

At a glance

## Handling Standards in Zurich

2018

### Services

High quality standards provided based on modern infrastructure and qualified employees.

#### The range of our cargo services comprises:

- Cargo handling for Airlines
- Cargo handling for Forwarders
- Mail handling
- Document handling & data capturing
- Cargo screening
- Cargo storage
- Bonded storage

#### Special cargo handling

- Valuable cargo (VAL)
- Vulnerable cargo (VUN)
- Temperature sensitive goods (FRO,COL,CRT, ERT)
- Perishable goods (PER)
- Live animals (AVI)
- Dangerous goods (DGR)
- Express handling (XPS)
- Road feeder service (RFS) handling
- Ramp transportation
- NCTS (Customs documentation for RFS)
- Human remains (HUM)

#### Training centre

- Forklift driving licence (SUVA approved)
- Dangerous goods all cats. (IATA approved)
- Process trainings for employees

#### Certificates

- Certified as Regulated agent
- GDP-Certificate by Swissmedic
- CEIV-Certificate by IATA
- ISO-Certified

### Forwarder Handling

Handling times

#### Import

According to "Airside inbound"

#### Export

##### General Cargo

Before carrier's deadline  
Cargo & Documents (AWB + labels) 3 h

Dangerous Goods + 1 h

Screening of unsecured cargo + 1 h

### Airline Handling Inbound

Delivery times from "actual time of arrival" (ATA)

	General Cargo	Cargo	Documents
Narrowbody a/c	4,0 h		1,5 h
A320 fleet	4,0 h		1,5 h
Widebody/RFS	6,0 h		1,5 h
Full-Freighter	8,0 h		2,0 h
BUP generally	2,0 h		1,5 h
BUP Full-Freighter	3,0 h		2,0 h
	Special Cargo	Cargo	Documents
XPS <50 kgs		1,5 h	1,5 h
XPS >50 kgs		2,0 h	1,5 h
AVI		2,0 h	1,5 h
VAL <50 kgs		1,5 h	1,5 h
VAL >50kgs		2,0 h	1,5 h



## Airline Handling Outbound

Acceptance deadlines before "scheduled time of departure" (STD), depending on load release (PWS final)

General Cargo	Cargo
Narrowbody a/c	3,0 h
A320 fleet	3,0 h
Widebody/RFS	4,0 h
Full-Freighter	6,0 h
BUP generally	2,5 h
BUP Full-Freighter	4,0 h
Special Cargo	Cargo
XPS <50 kgs / shipment	1,5 h
XPS >50 kgs / shipment	2,0 h
AVI	2,0 h
VAL	1,5 h
VAL Metals (bars, grains)	2,0 h
Unsecured Freight	+1 h
Dangerous Goods	+1 h

## Airline Handling Transfer

Minimum connecting time between "actual time of arrival" (ATA) and "scheduled time of departure" (STD), depending on load release (PWS final)

General Cargo	Narrow-body	A320 fleet	Widebody/ Truck	Full-Freighter
from/to				
Narrow-body	6,0 h	6,0 h	10,0 h	10,0 h
A320 fleet	6,0 h	6,0 h	10,0 h	10,0 h
Widebody/RFS	10,0 h	10,0 h	10,0 h	12,0 h
Full-Freighter	10,0 h	10,0 h	12,0 h	12,0 h
Through Units ZRH / BUP				
- generally		2,0 h		
- ex/to Full-Freighter		3,0 h		
Special Cargo				
Rapid Channel shipments <50 kgs		1,5 h		
Rapid Channel shipments >50 kgs		2,0 h		
Live Animals		2,0 h		
Valuables		1,5 h		
Unsecured Freight		+1,0 h		
Dangerous Goods		+1,0 h		
NCTS		depending on customers interventions and release times		

## Contacts

Make use of the following direct phone numbers for your specific requirements

**Customer Relations**  
+41 (0)58 856 99 00

**Delivery Import / Customs Bonded Warehouse**  
+41 (0)58 856 96 76 (ZRHFBXH)

**Acceptance Export**  
+41 (0)58 856 96 67 (ZRHFGXH)

**Acceptance Dangerous Goods**  
+41 (0)58 856 96 66 (ZRHFGXH)

**Document Center**  
+41 (0)58 856 98 87 (ZRHFDXH)

**Tracing**  
+41 (0)58 856 95 79 (ZRHFTXH)

**Transport**  
+41 (0)58 856 96 12 (ZRHFXH)

**Road Feeder Service**  
+41 (0)58 856 96 19 (ZRHFXH)

**Forwarder Handling Export**  
+41 (0)58 856 94 80

## Contact

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### Our locations

	Available handling surface	Max. capacity for handling per year
<b>ZRH</b>	43,000 m <sup>2</sup>	600,000 tons
<b>BRN</b>	1250 m <sup>2</sup>	8,000 tons