

ASSISTANCE AT THE AIRPORT

How to assist the courier and supervise departures and arrivals ?

Air transport is becoming increasingly complex. Safety constraints are getting tighter. Airports are getting busier and busier. Airlines readily change their flights or aircraft at the last minute. The range of fares is so wide that for the same seat on the same flight one ticket may cost six times as much as another one.

So how do you ensure that a given consignment is properly palletized and loaded on the planned flight with its courier ?

How do you help the courier do his job properly under optimum conditions ? How can you be certain that a work travelling as hand luggage will be accepted on board ?

Supervising all these operations and guiding the courier represent a genuine assistance service to which LP ART gives its full attention. Although difficult to measure, it requires a thorough understanding of air transport and the mobilization of significant resources on site at Roissy or Orly.

In practice, this means people and vehicles, spending a lot of time in the passenger, freight and traffic areas, etc.

What does courier assistance involve ?

PREPARING THE COURIER'S JOURNEY

The journey is prepared in liaison with the courier. Along with his airline ticket, we supply him with a written summary of essential information :

- airline selected, flight time and number, type of aircraft,
- flight details : non-stop or with details of stopovers, if any,
- crate dimensions, consignment volume and palletization implications,
- he is reminded, if necessary, that the acceptance of hand luggage on any aircraft is subject to the captain's approval, whether an additional seat is paid for or not,
- type of border police document required in the country visited,
- name of the company meeting him at the destination and meeting place arranged,
- address of his accommodation,
- the courier is systematically required to provide a legible photocopy of his passport to enable preparation of the request for the badge allowing him to enter the area under customs supervision.



ASSISTING THE COURIER

Depending on whether he is departing or arriving, the services could be described as symmetrical.

Take, for instance, an escorted departure from Paris :

- collection of the courier at his home, at a hotel or at a museum,
- loading the crates in the truck in the presence of the courier,
- customs presentation in the special office for exhibitions,

What does courier assistance involve ?



- delivery to the freight area,
- obtaining the courier's badge from the airport authorities,
- supervising palletization in the presence of the courier,
- accompanying the courier to the passenger area (with a copy of the air waybill) for the border police formalities,
- accompanying the courier to the aircraft (with the approval of the supervisor who has accompanied the pallet until its loading onto the aircraft).

Freight or hand luggage ?

Ask our advice in advance.

May we inform you, for example, that it is now very difficult to plan trips with hand luggage on flights out of the USA.

Supervising a departure

Using the same example of a courier leaving Paris with a work of art, the supervisor does his job in the following stages :

- on delivery to the freight area, checking the flight and reservation before unloading (with specific measures for the security of the crates in the event of a cancellation),
- unloading the crates under customs authority in the freight area by LP ART's drivers,
- checking the markings on the crates and making sure that they match the documentation,
- supervising handling by the airline's warehousemen : slow handling with a forklift truck, positioning on the pallet and protection of the crates by putting plastic film and netting on the pallet,
- accompanying the pallet to the aircraft and supervising loading on the aircraft,
- giving the OK to the person accompanying the courier in the passenger area,
- confirmation of the departure to the LP ART HQ with the pallet number (ID code number) once the aircraft has actually departed.



It is becoming more and more difficult to make reservations because of the increasing quantities of air freight and the generalization of overbooking. As a precaution, on the day before the departure, the LP ART supervisors check that the reservation has indeed been recorded by the airline's freight warehouse (and that the courier will indeed have a seat on a cargo flight).

Supervising a departure

RESOURCES MOBILIZED FOR A CONSIGNMENT FROM A PARIS MUSEUM TO THE USA ON A PASSENGER FLIGHT TAKING OFF FROM ROISSY AT 3 PM

Hour	Operation	People	Vehicles
9 am	Customs presentation customs office.	1 customs clerk	
9 am	Courier collected at his home or hotel.	1 accompanying person	1 car
9.30 am	Loading at the museum, departure.	1 accompanying person 2 drivers	1 car 1 truck
10.30 to 11 am	Delivery at Roissy in the freight are.	1 authorized supervisor 2 drivers	1 car 1 truck
11 am to 2 pm	Unloading, palletization, hand-over of the air waybill and customs documents, supervision and waiting.	1 authorized supervisor	1 car
2 to 2.30 pm	Accompanying the courier to the passenger area. Accompanying the pallet to the aircraft in the traffic area.	1 first authorized supervisor 1 second authorized supervisor	1 car
2.35 pm	OK between the two supervisors.	1 authorised supervisor 1 second authorized supervisor	1 car
3.10 pm	Confirmation of departure sent to LP ART's HQ.	1 authorised supervisor 1 second authorized supervisor	1 car

Attention : this process takes a great deal of time and energy. Comprehensive supervision involves delivering the shipment to the airport at least four hours in advance of the flight, with three men, a truck and a follow car to take the courier from the freight area to the passenger area !

Facilitating airport operations and improving safety

AT LP ART, AIRPORT ASSISTANCE IS BASED ON :

OUR PERMANENT OFFICE AT ROISSY

Our permanent office in the Roissy freight agents terminal enables us to intervene immediately at any time in the airport customs area. This presence means that we are in permanent contact on a basis of mutual trust with the freight company managers and customs officers.



OUR AUTHORIZED SPECIALIZED STAFF

LP ART's authorized airport staff wear badges issued by the airport authorities.

These official passes enable them to :

- supervise palletization and depalletization in the freight area,
- accompany the courier to the passenger area,
- accompany the pallet to the aircraft in the traffic area.



OUR INTERNATIONAL AIR TRANSPORT LICENCE

Our IATA (International Air Transport Association) licence is proof of our financial standing and offers several advantages :

- it guarantees our compliance with air transport regulations and IATA standards (including the requirement for continuous staff training),
- it enables us to draw up and sign our air waybills, i.e. to supervise our consignments directly and in complete confidentiality,
- it gives us the ability to negotiate rates with airlines.

Facilitating airport operations and improving safety

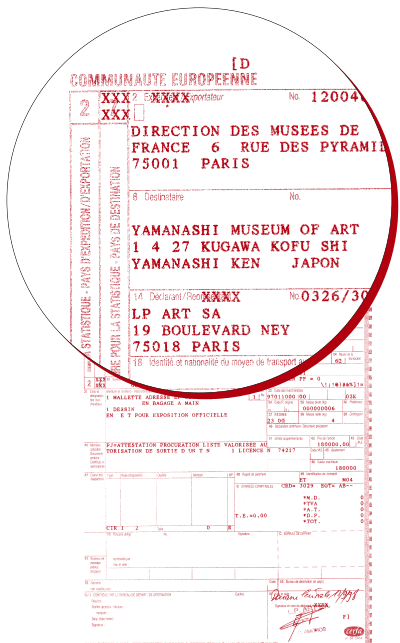
OUR AUTHORIZED AGENT CERTIFICATION

This certification enables us to ensure freight security by issuing a safety certificate for each AWB and deliver works four hours before the corresponding flight leaves. Otherwise, it is necessary to deliver the crates 24 hours before the departure time and have them X-rayed.

OUR CUSTOMS BROKER LICENCE

As approved customs brokers, we can provide the following services :

- we can carry out all customs operations on behalf of other parties,
- our customs bonds enable us to guarantee inward clearance, EU transit and any other operation,
- our SOFI subscription gives us a direct link to the central customs computer, using which, from our HQ or our Roissy office, we can immediately carry out the necessary customs operations for imports and exports. This link with the SOFI also means that we know immediately whether a work has to be presented to customs or not,
- our customs clerks visit customs offices in Paris every day,
- The PDS (Simplified Declaration Procedure) that enables us to make fast transfers to our bonded warehouse.



Facilitating airport operations and improving safety

Courier's checklist

- plane ticket,
- passport,
- copy of the loan agreement,
- useful addresses and numbers,
- copy of the insurance certificate,
- packing list with crate numbers, dimensions, weights and list of items, and handling instructions,
- reports on the condition of the works and photographs of the works,
- pallet numbers and possibly their positions in the aircraft hold,
- copies of the air waybill,
- transit times and possible changes if necessary.

Watch out for drafts !

In winter, remember to take warm clothing for your wait in the freight area.