

**CTA – LST - GUIDELINE FOR SHIPPING PACKETS TO LA PALMA**

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| Applicable Documents |         |      |      |       |
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| No.                  | Version | Ref. | Date | Title |
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| List of Abbreviations |  |  |  |
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| History |            |                                  |
|---------|------------|----------------------------------|
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## 1 Guideline for shipping packets to La Palma

Goods delivered to the Canary Islands have to go through customs as the islands are included in a special economic zone. As a scientific organization, IAC is exempt of customs and VAT in transports of packages with scientific instruments. To benefit from this exemption, the shipping of any package for the LST telescopes to La Palma must follow a standard and mandatory procedure.

**Failing to follow this procedure can create arbitrary delays and not negligible costs.**

Read this guideline carefully and if you have any question contact the LST shippings responsables via [lst-logistics@cta-observatory.org](mailto:lst-logistics@cta-observatory.org)

**Distribute this guideline to the personnel at your institute managing the shipping and also to your transport company to make sure they proceed with the shipping correctly.**

**Very important: do not change or add anything to the addresses, write them as they are given in this document.**

## 2 Procedure

### 2.1 Step 1

Before preparing the shipping with the transport company, contact with lst logistics responsables ([lst-logistics@cta-observatory.org](mailto:lst-logistics@cta-observatory.org)) and provide the following information that will be included in the database:

1. Shipment sender name
2. Sender Institution
3. Manufacturing Company or supplier
4. Reference official document: Please attach design/description documents of the shipment contents or a link to the bidding (if available) and datasheet (if applicable)
5. Description of the contents
6. Shipment Origin
7. Shipment Destination: ORM | CALP | Tenerife
8. Number of boxes/containers/pallets
9. Transport company
10. Economic value of the shipment
11. Dimensions and weight of the packages
12. Estimated shipping and arrival dates
13. Storage needs

You should also provide the billing information of your institution, in case that it is the first shipping of a package for the LST project.

The information has to be send at least one week in advance to the shipping of the packet.

Be aware that the shipping address must be an official IAC address in order to be able to benefit from tax exemptions.

## **2.2 Step 2**

**The delivery of the packages can be done at the IAC offices at sea level or at the observatory at the Roque de Los Muchachos.**

Delivery at sea level is accepted only for small or regular size packages that can be easily transported with a pick-up car. The address of the delivery destination must be written as follows:

**Instituto de Astrofísica de Canarias  
CIF: Q-3811001-A  
Centro de Astrofísica de La Palma  
C/ Cuesta de San José, s/n  
38712, San Antonio, Breña Baja  
La Palma, Islas Canarias, Spain**

**Contact persons:**

Patricia Márquez, [pmarquez@ifae.es](mailto:pmarquez@ifae.es)

Eduardo Colombo, [ehcolombo@gmail.com](mailto:ehcolombo@gmail.com)

Delivery at the observatory facilities at the Roque is mandatory for large and heavy packets or containers. The address of the delivery destination must be written as follows:

**Instituto de Astrofísica de Canarias  
CIF: Q-3811001-A  
Observatorio del Roque de Los Muchachos  
Carretera LP-4, km. 36  
38787, Garafía  
La Palma, Islas Canarias, Spain**

**Contact persons:**

Patricia Márquez, [pmarquez@ifae.es](mailto:pmarquez@ifae.es)

Eduardo Colombo, [ehcolombo@gmail.com](mailto:ehcolombo@gmail.com)

To avoid misunderstanding between deliveries for MAGIC and LST, please make sure that at least Patricia Marquez is always set as contact person.

In special cases we will store large and heavy packets at the storage hall at Mirca in case no room is available at the Observatory, or when a long-term storage is needed. Inform well in advance about

the need to organize such operation. Write the address exactly as the one for the IAC offices at sea level, the local crew will take care of contacting the local transport company to do the unload operations at Mirca instead.

### **2.3 Step 3**

Shipments from outside the EU need to pass a custom control. EU Shipments from outside the Canary Islands also need to pass a customs control. Customs control must be managed by a local customs company.

We work **exclusively** with a trusted customs agency in La Palma. Any other customs company **will not be accepted**. Working with inexperienced agencies creates long delays and complications as they are not used to the procedures of the observatories.

The address of this agency has to be consigned to the transport company at the time of the shipping preparation, and must be written as follows:

**Agencia Casanova  
C/ O'Daly, 39, 1-E  
38700, Santa Cruz de La Palma  
La Palma, Canary Islands, Spain**

**Contact persons:**  
**Rafael Casanova, [casanovarafeel4@gmail.com](mailto:casanovarafeel4@gmail.com)**  
**Pedro Rodríguez, [pemarocas@gmail.com](mailto:pemarocas@gmail.com)**

The cost of the customs procedure will be covered by the sending institute, and should be included in the transport contract. Any payment will be done by wire transfer, as the local crew can not pay bills.

### **2.4 Step 4**

The transport of the shipping should be done directly to La Palma harbour or airport (IATA code SPC). In exceptional cases a transport via Tenerife harbour or airports (IATA code TCI) can be arranged, but should be announced in advance and accepted by the local crew. Any transfer at Las Palmas de Gran Canaria -another island- that could require a custom clearance there **will not be accepted**. Customs in Gran Canaria create long delays and complications, as they are not used to the procedures of the observatories. We will request a transit operation in case that the shipping ends up in Gran Canaria, and any associated costs should be covered by the contract between the transport company and the sending institute or company.

**The contract with the transport company must be under the Delivery Duty Paid (DDP) modality.** That means that the cost of the local transport, from the harbour or airport to the sea-level offices or to the observatory, and the bill of the customs agency, will be included in the transport contract

and paid by the sending institute or company. Make sure that these costs are covered when preparing the transport contract, as the local crew can not pay bills.

In case that you can not arrange the delivery to the observatory facilities with your transport company, contact the local crew to organize it via the customs agency. The cost of the local transport will be covered by the sending institution, and it will be accepted only in the case that your institute can proceed with a fast payment of such cost (within weeks).

Only in exceptional cases the local crew will pick up packets by themselves at the airport or at the harbour, or will arrange a delivery in a different place. In such case, contact the local crew in advance.

Inform your transport company that they must contact the local crew in advance, to arrange the date and hour of the delivery.

## **2.5 Step 5**

Once the transport is ready you should send to the local crew a scanned copy of several documents via e-mail ([lst-logistics@cta-observatory.org](mailto:lst-logistics@cta-observatory.org)):

- An invoice for the goods in the package, or alternatively a declaration of contents and costs signed by the responsible of the shipping at your institute.
- The Bill of Lading (B/L) or the Airway Bill (AWB) that the transport company should give to you when the shipping is completed.
- A document called T2LF in case that the shipping comes from a EU country. The local crew may request the original of this document for certain shipments.

The local crew will take care of forwarding this information to the IAC administration and to the customs agency.

You should also provide the tracking number and any update to the initial information about the package, so it can be included in the database.

## **2.6 Step 6**

Once the package is in La Palma and the customs procedure has been completed, the local crew will send you by e-mail the bills from the customs agency, with the details on how to proceed with the payment.

## **2.7 Step 7**

When the package has been received and inspected in the delivery place, the local crew will confirm it via e-mail.

### 3 Remarks

|                                |   |
|--------------------------------|---|
| Follow Procedure               | Use <a href="mailto:lst-logistics@cta-observatory.org">lst-logistics@cta-observatory.org</a> in all your communications |
| Copy Paste destination address | Use Delivery Duty Paid (DDP) Modality   |
| <b>AVOID GRAN CANARIA</b>      |   |

Over the years we have learned that some big companies are more problematic than others in order to follow the special procedures to benefit from tax exemptions and avoiding Tenerife and Gran Canaria.

Please, if possible avoid the following companies:

- DHL
- Nacex
- UPS