



IATA TIME AND TEMPERATURE SENSITIVE LABEL: FAQ

1. Who is responsible for placing the label on the shipment? Can the shipper also delegate this to a subcontractor?

It is the responsibility of the shipper (or designated shipper's agent by service agreement) to ensure the label is applied properly for time and temperature sensitive healthcare cargo shipments booked as such.

2. What do I have to put on the bottom half of the label?

The lower half of the label must never be left blank and must indicate the external transportation temperature range of the shipment. The temperature range must only be shown in Celsius. No other temperature information must be indicated on the label except, when agreed between the parties it may be used to communicate the Standard Operating Procedures (SOP) number.

3. To what does the temperature range on the label relate to?

The temperature range indicated on the Time & Temperature Sensitive label always reflects the temperature external (or ambient temperature) to the package allowed during transportation and distribution and not the actual product (internal) temperature.

4. What if I leave the bottom half of the label blank?

It is not allowed to leave the lower half of the label blank. In the event that the shipper fails to complete the lower half of the label or in case of discrepancy the transportation temperature indicated on the Air Waybill prevails.

5. What do I put on the bottom half of the label if I use passive packaging with an expiration date where the transportation temperature must be changed after a certain date or in case of a delay?

The transportation temperature range must be indicated on the lower half of the label and exceptions related to the transportation would be mentioned in a specific standard operating procedure (SOP).

6. Where can I get the label?

The label can be purchased using the following link on the IATA website: <http://www.iata.org/ps/publications/dgr/Pages/handling-labels.aspx>

7. What information do I need to put on the Master Air Waybill to match the use of the label?

There must be one temperature range that is identical on Air Waybill, Booking and on the Label. The label only supports the booking, thus the transportation temperature range specified on the label must match the transportation temperature range stated on the Air Waybill, Service Level Agreement (SLA) or Standard Operating Procedures (SOP). In case of any discrepancy the transportation temperature range indicated on the Air Waybill prevails.



8. How should shipments using dry-ice (carbon dioxide solid) as a refrigerant be handled?

Shipments with dry-ice should be handled as general cargo or as per specific written agreement with the requirement of a 24 hours emergency contact number.

Dry-ice (carbon dioxide solid) when used as a refrigerant is classified as “dangerous goods” and it is therefore necessary to refer to the IATA Dangerous Good Regulations for details of additional labeling and marking requirements. (PCR Chapter 17 section 17.10.6.1).

9. What happens if conflicting labels are affixed on the shipment?

Labels required by other international or national transportation regulations are permitted in addition to labels required by these Regulations, provided that they cannot be confused with or conflict with any labels prescribed by these Regulations, because of their color, design or shape.

10. Should the label ruling applies only to healthcare products or applicable to any type shipment requiring temperature control, regardless of the industry?

The mandatory Time and Temperature Sensitive label is foreseen specifically to the healthcare industry and must be affixed to all shipments booked as temperature controlled cargo.

11. What are the risks of adverse exposure?

Exposures to temperatures outside of that range can and will occur during normal air cargo operations and sufficient protection must be provided by the shipper to mitigate those risks.

12. Are any current Air Cargo liability rules changing due to the implementation of the Time and Temperature label?

The use or not of the Time and Temperature Sensitive Label does not affect the current Air Cargo liability rules.

13. Does the label guarantee that my shipment will be transported in the requested temperature range at all times?

The correct usage and affixing of the label only, does not guarantee that the shipment will be transported at the required temperature range at all times. This will depend on the booked service, on the established SOP and on the airlines/transporter’s infrastructure and capabilities.

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