

FIRST QUARTER 2018 – Edition 18

NEWS, EVENTS, BUSINESS, COMMUNITY & EDUCATION!

CARGOchat



Partnership and Collaboration

**IATA Dangerous
Goods
Workshops**

**PROFILE:
STAR AIR**



Partnership and Collaboration

Why the new paradigm is the answer

The relentless growth and changes in the express logistics sphere is forcing all of us in the chain to re-think our approach.

Whatever metrics you apply, business is booming. IATA tells us Africa experienced its biggest ever air-cargo increase with a 17.5% rise in air cargo shipments. Cape Town International Airport showed a 52% increase in international shipments in 2017 while domestic cargo volumes shot up by 17%, according to Cape Town Executive mayor, Patricia de Lille.

We can see it in our own profile at BidAir Cargo. A year ago two Boeing 737F aircraft were offering adequate capacity for supporters of our Overnight Express service. As reported elsewhere, we are currently employing four.

The nature and size of market continues to astound observers. It's dynamic, fluid with patterns changing, specialised handling, new niches and new time frames emerging and e-commerce growing like wildfire. Uncompromising urgency allows no room for error and

there is the constant backdrop of essential safety and security checks.

As a service provider, we become constantly aware of the pressures. In earlier days, the buyer/seller approach dominated. A company appointed you - normally executive to executive and you were expected to take it from there.

Now, to quote Britain's former Prime minister, David Cameron, "We're all in this together." All players in the express logistics chain, not only service provider and client, have to collaborate and work as partners to achieve the desired outcomes.

Taking BidAir Cargo as an example, we depend on numerous suppliers, the other airlines and companies who lease aircraft and transport, fuel companies, IT companies and their systems, the educational establishments who train and coach our people and the providers of security equipment and services. We work with Bidvest group companies who take care of our airside requirements as well as the authorities and owners of

infrastructure, including ACSA and Air Traffic Control.

Funding our response to growth requires our shareholders to repose their trust in us for significant investments. They expect us to exercise anticipation and judgment when motivating the need for additional resources. For example, decisions on when to employ extra aircraft - at a cost of millions - is an exercise in market timing. If the timing is too optimistic it loses vast sums through unfilled capacity. If it arrives too late, capacity may suffer prejudicing service standards.

This brings us to the most important partnership of all - with our clients. We are always mindful that our role is vital in assisting you in delivering satisfaction to your customers, whether on domestic, regional or international services. That means ensuring capacity is available when you need it. It is your cargo volumes that drive everything, with all other stakeholders and their interventions dependent on throughput. Our estimates are dependent in turn on ball-park input from you which is why we want to involve you in



planning. Going further, your commitment to allotment agreements - guaranteed capacity contracts - give us the assurance to make the capacity available and involve all the other parties to our mutual benefit.

Instream, we have to take care of every employee whose contribution and teamwork keeps the business running efficiently and on time. Especially we have to give them the skills to work to best advantage with their counterparts in client companies. It is at that implementation level - far from the Boardroom - that practical daily and nightly solutions are found, with adjustments to procedures, methods and timings as necessary, with the help of other stakeholders.

Our aim remains to be your most valued express cargo airline partner demonstrating understanding and fulfilment of your needs, and delivering excellence, responsiveness, reliability and meaningful trusty relationships. Clearly this requires a close working partnership rather than the outdated buyer/seller arrangement.

In thinking about how such relationships flourish, I am reminded of the four classical pillars of corporate governance - Responsibility, Accountability, Fairness and Transparency.

This partnership approach has proved itself and is the way ahead in

copied with growth. We are grateful to you for your business and wish to continue to serve as your long-term express logistics partner. We pledge to help you in meeting your business objectives, deriving job satisfaction and achievement, enjoying some pleasant interactions along the way and above all prospering through satisfying your customers with the "Wow factor" that comes from meeting and exceeding their expectations.

Garry Marshall – Chief Executive Officer

Responsibility

Keeping client promises through investment in the essential infrastructure, network, equipment, people, disciplines, competencies, systems and training

Accountability

Unswerving commitment to the performance laid out in our Service Level Agreements

Fairness

Fair and equal treatment for our clients, ethical behaviour, doing the right thing at all times and treating all partners with dignity and respect.

Transparency

Openness, honesty, disclosure, cards on the table so both partners are making informed decisions based on operational and financial reality.

IATA DANGEROUS GOODS WORKSHOPS

“It was a very worthwhile and educational event.”



Roy Solomons, BidAir Cargo Chief Commercial Officer, was selected as a panel member at the International Air Transport Association (IATA) dangerous goods awareness workshops conducted in Johannesburg and Cape Town recently.

IATA's line up reflected the importance of the subject. It was headed up by IATA's Regional Area Head, Southern Africa, Janaurieu D'Sa, who was joined by David Brennan, IATA Asst. Director Cargo Safety



Godfrey Taylor (PLZ), Shahiema Moos (CPT), Lenishia Naicker (DUR), and Fellowship Mvalo (ELS)

& Standards. Representatives of the The South African Civil Aviation Authority (SACAA) participated, so it was fitting that over 100 industry players attended,

including management from BidAir Cargo across the Republic.

The subject matter covered managing the risks and issues surrounding the transport of dangerous goods in the African and global context. The aim was to determine how the air cargo industry can make the supply chain safer. SACAA endorsed the IATA Dangerous Goods Regulations (DGR) as the industry standard, in line with the ICAO Technical Instructions.

Good news from the Bidvest Group

Bidvest believes the country is on the cusp of a much-needed confidence boost, with signs of a recovery in the local economy. It says most of its divisions are ideally positioned to take advantage of a revival in economic growth and investment. However, it doesn't believe there will be quick wins. Government overspending, substantially reduced infrastructural and other investments, as well as corruption, have resulted in significant economic damage, which will take many years to remedy. It is expected



Lindsay Ralphs

Picture courtesy of Financial Mail

that any real benefits will take some time to fully flow through into the broader economy.

Still, against this backdrop the distribution and services group says its diverse operating units pulled together to grow earnings. With the exception of its Automotive business, all trading operations grew profits, although Bidvest Namibia also disappointed. The Services, Freight and Office and Print divisions were the stand-out performers over the six-month period with increases in trading profit of 24.3%, 18.0% and 12.7%, respectively.

(Source: Bidvest South Africa Chief Executive, Lindsay Ralphs)

Overnight Express News Update

Our ONX service continues to grow as more clients discover the advantages of Overnight Express. The schedule and short hand-in/hand-out timing are designed to assist couriers in optimising service to their customers. They allow for later

collections from customer premises at the end of the working day and earlier deliveries the next morning.

Sustaining our service levels in the light of the increased volumes means we are currently operating four aircraft,

compared to the two Boeing 737F freighters in use a year ago. Currently the fourth aircraft is on lease till the end of March. Our leasing partner, Star Air (see article elsewhere in Cargo Chat) has taken delivery of another aircraft for their fleet. It is currently undergoing a bridging check to be placed on the South African register and will be available on a longer-term lease.

Investing in an aircraft lease is a costly decision which is not taken lightly. For our clients, it delivers the capacity they need to meet their customer promises. From our side, the decision is easier if we have volumes guaranteed through contracts or allotment agreements. While we welcome casual shipments, clients with repeat or contracted business naturally have first call on space available.

Not only are we able to offer favourable terms to regular users but we have the ability to tailor services to their requirements. In the high-octane express air business, the co-operation of all parties and stakeholders is essential to meet growing demands. That's why we seek mutual partnerships with clients, involving third parties and other stakeholders as necessary.

While making significant investments in aircraft we are also upgrading equipment, systems and facilities for more efficiency and developing the skills of our people so they can work with clients' staff to identify and implement practices that best suit the cargo and business profile.

Overnight Express Schedule

Effective 12th February 2018

Day	Aircraft	Flight No	Sector	STD	STA	Loose Cargo Cut-Off	ULD Cut-Off	Hand-out
Domestic ONX Schedule Monday thru Thursday								
1,2,3,4	B733F	BRH747	CPT-PLZ	21H00	22H15	20H00	20H15	23H15
1,2,3,4	B733F	BRH748	PLZ-JNB	23H00	00H30	22H00	22H15	01H30
2,3,4,5	B733F	BRH749	JNB-CPT	01H30	03H45	22H30	23H00	04H45

1,2,3,4	B733F	BRH733	DUR-JNB	21H45	22H45	20H30	20H45	00H00
2,3,4,5	B733F	BRH734	JNB-PLZ	00H00	01H30	22H30	23H00	03H30
2,3,4,5	B733F	BRH735	PLZ-DUR	02H15	03H45	01H00	01H15	04H45

2,3,4,5	B733F	BRH752	PLZ-JNB	22H00	23H30	21H00	21H15	00H30
2,3,4,5	B733F	BRH212	JNB-CPT	00H30	02H45	22H30	23H00	03H45
2,3,4,5	B733F	BRH213	CPT-PLZ	03H30	04H45	22H30	23H00	05H45

1,2,3,4	B733F	FSK750	CPT-JNB	21H30	23H45	20H15	20H30	00H45
2,3,4,5	B733F	FSK751	JNB-CPT	01H00	03H15	22H30	23H00	04H15

Domestic ONX Schedule Friday evening and the evening prior to a Public Holiday

5	B733F	BRH747	CPT-PLZ	21H00	22H15	20H00	20H15	23H15
5	B733F	BRH748	PLZ-JNB	23H00	00H30	22H00	22H00	01H30
6	B733F	BRH722	JNB-PLZ	01H00	02H30	22H30	23H00	03H30
6	B733F	BRH723	PLZ-CPT	03H15	04H30	02H15	02H30	05H30

Day	Aircraft	Sector	STD	STA	Loose Cargo Cut-Off	ULD Cut-Off	Hand-out
1,2,3,4,5	RDF	ELS-PLZ	18H30	22H00	18H00		23H00
1,2,3,4,5	RDF	PLZ-ELS	02H30	06H15			07H00
1,2,3,4,5	RDF	GRJ-PLZ	18H30	22H15	18H00		23H15
1,2,3,4,5	RDF	PLZ-GRJ	02H30	06H15			07H00
1,2,3,4,5	RDF	BFN-JNB	18H30	22H30	18H00		23H30
1,2,3,4,5	RDF	JNB-BFN	02H00	06H30			07H00

- Cargo is to be off-loaded, accepted, inducted and ready for carriage at the above hand-in times.
- JNB hand-in times for all destinations is 22h30 for all cargo lodged as loose and, 23h00 for all ULD's
- Dangerous Goods shipments, are to be lodged on a separate AWB, a Manufactures Safety Data Sheet and a Shipper's Declaration must be attached
- No ONX schedule is operated on the evening of a public holiday

Star Air – Key strategic partner

Star Air is the company which leases and maintains the Boeing 737F freighters used by BidAir Cargo for our Overnight Express ONX service.



The company has been operating in the express cargo industry since the mid-nineties, its measured growth resulting from anticipating evolving market needs. Their success derives from long experience, familiarity with local operating conditions, strong hands-on leadership and the right blend of equipment, people and procedures. This is the recipe that allows BidAir Cargo to serve our clients with the urgency they demand while South Africa sleeps.

The Star Air fleet comprises eight Boeing 737 aircraft, four for operation by commercial carriers and three contracted to BidAir Cargo. Our partnership is steered by close co-operation between Star Air's Peter Annear and Rodger Thomas and their team and the management of BidAir Cargo.

Star Air has recently taken delivery of another aircraft which is currently

undergoing a check to be placed on the South African register. This will be available on a longer-term lease for BidAir Cargo as an option to increase capacity even further on our ONX service, if demand continues to grow.

The history of Star Air, from its start in 1995 carrying overnight express cargo from Harare to Johannesburg in a Piper Twin Comanche to the impressive present day operation, makes fascinating reading. For the full story, lay your hands on a copy of S A Flyer, the best-selling aviation magazine.

CHECKING IN WITH OUR PARTNERS

How I Got to Where I Am Today - An Interview with... Peter Annear, CEO of Star Air Cargo

Did You Always Want to Go into Your Chosen Career?

After my first flying lesson at Rand Airport in 1980 my mind was made up.

When Did You Start to Develop a Passion for What You Currently Do?

Aviation started for me in 1980. Acquired our first aircraft in 1992, A Cherokee Six, based in Livingstone doing scenic flights of Vic Falls for Tongabezi Lodge.

What Advice Would You Give to Your Younger Self?

Pursue your Dreams.

How Did You Get Your First Experience Within Your Chosen Field?

In 1996 we started flying for DHL, and we grew the company from there. In 1984 I got the job to manage Lanseria Flight Centre.

What Were You Like at School? Did You Enjoy It? What Were Your Favourite Subjects?

School Hmm! Maths and Geography were my Favourite Subjects.

What Happened Next? Did You Go to University or Straight into Work?

Straight to work as a Trainer Contract Surveyor. Got my Commercial Pilot's Licence Part Time.

What Path Did You Take to Get to Where You Are Now?

Pursuing my Dreams of Aviation.

What's Been the Biggest Challenge in Your Career So Far?

Upgrading from the soft lease rates of the 737-200's, to the higher fixed lease rates of the 737 Crosiers.

Where Do You See Yourself and Your Career Going in The Future?

Reducing costs and consolidating the current fleet.



When Do You Think You Got a Breakthrough with Your Career?

A company in America. Celtic Capital leased us a 737-200 on a pay-as-you-go basis

What Would You Say Is Your Biggest Achievement?

Putting together a group of like-minded people who share and who display dedication and focus in achieving Star Air Cargo goals.

If You Could Share Three of Your Biggest Life Lessons. What Would They Be?

Know and Believe in your Product.
Be Dedicated.
Be Cautious of exciting side opportunities

MOMENTA – GERMAN SHEPHERD DOG FEDERATION DOG SHOW

The PetLounge was an enthusiastic participant at the recent German Shepherd Dog Federation (GDSF) Momenta Dog Show in Pretoria, which was well attended by both the two-and-four legged.

Many of those present were clients and it was a pleasure to re-engage with them at this exciting occasion and meet most German Shepherd Dog Federation members.

Our Flight Kennels were on display and this initiative was well-received by all. It was also gratifying to confirm that the PetLounge was top of the mind when it comes to safe, secure and comfortable transport for these magnificent animals.

Heaven for dog lovers, this event was great fun with many star performers, including a pure black German Shepherd who graced us with his presence and the cutest German Shepherd puppies.

At the prize-giving, trophies were awarded to all Class winners.

BidAir Cargo sponsored a free flight which was won by a delighted PetLounge frequent flyer, Tzilla Yanai.



CARGO, is not just a ULD, Parcel, Box or a Package...

It needs your care and attention

You can put the **SAFETY** of passengers, crew and aircraft at **RISK**

- the cargo is **MANIFESTED** correctly
- the cargo **WEIGHT** on the manifest is accurate
- you only **LOAD** the aircraft, as per the cargo manifest
- only load allowable **DANGEROUS GOODS**

BAC is adding value

Clients in Cape Town who have Unit Load Devices delivered to and collected from their premises will be interested in our initiative to improve ULD turnaround, says Regional Manager, Wayne Davids.

“The branch is busy modifying a truck to equip us to carry ULDs. That means we can collect empty ULDs from a client's premises for use in our network the same evening.”



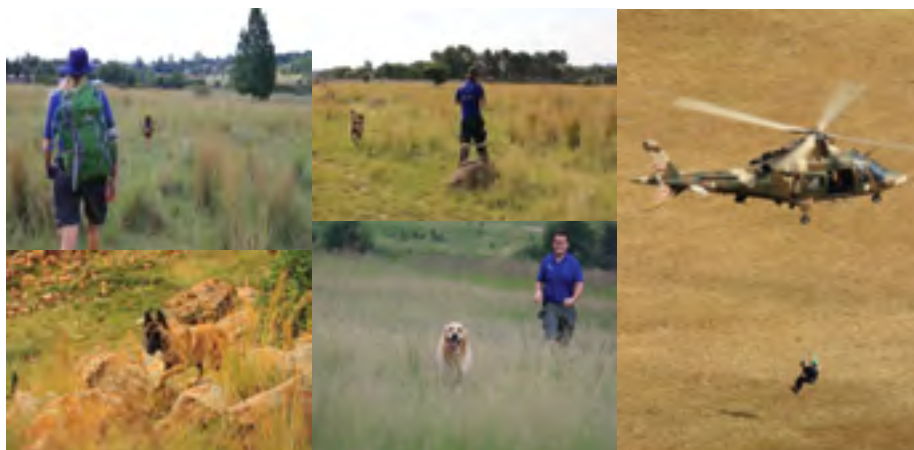
Ground Search and Rescue

The PetLounge has undertaken to fly Ground Search and Rescue (GSAR) dogs free of charge to assist in emergencies.

“Our mission is providing ground search and rescue services using trained dogs and expert handlers,” says GSAR’s Dr Rissa Parker. “Our members are trained in first aid, radio, map reading and other essential search skills. Their dogs locate missing persons using air scent in remote open areas or wilderness. When hikers are lost, time is of the essence to save their lives.”

GSAR is affiliated to Mountain Search and Rescue and other organisations who offer their services to the S A Police Service, Aeronautical Rescue Co-ordination Centre, South African Air Force and others.

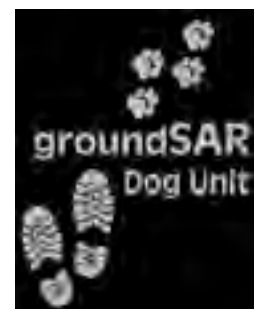
The dogs follow the scent and indicate when they find the missing person by returning to their handler and barking or bumping them. They can also



search for people trapped in collapsed buildings when natural disasters such as hurricanes or earthquakes strike.

“Transporting the dogs to the starting

point is the challenge,” says Muriel Sahd. “GSAR operates on a volunteer basis with limited funds, donated by members. So The PetLounge decided to support this worthy cause.”



Relief for Hector

A member of the public in the Northern Cape reported a vervet monkey in distress to the National Society for the Prevention of Cruelty to Animals (NSPCA). Their Wildlife Protection Unit immediately sprang into action. They contacted the Johannesburg Wildlife Veterinary Hospital who agreed to assist with travel and rehabilitation for the monkey, who by now had been called Hector.

Since a long journey can induce stress, it was decided that Hector, should be flown from Upington International Airport to O R Tambo International Airport. This is where our PetLounge came in.

Jacques van der Merwe, National Inspector of the NSPCA Special Projects Unit thanked our Operations Manager, Chivonne Pretorius, for the specialist assistance provided by The PetLounge.

“We are thrilled to learn that Hector has settled in nicely, is playful and feeding well,” says Chivonne.



BidAir Cargo Training



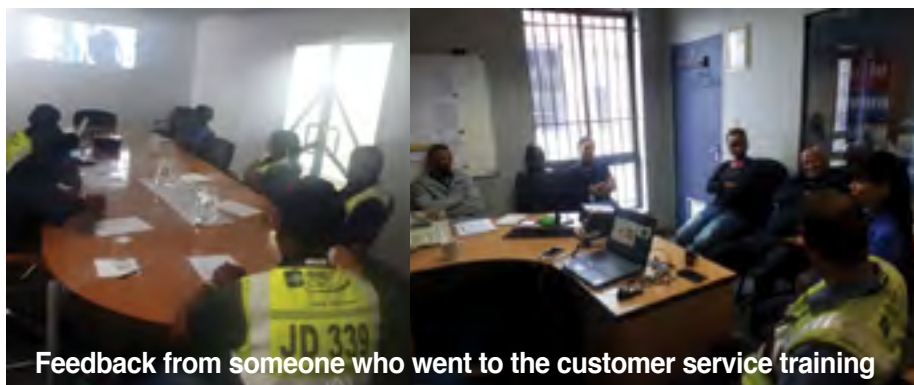
A company's ability to deliver quality customer service experience relies on how well-trained, qualified and experienced its staff is. In order to develop and maintain effective customer service staff, it is important to adequately train and educate the workforce.

One of the most common customer service training benefits is employee motivation. Providing training in customer service gives employees a greater understanding of the impact their role has on the business. When a business invests in training their employees they see that they are cared for.. They will feel that they are important to the company and add value to the organisation.

The benefits of customer service training

- Increased Staff Confidence
- Increased Customer Satisfaction
- Increased Customer Loyalty
- Increased Profits
- Increased Employee Engagement
- Increased Employee Retention

Training customer service staff can yield impactful results in terms of enhanced personal performance. As CSRs are exposed to new and emerging customer service trends, it helps them apply the



Feedback from someone who went to the customer service training

Good day Jasmine

- *Internal training is imperative for our staff because they are the face of the company and further more if the ground handler's staff have not been trained properly it reflects back on the entire organisation*
- *Good communication skill builds relationship and peace of mind to our clients.*
- *Customer service training improves the approach towards our clients and teaches you self-discipline internally*

Warm Regards,

LUVUYO MSILA

Branch Manager : East London

new methodologies and approaches to their work. Moreover, training can help develop different skillsets which are essential for those working in customer service. Not only does training help develop better communication skills and problem solving abilities but also teaches how to manage human relations more effectively. Training activities, especially games, are usually fun and highly engaging. These games can

help encourage teamwork and putting aside all personal differences to achieve a common goal. We tried this with a listening exercise and we were able to accurately discern how good we are when it comes to listening.

Training has many good benefits for the company as learning together builds the cohesion needed for a productive workforce.

Valentine's Day

Always a reason to celebrate at BidAir Cargo

14 February is the day when we exchange gifts with special people. And who could be more special than our clients and our people who make BidAir Cargo such a satisfying and pleasant place to achieve our work goals.





New AAY ULDs for ONX

Vernon Muller – Senior Manager Operations and Commercial

The beginning of 2018, saw BidAir Cargo introduce 15 new Unit Load Devices (ULD's) of the AAY range for the domestic overnight freighter operation.

These ULDs give greater efficiency over the traditional AYY type ULD as they offer the same ease of loading as an airline pallet, whilst maximising the

AAY SPECIFICATIONS	
IATA Code	AAY
Base size	2235 x 3175 mm
Height	2083 mm
Roof length	N/A
Max. gross weight	6033 kg Subject to the aircraft individual position limitations
Internal volume	12.22 cu m
External volume	12.5 cu m
Door opening	3024 x 1983 mm
Tare weight from	230 kg

utilisation of the available volume in the aircraft, due to their design closely following the inside contours of the aircraft's main hold.

“Our investment in these new AYY ULDs reflects our commitment to continual improvement and is in response to the enthusiasm of our clients in supporting this vital overnight express (ONX) service,” says Vernon.



Letter from Zimbabwe

– François du Toit, Regional Manager

It's still a watching brief in Zimbabwe after the dramatic Presidential change late last year though improvements are expected in the short-term.

Business is hopeful that a pragmatic approach by government, including assurances to investors, will attract foreign direct investment, leading to more imports and exports. Eyes are on the substantial mining sector and agriculture, where farmers are to be granted a 99 year lease.

For our part, we have the people, the procedures, the facilities, equipment and partners to meet the express air cargo needs of Zimbabwean industry, commerce, agriculture and government.



Our partner, fastjet, achieved an impressive 93% on-time performance record in Zimbabwe during February; this follows an already solid performance in January when the airline's flights registered a 91% on time record. In all the countries where fastjet is present, the airline matched its Zimbabwean timekeeping with a 94% aggregate network punctuality. Fastjet operated more than 900 flights in February.

Flight Schedule

BidAir Cargo Zimbabwe has access to daily capacity of 3500kgs between Harare (HRE) and Johannesburg (JNB), 2000kgs between Bulawayo (BUQ) and Johannesburg and 3000kgs weekly between Harare and Dar-es-Salaam (DAR). This means we are geared to cope with substantial volumes of express air cargo to and from regional and onward international destinations, once the economy clicks into gear. The current flight schedule handled by BidAir Cargo Zimbabwe is:

Airlink

2 flights weekdays, 1 flight Sundays. HRE - JNB

2 flights daily BUQ - JNB

British Airways Comair

1 daily flight HRE - JNB

fastjet

4 flights daily HRE - JNB

2 flights weekly HRE - DAR

DHL Freightner

We await the inception of a B737 freighter service, 3 times weekly. HRE - JNB (dates to be confirmed)

Green shoots of growth

Zimbabwe's government has granted our partner airline, RwandAir, the right to operate Kigali-Harare-Cape Town flights starting May 16. Flights between Harare and Cape Town will operate four times a week, on Mondays, Wednesdays, Fridays and Sundays. The southbound flight departs HRE at 11h45, arriving in CPT at 14h45. The return flight will depart CPT at 16h00 and arrive back in HRE at 19h00.

FAST JET Schedule

DEST	COUNTRY	CARRIER	FLT NO.	STD	STA	CUT-OFF	FREQUENCY
HRE	ZIMBABWE	FAST JET	FN8221	06:50	08:30	17:00	1, 3, 4, 5, 6 & 7
HRE	ZIMBABWE	FAST JET	FN8221	07:10	09:00	17:00	2
HRE	ZIMBABWE	FAST JET	FN8102	08:30	10:10	17:00	1, 2, 3, 4, 5 & 6
HRE	ZIMBABWE	FAST JET	FN8102	08:15	09:55	17:00	7
HRE	ZIMBABWE	FAST JET	FN8106	12:50	14:30	08:30	6
HRE	ZIMBABWE	FAST JET	FN8106	16:20	18:00	12:30	5
HRE	ZIMBABWE	FAST JET	FN8106	16:35	18:15	13:00	1, 2, 3, 4 & 7
HRE	ZIMBABWE	FAST JET	FN8104	21:05	23:00	17:30	1, 2, 3, 4, 5 & 7
VFA	ZIMBABWE	FAST JET	FN8502	12:35	15:00	08:30	1, 4 & 7

RwandAir to start flights to Cape Town

Our partner airline, RwandAir, the national carrier of the Republic of Rwanda is set to commence flights to Cape Town, South Africa in April 2018. RwandAir will operate four weekly flights from Kigali to Cape Town with a stopover in Harare.

About RwandAir

From its hub at the heart of Africa located at Kigali International Airport, RwandAir has a reputation for excellent on-time performance, customer service and safety, and has one of the youngest

fleets on the African continent. RwandAir, an IATA member airline renewed its IOSA certification and has been ISAGO and EASA certified.

With a fleet of twelve aircraft including two wide-body Airbus A330 acquired last year, the airline currently reaches out to twenty-four (24) destinations across East, Central, West and Southern Africa, the Middle East, Europe and Asia.

Last year, RwandAir started flights from Kigali to Mumbai, Harare, London

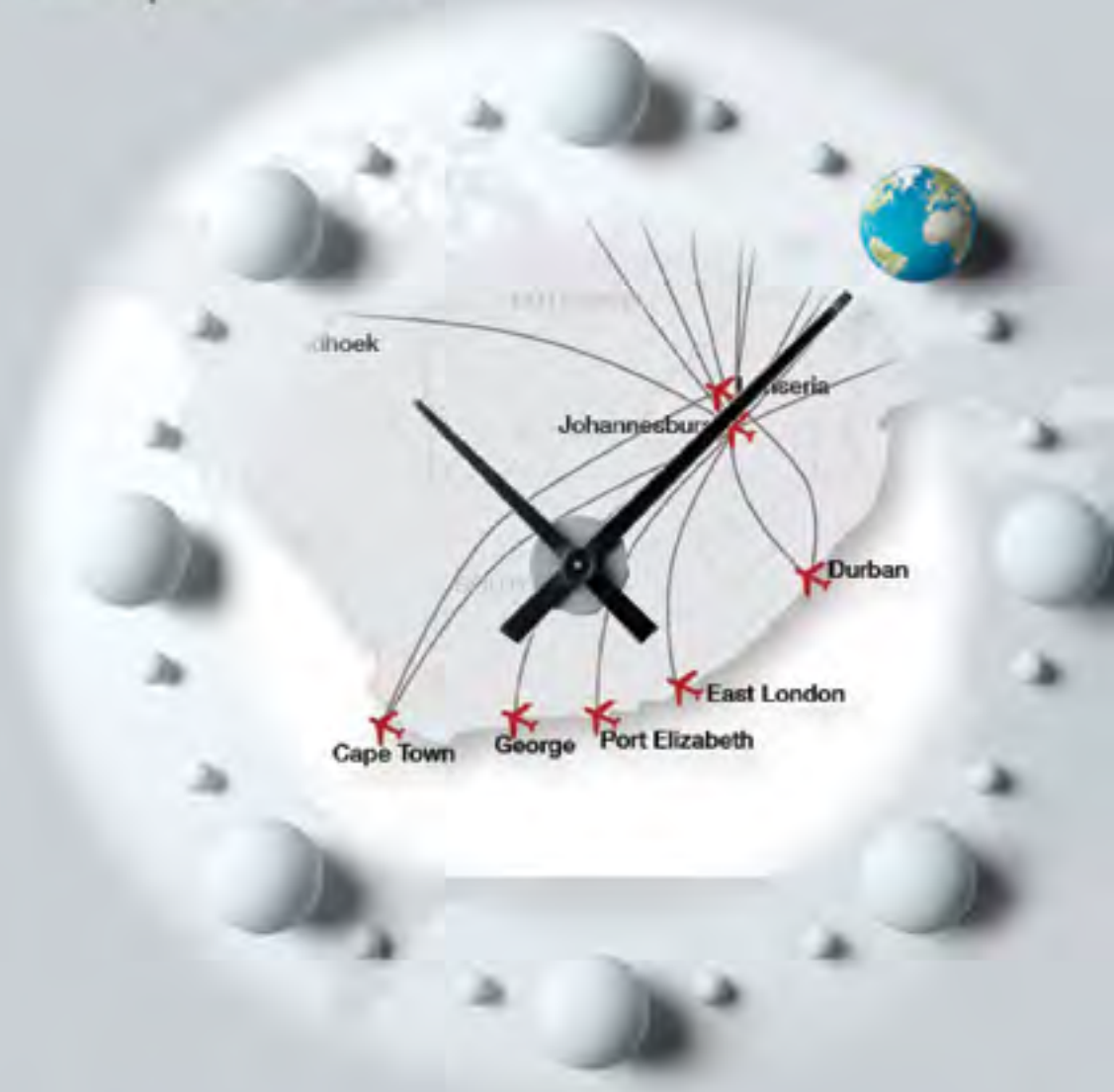
(Gatwick) and Brussels as well as Dakar from its new hub in Cotonou. RwandAir also introduced flights to Abidjan, Libreville and Brazzaville from its Cotonou hub. This year, RwandAir is planning to fly to Guangzhou in China, Addis Ababa in Ethiopia, Bamako in Mali and Conakry in Guinea. RwandAir also plans to enter the American market with flights to New York, in the USA.

Contact –BidAir Cargo central reservations on 011 230 4600 or reservations @ bidaircargo.com for detailed schedules, rates and requirements.



KIGALI

DEST	COUNTRY	CARRIER	FLT NO.	STD	STA	CUT-OFF	FREQUENCY
KGL	RWANDA	RWANDAIR	WB103	02:45	06:45	17:00	Daily
KGL via LUN	RWANDA	RWANDAIR	WB107	16:45	20:45	11:30	1, 3, 5, 6 & 7



KEEPING YOUR BUSINESS TICKING

For top-urgent shipments, cargo is guaranteed to travel on the next available flight. The Same Day Service (SDX) offers a tight 45 minute cut-off for hand-in/hand-out.