

17 July, 2013

NCA service for a faster delivery

Nippon Cargo Airlines Co., Ltd. (NCA Headquartered in Narita, Chiba: President Fukashi Sakamoto) continues to establish new standards at NRT to improve the quality of service by providing faster recover of import cargo for our customers.

For import cargo arriving at NRT airport, NCA set a goal for all cargo to be ready for pickup within three hours after flight arrival. Upon flight arrival, import cargo ULDs are immediately unloaded from the aircraft, transferred to the warehouse and broken down. The cargo is then checked against the relevant documents, and customers are able to start the clearance process. At NRT airport, six hours is the guideline standard time for freighter aircraft, from flight arrival to the time when all cargo is completed. In FY2012, NCA achieved an average of only 3 hours 22 minutes for all flights at Narita.

In addition, depending on the customer's request, we provide our unique priority service for import cargo allowing requested cargo to be ready within 150 minutes after flight arrival. For this service, an extra JPY 6000/each will be charged to the customer. Last fiscal year we had 1779 requests for this priority service. The average recovery time was 81 minutes, which is almost half of the promised time of 150 minutes!

NCA will continue to provide high-quality air transportation services that satisfy clients' needs with flexibility and reliability so that we remain a reliable partner and the best choice for our customers.

【NCA Narita import cargo average time to matching】

	NRT IMPORT MONTHLY HANDLING CARGO	AVERAGE TIME/FRIGHT
APR, 2012	8,168 t	2:56
MAY, 2012	7,136 t	2:58
JUN, 2012	8,348 t	3:02
JUL, 2012	8,689 t	3:15
AUG, 2012	8,226 t	3:16
SEP, 2012	8,814 t	3:23
OCT, 2012	8,505 t	3:20
NOV, 2012	8,625 t	3:08
DEC, 2012	8,627 t	3:41
JAN, 2013	7,131 t	3:40
FEB, 2013	7,769 t	3:41
MAR, 2013	9,632 t	4:09
AVERAGE	8,306 t	3:22