



You First, Always

Packaging & Labelling Guidelines

Introduction

With the help of a productive and passionate team that delivers exceptional services to clients within the MENA region and beyond, First Flight Couriers never fails to deliver happiness on time. Our dedication towards ensuring excellence in the last-mile logistics industry has helped us create a seamless experience for every customer and ensure that all their packages are delivered in great condition.

The following packaging guidelines need to be followed to ensure that every product gets delivered in perfect condition to the customer. Failure to follow these guidelines would lead to damage and eventually disrupt the quality of service. These guidelines will provide a detailed outline of the packaging requirements for various product categories that are delivered at First Flight Couriers.



Consequences Of Non-Compliance



Late deliveries



Instant client returns to your warehouse.



Blocking future non-compliant packages from being collected from your location.



Non-liability from clients for any damaged shipments.



Unplanned service costs incurred.

NOTE: The package must be handed over to First Flight Couriers drivers for collection with the Airway Bill containing First Flight Couriers barcodes and pouches. Packages that do not comply with the following will be investigated or returned immediately, including your printed or labelled paper bags.

1. Assessment Of Shipping Items



SIZE ASSESSMENT

The size of the shipment (Small, Medium, Large) must be considered so that the package fits securely within the external packaging materials and does not touch the outer walls of the box.

WEIGHT ASSESSMENT

The following packaging material must be used depending on the weight of the product.

- **0kg - 5kg: Light**
- **5kg – 10kg: Medium**
- **Above 10kg: Heavy**

NATURE OF CONTENTS

The nature of the item must be considered to ensure the suitable packaging material and the safety of products so as to deter any packaging failures.

Dangerous and Non-Dangerous Goods

- Flammable Liquids
- Precious gems and Artificial Jewellery
- Un-prescribed medication & drugs
- Explosives, Arms & Ammunitions
- Alcoholic beverages
- Radioactive material
- Surgical equipment
- Currency or Cheques
- Laser equipment
- Food items (Finished or with expiration dates)
- Gambling tools
- Ivory
- Antiques and scriptures



2. Packaging Materials



INTERNAL PACKAGING

Internal packaging must be used as a cushion to:

- Prevent damage during transit such as shock, vibrations and any pressure applied.
- Prevent multiple items from touching within the parcel.
- Eradicate the movement of content within the package.
- Provide clearance from the item and the external packaging.

NOTE: The internal packaging must be adequately sturdy. If not, then even the best quality of external packaging will be unable to avoid the damage.

Given below are examples of basic internal packaging:

EACH ITEM MUST BE PACKED SEPARATELY

Fragile goods should be wrapped separately during transit and must be separated from each other, as well as from the top, bottom and sides of the box.



ENSURE THAT EACH ITEM IS SURROUNDED BY PROPER CUSHIONING

Each item should be protected by two inches of material. In addition, the item must be placed with sufficient space from the inner walls of the box to prevent any damage or product to product contact.



Guidelines While Using Bubble Wrap



BUBBLE WRAP

Fragile goods should be wrapped separately during transit and must be separated from each other, as well as from the top, bottom and sides of the box.

HIGH GRADE BUBBLE WRAP

This is a premium bubble wrap with top grade plastic that won't break or 'Pop' easily. It is utilized in the packaging of heavy equipment, computers, laptops, glassware and other items to prevent any damage.

GENERAL GRADE BUBBLE WRAP

This commonly used bubble wrap utilizes medium grade plastic and is used for the packaging of CD's, handbags, eyewear and a wide variety of products.

LIMITED OR LOW GRADE BUBBLE WRAP

Offers the least amount of protection in comparison to the others. It should only be used as an alternative to good grade wrap.

TEMPERATURE CONTROLLED BUBBLE WRAP

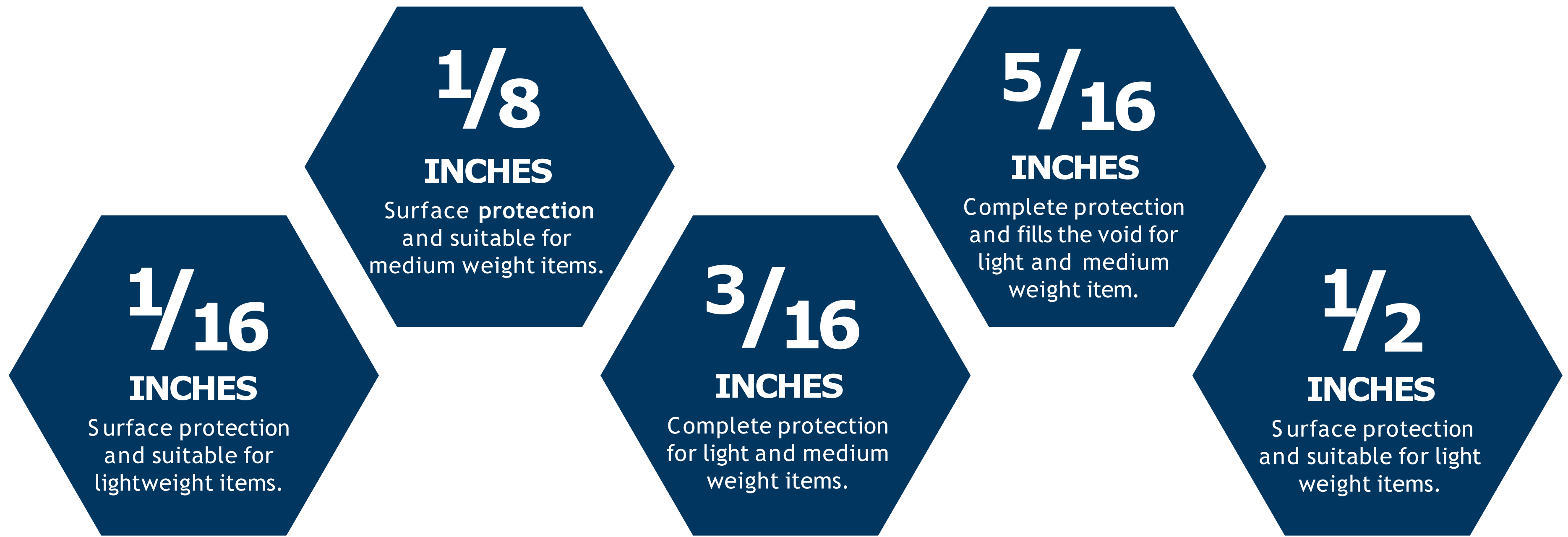
These are ideal to pack temperature sensitive products as it is made up of cellular insulation units. Some temperature sensitive products are medicines, perishable goods and other similar items.

ANTI-STATIC BUBBLE WRAP

This is used mainly in the protection of electronics and is available in any grade. This wrap should be used to pack cell phones or television units amongst others.



Standard Sizes For Bubble Wrap

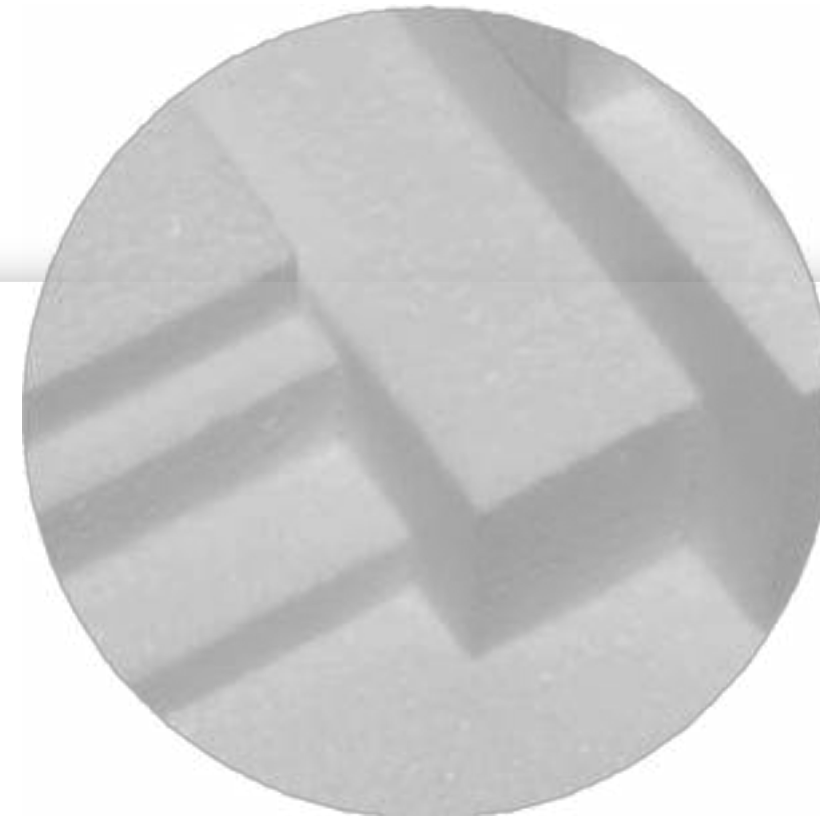


2. Packaging Materials



CORRUGATED ROLL

Corrugated rolls protect irregular sized items and can be carved according to the product shape due to its elasticity. These rolls can prevent dents but may not withstand the impact of heavy loads.



PROTECTIVE FOAM

To protect from external moisture, a protective foam (aka. polyethylene, polyurethane) is used. This provides excellent protection for thermosensitive or fragile items including electronics and medical instruments.



STYROFOAM

Also goes by the name Polystyrene or EPS plastic, this can be cut into the preferred size and shape. These are ideal for electronic items and the light weight provides good durability of items.

2. Packaging Materials



PACKAGING PEANUTS

Also known as loose fills/packaging chips, These are used to fill any air gaps in packaging. This is a self-correcting packaging material that is excellent for hardware items that can be easily damaged around the edges.



DIVIDERS

These are used to separate internal contents within a package that have a multitude of items and come in contact with each other during transit, mainly when stacked. This is not a substitute for cushions as it does not protect from damage. Between the divider, each bottle or item must be wrapped and then placed individually in the divider.



AIR PILLOWS

Air pillows are light weight and durable to protect parcels in minimal spaces. These are ideally used for non-liquid, non-fragile and light weight items.



KRAFT PAPER

Kraft paper is essentially crumpled or wrapped to fill any empty spaces within the package. These packages usually contain light to medium and non-fragile products. To use it as a cushioning material, firmly scrunch the paper and use 2 inches around and between the contents. These are used in the wrapping of glass, ceramics and other fragile items.

2. Packaging Materials



CORRUGATED BOXES

These boxes contain three layers. The inside liner, outside liner and fluting which goes in between. The corrugated box strength outlines the strength of the box.

- The total weight of the box
- The size of the box
- The product nature
- How the item will be stored, transported and stacked

CORRUGATED FLUTES

A corrugated flute is like S-shaped waves and creates a board. These flutes run parallel to the depth of the container and give it its rigid and crushing strength. They also act as an insulation for products that need protection from temperature changes. The classification of corrugated boxes is based on the width of the wall illustrating the strength capacity of holding items with different weights:

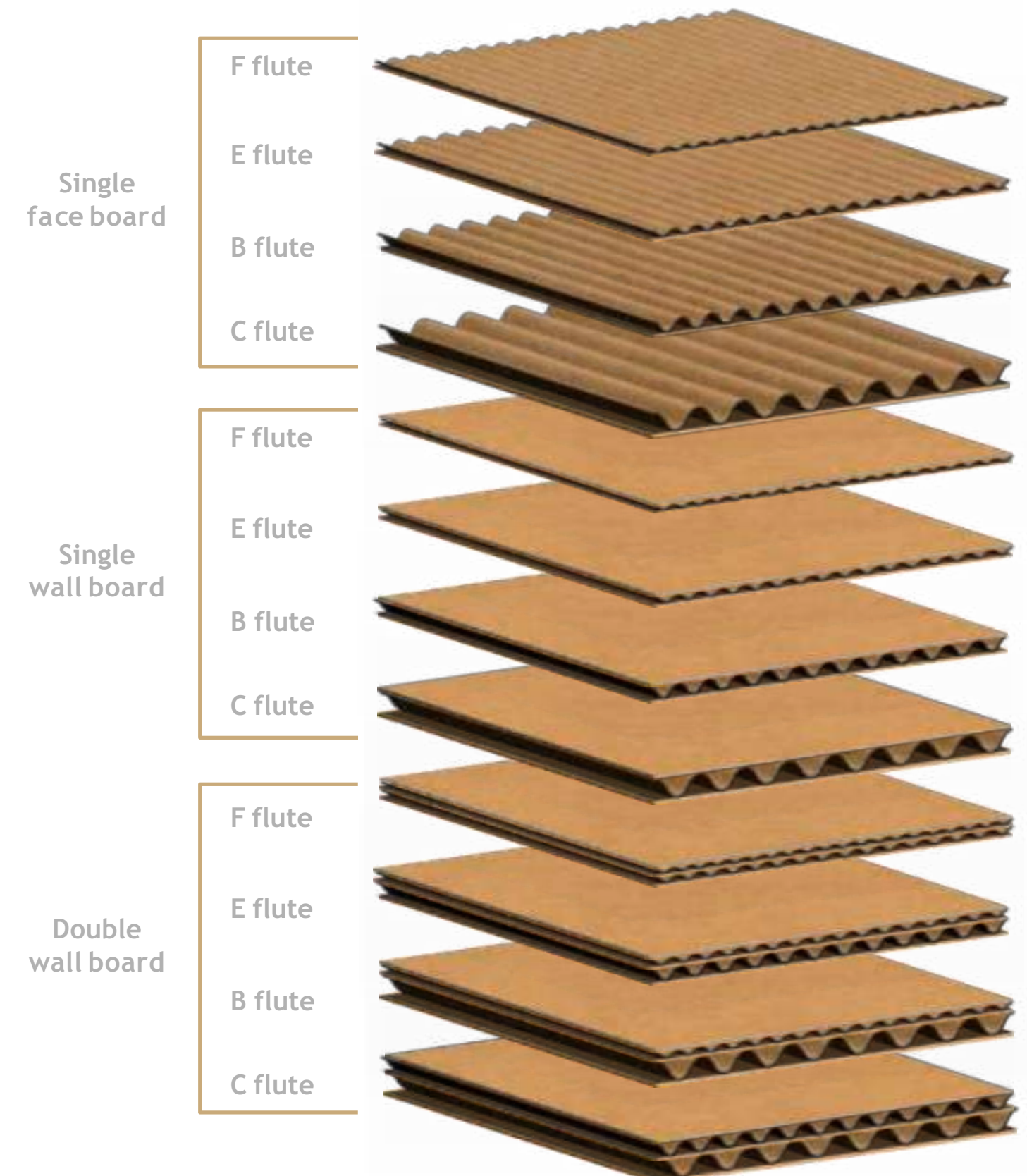
A-Flute: 5mm, provides greater strength and cushioning, used for heavy objects.

B-Flute: 4mm, used for canned goods and displays with good stacking strength.

C-Flute: 3mm, used for furniture, dairy and glass products.

D-Flute: 2mm, same as the above.

E-Flute: 1.55mm, has a thin board to save storage space. Great choice for die cut custom boxes.



Guidelines While Using Corrugated Boxes



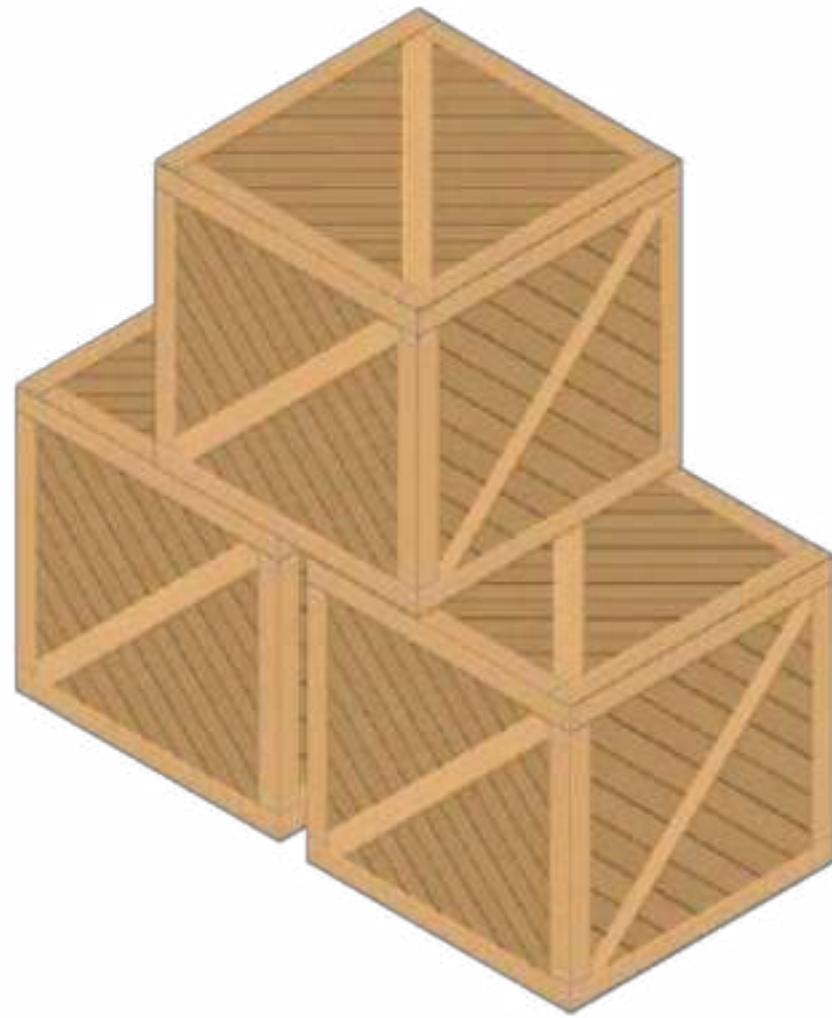
- Do not reuse the cardboard boxes as they lose their rigidity and strength during the transportation of heavy items.
- Recycled boxes are not advised as they are not strong enough compared to newly produced boxes even if they contain the same thickness and size.

Follow these steps to understand the box size requirements for the product:

- Measure the product dimensions (length, breadth, height*).
- The box must be slightly larger than the 3 dimensions to provide extra padding for protection.
- Check the box specifications for the correct size, length, width and height on the inside of the box.
- The product should be wrapped with suitable padding and placed inside the box. Ensure that it is snug to prevent any movement.

NOTE: Do not leave any gaps between the top of the box as it could lead to damage, and provide enough packaging internally to restrict the movement of the package inside the box. If these guidelines are not followed, First Flight Couriers will not be liable for the damage.





WOODEN CRATES

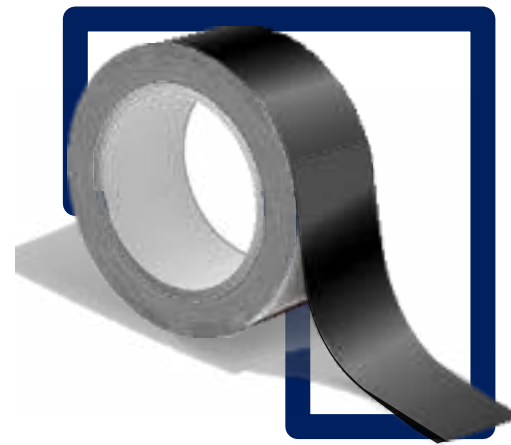
For maximum protection, it is advisable that heavy stoneware items and pottery pieces be packaged in industrial grade bubble wrap and surrounded by polystyrene before placing into a strong cardboard box. Place this into a wooden crate to avoid the splitting of cardboard boxes.



POLYTHENE BAGS/POUCHES

Polythene pouches are flexible and thin materials that are suitable to contain shipping items that are susceptible to tears or any splits. The pouch is generally used for lightweight items and documents. It can also be useful for items that are less easily damaged during transportation.

3. Sealing



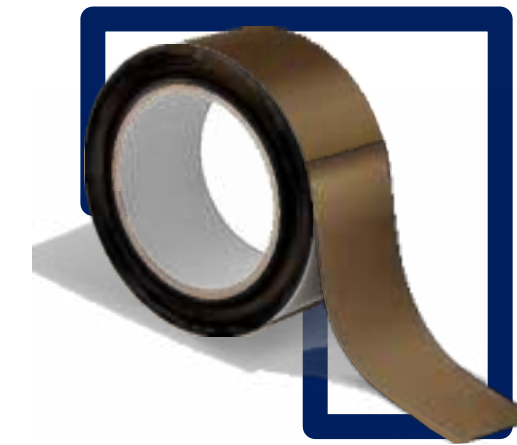
VINYL TAPE

This is great for long-term storage and extreme temperature items such as batteries which can be packaged with vinyl tape.



WATER BASED ACRYLIC TAPE

These tapes are ideal and work best to pack metal, wood, glass, wide range of plastics, and items with longer shelf life.



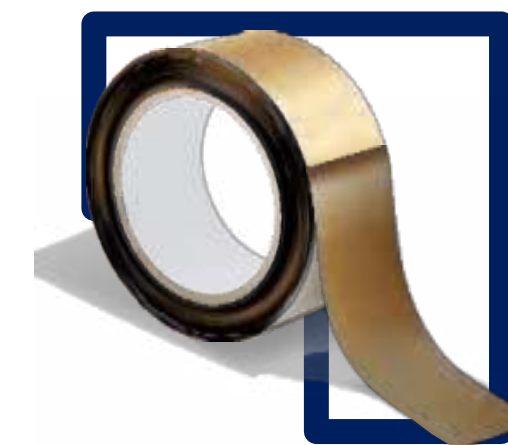
POLYPROPYLENE TAPE

Polypropylene/Pressure sensitive tapes are excellent for packaging and strengthening boxes prior to storage or shipping of the item.



GLASS REINFORCED FILAMENT TAPE

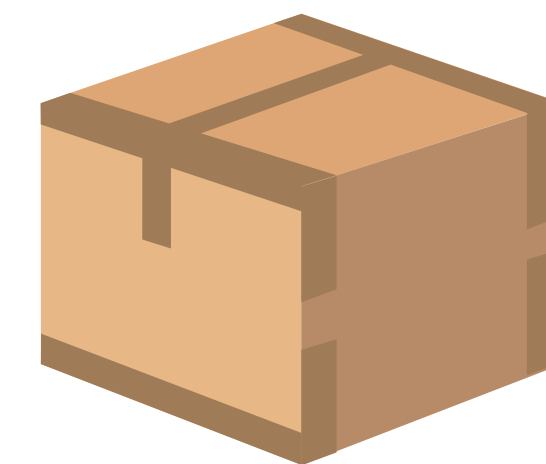
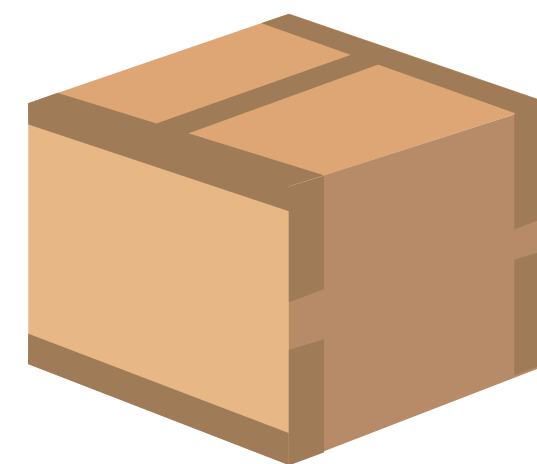
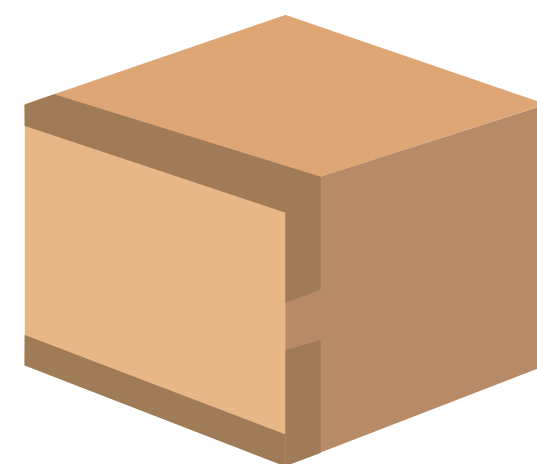
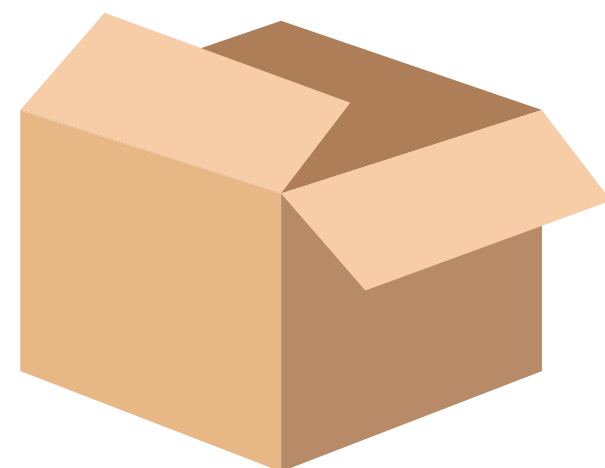
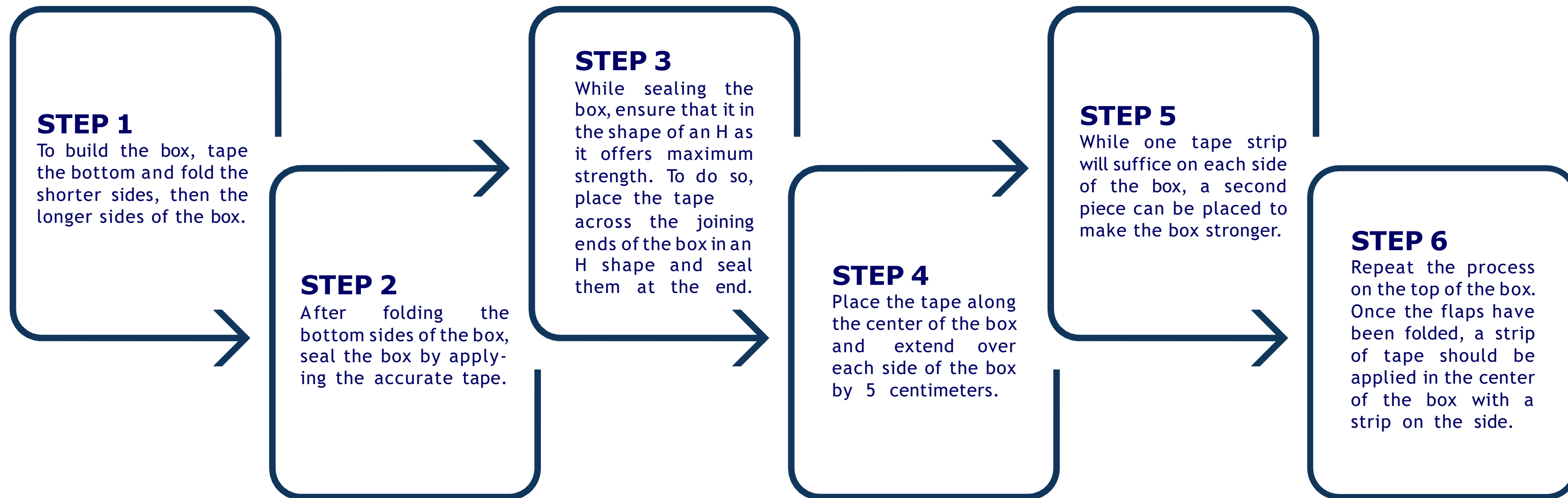
This is one of the most powerful tapes amongst the others. It is ideal for exporting cardboard boxes.



SOLVENT BASED TAPE

This is ideal for heavy duty and export packaging despite its sticky nature. This can be handy when dealing with extreme temperatures, highly humid and damp conditions.

Guidelines While Using Corrugated Boxes



4. Labelling



- Each and every order sent to First Flight Couriers should always contain First Flight Courier's Airway Bill No.
- Stocks sent to First Flight Couriers for fulfillment purposes must contain the packing list, invoice and SKU details with the accurate label.
- The SKU has to be created before the item is sent to us. Products sent without the label or packing list/invoice will not be received by First Flight Couriers.
- Perishable products (Products that expire) must have the date of expiry mentioned on the item itself.



- Shipments that require special care and protection should be labelled with the appropriate sticker (Melting, Flammable, Fragile items etc.). It is the client's duty to produce these stickers and ensure the perfect condition of the package. This is helpful in ensuring the package reaches the customer on time without any spoilage.
- Box packaged shipments must be case packed i.e., items within the boxes should have a single SKU and the quantities in the boxes must equal the order numbers given at First Flight Couriers.
- Shipping related documents such as invoice copies, archived documents, etc. must be placed into the transparent pouch on the polythene bags.
- The surface of the package must be pasted with the shipping label and must always be visible for custom clearance and ease of handling purposes.
- To avoid any delays in the dispatchment, avoid placing the faded label on the package as it also leads to manual work of tracking the order.
- Avoid the damage of AWB or any shipping documents.
- “DO NOT TAPE” two items of a single order. If these two items have the same Airway Bill No, mark the items as ½ and 2/2.
- Use the respective symbols for cartons that have to be stocked in a specific way.



From	Company Name Address City ZIP	P
To	Company Name Address City ZIP	
Order	00000000	Track No 00000000
 00000000		

Important Labels Used



FRAGILE- HANDLE WITH CARE



THIS WAY UP



TEAR/OPEN HERE



KEEP DRY- STORE IN A COOL PLACE

Product Categories



While First Flight Couriers delivers a multitude of products, the below mentioned list contains all the products handled by our executives on a day-to-day basis. Keep in mind the following packaging guidelines for each product category to ensure safe delivery of the item.

1. Packaging Fragile Items
2. Accessories and Artificial Jewellery
3. Apparel and Footwear
4. Plush Products
5. Liquid Products
6. Perishable Products
7. Multiple/Loose Products
8. Cosmetics
9. Documents
10. Dangerous goods

1. Packaging Fragile Items



Fragile items are easily breakable and need special protection. Within First Flight Couriers, Fragile items have a special space at the warehouse where items are taken care of for a safe delivery. Therefore, it is mandatory for clients to apply the fragile sticker on products to avoid damage. The items below are fragile:

- Antiques, Artifacts
- Glass, Pottery and Ceramics
- Perfume Bottles
- CD's, DVD's and MP3's
- Wine/Liquor Bottles
- Luxury Handbags
- Electronic and Mechanical Items including cell phones, electronic games
- Eyewear such as sunglasses, eye/vision devices and binoculars
- Musical Instruments
- Photographic/Cinematographic/ Audio/Video Equipment, Cameras and Related Items
- Computer Hardware/Software and Electronic Components/ Equipment's
- Watches/Timepieces





Fragile packages should have the fragile sticker attached to it. This will allow for the package to be handled with extra care by employees.



Items deemed as fragile should be bubble wrapped and placed into carton boxes so that the item is not damaged.



The arrow sign should be pasted on the box to signify that it should be handled with extra care and placed in a particular way.

2. Accessories & Artificial Jewellery

Artificial Jewellery is delicate in nature and is easily damaged due to mishandling, dirt, dust etc.

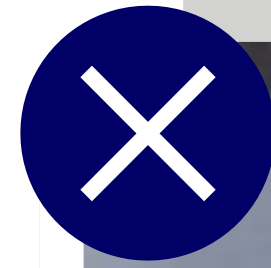
Ensure the following guidelines:

- Packed using bubble wrap or cotton.
- Kept into a pouch.
- The pouch should be inside the box and placed neatly with bubble wrap or a layer of foam to prevent damage.
- Seal the box with tape.



3. Apparel & Footwear

- Apparel items should be placed and folded in a proper way.
- Polythene wraps should be used for clothing items and then placed into a pouch.
- Footwear should be kept inside a box and packaged in a way so that it doesn't move.
- It is important that the orders are not over stuffed and there is sufficient space in the package for movement.

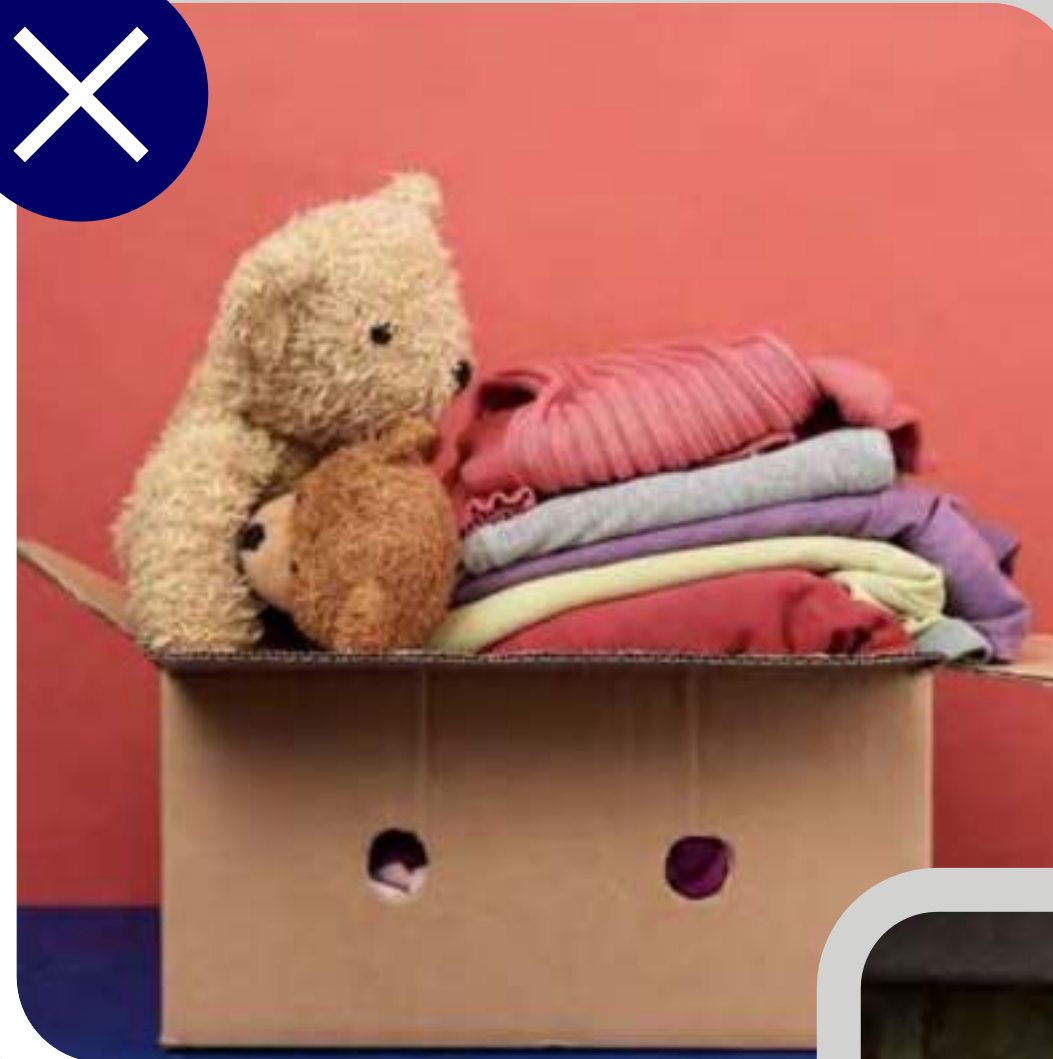
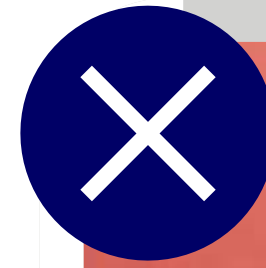


4. Plush Products

Plush products such as stuffed toys are susceptible to damage.

Ensure that they are:

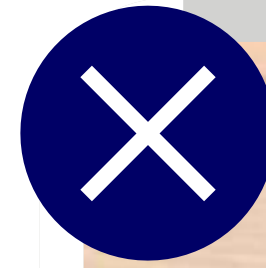
- Always wrapped into a shrink-wrapped bag.
- Bubble wrapped and placed into a cardboard box.



5. Liquid Products

- Use the “Handle with care” sticker sign on the box or use a bold tag that says FRAGILE, HANDLE WITH CARE.
- You can wrap smaller fragile items into a cellophane or bubble wrap before placing into a box.
- Make sure the product has a safety seal or a double seal. If the double sealed liquid item passes the drop test, then no bagging is required. If not, then the item requires bagging regardless of the size.
- Breakable items such as glass bottles, require cardboard dividers.
- Containers need a double seal

Note: Spray bottles with plastic caps that do not have an additional manufactured seal are not considered double-sealed.

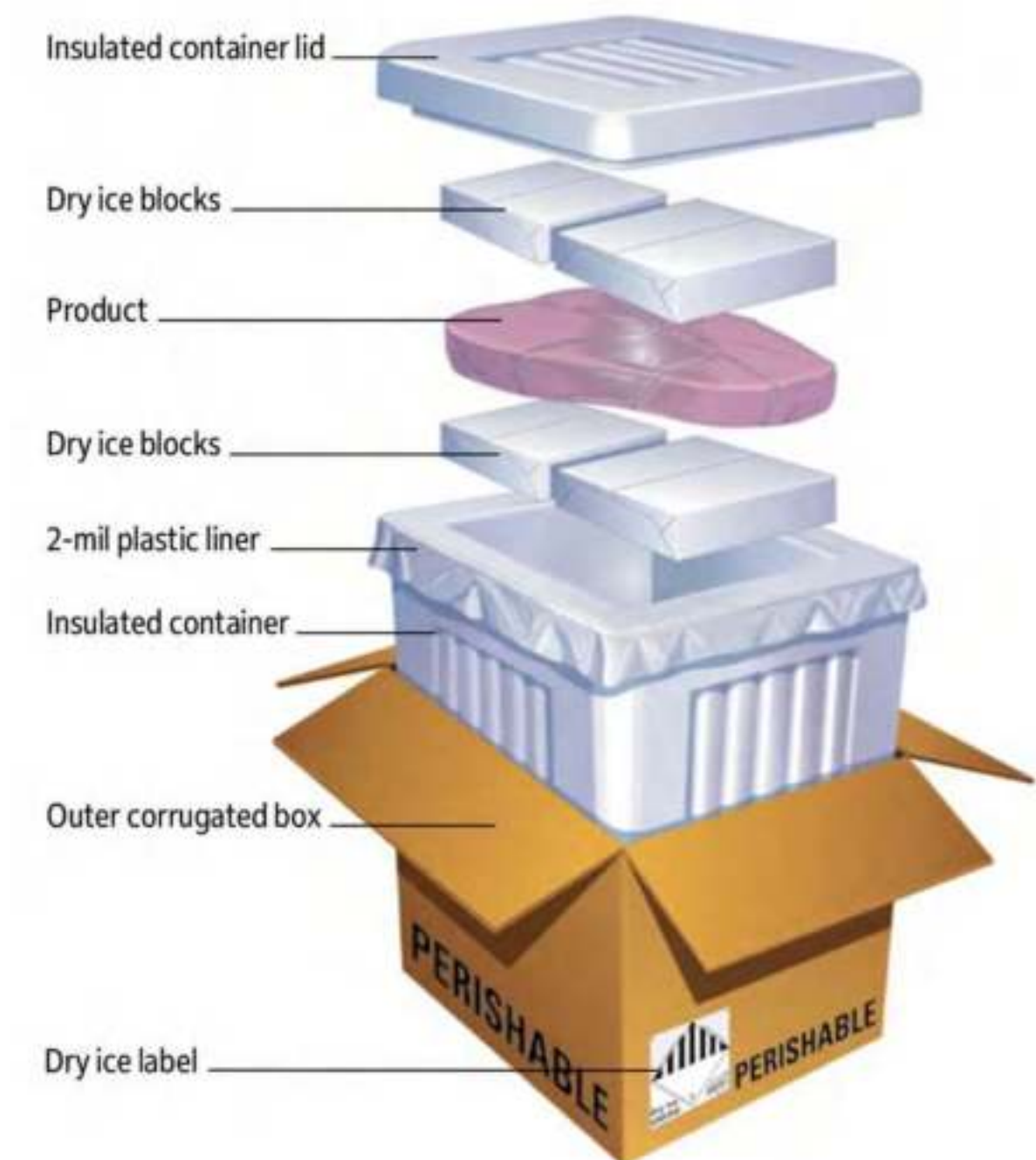


6. Perishable Products



These products are likely to decay and become unfit for consumption. This is due to items being subjected to harsh environmental conditions such as humidity and excessive temperatures. Therefore, the product requires the appropriate packaging and protection.

- **Keep the items cold: Ice Packs vs. Dry Ice:** Use ice packs when shipping refrigerated items and dry ice when the product is to be kept frozen.
- **Keep the heat out:** Use the right insulation i.e., Styrofoam Cut Sheets, Insulated Liners, insulated pads and Air-filled Insulation Liners.
- Gel coolants are preferable to wet ice.
- Freeze the coolants according to the manufacturer's guidelines.
- Pre-cool the insulated container, if possible.
- If a shipment contains liquid or perishable products that could contain liquids, double-bag the products using minimum 2-mil watertight plastic bags and line the inside of the foam container with a minimum 2-mil plastic liner and absorbent material.
- Arrange products inside the insulated container, allowing space for coolants.
- Place a sufficient number of coolants on top of and around the product.
- Fill all void space with dunnage such as loose fill peanuts to prevent product movement.
- Close the liner bag securely.
- Place the insulated container inside a corrugated outer box.
- Close and securely seal the corrugated box with pressure-sensitive plastic tape. Apply the tape over all box flaps and seams.

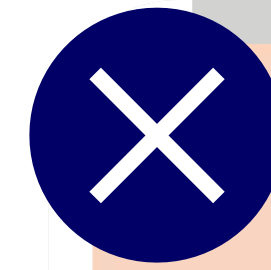


7. Multiple/ Loose Products

- First Flight Couriers does not accept units that would require to assemble multiple pieces as one.
- Non-Secure packaging (Pouches or loose sleeves) requires bagging and has to be secured with a removable tape or non-adhesive.

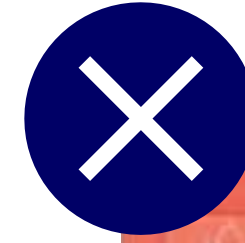
How to package an order with multiple products.

- All items must be wrapped separately.
- Two orders must not be taped together. Do not use paper or string over-wrap.
- Multiple boxes must not be bundled together.
- Use a single address label that has clear return and complete delivery information.
- Use 2 inches of cushioning between each of the items within the box.
- If there are two parts of an order, Mention the ½ and 2/2 on the Airway Bill. Similar terminology should be followed for multiple orders with the same Airway Bill No.



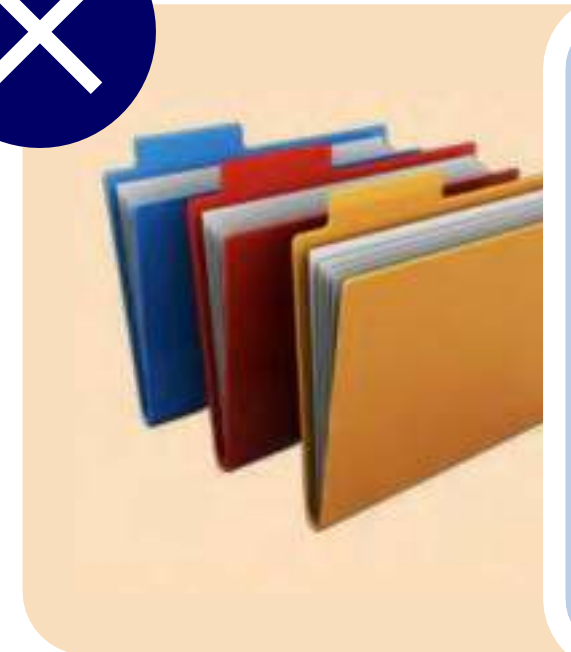
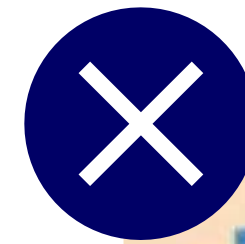
8. Cosmetics

- Items that are easily meltable such as cosmetics need to be labelled and bubble wrapped properly. This helps to avoid damage during transit.
- Attach the “Store in Cold” stuck to the package.
- Cosmetics need to be stored at lower temperatures or in cold environments.



9. Documents

- Any document should be placed into an A4 sized envelope and back into the First Flight Couriers pouch. This ensures that the document is protected from any tears or external damage.



10. Detergent/ Liquid Soap

- Items that are easily get leaked such as detergent liquid, Shampoo or Oil, need to be tapped and bubble wrapped properly. This helps to avoid damage & leakage during transit.
- Make sure to use proper tape around the cap of the can to avoid any leakage or any damage during transit.
- Do bubble wrap to avoid any damage or leakage during transit.

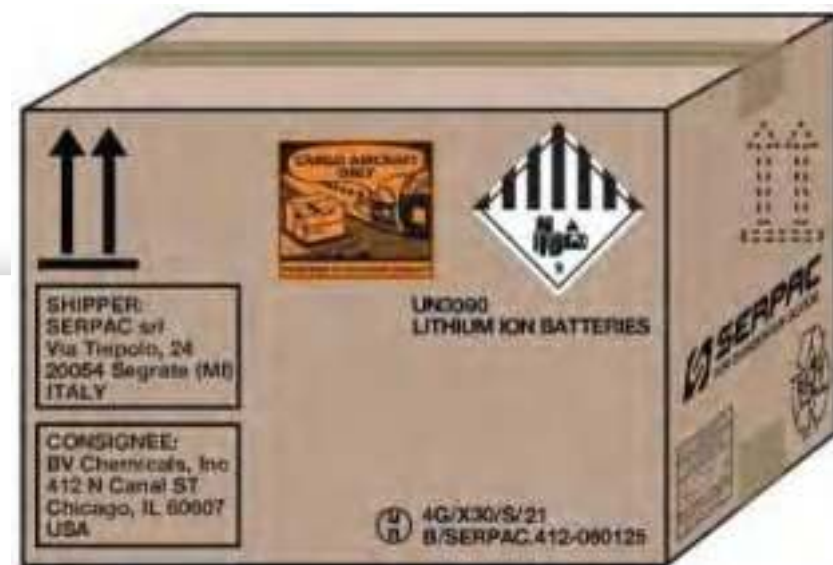


Use Bubble Wrap to protect the product.

Use Tape to Cover the Cap

11. Dangerous Goods

These goods must be handled with care as they can cause severe impact on the environment and humans in case of packaging failures. The level of danger is classified as follows:



GROUP 1: GREATEST DANGER

- It is shown as X in the UN marking on the package.
- Items pass drop test from 1.8m.
- Common products: Poisonous substances like cyanide and infectious substances.



GROUP 2: MEDIUM DANGER

- It is shown as Y in the UN marking on the package.
- Items pass drop test from 1.2m.
- Common products: Lithium batteries (Lithium metal batteries, Lithium metal batteries packed with equipment and Lithium metal batteries contained in equipment).



GROUP 3: MINOR DANGER

- It is shown as Z in the UN marking on the package.
- Items pass drop test from 0.8m.
- Common products: Flammable fluid (Fuels, Oil based paints or paint products, Perfumes/ Colognes)

Packing Samples For Common Products



SMALL ITEMS WITH LITHIUM BATTERIES

Batteries must be separated by multiple layers of packaging to avoid damaged terminals caused by contact between other batteries, metal objects or conductive surfaces during transportation. Ensure that the items are **TURNED OFF**.

APPLICABLE PRODUCTS: Mobile phones, watch, calculator, remote control, etc.



BIG ITEMS WITH LITHIUM BATTERIES

Since these items are heavy, more protection is required through superior packaging.

APPLICABLE PRODUCTS: Laptop, camera, etc.



PERFUME

As perfumes are listed as fragile and dangerous goods, it is mandatory to use manufacturer's box which absolutely secures the item followed by box-to-box packaging with inner sides filled with foam.

Thank You



You First, Always