Personnel must enough to service all Smart Cakrawala Aviation aircrafts at the same moments. Ground Personnel levels should be maintained to ensure high levels of service to Smart Cakrawala Aviation operations. Ground handling personnel will be equipped with uniform and safety equipment. Below is example for Ground Handling Personnel uniform.

#### **- Standard Operational Uniform**

##### **1. Uniform**

Uniform T-shirt : Flannel Material

Pants : Jeans

Uniform will be replaced with new one every 1 year or when unserviceable.

### 2. Safety Vest



Material : Nylon Polyester Mesh with PVC or Fabric reflective.  
Uniform will be replace with new one every 1 year or when unserviceable.

### 3. Safety Gloves

Uniform will be replace with new one every 1 year or when unserviceable.



### 4. Ear Protection





#### 1.9. GROUND PERSONNEL TRAINING

All Flight Operation Officer and Cargo Handling Agent involved with cargo check-in/gate/baggage handling/aircraft loading/load control/cargo reception/cargo loading shall have Dangerous Goods training in accordance with the applicable category of the current IATA Dangerous Goods Regulations (Section1).

Initial training is required to be completed before carrying out unsupervised duties. Recurrent training shall be carried at least once in every 36 month period (24 months for Dangerous Goods).

In training syllabus for airside staff Testing by written, oral or practical means shall be carried out and recorded.

Training programs shall be reviewed on a regular basis to maintain currency with regulations and in order to remain relevant. Training can be conducted by internal Smart Cakrawala Aviation or by outside Training Provider.

Records of training and testing (where applicable) shall be retained as part of personnel training files, personnel records or other organized system. Records shall be identifiable as the latest version, and legible. Disposal of obsolete records should be in accordance with organization local procedures.

All Ground Personnel such as FOO, Ground Engineer, Ground handling Agent shall be trained and tested to an adequate level for the duties and responsibilities held (e.g. cargo check-in, cargo security, airside safety, cargo loading, equipment operation, etc).

Ground Personnel training/Basic Indoctrination shall cover:

- Familiarization with applicable regulations and standard operations procedures.
- Training on ground handling policies and practices of the ground handling.
- Safety Management System and Safety Training (airside/ equipment).
- Dangerous Goods Awareness
- Security Awareness

## **2. HANDLING PROCEDURES**

### **2.1. ACCEPTANCE PROCEDURES**

#### **2.1.1. GENERAL**

Acceptance of cargo is one of the most critical functions in cargo process. Cargo can be accepted for carriage subject to the following regulations and requirements:

1. Acceptance procedures must be adhered strictly in accordance to the law of the countries involved which may allow or prohibit the import, export and carriage of certain goods.
2. The acceptance of cargo is in compliance to company's policy.
3. The cargo accepted must be within maximum allowable weight and dimensions.
4. Cargo must be accepted by the authorized personnel and at the premises approved by PT. Smart Cakrawala Aviation.
5. All shipments accepted must be accompanied by the necessary shipping and relevant documents i.e. Cargo Manifest, invoices, shipping instruction or permit as and when required.
6. The acceptance staff must provide shippers with the necessary and relevant information required for carriage of the goods.
7. Cargo (unless an excepted item) shall be screened by X-Ray machine or physical checked to ensure the contents are in accordance to the applicable law, rules and regulations.
8. The following criteria must be observed and checked when accepting cargo for carriage:
  - a. Documentation
  - b. Weight
  - c. Dimensions
  - d. Nature of Contents
  - e. Packing
  - f. Applicable rules and regulations at both airports of departure and arrival station

#### **2.1.2. PACKING AND MARKING.**

1. As transportation of cargo involves certain amount of movement, the packing must be designed and has the ability to protect the content and withstand these movements.
2. The packing must be strong and sufficient to withstand the stacking in the cargo hold or on the trolley.



# CARGO HANDLING MANUAL

## HANDLING PROCEDURES

3. The shipment must be packed in accordance to PT. SMART CAKRAWALA AVIATION requirements and in compliance to IATA standards packaging.
4. Shipper is responsible to ensure the packing is appropriate for air carriage to ensure safe transportation.
5. The packing must be in good condition and is not deteriorated during flight or handling that may damage other goods and property or injury to other personnel.
6. Each package shall be legibly and durably marked with the name and full address of the shipper and consignee.

### 2.1.3. LABELLING

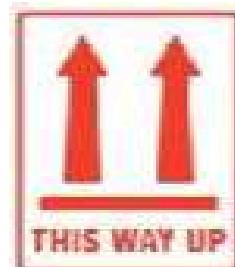
1. For the carriage of cargo, identification labels shall be used and attached to each package, adjacent to the consignee's name and address where space permits.
2. Old label must be removed to avoid confusion.
3. Orientation or additional label may be used for special cargo for special handling request and attention.
4. Cargo labels manual shall contain the following information as mandatory requirements:
  - a. Cargo Manifest Number
  - b. The airport destination
  - c. The number of pieces
  - d. The weight of each pieces
5. Cargo handling label:
  - a. Cargo Label Manual

The logo for smartaviation features a stylized green and blue hexagonal shape that forms a stylized 'S' or infinity symbol. Below the graphic, the word "smartaviation" is written in a lowercase, sans-serif font.		<b>CARGO LABEL</b>	
<b>DARI</b>	<b>KE</b>	<b>BERAT (Kg)</b>	<b>No. JUMLAH KOLI</b>
<b>NAMA PENGIRIM</b>	<b>NAMA PENERIMA</b>	<b>No. KWITANSI</b>	
<b>KETERANGAN ISI</b>			

b. Fragile Label



c. Upside Label



d. Live Animal Label



e. Perishable Label



6. The quality of the label should be of a type with equal or better characteristics than commonly used in pre-printed cargo labels. The specific characteristics include:
  - a. Adhesion holding power
  - b. Service temperature range
  - c. Moisture resistance

### 2.1.4. CONTENTS

Any cargo before being accepted, the contents must be checked and verified in order to:

- a. Ascertain the correct charges.
- b. Determine the contents do not contain dangerous goods or other prohibited articles not permitted for carriage.
- c. Determine whether special handling and storage is required.
- d. Ensure the contents may not cause injury to personnel or damaged to aircraft, equipment or other load.
- e. Ensure no consignment having a declared value in excess to the maximum limit set by the regulation.

### 2.1.5. WEIGHT / DIMENSIONS

1. The weight and the dimensions of all shipments must be checked at the time of acceptance.
2. If the weight and dimensions exceeds the limits, it must be rejected.

3. The weight and dimensions of the cargo must be checked for the following reasons:
  - a. To determine the freight charges
  - b. Weight limitation for safety reason
  - c. Weight and balance requirement
  - d. For claims settlement
  - e. Easy handling and loading/unloading to/from the aircraft hold
  - f. Space availability in cargo hold

### **2.1.6. CARGO DOCUMENTS / CARGO MANIFEST**

1. Each shipment must be accompanied by a Cargo Manifest.
2. The shipper must provide written instruction by completing a shipper's instructions or letter of instruction before the cargo is accepted.
3. The shipper is responsible for the accurate information reflected in the Cargo Manifest. In addition to Cargo Manifest the following documents are required when appropriate:
  - a. Shipper's declaration for Dangerous Goods.
  - b. Import/Export permits or license to and from the foreign country.
  - c. Commercial Invoices
  - d. Packing Instructions must be firmly attached to the Cargo Manifest
4. Other documents such as bills of exchange, letters of credit must not travel with the Cargo Manifest

### **2.1.7. ACCEPTANCE TIME LIMIT**

1. The standard cut off time to accept cargo is three (3) hours prior to aircraft schedule time of departure (STD).
2. All the accepted cargo must be towed to the aircraft bay at minus one (1) hour prior to STD



### 2.2. SAFETY/SECURITY REQUIREMENTS

#### 2.2.1. ACCEPTANCE

1. All cargo accepted from the known shipper must be checked. Cargo must be protected from against theft, loss or damage during handling.
2. Those new shipper's or unknown sources, their cargo must be screened prior to acceptance.
3. Cargo must arrive at acceptance area within the stipulated time as per the requirements. Do not accept any last minute shipments unless with approval.
4. Advance arrangements may be necessary during normal business hours to facilitate the airport handling and formalities.

#### 2.2.2. PROTECTION OF CARGO (VALUABLE & VULNERABLE)

1. The security requirements and measures are to be adopted within warehouse, towing and during loading and unloading of cargo at the aircraft side.
2. All valuable and vulnerable cargo should be handled as a separate category with special handling distinct from general cargo.
3. Special service and protection should be provided to valuable and vulnerable cargo by carriers.
4. Special charges should be applied to compensate for the expense of this special protection and to be borne by the shipper.
5. Details about value, contents, routing and storage must be kept confidential.
6. Only those details which are absolutely necessary for handling purposes should be made available to the personnel directly involved.

#### 2.2.3. PREMISES

1. All premises where cargo is handled must be secured and protected from unauthorized entry.
2. Personnel other than cargo staff requiring access to cargo area must be accompanied.
3. Ensure that the security cage or strong room locked and monitored by closed circuit television system with video recording capability.
4. Every movement of valuable and vulnerable cargo must be recorded in the log book.
5. The log book must be counter signed by the person handling the cargo and counter sign by security personnel or authorized officer.
6. Random and ad-hoc check by security personnel at cargo areas is required.
7. Staff to report to the officer or security personnel of any suspicious activities, around cargo areas.

### 2.2.4. STORAGE

1. Cargo must be stored at areas allocated and designated for cargo.
2. Valuable and vulnerable cargo arrival at warehouse must be immediately checked against the Cargo Manifest and be placed in an area secured against unauthorized entry.
3. Valuable and vulnerable cargo because of its size or other reasons cannot be stored in the carrier's security area, a special arrangements is to be made with security personnel for safe guarding.
4. A log shall be maintained by each carrier or handling company of all valuable and vulnerable cargo.
5. The following should be recorded:
  - a. Package identification.
  - b. Date and time placed in the security and date and time it is removed from security area and identity of the person who enters area.
  - c. The log shall be countersigned by an authorized individual.
6. A physical inventory shall be made regularly of all cargo held in cargo area. Cargo must be reconciled against documents and record. Action must be taken immediately of any discrepancies.
7. Security escort may be required to transport cargo between the cargo terminal and the aircraft or vice versa.
8. Valuable and vulnerable cargo shall be released by carriers only during normal office hours. Unless special arrangements have been made by the consignee with the carrier to have a particular shipment picked up at a different time.

### 2.2.5. WEATHER

1. During raining seasons, all cargo must be protected and wrapped with plastic sheets.
2. Adequate protection must be provided to all cargo against adverse weather conditions. Rain, wind and heat are serious hazards to most commodities. Open trolley must be covered to avoid cargo from being wet.
3. Staff to ensure cargo are not exposed and wet during loading and unloading and during adverse weather conditions.

### 2.2.6. REPORTING OF INCIDENTS

1. All incidents involving lost, damage or pilfered must be reported and documented. Cargo irregularities report (Damage/Loss Report) must be raised and submitted for further investigation, tracing and claims.

2. Immediate action is to be taken to trace, locate and report the state of the consignment. Shipper and consignee are to be informed and updated on the status until the cargo is found.
3. The management of the handling company may only advise the public authorities of any irregularity after consultation with the carrier, if such incident warrants public/Police authority involvement.
4. All incidents involving cargo, personnel and aircraft must be investigated and determine the cause of the incident. After establish the cause, a corrective measures/action is to be taken to immediately solve the problem and related matters involving the incident. A relevant department and authorities are to be informed.

### **2.2.7. ADDITIONAL EQUIPMENT FOR SECURING CARGO**

Below are additional equipment needed for securing cargo in the aircraft cargo cabin during loading.

#### **Wooden Pallet**



#### **Tie Down Ratchet Strap**



#### **Cargo Net**



#### **Wooden Crate**



**Styrofoam Box**



### **2.2.8. SECURING CARGO PROCEDURES**

**Carton Boxes of Mineral Water, Mie Instant, Soap, Biscuit, Milk etc**



**Aircraft Basic Floor + Carton Boxes + Cargo Net + Tie Down Strap**

### Rice in the Plastic Sacks (5 kgs, 10 kgs, 25 kgs), Cements, Flour, Sugar, Salt etc



Aircraft Basic Floor + Plastic Sacks + Cargo Net + Tie Down Strap

### Frozen Chicken



Aircraft Basic Floor + Styrofoam Box + Frozen Chicken + Cargo Net + Tie Down Strap

### Pokphan One Day Old Chicken in the Standard Box



Aircraft Basic Floor + Standard Box

### Diesel Engine



Aircraft Basic Floor + Wooden Pallet + Wooden Crate + Engine + Cargo Net + Tie Down Strap

Note: Clear Plastic Sheet will be used only once.



## CARGO HANDLING MANUAL

### HANDLING PROCEDURES

#### **Human Remain / Coffin**



Aircraft Basic Floor + Coffin + Tie Down Strap

### 2.3. TERMINAL AND WAREHOUSE SERVICE

All cargo must be accepted and processed at cargo warehouse or at warehouse of handling company's appointed by PT. Smart Cakrawala Aviation. Courier cargo with special arrangement and approved by the authorities is to be cleared at Passenger Terminal. Terminal or warehouse charges is the responsibility of the shipper and consignee.

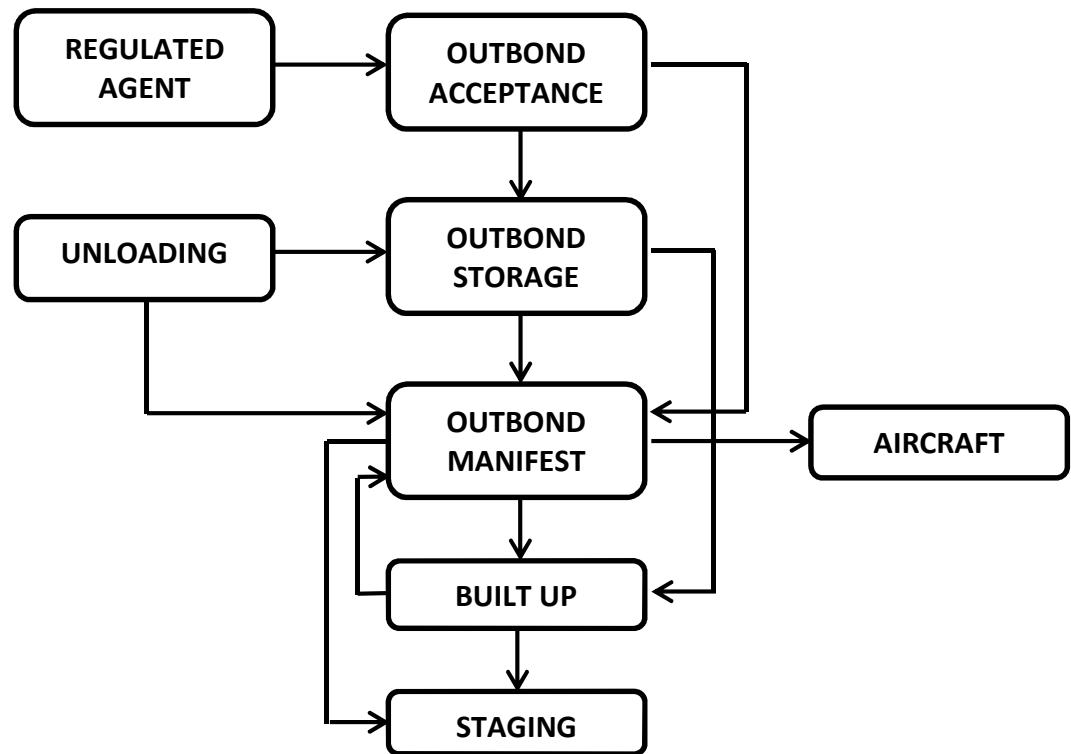
1. The cargo warehouse must be equipped with various facilities to accommodate types of cargo carried or handled by PT. Smart Cakrawala Aviation.
2. Due to some limitation, clearance outside office hours can be arranged with pre advice and subject to approval by the relevant authorities.
3. Our service standard as follows:
  - a. Cargo must be processed and cleared immediately after arrival of the flight.
  - b. Priority will be given to urgent medicines, perishables, human remains, diplomatic mails, and in certain urgent cases ship spares.

#### 2.3.1. OUTBOUND CARGO (GENERAL) / LOADING

1. All the accepted cargo for outbound must be loaded into trolleys according to the flight booked.
2. A nil cargo manifest is to be raised for flight with nil cargo. All cargo carried on the flight must be accompanied with cargo manifest together with the relevant documents required for the flight and the arrival airport.
3. During raining seasons, all trolleys must be covered or wrapped with plastic sheets to protect cargo from getting wet.
4. Any irregularities must be reported to the concern parties.
5. Proper tag or labels must be affixed on the cargo as well as on to the trolleys before sending to the aircraft side.
6. The planning of trolleys must be based on the load accepted for each flight.
7. Towing of cargo must be done at one (1) hour prior to aircraft STD.
8. Safety and security of cargo must be observed during towing and to ensure no drop off from trolleys.
9. The Notification to Captain (NOTOC) form is to be raised for special cargo.
10. Any offloaded and left behind cargo must be reported and returned to cargo warehouse. Destination station, shipper and consignee must be informed of the irregularities.
11. All weight of cargo loaded must be verified against Cargo Manifest and Dead load Weight Statement.

12. All cargo documents must be dispatched and at the aircraft at 15 minutes to STD. The documents must be kept in the envelope and handed over to the crew to be loaded in the documents bag or compartment.
13. Any documents offloaded or left behind; the destination station is to be informed immediately after aircraft departure.

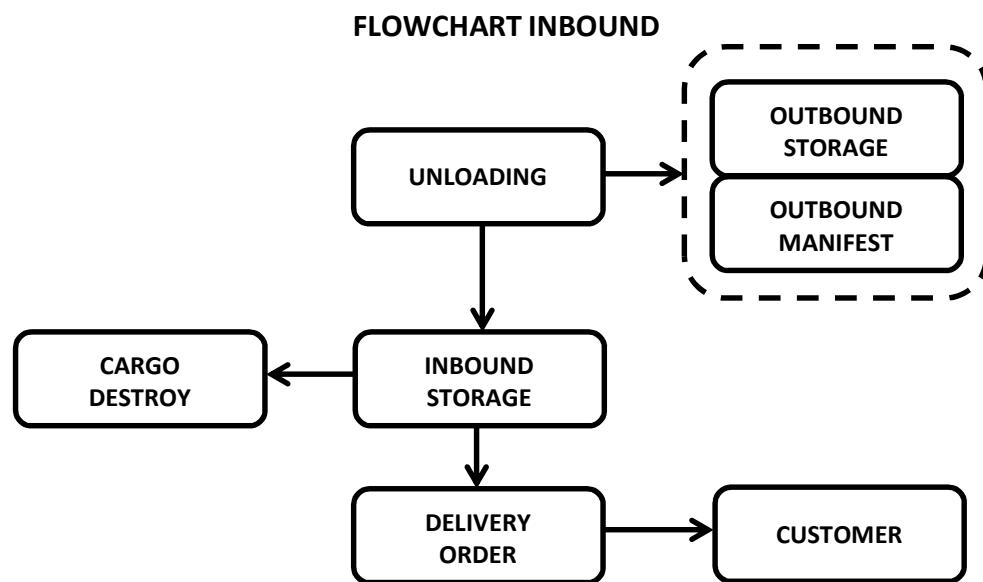
### FLOW CHART OUTBOUND



#### 2.3.2. INBOUND CARGO (GENERAL) / UNLOADING

1. Prior to aircraft touched down, adequate information, equipment and manpower are ready to meet the arrival flight.
2. Upon aircraft on-chocks; get the cargo documents and loading instructions to perform the unloading.
3. During unloading, cargo is to be handled carefully and stacked properly on the trolley. Throwing of cargo is not allowed.
4. Priority handling must be given to those fragile, perishable and special handling cargo.
5. Once unloading is completed, ensure the trolleys are towed to the warehouse
6. After unloading completed, all the aircraft cargo compartments to be checked to ensure that all loads are removed and not left behind.

7. If any unused trolleys are lying around, they are to be towed and sent to the staging area or to the warehouse.
8. Ensure there is no unused canvas or plastic sheets lying around at aircraft sites or on the trolley.
9. Ensure the cargo manifest and other relevant documents are offloaded and receipt upon arrival. The uplift station is to be informed of missing Cargo Manifest including other discrepancy if any.
10. Check the entire Cargo Manifest for any special handling instructions.
11. Cargo Manifest for perishable or any wet cargo shipments must be made available to consignee within the shortest possible time after ATA.
12. Consignee of special handling cargo must be notified immediately after arrival.
13. When cargo is offloaded from the aircraft and sent to the warehouse, each shipment must be checked against the cargo manifest to confirm the actual number of pieces received tally with the manifest.
14. Any discrepancy or irregularity must be reported, recorded and updated in the cargo system.
15. Perishables must be promptly stored in the cold room (if available) pending delivery.
16. Valuables and priceless artworks must be immediately stored in the strong room or vault.
17. Any irregularity such as surplus, shortage, damage etc, must be noted in the cargo system and the relevant stations notified.
18. Shipment status or freight status are updated according to our standards and consignee is to be informed.





# CARGO HANDLING MANUAL

## SPECIAL HANDLING PROCEDURES

### 3. C2SPECIAL HANDLING PROCEDURES

#### 3.1. ACCEPTANCE OF SPECIAL CARGO

##### 3.1.1. GENERAL

Special cargo needs special handling due to their nature and they should not be accepted unless it can be confirmed that transshipment and destination airports have suitable accommodation, equipment available and not contrary to local government regulation. As for interline cargo, the shipment must be acceptable to other airlines involved for carriage. Therefore special attention is necessary when accepting shipment of perishables.



## CARGO HANDLING MANUAL

### SPECIAL HANDLING PROCEDURES

#### 3.2. HEAVY AND BULKY CARGO / LIMITATION

1. PT. Smart Cakrawala Aviation due to its business model has no limited for cargo weight per piece and the dimensions not exceeding 90 X 90 X 90 cm per piece. But any cargo exceeding the 75kg each is considered 'Heavy and Bulky' cargo.
2. When accepting heavy and bulky cargo, station must ensure that suitable loading/unloading equipment and sufficient manpower is available to uplift and discharge the shipment.
3. Care must be taken when loading and unloading of heavy and bulk cargo and not to exceed aircraft ground time.
4. Any piece weighing more than 75kgs must be considered.

### 3.3. CONSOLIDATION

#### 3.3.1. DEFINITION

1. A consolidated consignment is a number of consignments grouped together, shipped under one shipper (a consolidator) to one consignee.
2. A consolidator (who can be an individual or a firm) is one who accepts individually consignments from any source to consolidate into a consignment of sufficient weight in order to qualify for quantity cargo rates.
3. In this way the consolidator can avoid a minimum charge which is levied on small parcels, and a lower charge can be obtained with quantity air cargo rates. The forwarder shipping document is usually referred to as the house cargo manifest. The carrier's cargo manifest is known as master cargo manifest. The list that accompanies the master cargo manifest of packages that companies the master cargo manifest is known as the extension list or house manifest.

#### 3.3.2. ACCEPTANCE

1. The consolidated consignment may be accepted only as a single shipment and the whole consignment must be tendered with a consignment note.
2. The following articles must not be included in a consolidated shipment:
  - a. Valuable cargo
  - b. Livestock
  - c. Human remains
  - d. Any article having high declared value
  - e. Diplomatic mails/bags
  - f. Unaccompanied baggage or baggage shipped as cargo
  - g. Radioactive materials which require dangerous goods labels.
  - h. Perishable

#### 3.3.3. DOCUMENTS / LABELLING

1. The consolidator must provide a set of consolidated manifest to be attached to the Cargo Manifest.
2. The number of copies to be the same as the Cargo Manifest.
3. The following particulars are recommended to be inserted in the consolidated manifest:
  - a. House cargo manifest number
  - b. Marks and number
  - c. Number of packages



## CARGO HANDLING MANUAL

### SPECIAL HANDLING PROCEDURES

- d. Method of packing
- e. Nature and quantity of goods
- f. Gross weight
- g. Dimensions and volume
- h. Any additional information which may be required by customs/airlines/destinations and etc.

4. IATA Resolution 600(a) prohibits the carrier from completing this list on behalf of the consolidators.
5. The house cargo manifest as evidence to the contract of carriage between consolidator and shipper.
6. The house cargo manifests as well as any other transportation documents are confidential to the consolidator and must be enclosed in an envelope to be attached to the carrier's air cargo manifest.
7. All consolidated cargo must be affixed with the standard identification label(s).
8. The label(s) shall be used and attached to each packages, adjacent to the consignee's name and address where space permits.



# CARGO HANDLING MANUAL

## SPECIAL HANDLING PROCEDURES

### 3.4. UNACCOMPANIED BAGGAGE GENERAL

#### 3.4.1. ACCEPTANCE

1. It may be accepted from passenger who holds valid air tickets for the whole journey.
2. During acceptance of unaccompanied baggage, staff to ensure that the shipper provides full consignee's address at destination including the shipper's full name, permanent home address and telephone number if available.
3. Passenger's air ticket number and date and routing may be entered in the "Nature of Quantity of Goods" column of the Cargo Manifest.
4. Sometimes, passenger's passport number may also be entered for local customs purposes.
5. Passengers must be advised of the prohibition of enclosing hidden dangerous goods in any form in their unaccompanied baggage.
6. The acceptance staff should seek confirmation from shippers and / or passengers about the contents of any item of cargo or baggage where there are suspicions that it may contain dangerous goods.
7. The acceptance staff must be adequately trained to assist them to identify and detect dangerous goods.

#### 3.4.2. HANDLING

1. These shipments must be lodged in and accepted before the passenger travels.
2. All such baggage must be securely locked and tagged with the passenger's name and address for identifying purposes.
3. In terms of handling, unaccompanied baggage must be handled carefully because most of the contents are personal belongings.
4. Ensure during loading and unloading or during build up, baggage must be handled carefully to avoid unnecessary damaged.
5. Rough handling may cause claims against the airlines.



#### 3.5. VALUABLE AND VULNERABLE CARGO GENERAL

Valuable cargo is a shipment which is particularly vulnerable to theft and Pilfered such shipments are usually are high value cargo. Transistor radio, Watches, video camera, camera, jewellery, fashion goods and electronics Equipment, lab top is goods typical of vulnerable commodities.

##### 3.5.1. ACCEPTANCE

1. Advance arrangements have to be made prior to acceptance considering other factors to facilitate the airport and customs clearance and requirements.
2. Storage time should be minimized and avoided during weekend and holidays.
3. During acceptance of valuable and vulnerable cargo, ensure all the packages are properly packed and sealed.
4. All the relevant documents are properly typed, attached and the descriptions of contents are properly applied.
5. In the event of any discrepancy noted during acceptance, torn package or seal broken immediately reject the shipment.
6. The shipment must travel as booked cargo. Do not rebook the shipment without a valid reason.
7. Pick up time by the consignee at the airport of destination for the shipment to be collected as soon as custom formalities and other requirements are cleared.
8. Security escort for special handling storage and delivery of valuable cargo is the responsible of the shipper and early arrangement is required.
9. Details about value, contents, routing and storage must be kept confidential.
10. Only those details which are absolutely necessary for handling purposes should be made available to the personnel directly involved.

##### 3.5.2. HANDLING

1. All valuable and vulnerable cargo should be handled as a separate category, distinct from regular air cargo.
2. Those accepted valuable and vulnerable cargo must be stored in the security cage or strong rooms in the area equipped with closed circuit television system with video recording capability.
3. Storage premises must be secured and ensure prevent from unauthorized access.
4. Beside security personnel, do not allow any others without a valid pass or reason to be near the cargo.



## CARGO HANDLING MANUAL

### SPECIAL HANDLING PROCEDURES

5. Before handover of the valuable and vulnerable cargo into security custody, ensure the shipment is properly packed and sealed.
6. All the valuable and vulnerable cargo must be affixed with security tag or stickers.
7. The shipment must be escorted by the security personnel when delivering the shipment to and from the aircraft and during loading/unloading. The shipper is to bear the cost.
8. In any circumstances, do not offload the valuable and vulnerable cargo unless with approval, to avoid unwanted incidents or mishandling.



## CARGO HANDLING MANUAL

### SPECIAL HANDLING PROCEDURES

#### 3.6. HUMAN REMAIN GENERAL

Human remain cargo is a shipment which is special handling due to emergency reason.

##### 3.6.1. ACCEPTANCE

1. Advance arrangements have to be made prior to acceptance considering other factors to facilitate the airport, CIQ and other requirements.
2. During acceptance of cargo, ensure all the packages are properly packed and sealed.
3. All the relevant documents are properly typed, attached and the descriptions of contents are properly applied.
4. In the event of any discrepancy noted during acceptance, torn package or seal broken immediately reject the shipment.
5. The shipment must travel as booked cargo. Do not rebook the shipment without a valid reason.
6. Pick up time by the consignee at the airport of destination for the shipment to be collected as soon as CIQ formalities and other requirements are cleared.
7. Security escort for special handling storage and delivery of human remain cargo is the responsible of the shipper and early arrangement is required.
8. Details about human remain must be kept confidential.
9. Only those details which are absolutely necessary for handling purposes should be made available to the personnel directly involved

##### 3.6.2. HANDLING

1. Human remain cargo should be handled as a separate category, distinct from regular air cargo.
2. Storage premises must be secured and ensure prevent from unauthorized access.
3. Beside security personnel, do not allow any others without a valid pass or reason to be near the cargo.
4. Before handover of the human remain cargo into security custody, ensure the shipment is properly packed and sealed.
5. Cargo must be affixed with security tag or stickers.
6. The shipment must be escorted by the security personnel when delivering the shipment to and from the aircraft and during loading/unloading. The shipper is to bear the cost.



## CARGO HANDLING MANUAL

### SPECIAL HANDLING PROCEDURES

7. In any circumstances, do not offload the cargo unless with approval, to avoid unwanted incidents or mishandling



#### 3.7. LIVE ANIMALS GENERAL

Live Animals cargo is a shipment which is special handling with special treatments.

##### 3.7.1. ACCEPTANCE

1. Live animal cargo shall only be accepted for carriage when it is reasonably certain that it will reach its destination in good condition.
2. The shipper shall provide written instructions as to the maximum acceptable and transportation time required for special handling arrangements.
3. These instructions shall be shown on the Cargo Manifest and the packages.
4. Prior to acceptance the carrier shall ensure that the necessary en-route arrangements have been made including:
  - a. Ensuring that the shipper is advised of the maximum time before flight departure that the carrier will accept the cargo.
  - b. Making any necessary onward reservation.
  - c. Ensure that special handling facilities such as food are available and arranged, if agreed and required.
  - d. The IATA "Live Animal" label shall be attached to each package and where applicable and followed by the "This Way Up" label.

##### 3.7.2. DOCUMENTATION

1. It is essential that Cargo Manifest for perishable shipments are completed and accurate in all aspects.
2. The Cargo Manifest must show the full name of shipper and consignee, their full address and telephone number.
3. In the "Handling Information" box, only the handling information is to be inserted.
4. The entry should be clear and concise as possible and understandable by all parties involved in handling shipments.
5. If the shipments are accompanied by health certificates or other official permits, these should be listed as accompanying documents in the handling information box.
6. These documents should be securely attached to the Cargo Manifest and not enclosed with cargo.

##### 3.7.3. HANDLING

1. Basic rules apply to the handling of all perishable shipments. For discharge, the shipments must be immediately towed to the warehouse and kept in cold room.



## CARGO HANDLING MANUAL

### SPECIAL HANDLING PROCEDURES

2. For departure, these shipments must be towed to the aircraft side at sixty (60) minutes prior to departure.
3. Packages must always be labeled and stowed correctly.
4. Live animal cargo must always be loaded or stored so that adequate ventilation or oxygen is available



## CARGO HANDLING MANUAL

### SPECIAL HANDLING PROCEDURES

#### 3.8. DANGEROUS GOODS

Detail see Dangerous Goods Handling Manual (Sertifikat Izin Pengangkutan Barang Berbahaya)



### 3.9. PERISHABLE CARGO

#### 3.9.1. ACCEPTANCE

1. Perishable cargo shall only be accepted for carriage when it is reasonably certain that it will reach its destination in good condition.
2. The shipper shall provide written instructions as to the maximum acceptable and transportation time required for special handling arrangements.
3. These instructions shall be shown on the Cargo Manifest and the packages.
4. Prior to acceptance the carrier shall ensure that the necessary en-route arrangements have been made including:
  - a. Ensuring that the shipper is advised of the maximum time before flight departure that the carrier will accept the cargo.
  - b. Making any necessary onward reservation.
  - c. Ensure that special handling facilities such as re-icing are available and arranged, if agreed and required.
  - d. The IATA "Perishable" label shall be attached to each package and where applicable and followed by the "This Way Up" label.

#### 3.9.2. DOCUMENTATION

1. It is essential that Cargo Manifest for perishable shipments are completed and accurate in all aspects.
2. The Cargo Manifest must show the full name of shipper and consignee, their full address and telephone number.
3. In the "Handling Information" box, only the handling information is to be inserted.
4. The entry should be clear and concise as possible and understandable by all parties involved in handling shipments.
5. If the shipments are accompanied by health certificates or other official permits, these should be listed as accompanying documents in the handling information box.
6. These documents should be securely attached to the Cargo Manifest and not enclosed with cargo.
7. The "Nature and Quantity of Goods" box should contain an accurate description such as 'Chilled Meat (Lamb)' or 'Fish-Frozen' and not general description such as meat or fish.



## CARGO HANDLING MANUAL

### SPECIAL HANDLING PROCEDURES

#### 3.9.3. PACKAGING

1. Packaging must be of a standard that will help maintain the condition of the perishable cargo.
2. It will minimize the effects of transportation time and environmental changes (temperature, humidity, etc).
3. All packaging must provide adequate protection from other cargo, spillage or leakage.
4. It is essential to ensure that all perishable cargo is packed in suitable materials to withstand the rigid handling over the entire period of transportation.
5. For the carriage of "wet cargo", leak-proof containers used must conform to the General Packing Requirements in the IATA Perishable Cargo Handling Guide.

#### 3.9.4. HANDLING

1. Basic rules apply to the handling of all perishable shipments. For discharge, the shipments must be immediately towed to the warehouse and kept in cold room.
2. For departure, these shipments must be towed to the aircraft side at sixty (60) minutes prior to departure.
3. Packages must always be labeled and stowed correctly.
4. Perishable cargo must always be loaded or stored so that adequate ventilation is available.
5. Before placing any perishable in the cold room or freezer, always check the Cargo Manifest for the correct temperature requirement. (Applicable to stations equipped with those facilities)
6. Do not load flowers together with fruits, as fruits give off ethylene which will damage the flower

#### 3.9.5. STORAGE / TEMPERATURE

1. Shipments should be kept away from the sun as far as possible.
2. Perishable should always be kept in temperature-controlled rooms.
3. If the need arise, air conditioning should be used where necessary.
4. Items that could be adversely affected by low temperature must not be stowed on the floor of the cargo compartment.
5. Such cargo should be stowed in a temperature regulated compartment of the aircraft.
6. Fresh meat should as far as possible be maintained within a temperature range of 0° - 5°C (32° - 41°F).



## CARGO HANDLING MANUAL

### SPECIAL HANDLING PROCEDURES

7. Frozen meat should be kept below minus 12°C (10°F).
8. Chilled meat should be kept below 5°C (41°F).
9. Cold storage and freezer facilities should be used to accommodate meat shipments whenever available, particularly during the acceptance, loading and unloading and delivery.

#### 3.9.6. DELAY HANDLING

1. Delay in handling perishable cargo should be kept to a minimum.
2. In the event of delay, establish the length of delay, facilities and equipment available and alternative flights.
3. Transfer the cargo to the warehouse with adequate facilities
4. Re book and transfer the cargo to another flight.
5. Keep the shipper and consignee informed

### 3.10. WET CARGO

**Definition:** Shipments containing liquids or shipment by their nature may produce liquids, and which are not subject to the IATA Dangerous Goods Regulations shall be designated as 'Wet Cargo'

**Purpose:** The special handling is required to prevent or to contain the spillage of any liquid inside the aircraft. This is because the danger of spillage or leakage during carriage by air could lead to corrosion or damages to the aircraft structure or its components or to other load.

#### 3.10.1. ACCEPTANCE

1. During acceptance of wet cargo, ensure that the nature of contents, almost all perishable products may be carried by air, provided they are packed in a suitable packaging.
2. The IATA Resolutions and Recommended practices are to be complied for all wet shipments.
3. The standard IATA Type of package, the packaging must be resistant enough to conserve and protect the product.
4. Therefore factors such as temperature, pressure, moisture, nature of the products, routing, elapse time are to be considered for carriage.
5. Type of 'Wet cargo':
  - a. Live Tropical Fish
  - b. Frozen Seafood
  - c. Frozen meat
  - d. Fresh Fruits
  - e. Fresh Vegetables
  - f. Fresh Flowers
  - g. Live Crabs
  - h. Live Worms
  - i. Fresh Fish/Seafood
6. Fresh fish/Frozen Seafood cooled with wet ice is not allowed. Gel ice is to be used instead.
7. Each piece of 'Wet Cargo' must not exceed 90 x 90 x 90 cm in size and 35kg in weight Any 'Wet shipment' exceed the above limitation may be allowed subject to the type of packaging required for specific shipment with prior approval.

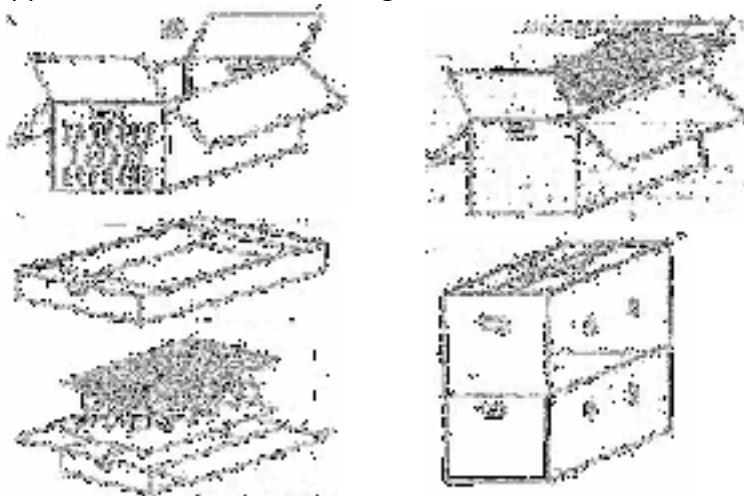
### 3.10.2. PACKAGING

1. Watertight containers shall be in accordance with the General Packaging Requirements of the IATA Dangerous goods Regulations.
2. Other containers shall be constructed of good quality waterproof materials.
3. They shall be also constructed to withstand stacking to levels specified by the carrier.
4. The packaging must be consist of Styrofoam box thickness of 30 mm and the inner packaging should be consist of two layers of plastic sheet with thickness of 0.08 mm.
5. Paper sheet or other absorbent material must be placed at the bottom as absorption before sealing the packaging.
6. The outer packaging of the Styrofoam must be sealed with adhesive 4 cm width gummed tape
7. Proper 'Wet Cargo' sticker must be affixed on the sealed Styrofoam box.

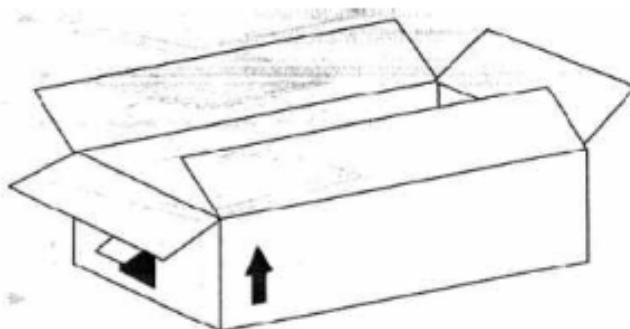
### Packaging/Labeling Sample

#### 1. Fruits and Vegetables

Applicable to: All fruits and vegetable

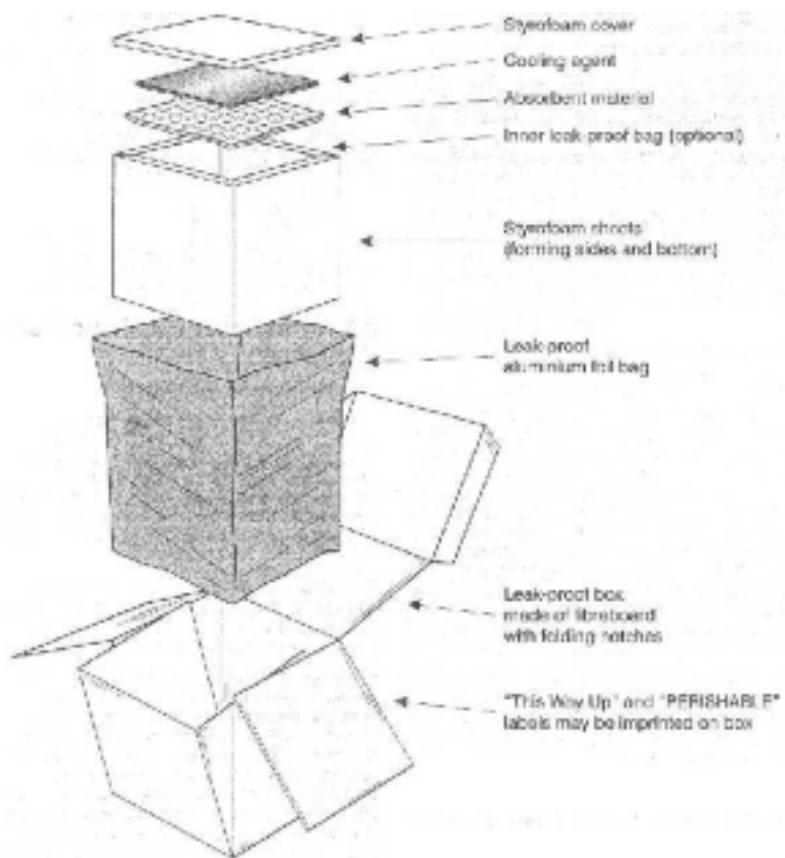


### 2. Cut flowers and Plants (Ornamental Products)



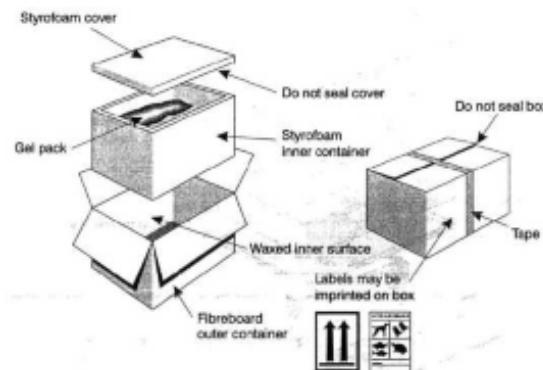
### 3. Frozen Products

Applicable to: Frozen seafood, frozen fish



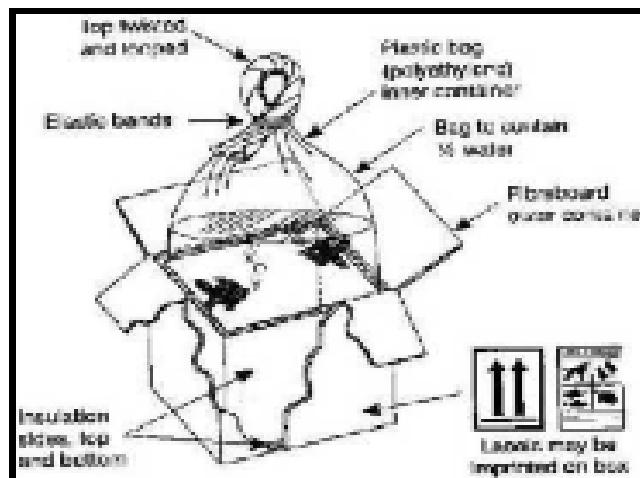
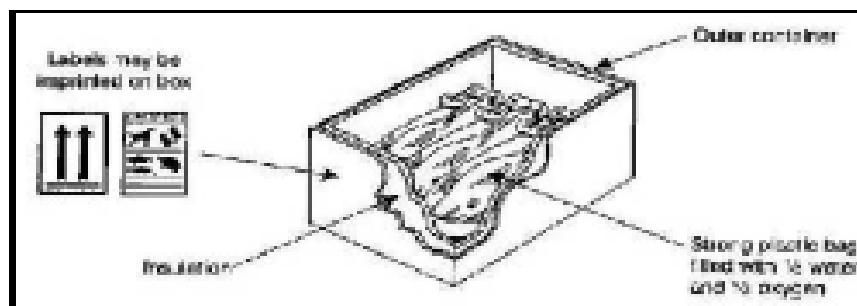
### 4. Meat

Applicable to: All meat products



### 5. AVI – Live Tropical Fish

Applicable to: Goldfish, Octopus, Aquatic Amphibians, Tropical fish, Water snail.



### 6 Live Crabs

#### Packaging

##### Container

- . Styrofoam box weighing around 1.2 kg with thickness of 30 mm and max size of 75 x 42 x 32 cm

##### Inner Pack

- . 2 layers of plastic sheet with thickness 0.08mm
- . Paper sheet as absorption
- . Frozen mineral water bottle wrapped with newspaper and plastic layer
- . Place the bottle inside the Styrofoam box without holes with live crabs inside

##### Outer Pack

- . Sealed the Styrofoam box with adhesive/4cm width gummed tape

##### Loading

- . Cover the aircraft floor compartment with plastic sheet as additional protection

##### Handling

- . Load the packages in the up right position with the seal at the top . Observe special handling label 'This way up'

### 7. LIVE CRABS PACKAGING (WITHOUT HOLE)



1



2



3



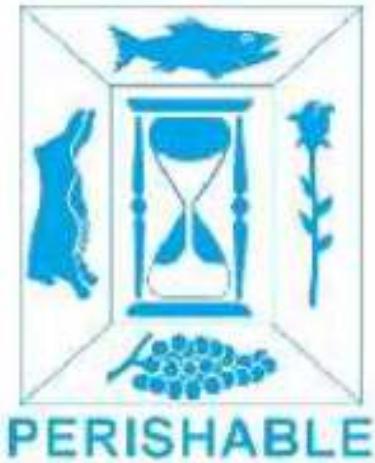
4



5

### 8. LABELS

PERISHABLE label:



THIS WAY UP label



### REFERENCES:

1. IATA Life Animal Regulations
2. IATA Perishable Cargo Manual
3. IATA Airport Handling Manual.

### 3.10.3. DOCUMENTATION

1. It is essential that Cargo Manifest for wet cargo shipments are completed and accurate in all aspects.
2. The Cargo Manifest must show the full name of the shipper and consignee, their full address and telephone number.
3. In the 'Handling Information' box, only the handling information is to be typed.
4. The entry should be clear and concise as possible and understandable by all parties involved in handling the shipments.
5. If the shipments are accompanied by health certificates or other official permits, these should be listed as accompanying documents in the handling information box.
6. These documents should be securely attached to the Cargo Manifest and not enclosed with the cargo.
7. The "Nature and Quantity of Goods; box should have an accurate description such as 'Chilled Meat (Lamb)' or 'Fish-Frozen' and not general description such as meat or fish.

### 3.10.4. HANDLING/ STORAGE

1. To avoid any risk of delay, all wet cargo shipments must travel as booked cargo.
2. For handling purposes, refer to the Cargo Manifest for 'Handling Information' box.
3. Where required, advance arrangements on special handling and storage must be made.
4. Wet Cargo must be always being kept away from the sun as far as possible.
5. Always ensure the cargo are loaded or stored so that adequate ventilation is available.
6. To protect the aircraft floor, plastic sheets or tarpaulins should be spread on the aircraft to contain any spillage or leakage.
7. For wet cargo in containers which are not watertight it is essential that secondary measures are taken to ensure that any spillage can be contained.
8. Cargo must be stacked properly to ensure the cargo at the bottom can withstand the weight of the cargo on top to avoid crushing during flight.



## CARGO HANDLING MANUAL

### SPECIAL HANDLING PROCEDURES

9. Load the package in upright position with the seal at the top to avoid spillage. Strictly observe special handling advices, for example 'This Side UP'.
10. Do not load packages if they are damaged or seem to be damaged.
11. In the event of leakage, Cargo or Ramp staff responsible for loading/unloading of cargo is to clean or make arrangement with relevant party to ensure the affected cargo hold is cleaned before loading other load.

#### **3.10.5. ACTION IN CASE OF SPILLAGE OR DAMAGED.**

1. Action immediately to prevent and to contain the spillage of any liquids inside the aircraft.
2. Any spillage or leakage during carriage could lead to corrosion or other damage to the aircraft structure or its component or damage to other load.
3. In the event of spillage or leakage of liquids on to the aircraft floor, the loading staff shall immediately notify the engineer, captain and Ramp Officer for follow up action and decision.
4. Cargo Officer is to be informed so that they can notify the shipper/consignee immediately.
5. The cargo document is to be checked to ascertain the content and the type of liquids.
6. The damaged cargo is to be offloaded and removed from the aircraft and send to the warehouse for repacking or further arrangement.
7. Raise an incident/damaged report and state:
  - a. The time of incident take place
  - b. Location/are of incident
  - c. Cause of the incident
  - d. Severity of the damage
  - e. Action taken on the cargo
8. Notify the uplift and destination station.



### 3.11. COURIER / EXPRESS MAIL

#### 3.11.1. ACCEPTANCE

Courier Company must lodge in their shipment by minus three (3) hours Prior to STD

1. Courier must be escorted by an authorized representative of the courier company.
2. The representative must carry his identification card for verification and do not accept any unescorted courier(s) unless with special approval.
3. Do not accept any courier or mails from unauthorized agents or co-loaders.
4. During acceptance, should there be any defect in the sealing or error in the documents, the mailbags should not be accepted for carriage until the postal authority rectifies the errors.
5. Accept only booked cargo unless with approval.
6. During acceptance, each courier bags must be screened.
7. Each piece must be weighed and recorded with the tag number in the control forms.
8. Number of piece and weight must tally and recorded in the control form.

#### 3.11.2. HANDLING

1. Premises used for storage or sorting of mails must be secured and entry restricted to staff involved in mail handling only.
2. At aircraft side, couriers and mails must not be left unattended.
3. Where practicable, couriers and mailbags should be counted on and off the aircraft.
4. At all stages of handling, couriers and mails must be carefully handled to ensure that the contents, labels, seal and bags are not damaged.
5. Courier and mails must always reach its destination at the shortest possible time.
6. In the case of prolonged delay, the couriers or mails must be transferred to other Carrier flight with approval.



### **4. CARGO RESERVATION**

#### **4.1. CARGO RESERVATION PROCEDURE**

1. Booking of cargo space is through our Cargo Reservation Section located in Head Quarter and Hub Station.
2. Cargo reservation is to be made during office hours of the day preceding the desired flight except Sunday.
3. The reservation can only be honoured on a space available basis; unless a special arrangement is made for fixed allocation.
4. All our appointed agents need to make a reservation at least twenty four (24) hours prior to flight departure.
5. During receiving cargo booking, ensure that accurate information of the shipment including pieces, weight and dimensions are properly inserted in the cargo reservation record book/system.
6. The reservation staff must ask or get more information about the shipment before confirming the space.
7. The respective regulation, applicable laws, ordinance or government regulations are checked prior to acceptance.
8. The cargo reservation and acceptance is base on rules and regulation stipulated in the manual. Staff must be well versed on the requirements before accepting the cargo.
9. All bookings must be booked within the space availability and allocated.
10. All cargo bookings must carry either PT. Smart Cakrawala Aviation own Cargo Manifest number or approved Cargo Manifest number of other carriers.
11. The cargo space requested can be considered confirmed and valid once reflected in PT. Smart Cakrawala Aviation reservations booking record/system.



#### 4.2. SPACE ALLOCATION

1. The purpose of space allocation is to maximize space and yield.
2. Stations and agents are given allocation based on their request and agreed in the agreement.
3. Aircraft spares (AOG) will be given a priority over other cargo.

#### **4.3. SPACE CONTROL**

The Reservation Section will control the cargo space for all flights or base on the specific arrangement made between carrier and his cargo partner at particular station



## **5. CHARGE/RATES**

### **5.1. WEIGHT CHARGES**

1. The weight charges are the amount charged by the carrier or appointed Agent of a unit of weight in kilogram.
2. Applicable rates are the published rates in effect on the date of issuance of the Cargo Manifest by the carrier or appointed agents.
3. The charge is the amount to be paid for the transportation of a consignment or for incidental services in connection with such transportation.
4. It depends on the value declared for carriage by the shipper and on the weight/volume of the consignment.
5. Calculation of charges for all shipments shall be made by multiplying the applicable rate per kilogram by the chargeable weight.



### **5.2. VOLUME CHARGES**

1. The cubic volume of a consignment is established by applying the greatest length, the greatest width and the greatest height of the consignment or its packages.
2. Consignments the extreme dimensions of which result in an average of more than 6,000 cubic centimeters/366 cubic inches or kilogram shall be charged on volume basis.
3. The volume weight shall be calculated up to three decimal places before rounding off.



### **5.3. VALUATION CHARGES**

1. Shipper must either declare a value for carriage or indicate NVD (No Value Declared) on the Cargo Manifest.
2. For the purpose of applying valuation charges, the value per kilogram must be determined by dividing the shipper's declared value of carriage by the gross weight of the consignment as declared in the gross weight box on the Cargo Manifest.
3. Declared value for carriage may not be entered or (if already entered on the Cargo Manifest) amended after dispatch of the shipment from the airport (or city) of departure shown on the Cargo Manifest.



### **5.4. MINIMUM CHARGES**

1. When the weight or volume charge for a consignment is lower than the minimum charge, the minimum charge shall apply.
2. The minimum charge takes precedence over:
  - a. Any lower combination of minimum charges.
  - b. Any lower charge resulting from applying charges contained in another rule (unless specifically provided in that rule).
3. Any valuation charge shall not be included with the weight or volume charge.
4. Minimum charges apply on a per consignment basis.



### **5.5. SPECIAL RATES**

1. Usually the special rates will be given by the airlines or its appointed agent to their cargo agents or their forwarders who can support them with higher tonnage.
2. These will be on contractual basis. If the cargo agents or forwarders are unable to support the airlines with the tonnage which they had promised, then the special rates will be automatically not valid.
3. The airlines or its appointed agent will determine whom to give the special rates to, based on the tonnage and the yield factor.

### 5.6. TERMINAL CHARGES

1. Terminal charge is a compulsory charge for all cargo agents, forwarders and also for an individual person.
2. Whoever intends to export or import any cargo from/into Indonesia, they have to pay the terminal charges to the handling agent during processing of their shipments.
3. Usually the terminal charges will be charged based on the actual weight of the shipment.
4. The charges are varies from airport to airport



# CARGO HANDLING MANUAL

## CARGO TRACING, LOSS AND DAMAGED CLAIMS

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### 6. CARGO TRACING, LOSS AND DAMAGED CLAIMS

#### 6.1. TYPE OF MISHANDLED CARGO

1. Short landed Cargo (SLDD)
2. Surplus Cargo (FDCA)
3. Short Shipped Cargo (SSPD)
4. Offloaded Cargo
5. Undelivered Cargo
6. Damaged Cargo

##### 6.1.1. SHORT LANDED CARGO

1. It is a shipment or part of a shipment that is manifested but fails to arrive and it is also known as 'Missing Cargo'
2. This problem usually occurs when:
  - a. Uplift station fails to load the item
  - b. Transit station offloads by mistake
  - c. Over carried (due to poor stowage)
3. In the event the shipment fails to arrive, the receiving station must immediately take the necessary steps to locate the missing cargo.
4. Tracer telexes or emails to notify airport of loading, transit or airport where the flight terminated giving the flight details, air cargo manifest, number of pieces, contents steps and weight of the missing cargo.
5. However, the reporting station must be informed once the shipment is located.
6. A substitute Cargo Manifest shall be raised and sent to the station concerned.
7. Stations must be proactive in tracing of any mishandled cargo.
8. The first tracer must be sent once the mishandling is reported and followed by chaser telexes or emails if necessary over the next two weeks.
9. The cargo tracing must continue until the final tracer is sent 21 days after the mishandling was first reported.
10. Once the final tracer is sent (shipment cannot be located), a notification of loss must be relayed to the consignee and cargo head office to process claims and compensation if any.

##### 6.1.2. SURPLUS CARGO

1. Surplus cargo is cargo received in excess against what had been manifested.



## CARGO HANDLING MANUAL

### CARGO TRACING, LOSS AND DAMAGED CLAIMS

2. Below are some of the causes for the mishandling:
  - a. Cargo offloaded in error at intermediate station
  - b. Cargo over carried
  - c. Uplift station transporting cargo without manifesting
3. When the cargo arrives at the correct destination but unmanifested, the receiving station must update the original manifest before submitting to customs.
4. However, if the station has the Cargo Manifest they can decide to deliver the shipment.
5. If the original air cargo manifest is missing, then a dummy air cargo manifest must be prepared with all the relevant information.
6. The uplift station must be informed of the MSCM (Missing Cargo Manifest)
7. In some stations customs authorities will permit the clearance of shipments using fax air cargo manifests but not at some stations.
8. When cargo is received surplus or over carried, the receiving station must inform the transit and down line stations of the irregularity.
9. Forward the cargo to the correct destination and followed by telex or email on the forwarding details of the new flight number and date

#### 6.1.3. SHORT SHIPPED CARGO

1. Short shipped are shipments that are manifested but not uplifted.
2. When cargo is found to be short shipped, the uplift station must inform the discharge station by telex or email.
3. The telex or email contains the flight number and date of which the item was short shipped and the intended flight for uplift.
4. The short shipped cargo must be manifested and forwarded on the next available flight.
5. The manifest entry for such cargo must be annotated as follows:
  - a. "Short shipped.....Flight No.....Date....."

#### 6.1.4. OFFLOADED CARGO

1. There are a number of reasons why cargo is offloaded from a flight.
2. Staff error, payload restrictions, overbooking and etc that contributes to most of the offloading of cargo.

3. When cargo is offloaded, the staff should make an attempt to delete the cargo from the outgoing manifest and retrieve the Cargo Manifest.
4. If transit cargo is offloaded, the station of origin and discharge must be informed immediately by telex or email advising the air cargo manifest number, the number of pieces offloaded, details of consignee, contents, shipper, reason for offloading and proposed uplift details.
5. Offloaded cargo must be treated as "Booked Cargo" and to be uplifted on the next available flight.
6. The manifest entry for such cargo must be annotated as follows:
  - a. "Offloaded.....(Station).....(Flight No).....Date....."

#### 6.1.5. UNDELIVERED CARGO

1. What is meant by undelivered cargo?
  - a. Consignee refuses to accept the shipment.
  - b. Failure to locate the consignee at the address shown on the Cargo Manifest.
  - c. Failure to deliver within 14 days of receipt of the consignment at destination, or other incidents affecting the movement of delivery of the consignment.
2. In such cases, a telex or email must be sent with details of the undelivered shipments and followed up with an irregularity report or a notice of non delivery to the issuing carrier, or its handling agent, at the station of uplift.
3. If, on the instructions of the shipper, undelivered cargo is returned to the station of origin or routed elsewhere, the shipper is responsible for payment of all additional charges incurred and he must give an undertaking to meet these charges.
4. For return by air, the shipment must be covered by new Cargo Manifest showing reference to the original air cargo manifest number and accompanied by the consignee's copy.
5. Instruction such as "abandon" may be complied with, subject to local customs regulations.
6. Perishable goods that cannot be delivered may be appropriately disposed off.
7. Before doing so, to liaise with the shipper.
8. When such shipments are destroyed, a record must be retained in the file.



## CARGO HANDLING MANUAL

### CARGO TRACING, LOSS AND DAMAGED CLAIMS

#### 6.1.6. DAMAGED CARGO

1. A damaged cargo is when shipment sustained damage in the process of carriage and the airline will probably receive a request for compensation.
2. Pilferage on the other hand is where the contents in the shipment are said to be missing, in part or whole.
3. If damage occurs to packing, repairs must be made before uplift.
4. A note of damage observed and/or repairs effected must be made on the Cargo Manifest in the column of "Nature and Quantity of Goods", giving date station and signature.
5. Remarks must also be recorded or inserted in the cargo system.
6. Additionally, a check must also be made to identify any damage to the contents.
7. If damage occurs to the actual contents, a survey must be carried out to determine the extent of the damage.
8. In such cases, the Irregularity/Damage Survey report form must be raised.
9. This must be made in the presence of security personnel and where possible in the presence of the consignee and a customs official or an independent assessor (if location is at destination).
10. If damage is noted prior to uplift at station of origin, the shipper should be requested to arrange repacking.



## CARGO HANDLING MANUAL

### CARGO TRACING, LOSS AND DAMAGED CLAIMS

#### 6.2. CARGO TRACING

Will seriously affect customer's trust and loss of revenue to the company mishandling.

1. All staff must ensure that all cases of mishandling are properly action in accordance with the established procedures.
2. As a rule of the thumb, stations must make an effort to minimize mishandling, as this will affect our service level, profitability and company's image.
3. In the event of any irregularity, stations must promptly implement service recovery and win the customer's confidence.
4. Stations must make every effort and be more proactive in the tracing of any mishandled cargo.
5. The first tracer telex or emails must be sent once the mishandling is reported followed by chaser telexes or emails as necessary.
6. Action must be taken immediately to locate the missing items on urgent basis.
7. The cargo tracing must continue until tracer telex or an email is sent 30 days after the mishandling is first reported.
8. Check with the station of uplift, transit stations and the terminal stations.
9. Telexes or emails sent should contain Cargo Manifest number, flight number, weight, number of pieces missing and other details which may assist in the tracing activities.
10. If this is unsuccessful, sent a tracer to all other stations were the missing cargo could be held.
11. When all possible enquiries have failed to locate the cargo, the station of origin must advise that the tracer action was unsuccessful so that the shipper can be notified.



## CARGO HANDLING MANUAL

### CARGO TRACING, LOSS AND DAMAGED CLAIMS

#### 6.3. CARGO CLAIMS

Cargo claims is an indemnity to carrier by a customer for damaged/lost shipment which has been legally accepted for carriage under carrier's responsibility and the damaged/loss is caused by negligence or willful default of carrier' staff, management or carrier's designator service agent or company.

1. Any claim related to damage, loss, destruction or delay shall exclusively have to be made by the shipper.
2. Type of claims:
  - a. Lost shipment
  - b. Pilfered Cargo/Partial lost
  - c. Damaged Cargo
  - d. Deteriorated Cargo
  - e. Delayed Cargo
3. Claims Cargo Supporting Documents All claims must be supported by the following documents:
  - a. Claim letter from the claimant
  - b. Airway bill.
  - c. Cargo Manifest
  - d. Cargo Damaged/Lost Report
  - e. Invoice
4. The legal liability shall not exceed .....per kilogram except:
  - a. Where there has been willful misconduct on the part of PT. Smart Cakrawala Aviation.
  - b. Where damage results from an act or omission of the carrier, his servants or agents done with intent to cause damage or recklessly and with the knowledge that damage would probably result.
  - c. Where the charges for carriage have been based on a declared value, whereby or liability shall in no event exceed the shippers declared value for carriage stated on the face of the Cargo Manifest.
  - d. Where different maximum legal liability limits other than .....per kilogram are set out in particular countries.
  - e. If the master air cargo manifest does not contain the entire particular set out in Art 8 of the Warsaw Convention.
5. The weight to be taken into consideration when determining liability. It shall be the weight of the package or packages concerned as manifested.
6. If however the loss, damage or delay of part of the cargo affects the value of the other packages covered by the same Cargo Manifest, the total weight of the affected packages shall also have to be taken into consideration.



## CARGO HANDLING MANUAL

### CARGO TRACING, LOSS AND DAMAGED CLAIMS

7. PT. Smart Cakrawala Aviation is not liable for any cargo claims in the following circumstances:
  - a. Damaged, delay, pilferage or loss of cargo carried by PT. Smart Cakrawala Aviation unless such damage, delay, pilferage or loss is proved to have been caused by the negligence or willful fault of PT. Smart Cakrawala Aviation or its agents and there has been no contributory negligence of the shipper and/or consignee.
  - b. Damage, delay, pilferage or loss of cargo directly or indirectly arising out of compliance with laws, government regulations, orders or requirements or from any cause beyond PT. Smart Cakrawala Aviation control.
  - c. Damage to or destruction of a consignment caused by or as a result of property contained therein.
  - d. Death, delay, pilferage or loss of cargo not carried by PT. Smart Cakrawala Aviation.
  - e. Consignment the contents of which are liable to deteriorate or perish due to change in climate, temperature, altitude or other ordinary exposure or because of length of time in transit.
  - f. Any consequential damages arising from carriage of the consignment, whether or not PT. Smart Cakrawala Aviation had knowledge that such damages might be incurred.

#### 6.3.1. LIMITATION OF LIABILITY

Our maximum legal liability shall not exceed USD 20.00 per kilogram except:

1. Where there has been willful misconduct on the part of PT. Smart Cakrawala Aviation.
2. Where damage results from an act or omission of the carrier, his servants or agents done with intent to cause damage or recklessly and with the knowledge that damage would probably result.
3. Where the charges for carriage have been based on a declared value, whereby or liability shall in no event exceed the shippers declared value for carriage stated on the face of the Cargo Manifest.
4. Where different maximum legal liability limits other than .....per kilogram are set out in particular countries.
5. The weight to be taken into consideration when determining liability shall be only the weight of the package or packages concerned.
6. Where PT. Smart Cakrawala Aviation liability is limited such limitation are extended to PT. Smart Cakrawala Aviation's agents, representatives, servants and to any carrier whose aircraft is used for carriage, its agents, representatives and servants.



## CARGO HANDLING MANUAL

### CARGO TRACING, LOSS AND DAMAGED CLAIMS

7. Where the invoice value is lower than the weight liability, settlement will be based on the invoice value of the shipment (cost price to claimant) plus pro-rated net freight charges (if cargo is lost or damaged beyond repair).
8. Where there is some salvage value attached to the shipment, net freight charges will be excluded from the settlement offer or proportionately reduced.

#### 6.3.2. NON LIABILITIES

PT. Smart Cakrawala Aviation is not liable for any cargo claim in the following circumstances:

1. Damage, delay, pilferage or loss of cargo carried by PT. Smart Cakrawala Aviation unless such damage, delay, pilferage or loss is proved to have been caused by the negligence or willful fault of PT. Smart Cakrawala Aviation or its agents and there has been no contributory negligence of the shipper and /or consignee.
2. Damage, delay, pilferage or loss of cargo directly or indirectly arising out of compliance with laws, government regulations, orders or requirements or from any cause beyond PT. Smart Cakrawala Aviation control.
3. Damage to or destruction of a consignment caused by or as a result of property contained therein.
4. Consignments, the contents of which are liable to deteriorate or perish due to change in climate, temperature, altitude or other ordinary exposure or because of length of time in transit.
5. Any consequential damages arising from carriage of the consignment, whether or not PT. Smart Cakrawala Aviation had knowledge that such damages might be incurred.
6. Where PT. Smart Cakrawala Aviation is excluded from liability, such exclusion shall also apply to PT. Smart Cakrawala Aviation's agents, servants or representatives and also to any carrier, whose aircraft is used for carriage, its agents, servants or representatives.

#### 6.3.3. TIME LIMITATION ON CLAIMS

1. Receipt of the cargo by the consignee or his authorized agent without complaint is *prima facie* evidence that the same has been delivered in good condition and in accordance with the contract of carriage.
2. No action shall be maintained:



## CARGO HANDLING MANUAL

### CARGO TRACING, LOSS AND DAMAGED CLAIMS

- a. In the case of damage, pilferage or partial loss of cargo unless a written notice, sufficiently describing the cargo concerned, the approximate date of the damage and the details of the claims is presented to an office of PT. Smart Cakrawala Aviation within 14 days from the date of receipt of the cargo.
- b. In the case of delay, a written notice of claim shall be presented within 21 days from the date the cargo is placed at the disposal of the person entitled to delivery of the cargo.
- c. In the case of loss, it shall be presented within 120 days from the date of issue of the relevant Cargo Manifest.
3. Any right to damages against PT. Smart Cakrawala Aviation shall be extinguished unless an action is brought within 2 years after the occurrence of the event giving rise to the claim.

#### 6.3.4. GUIDELINES IN PROCESSING CLAIMS

Documents to be checked / obtained:

1. Station should obtain the completed and signed cargo claim form from the claimant. For convenience, stations shall make the cargo claim form available to ground handling agents who may distribute it to the consignee or his agent upon request only.
2. Station should obtain relevant supplier's invoice from the claimant indicating the cost to the claimant of the cargo concerned. It will also indicate the actual owner of the goods.
3. As certain the actual weight of the damaged, delayed, pilfered or lost cargo. Where it is unknown, obtain the estimated weight from the claimant.
4. Station should obtain a brief but detailed written report from the cargo officer or handling agents in the location where the incident was reported of discovered and handling reports from the station of origin and transit station where necessary.
5. Station should obtain a copy of the relevant Cargo Manifest to confirm that carriage of the subject cargo was contracted between the claimant and PT. Smart Cakrawala Aviation.
6. Station should obtain a copy of the relevant Outward Cargo manifest from the station of origin to confirm that carriage of the subject cargo was undertaken by PT. Smart Cakrawala Aviation.
7. Station should obtain a copy of the relevant Cargo Survey/Irregularity report from station of destination and check whether it has been completed and



## CARGO HANDLING MANUAL

### CARGO TRACING, LOSS AND DAMAGED CLAIMS

signed by a PT. Smart Cakrawala Aviation. Officer of the handling agent and countersigned by the consignee or his agent.

8. Station should obtain a copy of the transfer manifest to check whether cargo was transferred in good order to the successive carrier in cases of interline carrier.
9. Check or clarify with the claimant and/or our cargo officer or agents regarding any discrepancies in documents submitted.

#### 6.3.5. SETTLEMENT OFFER

1. If all the documents are in order and it has been established that PT. Smart Cakrawala Aviation is liable, a settlement offer based on our maximum legal liability of..... per kilogram of cargo or the invoice value, whichever is lesser, may be made to the claimant.
2. All affected stations should be copied in this correspondence.
3. In the case of a claim for lost cargo, no offer of settlement shall be made until the cargo has been declared lost by the station or handling agent.
4. To expedite the settlement of cargo claims, a reminder is to be sent to claimants if you do not hear from them within 3 weeks of making the offer of settlement.
5. For claims which stations have been requested to settle on head office's behalf, Insurance Manager should be copied in all correspondence to claimants so as to monitor the status of the claims and any developments, Ensure quote our reference for easy retrieval of flies.

#### 6.3.6. REJECTION OF SETTLEMENT OFFER BY CLAIMANT

1. Claims where stations have been advised by Head Office, if the settlement offer is rejected, the claim shall again be referred to Head Office for reconsideration.
2. Claims handled by station without the involvement of Head Office, upon rejection of the settlement offer by the claimant and provided the station is in favor of increasing the offer.
3. The cargo manager shall submit his recommendation together with the complete file to Cargo Supervision, on whether an ex-gratia settlement over and above the maximum legal liability should be made.
4. For such ex-gratia settlements are debited into the stations cost centre.
5. Upon receipt of settlement instructions from the Manager, a final offer of settlement shall be made to the claimant.
6. If that offer is rejected, the matter shall be referred to the Director for further instruction.

### 6.3.7. PAYMENT OF CLAIMS

1. The shipper/consignee or their duly authorized agent must sign and return one copy of the Release & Indemnity form before payment is effected.
2. Payment shall be by crossed cheque.
3. Payment to the agent is to be made only if he is named as a shipper/consignee on the Cargo Manifest.
4. No payment shall be made to an agent who is not named as a shipper/consignee on the Cargo Manifest, unless a letter of authority from the shipper/consignee named on the Cargo Manifest is produced.
5. If the shipper/consignee named on the Cargo Manifest is not the legal owner of the cargo concerned, a separate letter of authority has to be obtained from the legal owner of the cargo.
6. The Cargo Manifest number shall be quoted on all accounting documents (e.g. cheque request) raised to effect payment.
7. The applicable Cargo Manifest must also attach to the accounting document for forwarding to our finance department.

### 6.3.8. SUBMISSION OF DOCUMENTS

1. After each cargo claims has been settled, the complete file shall be forwarded to the Insurance Manager under cover note.
2. It is imperative that stations follow this practice for all cargo claims as the information is required for statistical as well as for audit purposes and to effect recovery from insurers.

### 6.3.9. CAUTION

1. There should contain the following statement: "Kindly note that this is not an admission of liability on the part of the Carrier."
2. A claim shall be settled only with the shipper or the consignee of the subject cargo and not both.
3. To ensure this, check with the station of origin or destination, whichever is applicable before an offer of settlement is made.
4. No lawyer shall be engaged in the defense of any cargo claims without prior approval from Operation Manager.
5. If due to time constraint it is not possible to do so, obtain the consent of Manager and inform Operation Manager thereafter.
6. All claim file must be retained for a minimum of two years from the date of carriage.



## CARGO HANDLING MANUAL

### CARGO TRACING, LOSS AND DAMAGED CLAIMS

7. Where stations suspect a claim is likely to arise in respect of a particular consignment, collate and retain all relevant information and original documents before hand.



## 7. MAIL

### 7.1. GENERAL

1. Mails are part of a postal system which itself is a system wherein written documents typically enclosed in envelopes, and also small packages containing other matters, are delivered to destinations around the world.
2. Anything sent through the postal system is called mail or post.
3. In principle, a postal service can be private to public and governments often place restrictions on private postal delivery systems.
4. Postal systems often have functions other than merely sending letters.
5. In some countries, the postal system also has some authority over telephone and telegraph systems.
6. In others, postal systems allow for saving accounts.

#### 7.1.1. CODES

1. Postal code is a series of letters and/or digits appended to a postal address for the purpose of sorting mails.
2. In some other countries, postal codes are known as post code, postcode or Zip code.
3. Although postal codes are usually assigned to geographical areas, special codes are sometimes assigned to individual address or to institutions that receive large volume of mail, such as government agencies and large commercial companies.
4. All Indonesia postal codes are numeric, consisting of five digits of postal code to denote the state or special administrative area.

#### 7.1.2. ACCEPTANCE

1. Post office mailbags must be carefully checked at the time of acceptance to ensure that:
  - a. Bags are in good condition
  - b. Bags are properly sealed with clip or stopper
  - c. The weight on the labels must be shown
  - d. The accompanying documents are completed correctly
  - e. The number of bags must be shown on the label
2. Should there be any defect in the sealing or error in documentation, the mailbags should not be accepted.
3. Not be accepted for carriage until the postal authority rectifies the errors.
4. The cargo reservations staff will then inform our handling agent of the bookings and make arrangements.

5. All postal mails must be supported by the relevant documents or else do not accept the mails bags.

### **7.1.3. MAILED CATEGORIES**

Post Office mail is divided into several categories:

1. EMS (Express Mail Service), LC (Letter et Cartes Postales) AO (Autres Objects) mail, are first class mail. The mail documents used for these are called CN38 (previously AV7).
2. CP (Colis Postaux) mail, are parcel mail. The documents used for this is called CN38 (previously AV7).
3. SAL (Surface Air Lifted) These categories of mail consist of surface mail (LC/AO or CP) which is carried by air on a space available basis. The documents used for this is called CN41.
4. Empty Mail Bags This consist of empty mailbags, which are returned to the country of origin, and is carried free of charge on space available basis.

Each mail documents (CN) may contain more than one bag.

### **7.1.4. ACCEPTANCE TIME LIMIT**

1. All Post Office Mails must be lodged in their shipments by minus four hours (4) prior to STD.
2. The post office must pre-advise to cargo reservation for their bookings during office hours at least six hours (6) prior to STD.
3. Usually the Post Office Mails will be escorted by an authorized representative of the Post Office and any unescorted postal mails should not be accepted.
4. Do not accept any last minutes postal mails.

### **7.1.5. DELIVERY**

1. At discharge stations, mail must be checked against the details shown on CN38/CN41.
2. Action must be taken if any bags are:
  - a. Damaged/violated – such bags must be verified in the presence of an airline representative and a postal authority staff.
  - b. The findings must be endorsed in the CN38/CN41.
  - c. Missing
  - d. Surplus
3. Mail must only be handed to the Post Office with the CNs.
4. Once the Post Office has acknowledged receipt on the CN38/CN41, these documents must not be amended in any way.
5. Should any amendment be necessary after acknowledgment, a separate report must be made and attached to the CNs used as acknowledgement receipt.



6. A substitute Delivery Bill must be prepared to serve as a receipt if mail is received surplus and not included on the CN.

### 7.1.6. COMPANY MAIL

1. Company mails are that any documents related to company's correspondence belong to PT. Smart Cakrawala Aviation and need to be sent to other PT. Smart Cakrawala Aviation stations.
2. Usually these company mails consist of documents intended for consumption within PT. Smart Cakrawala Aviation.
3. It is strictly forbidden to accept any others documents.
4. For such company mails, we do not require any particular documents and normally it will be covered with an envelope with company's logo.
5. For such company mails there is no any charge involved and it is always under free of charge basis.

### 8. CARGO LOADING LIMITATION AND RESTRAINTS

#### 8.1. WEIGHT AND BALANCE

Smart Cakrawala Aviation Flight Crewmembers maintains control of load control of the company aircraft including preparation and completion of the manifest and the load sheet. The information provided below and attachment of the aircraft annexes is for ground handling and cargo agent handling purposes only.

For load calculation purposes, Smart Cakrawala Aviation shall use the true actual cargo weights taken during cargo weighing and then recorded in the Smart Cakrawala Aviation stowing form or manifest form at acceptance cargo and cargo weighing.

Aircraft weight used in the load sheet calculation is the aircraft weight stated in the aircraft Weight and Balance Certificate.

Smart Cakrawala Aviation uses kilograms (Kgs) unit in the load manifest and pounds (Lbs) as a standard weight calculation in the aircraft load sheet.

Manual load sheet calculation will be prepared by PIC or Operation Staff at all times using cargo data provided from Ground Handling Agent. Smart Cakrawala Aviation at this time do not use computerized calculation for aircraft load sheet.

One original form of the aircraft load sheet shall be onboard during flight and be retained after the flight completed and Smart Cakrawala Aviation will keep the file for not less than the period stated for document retention.

For kind of documents to be carried in the aircraft during flight refer to Smart Cakrawala Aviation Operation Manual Section 3, 3.11. RETENTION OF OPERATIONAL DOCUMENTS.

For kind of documents to be retained on ground refer to Smart Cakrawala Aviation Operation Manual section 3, 3.11. RETENTION OF OPERATIONAL DOCUMENTS.

For manifest record keeping period refer to Smart Cakrawala Aviation Operation Manual Chapter 3, Section 3.12 Company Records Keeping.

Last Minute Changes are an inevitable part of the aircraft operation. Agent must ensure that information pertaining to addition and removing cargo are advised to the PIC without delay.

The PIC will perform checks on the weight and balance effect of any change and advised agents if any additional action is required.

### 8.1.1. WEIGHT DEFINITIONS

#### **Standard Basic Weight**

Standard Empty Weight is the weight of a standard airplane, including unusable fuel, full operating fluids and full engine oil

#### **Basic Empty Weight**

Basic Empty Weight is the standard empty weight plus the weight of optional equipment.

#### **Operational Load**

The Operational Load comprises crew, fuel and payload weights.

#### **Payload**

Payload consist only cargo. The aircraft payload capabilities will obviously vary with flight range requirements.

#### **Arm**

Arm is the horizontal distance from the reference datum to the center of gravity (C.G.) of an item

### 8.1.2. WEIGHT AND BALANCE LIMITATIONS

The Design Gross Weight of the aircraft is not exceeded from limitation of the aircraft. In the interests of airworthiness it is essential that the weight and balance limits for the aircraft be adhered to in accordance with the recommendations and information given in the following paragraphs, tables and diagrams

#### **Take-Off Weight Limitations – Landplane**

The All-up Weight must not exceed the figures stated below: The take-off weight must not exceed from limitation of each aircraft.

#### **Landing Weight Limitations - Landplane**

The landing weight must not exceed from limitation of the aircraft.

### 8.1.3. AIRCRAFT WEIGHT AND BALANCE DATA

This data consists of an Equipment Check List, Weighing Record and a Basic Weight Change Record. The Equipment Check List indicates with a check mark in the appropriate column the equipment that was in the aircraft in the "As Weighed" and "Basic Weight" configurations. If the equipment is changed then the Basic Weight changes also. All equipment changes to the aircraft should be recorded on the Basic Weight Change Record, so that an up-to-date record of the weight is available at all times. Similarly if the configuration of the aircraft is altered at any time, e.g.

changing from wheel landing gear to floats, such alterations must be recorded in the Basic Weight Change Record. The obligation that all changes must be recorded applies also to modifications of all types, e.g. repair to damage suffered in service. In these cases all parts removed from or added to the aircraft must be separately weighed and their locations measured so that the Basic "Weight Change Record" can be correctly updated. The Balance Diagram may be used to determine the approximate arms of any equipment, or modifications not listed on the Equipment Check List. When all aircraft modifications are incorporated, the Weight & Balance Change will be found on the appropriate Modification Bulletin.

### 8.1.4. FREIGHT LOADING

#### 1. Cessna C208B Caravan type:

Refer to Cessna C208B Caravan Pilot Operating Handbook Section 6 Weight and Balance / Equipment List.

#### 2. EC 130 T2 type:

Refer to EC130T2 Pilot Operating Handbook Section 6 Weight and Balance / Equipment List

### 8.1.5. TO CHECK AIRCRAFT LOADING

Prior to flight all loadings of this aircraft must be checked to ensure that weight and CG locations do not fall outside the prescribed limits. A valid Weight and Balance Loading Form should be available for every loading flown. The Basic Weight and Basic Moment will be found on the Basic Weight Change Record.

Add to the Basic Weight and Basic Moment:

3. Pilot(s) and Cargo(s)
4. Freight and Baggage
5. Fuel Weights and Moments

Make sure that:

1. The Take-off Weight, less any fuel consumed for warm-up and taxi, does not exceed the limits stated for the applicable configuration.
2. The Total Moment value is within the Safe Moment limits.
3. Available take-off distance permits take-off at this weight.
4. The landing weight does not exceed the applicable limits.

### 8.1.6. LOADING CALCULATIONS

On the following pages will be found charts showing the weights and moments of crew, fuel and payload, permissible CG limitations etc. Two sample loadings have been made for a high density passenger version and for a freight version using the weight and moment charts. It is appreciated that for operational use this method though accurate is tedious, and loading trim sheets have been devised to speed the process of checking the loading. The same sample loadings are also shown on the trim sheets. Pads of these trim sheets will be included with the Weight and Balance Handbook.

#### 1. For Cessna C208B Caravan type:

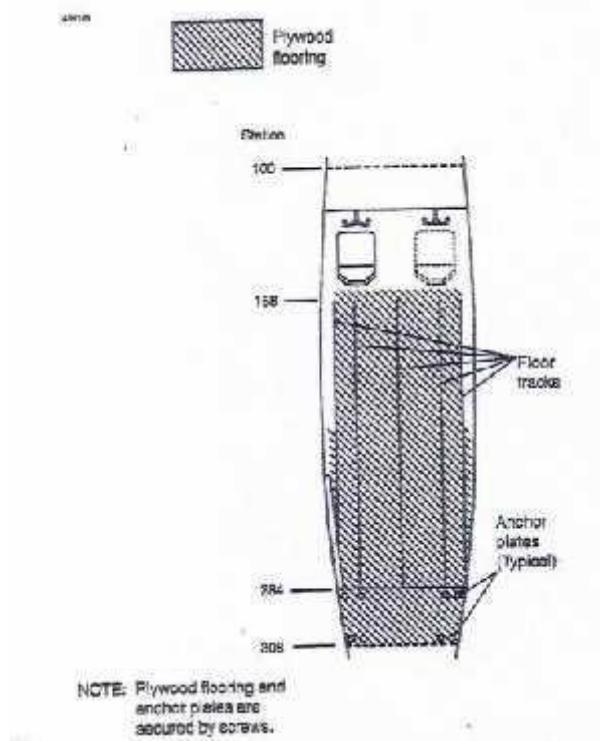
Refer to Cessna C208B Caravan Pilot Operating Handbook Section 6 Weight and Balance / Equipment List.

#### 2. EC 130 T2 type:

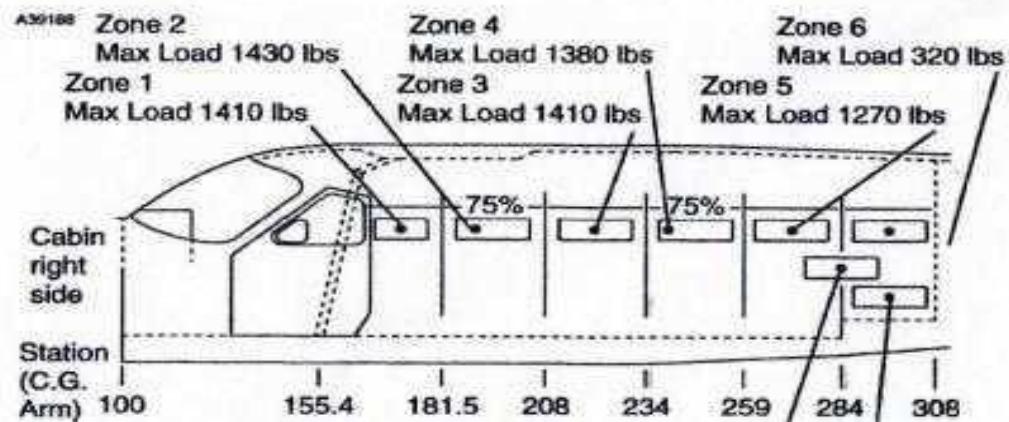
Refer to EC130T2 Pilot Operating Handbook Section 6 Weight and Balance / Equipment List

### 8.1.7. MARKING AND WARNING

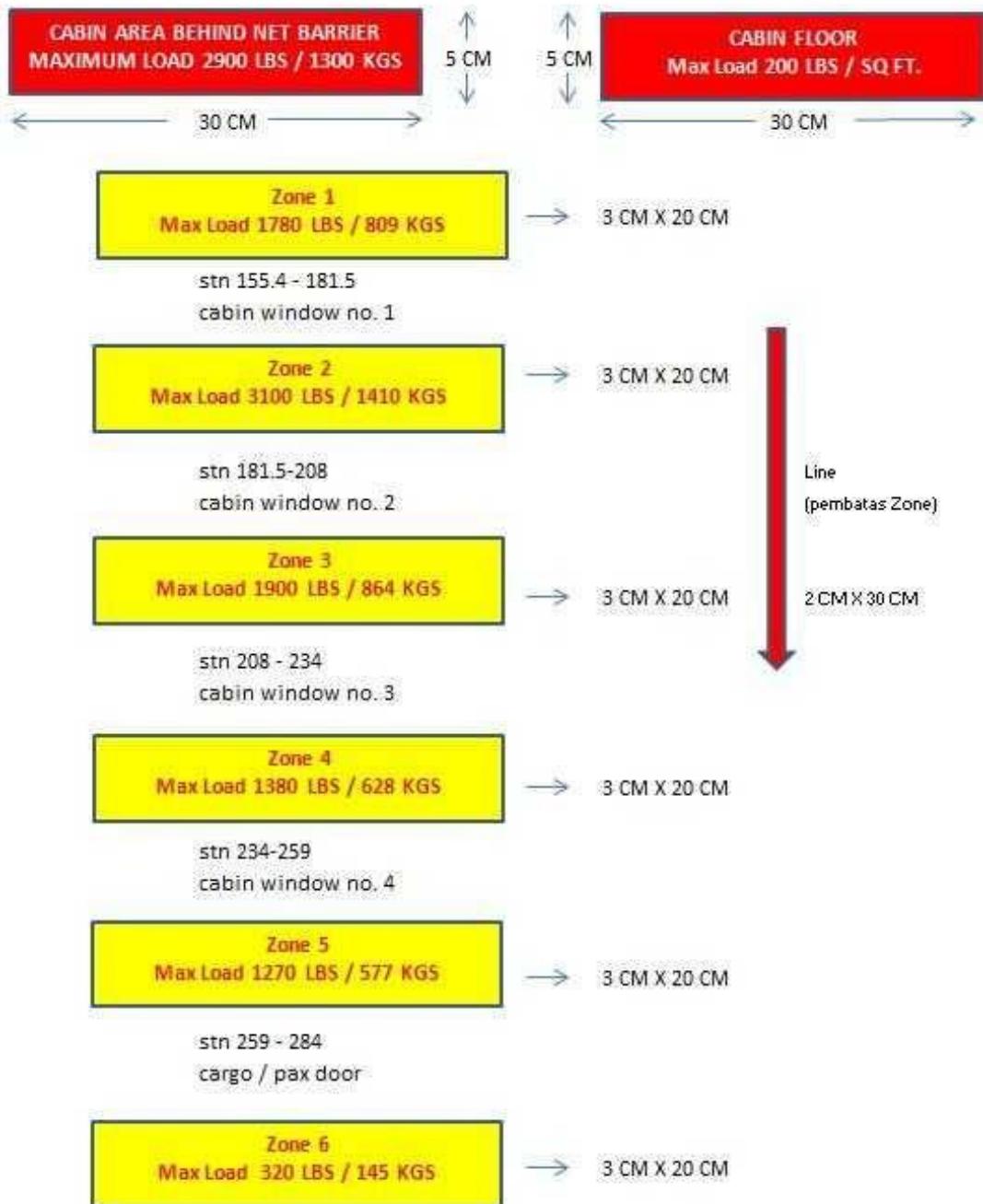
#### 8.1.7.1. MARKING AND WARNING TYPE CESSNA CARAVAN C208B



**Figure 1. : Floor Track, Anchor Plate and Plywood Flooring Arrangement  
C208/208B**



### CESSNA CARAVAN 208B CARGO MARKING ZONE



### 8.1.7.2. MARKING AND WARNING TYPE EC130T2

<b>DISTRIBUTED LOADS MAXI</b> <b>ON FLOOR</b> <b>62.5 POUNDS/SQ FEET - 300 kg/m<sup>2</sup></b> <b>MAX WEIGHT 893 lb - 405 kg</b>	<b>DISTRIBUTED LOADS MAXI</b> <b>ON FLOOR</b> <b>62.5 POUNDS/SQ FEET - 300 kg/m<sup>2</sup></b> <b>MAX WEIGHT 1091 lb - 495 kg</b>
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Location: Console pilot side

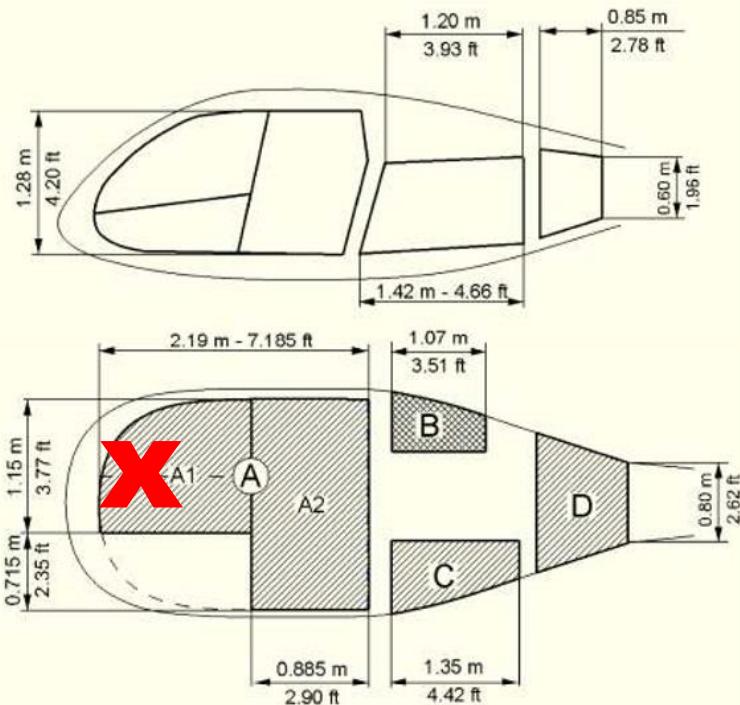
Location: In the rear passenger zone.

<b>DISTRIBUTED LOADS MAXI</b> <b>ON FLOOR</b> <b>62.5 POUNDS/SQ FEET - 300 kg/m<sup>2</sup></b> <b>MAX WEIGHT 342 lb - 155 kg</b>	<b>DISTRIBUTED LOADS MAXI</b> <b>ON FLOOR</b> <b>62.5 POUNDS/SQ FEET - 300 kg/m<sup>2</sup></b> <b>MAX WEIGHT 287 lb - 130 kg</b>
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Location: Cargo hold LH side

Location: Cargo hold RH side

<b>DISTRIBUTED LOADS MAXI</b> <b>ON FLOOR</b> <b>30 POUNDS/SQ FEET - 145 kg/m<sup>2</sup></b> <b>MAX WEIGHT 176 lb - 80 kg</b>
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## CARGO HANDLING MANUAL

### CARGO LOADING LIMITATION AND RESTRAINTS

A : CABIN	Area A 3.00 m <sup>2</sup> (32.3 ft <sup>2</sup> )
	Volume 3.70 m <sup>3</sup> (130.7 ft <sup>3</sup> )
	<b>Area A1 1.35 m<sup>2</sup> (17.7 ft<sup>2</sup>)</b>
	Area A2 1.65 m <sup>2</sup> (14.6 ft <sup>2</sup> )
B : RH HOLD	Area 0.49 m <sup>2</sup> (5.27 ft <sup>2</sup> )
	Volume 0.34 m <sup>3</sup> (12.00 ft <sup>3</sup> )
C : LH OR RH HOLD	Area 0.53 m <sup>2</sup> (5.70 ft <sup>2</sup> )
	Volume 0.39 m <sup>3</sup> (13.77 ft <sup>3</sup> )
D. REAR HOLD	AREA 0.55 m <sup>2</sup> (5.92 ft <sup>2</sup> )
	Volume 0.565 m <sup>3</sup> (19.95 ft <sup>3</sup> )

Note : Smart Cakrawala Aviation policy is not use A1 zone for cargo.



### 8.2. CARGO HOLD LIMITATION

1. An aircraft is a flexible structure and it has own weight limitations.
2. In particular, the fuselage contorts during flight according to the load it contains, so that the fuselage contortion does not exceed at any point the maximum allowed limits.
3. It would result in a risk of permanent damage, the airframe manufacturer defines airframe structural loading limitations.
4. The airframe manufacturer weight and balance manual is the authority that specifies the allowable limits on aircraft loading.
5. In any circumstances, do not load more than the weight limitation and floor strength.
6. In the event whereby the aircraft does not carry any passenger or baggage, we might then be able to plan for an additional load, if any.
7. Due to safety reason, do not load any skidded or crate form of cargo into bulk holds.
8. The load are to be distributed at the ratio of 50:50 percent for forward and aft in order to achieve an ideal aircraft trim for aircraft Weight & balance requirements.

#### 8.2.1. GRAND CARAVAN CESSNA 208

1. The Grand Caravan Cessna 208 is a light aircraft, short haul aircraft which can carry one thousand and two hundred kilos (1.2 tones) of cargo.
2. This aircraft has two stations or block at cabin area and one holds comprising of three compartments, all of which are designed for carriage of loose-loaded bulk cargo only.
3. The Grand Caravan Cessna 208 is not carrying Unit Load Devices (ULDs).

#### 8.2.2. EC130T2

1. The EC130T2 is a light aircraft, short haul aircraft which can carry seven hundred kilos (700 kg) of cargo
2. This Helicopter has two stations or block at cabin area and a compartments, all of which are designed for carriage of loose-loaded bulk cargo only.
3. The EC130T2 is not carrying Unit Load Devices (ULDs).



### 8.3. LOADING LIMITATION / RESTRAINT

#### 8.3.1 Loading Limitation/ Restraint C208

1. In line with main business model and for operational reasons the carriage of cargo are limited to one thousand kilograms (1 ton)
2. However subject to Captain's approval and within the weight and balance requirements, the cargo load can be increased to a maximum of one thousand two hundred kilos (1.2 ton) for Grand Caravan Cessna 208 aircraft and within 30 minutes ground time.
3. Delaying a flight due to loading and unloading of cargo are not allowed and to be avoided.

#### 8.3.2 Loading Limitation/ Restraint EC130T2

1. In line with main business model and for operational reasons the carriage of cargo are limited to seven kilograms (700 kg)
2. However subject to Captain's approval and within the weight and balance requirements, the cargo load can be increased to a maximum of seven hundred kilos (700 kg) for EC130T2 and within 30 minutes ground time.
3. Delaying a flight due to loading and unloading of cargo are not allowed and to be avoided.



### 8.4. LOADING SPECIAL CARGO

1. Loading of special cargo means cargo which requires special procedures for acceptance, handling and loading.

The main types of special cargo are:

- a. Wet cargo
- b. Valuable and vulnerable cargo
- c. Perishable cargo
- d. Fragile cargo
- e. Heavy/Outsized cargo
- f. Live Animal
- g. Human Remain
- h. Dangerous Good

2. During loading of special cargo, cover the floor of the cargo compartments floor with the plastic sheets with an extra meter on each side of the load.
3. This may protect the aircraft floor from spillage or leakage, which can lead to corrosion or other damage to the aircraft structure.



### 8.5. LOADING / RAMP EQUIPMENTS

1. Adequate ground support equipment such as belt loaders, tractors and trolley are required in order to speed up the handling.
2. The number of serviceable equipment must meet minimum requirements to handle the flight and entire operation.
3. The number of personnel handling the equipment should be sufficient and able to meet handling requirements.
4. Tractors and trolleys for towing the cargo loads to/m the warehouse must be monitored and managed effectively.
5. Only persons holding valid apron driving permits are allowed to operate the above equipment.
6. When operating the above equipment, always follow the rules and regulations. Safety and security requirements must be observed and applied. Do not operate recklessly.