

TrustUA

Committed to the professional
handling of human remains
with dignity and respect



TrustUA

United Cargo understands that a true measure of any business is its compassion during a time of need. That's why we offer **TrustUA**, a specialized service specifically designed to assist in the transportation of human remains shipments.

TrustUA assists your business every step of the way from booking to arrival, supporting you with our specially trained staff, seven days a week, 24 hours a day.

United Cargo transports human remains to our destination cities in the U.S., Europe, Middle East, Africa, Mexico, Canada, Central and South America, the Caribbean, Asia, India and the mid-Pacific. And, through our partnerships with other airlines, we can ship virtually anywhere in the world. Wherever the destination, United Cargo treats human remains with dignity and respect during every point in the journey.

United Cargo charges flat rates for human remains shipments transported within the U.S. We conveniently group our U.S. routes by zone. You pay one low, predetermined rate for reserved air transportation between any two cities in the same zone or between different zones. Accessorial charges are calculated based on the actual weight of the shipment. NOTE: There is a charge premium for shipments more than 500 pounds. Shipments meeting this criterion require advance notification and special approval by the **TrustUA** desk.

Service description

- Airport-to-airport air freight express service
- Booked on flights specified by the customer
- Highest priority boarding
- Special handling and proactive monitoring at every point of transit
- Interline flight routing available to many destinations worldwide

Acceptance time at origin*

INTERNATIONAL SHIPMENTS:

- At U.S. origins: must be tendered at least four hours prior to the scheduled flight departure time of the reserved flight
- International origins: local drop times apply

INTRA-U.S. SHIPMENTS:

- Must be tendered at least two hours prior to the scheduled departure time of the reserved flight

Recovery time after flight arrival at destination

INTERNATIONAL SHIPMENTS:

- At U.S. locations: documents and freight are available for pickup within three hours of flight arrival (pending customs clearance)
- International locations: local recovery times apply

INTRA-U.S. SHIPMENTS:

- Available for pickup within two hours of flight arrival

Requirements for funeral shipments

To ensure that the shipping process goes as smoothly as possible, please adhere to the following requirements:

- Advance reservations are required
- The customer must comply with all local, state, federal and international regulations and paperwork requirements
- Funeral shipments must be shipped in an acceptable casket and air tray or combination unit

* Acceptance/availability times may vary by location. Please see Station Information for specific drop-off and recovery locations and times.

AIR TRAY:

The air tray is an outer container used to protect and conceal the inner packaging (casket) and meet the handling requirements

PROTECTION AND CONCEALMENT:

- Air trays must be made of water-repellant material (wood, particleboard, plastic or corrugated fiberboard) rigid enough to protect the exterior of the casket
 - A combination of these materials is acceptable for domestic shipments
 - The destination-country coniferous wood treatment requirements must be met for international shipments
- A new air tray must be used for each shipment

CONTAINER REQUIREMENTS:

- Six (6) handles for ease in moving
- An identification envelope, window or insert to secure shipping documents
- Orientation label (“HEAD”) to assist in loading and unloading

ZEIGLER TRAY:

The Zeigler air tray is a single-unit container made of 20-gauge steel construction with a channel gasket lid that is hermetically sealed. The design of these containers allows the unit to be accepted alone for transportation without the need for an additional internal “casket.”

Zeigler trays are typically used for disinterment, overseas shipping and as a holding vault.



COMBINATION UNIT:

A combination (“combo”) unit is a casket/air tray combination used when remains are being tendered without a standard casket. This type of unit combines a “minimum shipping casket” with an air tray.

This special type of container must have the following qualities:

- Fiberboard construction strong enough to assure protection of the human remains
- Construction rigid enough to permit normal handling with no flexing during acceptance, ramp transport, loading and unloading. There must be sufficient strap loops or handle devices
- These containers should be designed to ensure the remains are secured inside to prevent any internal motion

The “casket” part of the unit must:

- Be made of corrugated paperboard, plastic, wood particleboard, Masonite
- Meet the destination-country coniferous wood treatment requirements
- Contain straps to secure the remains

Certificate of death, burial permit, burial removal permit and/or other documentation as required by local, state, federal and international regulations must accompany funeral shipments.

Shipments weighing 500 pounds and greater require advance notification and approval by the TrustUA desk.

Intra-U.S. cremated remains are transported via United Cargo’s QUICKPAK small-package service.

In certain cases, passenger bereavement fares may be available. Please consult the TrustUA staff for eligibility requirements and fare information.



Who's merging isn't nearly as exciting as what's emerging.

For more information, please call the
TrustUA desk at 855-822-2737.

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CARGO** ®