

## Virgin Atlantic Cargo is moving in Manchester – dnata’s new export and import facility opens January.

We’re pleased to announce will be moving into dnata’s brand new facility in Manchester on 4<sup>th</sup> January 2021.

### **New Manchester Cargo Centre address**

dnata City North, 2 pinfold lane, Manchester airport, M90 5YF

We’ve put together the below Q&A about the new cargo facility to ensure the transition goes smoothly for you.

Should you have any further questions please don't hesitate to contact Virgin, Delta or our team at dnata – we’re here to help.

## **New Manchester Cargo Centre Q&A**

### **Q. Are your contact details changing?**

A. Our contact details remain the same.

### **Q. Will your operations staff be moving?**

A. Yes, Darren Michael will be relocating to level 1 of the new building.

### **Q. Are your hours of operation changing?**

A. No – we’re still going to be operating 24/7.

### **Q. How far in advance can I drop my cargo?**

A. Our cargo hours of operation have not changed. Your cargo can be dropped off 48 hours prior to departure. Just remember for export bookings on for flights departing on or after the 5<sup>th</sup> January please remember to deliver to our new facility. For flights departing up to and including the 4<sup>th</sup> January, please continue to drop your cargo at dnata B300.

### **Q. What is the process for collecting my import shipments from the new facility?**

A. For all shipments arriving on the 4<sup>th</sup> January will be handled at dnata City North. All shipments that haven’t been collected by the 4<sup>th</sup> will be at our existing facility B300.

### **Q. How do I check-in when delivering my export cargo at the new facility?**

A. Please report to the new reception on arrival.

**Q. Can I pre alert you of my delivery?**

A. Yes you can, to use the advanced information system (AIS) please contact [claudia.carley@abs5.co.uk](mailto:claudia.carley@abs5.co.uk) to arrange an account to use this service.

**Q. What do I do if I have a Must ride or Fast ride shipment?**

A. Follow the normal check-in procedure and your shipment will be prioritised at the door for unloading.

**Q. Are your close out time for imports and exports staying the same?**

A. Yes. For more detailed information, please refer to our [gateway information here](#).

**Q. Does your new facility have perishable capabilities?**

A. Yes – we will have COL (2 – 8 °C) storage for shipper built pallets. We will also have a new perishable walk-in facility for loose COL (2 – 8 °C).

**Q. Does your new facility have pharma capabilities?**

A. Yes, the new facility has upgraded infrastructure and systems, full capabilities to support CRT and COL, loose and built up pallets. It will also have segregated storage for active units and dry pharmaceutical shipments. For more details please see our [gateway information here](#).

**Q. Is your new facility WDA accredited?**

A. It will be, we are just waiting until we move in and then we will welcome the MHRA to complete their audit.

**Q. Where can I get more information on sending other commodities?**

A. [Information available here](#).

**Q. Will there be any changes to transshipment timings?**

A. There will be no change to our current timelines.

**Q. Is there any opportunity to see your new facility?**

A. We would welcome the chance to show off our new facility but please give us a few weeks to get ourselves settled before making any requests. We continue to prioritise safety of all our colleagues and customers so government guidance on social distancing and face coverings will apply.

# dnata City North Cargo Opening



## New Address:

dnata City North  
2 Pinfold Lane  
Manchester Airport  
Manchester  
M90 5YF

## Contact details:

T: 0161 435 2300  
E: [man.ops@dnata.co.uk](mailto:man.ops@dnata.co.uk)

# Cargo Handling Timeline

## Exports

- ▼ Deliveries for flights departing up to and including the **4<sup>th</sup> January 2021** will be made at **dnata B300**
- ▼ Deliveries for flights departing on or after the **5<sup>th</sup> January 2021** will be at **dnata City North**
- ▼ We will be accepting export deliveries at **dnata City North** from 08:00hrs on **4<sup>th</sup> January 2021**

## Imports

- ▼ Consignments will be handled at **dnata City North** from the **4<sup>th</sup> January 2021**

