

Courier Questionnaire Template

This template includes information above several types of courier trip, and different modes of transportation. It should be edited before use to ensure only the relevant sections are provided for the courier trip at hand and that any organisational requirements are included.

This courier questionnaire will assist you in observing and following good practice throughout your trip. Please complete it as you go along, and make notes of any recommendations or issues so we can ensure these are addressed or improved, and remember to include any positive experience comments so we can offer feedback on excellent service/experience where necessary.

If at any time you have concerns, or in the event of any incident or emergency, please call the registrars team:

[Registrar team contact names desk no. mobile no.]

Please complete the following assessment:

Collection:

Check that the **collection agent, vehicle and drivers** are those given in your courier pack.

Name of fine art agent (company): Vehicle registration: Driver names:

The vehicle should be **air-ride with temperature control** (which should be running at around 20°c +/- 2 degrees). You can request to view the temperature controls (normally via a screen in the driver's cab).

Temperature at collection:

Upon opening of the vehicle doors check that the vehicle interior is clean and well ordered.

Was the vehicle clean and well ordered?

Check the outer crates for evidence of previous knocks/scuffs upon loading.

Do the crates show any prior external damage? How were the crates loaded onto the vehicle? Tail-lift / scissor-lift / Wheels / skates / other

Ensure that the crates are secured with a **minimum of two straps**. This is in case one strap fails in transit. Ask to **check the tension** in the straps when the agent has completed securing the works. Ensure that there are **no other loose materials** in the truck such as skates, and request that these be secured for transit if needed. **Secure the rear portion** of the truck. Complete any **signing out paperwork** with the registrars and agent.

You are now ready to depart.

Road transit to the airport:

If you need to stop for any reason during the journey, ensure that the **one person remains with the vehicle at all times**. For comfort breaks, agree with the drivers to take turns to maintain the chain of custody.

Did you need to stop?

Upon arrival at the cargo shed:

The fine art shipping agent's **airport representative should be present** to facilitate supervision of the palletisation process.

Name of airport rep:
Mobile no:

They will take you to the signing in area to **complete security checks** so that you can access the cargo shed. Ensure you are aware of the regulations in operation (these should be explained to you), and ensure you **follow any instructions** given.

Ask **where the palletisation will take place** and **how close** you can be in order to supervise (this varies between cargo operators).

Supervise unloading of the crates from the vehicle. **Check how the crates will be moved** to the palletisation area. If they are taken by forklift, ensure that someone accompanies them with their **hand on top of the crate** for stability and to ensure the pace is suitable.

Palletisation:

A flat **‘tray’ style pallet** should be used if possible. Other enclosed pallets are available and can be used if necessary, but these can be difficult to secure some types of crate.

- A layer of polythene should be laid on the pallet
- Place the crate directly on top
- ‘Build’ the pallet by loading all crates. If other materials are sharing the pallet, check all cargo is inert (do not accept any hazardous materials)
- Lift up the polythene, complete the polythene layer with a top layer, check for gaps
- Strap in place with ratchet straps (check the tension, distribution and direction)
- Ensure the pallet is not bowing due to over-tension of straps
- Cargo net put in place (ensure this is draped and not thrown)
- Final check (ensure there is no movement)
- Record pallet number

How were you received by ground crew/cargo staff?
 What time was palletisation complete?
 Did you need to intervene?
 Record the pallet number

The crate will then be left in the cargo shed until it is time to be transferred airside for loading onto the plane. Due to restricted access you will not be able to supervise this directly. The agent’s airport rep will do this on your behalf, and will confirm when the pallet has been loaded and the plane hold door has been shut.

Check and agree with the airport rep **how and when they will confirm to you that the pallet is onboard.**

You will then be taken to the airport for security and check-in procedures.

Once your flight is called for boarding, go to the gate and await confirmation that your pallet is on board from the airport rep.

How was the loading of the pallet confirmed and at what time?

Do not board the plane until it is confirmed that your pallet has been loaded onboard.

Hand carry:

The airport rep will accompany you through security, or assist you and meet you directly after. Ask them to explain the process so you are clear what is going to happen.

The hand carry should be taken through the normal baggage security channel and can be placed in the baggage x-ray. If the airport security request for you to open the hand carry, request assistance from the airport rep and/or ask to be shown to a discrete area if possible explaining that the hand carry is a museum object.

Did you encounter any difficulties during airport security checks?

Once through security, the airport rep will take you to the lounge to await departure. Ensure that the hand carry remains in your possession at all times, however it is acceptable for the airport rep to supervise the hand carry for a short period if you require a comfort break. In this case ensure that you agree this explicitly.

Did the airport rep assist you with supervision of the hand carry at any stage?

Once boarded, the crate may need to be strapped in to the seat for transit. Ensure you are happy that it is securely strapped.

Further details will be provided depending on the regulations relating to the airline.

Upon arrival:

You will be met by a fine art shipping agent from the destination country (check courier pack for details). This is normally at the gate, or at arrivals.

Where did you meet the agent? When?

The agent will supervise unloading of the pallet from the plane, and you will go separately to complete passport control and customs procedures.

The registrar team will brief you on appropriate responses. Essentially **you should not declare the cargo** as it is not part of your personal possessions.

You will then be taken to the cargo shed by the airport rep to supervise depalletisation.

Depalletisation:

Ensure that the **truck is arrived** or is on route. Check that the **pallet appears to be intact** and the netting and poly are as observed at palletisation (i.e. there have been no alterations in transit).

Where did depalletisation take place?
 Were the works handled with appropriate care?
 Did you have to intervene?

Supervise **loading onto the truck**, observing the following:

Check that the **collection agent, vehicle and drivers** are those given in your courier pack.

Name of fine art agent (company):
 Vehicle registration:
 Driver names:

The vehicle should be **air-ride with temperature control** (which should be running at around 20°C +/- 2 degrees). You can request to view the temperature controls (normally via a screen in the driver's cab).

Temperature at collection:

Upon opening of the vehicle doors check that the vehicle interior is clean and well ordered.

Was the vehicle clean and well ordered?

Check the outer crates for evidence of previous knocks/scuffs upon loading.

Do the crates show any prior external damage?
 How were the crates loaded onto the vehicle?
 Tail-lift / scissor-lift / Wheels / skates / other

Ensure that the crates are secured with a **minimum of two straps**. This is in case one strap fails in transit. Ask to **check the tension** in the straps when the agent has completed securing the works. Ensure that there are **no other loose materials** in the truck such as skates, and request that these be secured for transit if needed. **Secure the rear portion** of the truck.

Depart for the destination/venue

Road transit to the destination:

If you need to stop for any reason during the journey, ensure that the **one person remains with the vehicle at all times**. For comfort breaks, agree with the drivers to take turns to maintain the chain of custody.

Did you need to stop?

Upon arrival at the venue:

Supervise unloading of the works from the truck.

If the crates will be stored, confirm the arrangements.

Identify who will complete the condition check with you.

Note: Please ensure that all items are handled using nitrile/latex gloves (please do not permit handling with cotton gloves, and/or gloves with dimpled finger tips).

Who participated in unpacking / condition checking?

Check the condition is not altered and sign the reports. The original condition reports should remain at the venue with the works in case of any change in condition during the exhibition.

- If there are additional aspects of condition to note which are historic, please do so.
- If there are additional changes in condition which are new or suspected to be new, please call the registrar to notify them, then photograph, and document.

Were there any changes in condition?

Retain copies of the condition report.

General comments:

Please comment on any other aspect of the courier trip which you think would be useful to note:

For New Venues:

As this is the first time we are lending to this venue, we have asked that you observe their processes from the point of delivery of the objects through to installation and closing of the cases.

Please complete the following assessment on site:

Unloading and access

Describe access at the venue (for objects).

Was this via a covered loading bay/other?
 What size of vehicle can access?
 Are there any ramps / steps / height restrictions / other physical obstacles?
 Is there any equipment to assist unloading (scissor lift / raised loading dock / other)?

Note also that the vehicle should be air-ride with temperature control (which should be running at around 20°C +/- 2 degrees). You can request to view the temperature controls (normally via a screen in the driver's cab).

Upon opening of the vehicle doors check that the vehicle interior is clean and well ordered and that the crates remain secured (i.e. there appears to have been no movement / incident in transit). Check that the crates appear to be intact, with no evidence of new knocks or scuffs.

Was the vehicle clean and well ordered?
 Do the crates show any external damage not previously noted?
 How were the crates unloaded from the vehicle?
 Tail-lift / scissor-lift / other

Describe how the crates were moved to the display space:

Wheels / skates / other
 Note whether access was via a passenger or freight lift
 Who moved the crates? agent / venue staff / other

In the exhibition space

Before opening the crates

Describe security protocols for access to the installation space?

In the display space, **request to view the environmental readings** and check that they are within range:

Temperature:
Humidity:

Check where the works will be displayed for the following as applicable:

- area is dust and debris free
- paint is dry
- walls are suitable and stable
- display cases are weighted and/or fixed to the floor/wall securely
- glazing is clean
- everything else ready to be installed in the case (if it is sharing with other objects) and/or have labels etc been made ready so everything can be installed together

Were there any issues with the display cases/walls?

Bring the crates as close to the display area as possible and ensure there are suitable tables and lights set up for condition checking.

You can now commence unpacking.

Unpacking and condition checking

Identify who from the venue will complete the condition check with you. Ensure the venue are making a note of the packing (ideally taking photos as well) so they can potentially re-pack at the end of the exhibition without supervision.

Note: Please ensure that all items are handled using appropriate gloves.

Who participated in unpacking / condition checking?

Check the condition is not altered and sign the reports. A copy of the condition reports should remain at the venue with the works in case of any change in condition during the exhibition.

- If there are additional aspects of condition to note which are historic, please do so and take a photocopy to give to your registrar.
- If there are additional changes in condition which are new or suspected to be new, please call your registrar to notify them, then photograph, document and take copies to give to your registrar. Ensure the venue are aware of any changes noted.

Were there any changes in condition?

Installation

Discuss the installation requirements of each piece with the venue.

Ensure the staff who will be installing the works are clear about handling/installation requirements. Ensure that no electric drills are used in the vicinity of unpacked works.

Supervise installation of objects.

Who installed the objects?

Check that the transit crates are closed and any packing materials are retained within them, clearly labelled ready for de-installation. The venue will then move these to storage. If feasible please attend to make an assessment of the venue's storage if on site.

Were you able to see the crate storage area? If yes please give details:

For works displayed in cases

Upon completion of installation, ensure that the display cases are closed and locked.

Were you able to see the cases closed and locked?

General comments

Please comment on any other aspect of the venue which you think would be useful to note for potential loans in future, thinking specifically about access, security, environment, facilities and object handling: