



DG AIR FREIGHT

Dangerous Goods Specialists

Qualifying a Cold Chain Customer

Customer: _____

Name: _____ Title: _____

Address: _____

Telephone: _____ email: _____

Questions: Make a note regarding who you are speaking to. Keep in mind logistics people will have different business objectives vs. a process engineer or validation person.

What is the product being shipped?	
What Temperature does your product need to be kept at during transportation?	(2-8C / 2-15C / 15-25C / -20C / -60) Please specify:
What is the product load/ carton dimension? Minimum and Maximum load per shipment?	Width X Height X Depth (in Centimetres if possible)
Do you ship International, Domestic or both?	International Domestic
Who is your preferred transporter? Express company, Freight or Specialist	
What duration do you require from your insulated shipping containers?	Domestic: 24 hours 48 hours 36 hours International: 36 hours 72 hours 96 hours 120 hours
Do you currently experience any problems with shipping your temperature sensitive products?	<ul style="list-style-type: none"> • Excursions? • Spoiled product? • Physical damage of primary containers?
Is the product ship of high value?	YES NO
Do you monitor the temperature of your cold chain shipments?	YES NO
Is the product able to be re-positioned i.e. on its side or top?	YES NO

If you find the conversation becoming too technical, do not hesitate to stop and let tell the client know that you will forward the inquiry to 1300 651 248 or operations@dgair.com.au for further discussion.

NOTES/COMMENTS: _____

Completed By: _____ Date: _____