



# BFS IMPORTCARE

BUSINESS CLASS SERVICE FOR AIRFREIGHT CARGO





# WHO IS BFS?

Bangkok Flight services (BFS) is a joint venture between Worldwide Flight Services one of the worlds largest independent airport service operators & Bangkok Airways.

BFS provide ground handling and cargo services for over 60 of the worlds top airlines at Bangkok International Airport (Suvarnabhumi) utilizing a 55'000 sqm cargo terminal with a 16'000 cu mtrs cold room facility to provide a first class service for inbound & outbound cargo.



# WHO IS FRESHPORT?



Freshport is a highly experienced cold chain solutions company who BFS Cargo has entrusted to manage and operate their range of special handling services. With over 12 years experience in all manner of cold chain logistics throughout SE Asia and 8 years managing the Coolcare services Freshport has built up a reputation for innovation, professionalism and above all reliability.



# WHAT IS IMPORTCARE?

Importcare is part of the BFS special handling range of services aimed at providing inbound cargo with the highest level of care and attention making sure specific customer requests for handling and storage are met with emphasis on strict supervision and IATA guided GHP (Good handling practice).



# WHAT DO CUSTOMERS GET FROM IMPORTCARE?

- Direct communication with cargo terminal contact person. *(Freshport staff are on hand when you need them.)*
- Cargo damage inspection and detailed temperature recording upon unload from the aircraft. *(Personalized service agent assigned to supervise your shipment making sure things run smoothly.)*
- Airside cover protection from direct sun exposure and radiant heat. *(Thermal cover applied immediately after unload to help maintain temperature and protect from the elements.)*
- Personalized supervision and fast track transfer from aircraft to cargo facility. *(Front of the que, no waiting in line.)*
- Priority import inspection with immediate transfer to cold room or designated storage area. *(Straight to storage without delay.)*
- Supervised container breakdown and priority storage. *(Container breakdown and storage based on customer instructions.)*
- Close monitoring by cargo designated supervisor. *(Constant monitoring with frequent inspections of your cargo.)*
- Details shipment report. *(Times, temperature readings and pictures of crucial points in the handling process.)*
- Additional service handling on request

# ADDITIONAL SERVICES

- **One Way Data Loggers**

Single use data loggers provided by BFS/Freshport offer customers insight into temperature exposure during the time between flight arrival right up until customer delivery. The stored information can easily be downloaded for analysis via USB to any normal PC or laptop.

- **Shipment recovery service**

Pallet breakdown & buildup while in storage based on customer instruction.  
Rapid forced air cooling for temperature recovery.  
Re-icing service, for longer term storage such as customs clearance delays.

- **Thermal Pallet Wrapping**

A thermal wrap service using insulation foam can be performed by trained import care staff inside the cold room prior to collection.

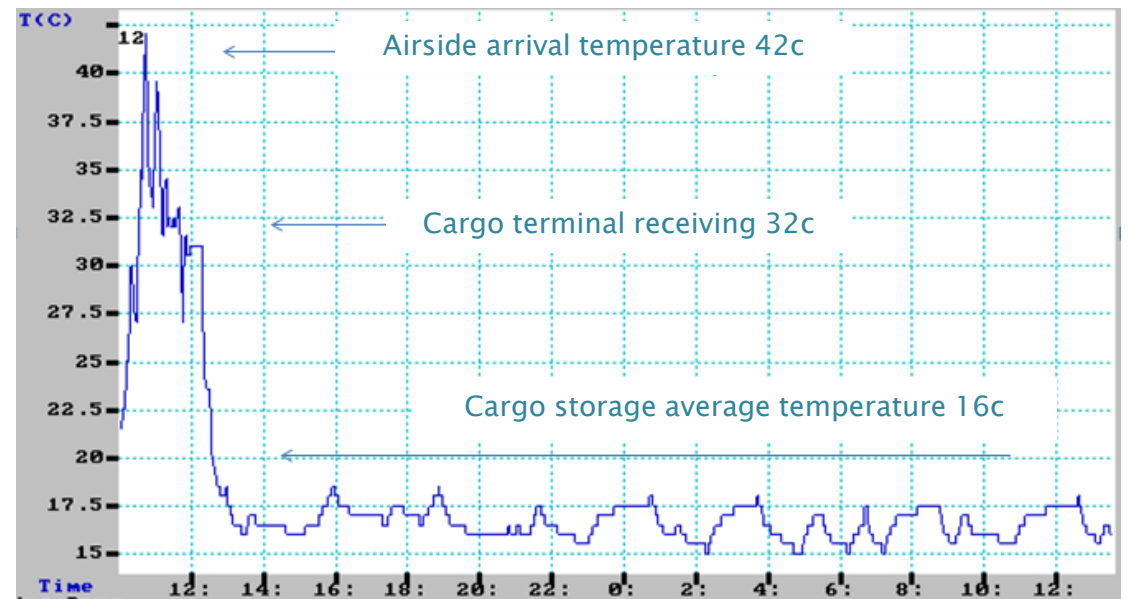
Thermal wraps offer a high level of protection and additional security from cold chain breaks during the final delivery phase of the supply chain.

- *Not included in the standard Importcare price*



# TEMPERATURE RECORDING & REPORTING

- Constant temperature monitoring during the handling process.
- Data logging from start to finish.
- Photos of each key stage of the handling process.
- Final shipment report containing all relevant information.



# CONTACT US

If you would like to know more about our Special handling services and how they can benefit your business please contact us at :

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