

IAC 2207

Ground Service Management



Unit 8
Arrival



" You said you'd pre-board *unaccompanied miners.* "

It is the responsibility of GSA to ensure that arrival passenger are heading toward the right location to either connect to another flight or to proceed to the arrival facilities.

Arrival Passengers

- Transit <https://youtu.be/bJU1OYF-inw>
- Transfer
- Arrival passengers

Transit

Arrive and depart via the same airline / same aircraft the boarding pass are issued at the check-in at departure airport



Transfer

Immediate connect with **same airline but different flight number or with other airline**

Interline agreements were developed to provide convenience for customers who could only get to their destination via a connection using two different airlines

If yes , the airlines will issue boarding passes and check baggage to the final destination

If no , passenger have to go to transfer counter to get a new boarding pass

- GSA will wait at the bridge to show a list of connecting flight and gate number



- **WestJet Airlines has signed an interline agreement with British Airways, allowing the airlines to work together on baggage handling and other tasks and making it easier for travellers to transfer from one carrier to the other**



Change of Gauge

- In Air transport is change of aircraft without changing the flight number



Arrival passengers

- Domestic – go direct to pick-up the luggage
- International – pass the **immigration** and pick-up the luggage



Arrival Hall Floor Plan of Suvarnabhumi Airport

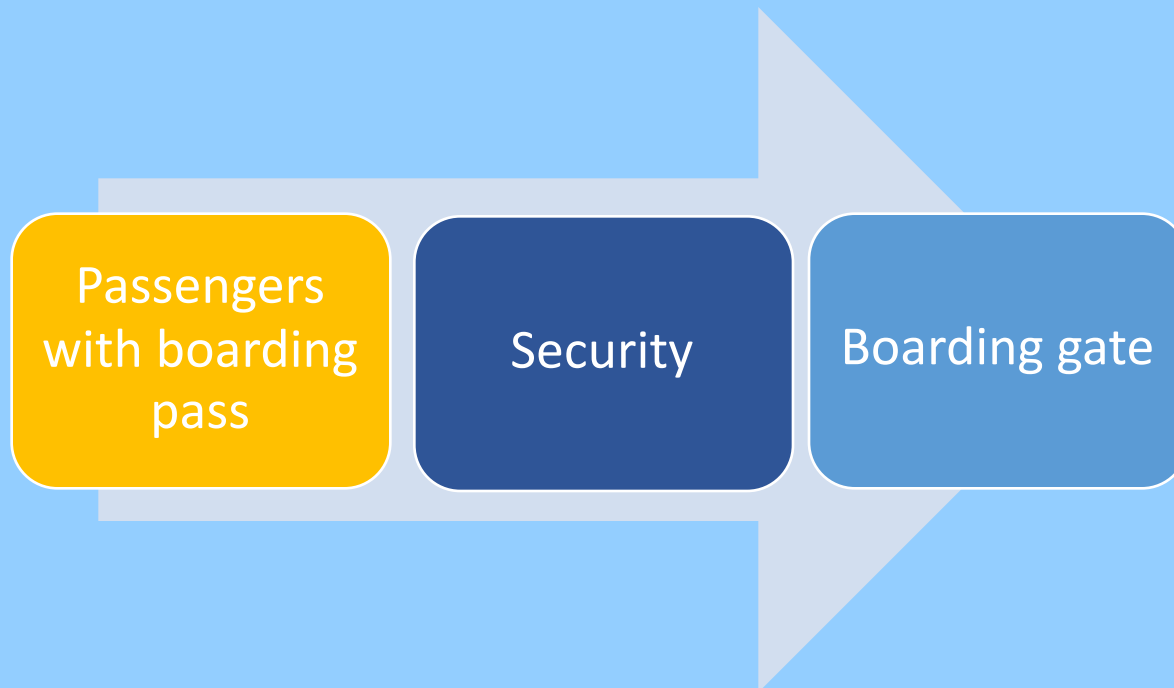


2nd Floor

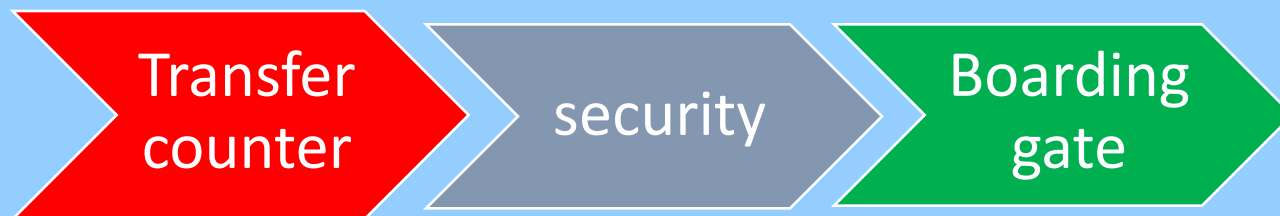
LEGEND

- | | | |
|---|---|---------------------------------------|
| AOT (บริษัท ท่าอากาศยานไทย จำกัด (มหาชน)) | Escalator (บันไดเลื่อน) | Government Agency (หน่วยงานราชการ) |
| Information Counter (เคาน์เตอร์ประชาสัมพันธ์) | Elevator (ลิฟท์) | Thai Airways (การบินไทย) |
| Airlines (ส่วนงานสายการบิน) | VAT Refund (คืนภาษีสำหรับนักท่องเที่ยว) | Toilets (ห้องน้ำ) |
| VIP (ห้องรับรองพิเศษ) | X-Ray Security Checkpoint (จุดตรวจค้น) | Over Size Baggage (กระเป๋าเกินขนาด) |
| Shops/Restaurants (ร้านค้า/ภัตตาคาร) | Medical Center/Clinic (ศูนย์แพทย์) | Baggage Service (บริการติดตามสัมภาระ) |
| Customs (ศุลกากร) | Car Park Building (อาคารจอดรถ) | Day Rooms (ห้องพักรวม) |
| Passport Control (ตรวจหนังสือเดินทาง) | Meeting/Greeting Area (จุดนัดพบ) | Airline Lounges (ห้องรับรองสายการบิน) |
| Transfer Passenger (ผู้โดยสารเปลี่ยนเครื่อง) | Bus Gate | |

- Transit passengers or transfer passenger holding onward boarding passes disembark from arrival aircraft then proceed through the security and to the departure level for boarding the connecting flight



- Transfer passengers **without** onward boarding passes disembark from the aircraft proceeding to the **transfer counter (in airside area)** to check-in.
- After obtaining boarding pass for the connecting flight, going through security and proceed to the departure level to board the connecting flight.
- The passenger's baggage will be automatically transferred to the connecting flight



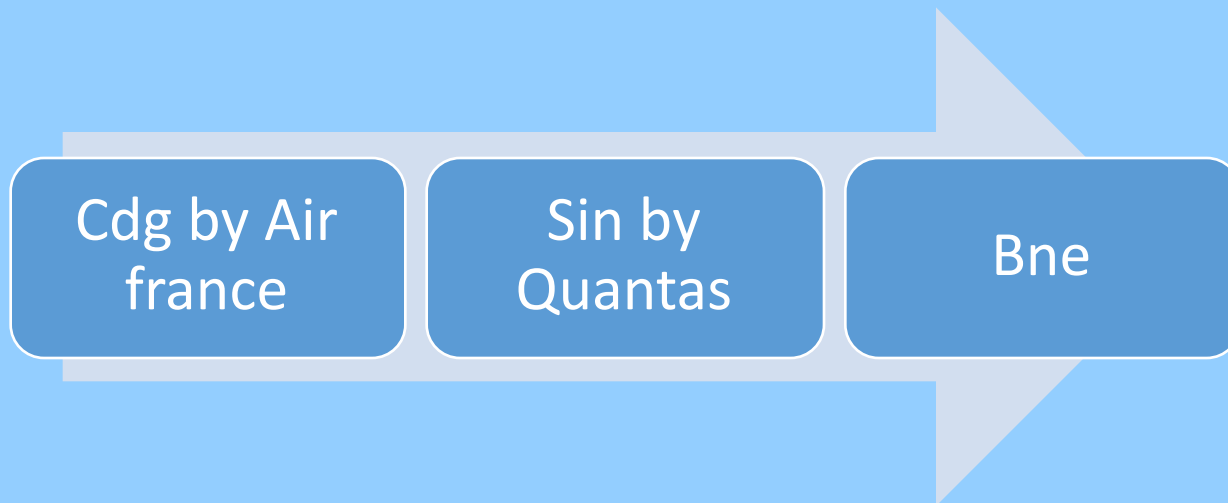
- International arrival passengers disembark and proceed to immigration counter . Collect baggage and proceed to clear customs and quarantine.



- **CIQ**
- **Custom** – no prohibited items entered and collect tax from the government allowed
- **Immigration** – control movement in and out and prohibited unauthorized person to enter the country
- **Quarantine** – control pests or diseases ,monitor both human and animal's health condition

Exemption from CIQ

- Some countries do not required to go through CIQ when pax traveling from one inter flight to another with immediate connecting and **staying in airside area**



Location of CIQ facilities

International flight or domestic flight

CIQ at one location

All international arriving pax are required to go through CIQ at first port of entry (POE)



• CIQ at different location

- Pax arriving from inter flight with connecting to domestic flights are sometimes required to perform CIQ at different airport , pax pass immigration at first POE and declare custom and quarantine at final destination



CIQ sticker

- **Departure CIQ**
- Pax will be given identification sticker to show GSA that they have pass through CIQ from international-domestic airport ex. CNX, HKT and will transit at BKK to change to international flight.
ex; CNX-BKK-NRT



Arrival preparation

- GSA has to arrange the necessary support to passenger such as parking at remote bay ,GSA has to prepare the bus to pick up pax from aircraft.
- During rainy weather ,GSA has to prepare raincoat or umbrella for pax



Arrival manifest

- GSA has to rely on flight manifest that show the number of transit/transfer/special handling :includes
- WCHR
- UMNR
- MAAS
- Deportee
- Pet in cabin

Passenger / Crew and Cargo Manifest – TEST FORM

Crew Name:		Flight Manager Name & Phone:			
Ordering Unit:	Incident / Project Name:		Incident / Project Number:		
Carrier Name or Vehicle Unit Make / Model / License:	Departure Location:	ETO	Arrival Location:	ETA	
Report To:			If Delayed, Contact:		
Passenger / Cargo Name (include contact numbers for leaders – CWSB, Asst. CRMS, CRMS-T, etc.)	M/V	Passenger Weight	Cargo Weight	Position / RD Class (e.g. SFTZ/RD-C)	Home Unit / Jetport
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					
9.					
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12.					
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14.					
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19.					
20.					
21.					
22.					
23.					
Number of Passengers on Page:		Passenger / Cargo Weight:		Total Weight:	
Signature of Authorized Representative:				Date:	

Send comments to adact@fi.edu by November 3, 2014 [Print Form](#) 05/14

Number of **transit** passenger

Some airline allow transit pax to stay in the cabin or disembark.

Passenger who would like to disembark have to arrive at the arrival concourse with their belonging.

The airlines will give them a **transit card**



Passenger with special need

WCHR

- GSA have to make arrangement for sufficient wheelchairs to be available upon arrival.
- Deplane last, boarding first
- If park at remote bay will prepare a high-lift truck



UMNR

- GSA will contact um's parent at destination to confirm ETA and to ensure that they will meet at the arrival hall after GSA escort Um to the arrival hall.
- Deplane first, boarding first

MAAS

- GSA will take extra attention during transit , transfer and arrival.
- Deplane first, boarding last

Deportee

- GSA has to make contact with immigration office in advance and escort to immigration for further investigation.



Pet in cabin

- GSA has to notify the quarantine in advance .
- GSA has to examine the manifest carefully to look for any pet in cabin.

Flight arrival

- When the aircraft is stopped . Most airlines ground agent will knock 3 times and thumb up, to give the signal to aircrew that the aircraft is ready to open the door
- GSA received all concerned documents from aircrew : **PM, GD , other documents**
- GSA required to be present to make sure that all passenger have disembarked

Additional responsibilities

Inadmissible passenger on arrival

- GSA will be responsible for providing assistance for returning flight, making reservation and preparing necessary air ticket

Crew assistance

- GSA is required to prepare GD and provide a copy for immigration at crew's channel to assist in crew's disembarkation

Firearms

- GSA will be required to assist air marshal to turn in their firearms to custom or the police authority at the a/p



Emergencies

- Sick passengers or misbehaving passenger
- GSA has to contact the authorities to coordinated the required assistance

Key term

- **CIQ** the process that international passengers are required to go through upon arrival at another country
- **Transit** : arrive and immediately depart on the same aircraft

- **Transfer** : arrive with one airline and make an immediate connection to their next or final destination with same airline or with another airline
- **Meet and assist** : those who required help upon departure and arrival

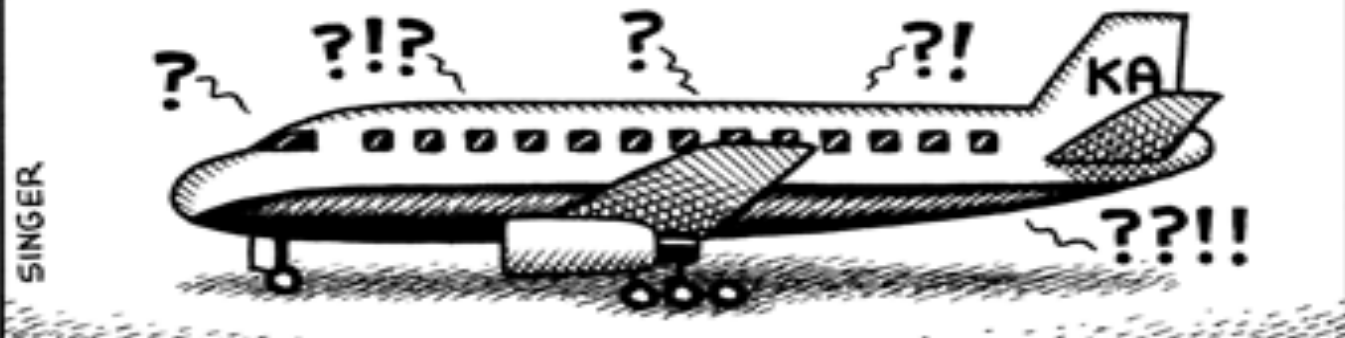
FLY KAFKA AIRLINES

WAIT IN LINE FOR PLANES THAT NEVER ARRIVE.

GATE 43



WAIT ON PLANES THAT NEVER LEAVE.



YOUR FLIGHT LEAVES FROM TERMINAL "F."

BUT THERE **IS** NO TERMINAL "F"?!



SYDNEY AIRPORT



CARTOONSTOCK.com

Search ID: Jdon317

J. Roddo

Any Question?



References

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