

USCUSTOMS ARRIVAL

1. Notify, via fax: (if faxed 48hrs+ prior to arrival, *reconfirm* with agencies the day before)
 - a. Ramp Control
 - b. US Customs (Landing Rights/APIs) – they will sign and fax back to C&C
 - c. Foreign Garbage Pick Up (Gate Gourmet)
 - d. Public Health
 - e. State Ag **ONLY** if snake check is required, needed for the following cities/countries:
 - i. Saipan, Guam, Northern Australia (Brisbane, Tindal, Darwin & Richmond), Papua New Guinea, Indonesia and Solomon Islands

DAY OF ARRIVAL

Agents Present: US Customs & Immigration and Gate Gourmet (State Ag for Snake Check)

2. Track A/C about 3 hours prior to scheduled arrival time:
 - a. Air Inc: 800-621-0140 // Acct. ACCB
 - b. Inform them that you need a track time for tail number _____, they may ask where they are coming from and where they are going to
 - c. In most cases, they still need to contact the captain and will call back with track time
 - d. Update Ramp, US Customs, Gate Gourmet, transportation and *State Ag- (when needed)* of track time (only if there is more than 30min difference)
 - i. Give Gate Gourmet an additional 15mins, to ensure an on time report time 😊
3. Make sure there are enough lei's in the fridge (for non-quick turns only)
4. Transportation should be at the facility 30-45mins prior to arrival
5. Once A/C has landed, do not approach - unless US Customs has given permission to do so – until cleared
 - a. They will notify you or line, if fueling can begin while doing their inspection
 - b. Gate Gourmet will be standing by to retrieve any rubbish from the A/C (if they are not present, we must retrieve the rubbish in the thick black trash bag and dispose of it in our rubbish container – in hangar – and notify Gate Gourmet for pick up)
6. In the case of a snake check, the State Ag agent will do their own inspection
7. When US Customs clears A/C you may assist crew with cleaning, dishes, linens etc...
8. Once crew is settled (if not a quick turn), *confirm* the following for departure:
 - a. Departure date & time
 - b. Crew report time (notify Line) & confirm with driver, when necessary
 - c. Catering (if Domestic Departure – confirm the produce regulations – listed on the following page)
 - i. There are Culinary Flight menus & regulation list in the filing cabinet, if needed
 - ii. Fax & email order ASAP, to give them as much time as possible to prepare
 - iii. Notify crew there is a rush delivery of \$200, for orders placed within 24hrs of DEP

Process for Foreign Departure

1. Notify/Update, via fax (if not yet done):
 - a. Ramp Control
2. Make and photocopy 3X the General Declaration for the Crew and PAX – this must be stamped and signed within 24 hours of their departure, make additional copies- 1 for our reference and 3 more for the crew

DAY OF DEPARTURE

Agents Present: none

3. Pick up newspapers from Pages & Pages – number of sets is determined by amount of PAX (use your judgment)
4. Check to see if flight plans have been faxed or e-mailed
 - a. Print and give to Captain
5. Make sure to have any dishes, linens, newspapers and chocolate on a cart when the crew arrives
6. Go over and show the catering to the flight attendant or pilot(if ordered)
7. Check with crew if ice or coffee will be needed for departure
8. If foreign PAX and Crew are onboard, collect I-94s, fill out form & mail to US Customs

****Side Note: if the A/C is going to Australia, there are certain flowers that cannot be present on the A/C (i.e. Gardenias) most FAs are aware of what cannot be given & see if the need cabin sprays (i.e. Top of Decent)****

****In times of a Slow Turn: if the PAX are on the ground for more than 3hrs and leave FBO, TSA must be contacted to clear the A/C before departure****