

C.4.2 Planning for Damaged/Rejected/Queried Shipments

- (1) Get copy of airline's checklist. Each airline uses a different checklists, there is no standard format.
- (2) Reconcile your checklist with airline's checklist. (See table A.3.1 below)
- (3) Ensure personnel are trained in checklist procedures.
- (4) Ensure each product – including those that are not classified as dangerous goods, have a complete and recently validated manufacturer's safety data sheet, including transport classification information, and that this is available.
- (5) Develop a remedial measures plan.
- (6) Retain remedial measures company.

C.4.3 Queried Consignment.

- (1) IATA member airlines have package testing certificate available.
- (2) Have copy of package preparation procedures available.
- (3) Have MSDS with transport classification information available.
- (4) "Non-dangerous" statement on air waybill.

**Rejected shipments cross reference
list now included**

C.4.4 On Rejection – Dangerous Goods

(1) Get copy of Checklist completed by the airline.	Make sure the airline's checklist has been signed, fully completed and identifies all errors. There may be more than one problem with the consignment.
(2) Check rejection items against Table A3.1	A.3.1 provides a description of the possible errors which the airline may have identified and provides a cross-reference between the airline's operations manual, the DGR, and AIR Shipper.
(3) Package Damaged	If the package has been damaged in-transit to the airline, it will not be accepted. The dangerous goods must be repacked by trained personnel. A salvage packaging may be used in certain cases however complete repackaging is normally required.
(4) Packaging incorrect (indicated by the UN specification mark)	The packaging may be prohibited in air but permissible for surface (road) transport. If this is the case, it may be feasible to return the package to source for repackaging. It may be that the packaging is queried by the airline. A copy of the packaging test certificate may be required.
(5) Package Marking	Package markings (names, addresses, dangerous goods identification etc.) may be incorrect or different from those shown on the documentation. This may be corrected by a remedial measures specialist or at source.
(6) Package Labeling	Incorrect labeling is a violation of 49CFR and the package is not permitted to be transported by surface or air. Remedial measures personnel must correct the problem on site. Freight-forwarder/airline cargo handlers may have mis-applied routing/ package identification labels to the package obscuring essential dangerous goods marking/labeling.
(7) Documentation Administrative or Dangerous Goods Item	Errors with the documentation must be corrected either by the same individual who signed the transport document or the a completely new set of documents issued and delivered.
(8) Follow-up with a review of why the error was made.	Possible follow-up measures: (a) changes to the consignment process. (b) additional staff training. (c) review of the airline's cargo acceptance process.