

Plant Protection & Quarantine Arrival

1. Notify, via fax: (if faxed 48hrs+ prior to arrival, *reconfirm* with agencies the day before)
 - a. Ramp Control
 - b. State Agriculture

DAY OF ARRIVAL

Agents Present: none

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. After A/C has landed, fax *Plants and Animals Declaration Form* to State Agriculture
6. Assist crew with cleaning and rubbish removal
7. 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

USDA DEPARTURE

1. Notify/Update, via fax (if not yet done):
 - a. Ramp Control
 - b. USA Domestic Departure (they tend to arrive at the facility 1hr prior to DEP)
 - i. They will check the catering and luggage of crew and PAX
 - ii. Produce *with seeds* will NOT be allowed on board, unless it has been purchased and wrapped at a USDA approved location (see regulations on following APHIS pages)
 - iii. i.e. If the crew purchases sandwiches from Subway, those with tomatoes, cucumbers, etc... will be discarded prior to DEP

DAY OF DEPARTURE – APHIS INSPECTION

Agents Present: USDA Domestic Departure

2. Pick up newspapers from Pages & Pages – number of sets is determined by amount of PAX (use your judgment)
3. Check to see if flight plans have been faxed or e-mailed
 - a. Print and give to Captain
4. Make sure to have any dishes, linens, newspapers and chocolate on a cart when the crew arrives
5. Go over and show the catering to the flight attendant or pilot(if ordered)
6. Check with crew if ice or coffee will be needed for departure