

RWANDAIR CARGO

Export

We persistently strive to bring innovation and service excellence into our RwandAir Cargo product in order to meet our aim of offering consistently high standards of air cargo services through excellent customer service, global network connectivity and technology. Opportunities in our Cargo division include roles in customer service, cargo operations, cargo network planning and product.

Time limit for space booking (pre-flight): 24 hours for direct flight and 48 hours for transiting in order to be able to export different cargo. Below is the full information needed:

All RwandAir payments must be deposited on RwandAir bank account in Rwandan Francs 0004-0284277-03 and in US Dollars 0004-0284278-04.

Types of Cargo

General goods

General Cargo is the term used for shipments of durable goods that do not require special treatment. Within this category are shoes, textiles, and spare parts, among others. For loads that require special treatment, RwandAir offers solutions according to your needs.

Requirements for transporting general cargo

MAGERWA warehouse documents	Customs required documents
<ol style="list-style-type: none"> 1. Shipper's letter of instruction 2. Packing list 3. Commercial invoice 4. Maximum dimensions: Length=190cm, width=80cm height=70 cm 5. Do not exceed 80 kgs per package 	<ol style="list-style-type: none"> 1. Export declaration 2. Export licence 3. Commercial invoice 4. Clearing agent

Special handling

Fragile Item transport applies for those articles that, because of their characteristics, form, or packaging, may break or be damaged upon being transported by RwandAir. This type of cargo must be properly packed with materials that protect, particularly with a cushioning material that keeps goods protected.

Some of these articles include: computers, dishes/plates, cellular telephones, LCD and plasma TVs, ceramics, and crystal. All of these items must be in perfect condition and provided packaging that protects them during transport.

Perishable goods

Perishable goods include products such as: fruits, flowers, vegetables, meats, eggs, medicines and transplants organs, fish, etc. This type of cargo is usually evaluated to make sure that there is no leakage and that internal packing is sufficient for absorption if any spillage does occur during transport.

Requirements for transporting perishables

MAGERWA warehouse documents	Customs required documents
<ol style="list-style-type: none"> 1. Certificate of origin 2. Shipper's letter of instruction 3. Packing list 4. Commercial invoice 5. Certificate from National Agricultural Export Board (NAEB) 6. Certificate from Rwanda Standards Board (RSB). 7. Phytosanitary certificate 8. Maximum dimensions: Length=190cm, width=80cm, height 70=cm. 9. Do not exceed 80 kgs per package 	<ol style="list-style-type: none"> 1. Export declaration 2. Export license 3. Commercial invoice 4. Clearing agent

Human remains

RwandAir receives human remains from funeral parlors. All of our employees are trained in the sensitive transportation coordination of human remains. You can be assured we will give your departed loved ones the highest quality of service on their journey to their final resting place.

Cadavers: Must be embalmed and packed in this order: a zinc or iron metal box (hermetic), absorbent material, a wooden box (casket), cardboard, and finally a wooden crate with handles. Maximum dimensions: Length=190cm, width=80cm , height=70 cm.

Requirements for transporting human remains

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| <ol style="list-style-type: none"> 1. Death certificate 2. Deceased passport 3. National Police Certificate (CID) 4. Certificate from the Embassy/High Commission 5. Embalmed certificate |
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Valuable goods

Valuable goods are any that include gold, platinum, bank notes, securities, etc. For the transport of valuable goods, government authorization and regulations, commercial agreements and procedures must be agreed upon before transport.

Requirements for transporting valuable cargo

MAGERWA warehouse documents	Customs required documents
<ol style="list-style-type: none"> 1. Certificate of origin 2. Packing list 3. Commercial invoice 4. Seal from the origin 	<ol style="list-style-type: none"> 1. Export declaration 2. Export license 3. Commercial invoice

Live animals

Live animals are accepted as air cargo, provided they comply with the following requirements:

- They are domesticated or otherwise non-harmful animals
- Standard cage
- Import permit from the country of destination
- Export permit from the country of origin
- Current vaccination cards from the veterinary (Valid for one month)
- Shipper's letter of instruction
- Live animal passport or certificate of identification

Dangerous goods

Are articles or substances that may pose risks to human health, safety, security, property, or the environment. Except radioactive materials, RwandAir will transport Dangerous Goods substances in accordance with IATA Dangerous Goods regulations acceptable on the passenger aircraft. Arrangements must be done before uplift.

Requirements for transporting Dangerous Goods cargo

MAGERWA warehouse documents	Customs required documents
<ol style="list-style-type: none"> 1. Certificate of origin 2. Shipper's letter of instruction 3. Commercial invoice 4. Packing list 	<ol style="list-style-type: none"> 1. Export declaration 2. Export license 3. Commercial invoice 4. Clearing agent.

For more information, please contact us on

 +250738306074

 cargo@rwandair.com

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Import

We persistently strive to bring innovation and service excellence into our RwandAir Cargo product in order to meet our aim of offering consistently high standards of air cargo services through excellent customer service, global network connectivity and technology.

Opportunities in our Cargo Division include roles in customer service, cargo operations, and product.

Time limit for space booking (pre-flight): 24 hours.

RwandAir handles other Airlines that operate in Rwanda i.e. KENYA AIRWAYS, KLM, MARTINAIR, QATAR, TURKISH AIRLINES. All the documents are received in RwandAir office.

All RwandAir payments must be deposited on RwandAir Bank account in Rwandan Francs 0004-0284277-03 and in US Dollar 0004-0284278-04.

Requirements when receiving imports

1. Arrival notice
2. Airway bill
3. Commercial invoice
4. Packing list
5. Clearing agent
6. RwandAir fees for general cargo: 30,000 FRW
7. RwandAir fees for consolidation: 45,000 FRW
8. Storage charges start after 3 days upon arrival

For more information, please contact us on

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✉ **cargo@rwandair.com**