



June 1, 2012  
RSA 12-03

## PetSafe Exceptions For US Active Military and US State Department Foreign Service Personnel

**Applies to:** Handling US Active Military and US State Department Foreign Service Personnel Pets on the Ramp

**Policy:** An exception is being implemented to accommodate military and foreign service personnel pets as checked baggage to and from international destinations on both CO and UA metal.

**Note:** Ramp needs to communicate with PetSafe runners to ensure delivery, loading and unloading.

### What does this mean for Ramp Service?

- Scanning Stations - Normal scanning
- Stations without scanning - Use manual CLP closeout procedures

**IMPORTANT:** If a kennel is present at your outbound flight and is not on your paperwork. Contact Load Planning so they can perform the Carbon Dioxide/Volume check to ensure the kennel is boarded safely. Load Planning may provide guidance to pit the aircraft based on number of animals and maximum allowable baggage/cargo weight.

**For all other animals, Pet Safe policies apply.**

When in doubt notify your local PetSafe representative, local management and / or Load Planning.

### Scanning procedure (for stations that scan):

- From the Main Menu on the scanner choose 1 for Ramp Scanning
- Choose 1 for Departure Scan
- Press ctrl K and scan the bag – this designates the bag as a live animal

**\* Animals over 50 lbs. but less than 100 lbs. must have a heavy bag tag indicator**

**Where:** System Wide

**When:** For Travel On or After June 1, 2012.

**Why:** To accommodate US Active Military and US State Department Foreign Service Personnel families traveling with pets, United has re-evaluated our policies and developed a special process for these customers.

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