

Incident (deviation) reporting for Shipments booked as SAS Cargo Pharma,
must be reported in email to **your local SAS Cargo Sales rep** and to EventReg@sas.dk

The report will be the start of a CAPA reporting. CAPA is a regulatory concept that involves a structured approach to the investigation process, understanding and correcting of any deviation/discrepancy.

Note: AWB number must be written in the Subject/title of the e-mail

The report shall contain the following detailed description of the incident:

1. Air Waybill number
2. Flight number
3. Origin/Destination
4. Date and place of the occurrence, if available.
5. Exact location and a written description of the occurrence
6. Photos of the incidents if available. In cases of damage, photos of content to determine if damage was to external packaging only or affected the content.
7. Temperature read-outs (in Excel format with time zone stamp/indication) for the transport period (documented and attached)
8. Make and models of data loggers / tracking devices
9. Placement and location of data loggers / tracing devices
10. Chart in PDF format with specific excursion details
11. Specific moment of Deviation that the customer would like us to investigate.
12. Type of packaging used to keep shipment at the correct temperature
13. Any other details and or relevant information's