

ADVISORY COMMITTEE OF CERN USERS (ACCU)

Minutes of the second meeting, held on May 8, 1978

Present : A. Apostolakis, M. Baldo-Ceolin, F. Binon, W. Blair,
K. Böckmann, M. Buhler-Broglin, M. Crozon, I. Duerdoth,
G. Fidecaro, W. Geist, D. Imrie, H. Jensen, E. Lillestøl,
U. Meyer-Berkhout, M. Regler, D. Schotanus, W. Scott,
L. Tauscher, L. Van Hove, A. Vitale

Invited : R. N. Milligan (Item 4), H. Reitz (Item 7).

Apologies for absence : P. Borgeaud, T. Ekelöf, W. Tejessy.

1. Chairman

Van Hove said that following consultation with ACCU members since the previous meeting, he was now in a position to introduce the Chairman. Regler had been proposed by several members, but was unable to accept due to lack of time, however Lillestøl, also well supported, had accepted and would be Chairman for the next two years.

2. Minutes of the previous meeting (CERN/ACCU/1)

The minutes of the inaugural meeting of the Committee, held on February 21, 1978, were approved.

Lillestøl referred to item 2d) of the minutes, and urged members to publicise ACCU in their home countries in order to have as broad a base as possible for discussing problems related to the use of CERN. He added that items should normally be discussed over at least two meetings, being raised at one meeting, discussed in the home countries and at CERN between meetings, and then discussed in detail at the next meeting of ACCU.

With reference to publicising ACCU, Van Hove remarked that its existence, terms of reference, and membership had been publicised by statements in open meetings of the Experiments Committees, and the minutes of these Committees were sent to the Research Board distribution list, which was rather extensive.

3. Agenda

It was agreed that the agenda should consist of the four items listed under 5. of the minutes of the previous meeting, followed by a) items for the agenda of future meetings and b) date of next meeting.

4. Short-term accommodation of Users at CERN

Following the discussion at the previous meeting, Milligan reported back on occupancy and other points.

Figures for the month of April showed occupancy for the CERN Hostel as 92% (96% excluding weekends and holidays), there being on average 4 empty beds each night (usually due to late cancellations/arrivals). During the month 58 requests had had to be refused. For the barracks, the figures for the same period were 84% (89% excluding weekends/holidays) for Barracks A and B (single and double rooms), and 60% (63%) for Barrack C (triple rooms). For CERN furnished apartments the average occupancy for the year 1977 was 73% - this ranged from 60% to 80% overall, but was never 100% due to the wide variety in size and location.

Milligan added the following points:-

- i) standard of the barracks (especially noise) - this was a structural problem, about which nothing could be done short of reconstruction. However, in partial compensation the room rate would shortly be reduced by 2.- per night.
- ii) a washing machine and drier would shortly be installed at the barracks.
- iii) the double room rate in the Hostel would be reduced from 40 Sw.Fr. to 30 Sw.Fr. per night (20 Sw.Fr. if single occupancy).
- iv) the improvements to the St. Genis Hostel should be completed in the next six weeks. In addition a washing machine would be installed, and adequate cleaning arrangements made. The room rate would be 23.30 F.F. per night for short stays, 18.30 F.F. if longer than 10 days.
- v) noise problems at St. Genis (contractors' employees) - apparently solved.

There was some discussion on the transport arrangements for the St. Genis Hostel (see Annex III of minutes of previous meeting), which were likely to be used more and more. It was agreed to review the hostel situation again in the autumn, taking particular note of the occupancy at CERN and St. Genis, and of the standard of the improved facilities at St. Genis, and of the transport arrangements. Milligan promised to check with the appropriate services whether the transport system could also operate between the CERN Hostel and the Prévessin site.

Geist then raised two problems concerning longer term residence at CERN. Firstly, those who come for 6-12 months often have a problem in that they have to pay for accommodation both in the Geneva area and in the home country. Secondly, doctoral students are usually badly off financially when they come. Van Hove pointed out that for both problems conditions varied according to the member state (and even the individual) involved, and said that such points did not come within the terms of reference of ACCU but should be raised directly with the relevant member state authorities.

Lillestøl added that information on the financial conditions of scientists sent to CERN from the different member states was contained in the report of an ECFA Working Group, and agreed to try to obtain copies for circulation to ACCU members.

Imrie then queried the cleaning and upkeep of CERN furnished apartments between tenancies, and also the condition of furniture both in the apartments and when brought from stores. Milligan said that specific complaints should be raised directly at the time and added that a planned maintenance programme was being started.

5. Medical and Accident Insurance for Users at CERN

Blair presented a report on the insurance situation (Annex I) and answered a number of questions. The responsibility of individuals and of their institutes to make adequate arrangements for the insurance of people (health, accident, invalidity/death) and of equipment (damage, loss, etc.) was noted.

There was a consensus of opinion that the CERN-Austria health insurance arrangements are satisfactory for users except that the premium is rather high for a single person. Other points raised included:-

- i) entry to the Austria scheme is not subject to medical examination.
- ii) users who come to CERN for short trips (a day or two) and who think they have insurance cover from home ought to check to be sure.
- iii) CERN cannot assist financially in emergency hospitalisation in the Geneva area, this being a matter for the individual user to clarify.
- iv) users who come for a longer period and rent a flat or house should be advised of the need to take out a "responsabilité civile" insurance policy.
- v) the authorisation by CERN of the use at CERN of equipment brought in by a visiting team follows automatically from approval by the safety officers.

6. User services in EP Division

Buhler-Broglin outlined the structure and organisation of user services in EP division, and of on-site transport facilities. The presentation was based on the CERN Users' Guide 1978, pages 8, 51-55, and 29, with fuller details of the services available from the EP Test and Instrumentation Group (Annex II). There was a brief discussion on two points:-

- i) the availability of vehicles for use by teams on site.
- ii) the support in regular use of instruments from the electronics pool.

7. Use of stores

Reitz presented a report on the use of CERN stores (Annex III), and answered a number of questions. He explained that prices were the same for CERN staff and visiting teams, and were at cost; the distribution system had three forms a) delivery, b) self-service (for which the limit had just been raised from 4Sw.Fr. to 25 Sw.Fr. per item), c) urgent requirements (inside or outside working hours). Most questions centred on problems with access to and the availability of desired items. Delivery on site was slow (up to 4 days), commonly used items were either out of stock or not available in sufficient quantity in the self-service stores, and the English version of the stores catalogue index was unreliable. Reitz explained the various procedures involved, pointed out how some problems were caused by stores users themselves (it occurred too often that a group fulfilled its requirements of a given item by clearing all the self-service stores of that item, rather than placing a large order through the normal channels) and noted some points for future reference.

8. Items for the agenda of future meetings

Lillestøl said that new points for discussion should be communicated to Blair, preferably in writing. In any case, at the next meeting, as discussed earlier, there would be a further report on the accommodation question, and members would have the opportunity to come back on other items discussed at the previous meeting.

Regler suggested a discussion on the question of the general coordination of software work done at CERN and outside for counter experiments. Van Hove said that this question related both to CERN's computing policy and staffing policy, and requested that Regler discuss this with Lohrmann before discussion in ACCU, if any.

Imrie raised two points for future discussion:-

- a) on-site transport for short-term visitors
- b) on-site meal facilities when CERN is closed on public holidays (such as Ascension, Whit Monday, etc.)

On the first point he asked members to consult their colleagues for comments and suggestions for possible improvement, and asked EP Division to clarify the availability of cars for groups. Concerning meal facilities he pointed out the problems when Restaurant No. 2 is closed, and asked

- i) if the installation of vending machines could be considered.
- ii) how many people were resident on the CERN site (hostel and annex) at Ascension and Whit. (63 and 80, respectively - note by W.B.).

9. Next meeting

The next meeting of ACCU will be held on Monday, October 2, 1978 at 14.30, in Salle A and C (near the Council Chamber). A draft agenda will be circulated in early September.

Medical and Accident Insurance for Users at CERN

1. The purpose of this note is to give general information and to indicate how to find out more information if necessary. Specific questions should be addressed directly to the specialized services, listed at the end of the memorandum.
2. For insurance purposes, CERN Users (as defined in DGR/1124-77 of 3 November, 1977, see minutes of previous meeting, CERN/ACCU/1) fall into two categories:-
 - i) CERN research staff members and fellows
 - ii) associates paid by CERN fully, partly, or not at all

3. Personal insurance

For category i) above, CERN is the employer, and all staff members and fellows on arrival at CERN automatically become members of the CERN-Austria Health Insurance Scheme and (subject to medical examination) of the CERN Pension Fund. These provide cover for medical expenses following illness or accident (including professional accidents) and for the financial consequences of their disability or death.

For those in category ii) (all associates, paid or unpaid, and thus the vast majority of users), the previous paragraph DOES NOT APPLY. Associates cannot join the CERN Pension Fund, and CERN assumes in all cases that they are covered by outside sources (usually their institute of origin) against the financial consequences of their disability or death. CERN has no automatic health or professional accident cover for associates, who may however join the CERN-Austria Health Insurance Scheme on payment of the appropriate premium (in 1978, 248 Swiss francs per month for an Unpaid Associate), members of the family being covered for health insurance at no extra charge.

On registration on arrival, associates are asked what health and professional accident insurance cover they have. This may be from the home country, or they may join the CERN-Austria scheme. CERN insists that all associates are insured, and registration will not be implemented until this point is clarified. It has to be added that it is in the user's own interest to clarify for himself, if insured from his home country, just what is covered, and also how to proceed e.g. in the case of emergency hospitalisation in the Geneva area.

4. Third party risks/equipment

All members of the CERN personnel (including associates) working on the site are insured against third party risks incurred in the execution of their CERN duties. It should be noted that this is one reason, among many, for ensuring that newly arrived users complete the registration formalities (see page 17 of the CERN Users' Guide) as soon as possible. The authorisation by CERN of the use at CERN of equipment brought in for experimental purposes by visiting teams implies the acceptance by CERN of third party responsibility incurred as a result of any accident arising from the use of this equipment; this does not include damage to the equipment itself, nor to persons involved in its use, unless these risks are specifically covered by prior agreement.

5. Further information

- a) Austria Health Insurance - refer to the "Guide to the Health and Accident Insurance" or contact the "Austria" office, Building 5, first floor, office 017-019, tel. 2730 (note that this office has moved since the CERN Users' Guide 1978 was printed; the telephone number remains unchanged).
- b) CERN Pension Fund - contact the Administration of the Insurance Service of Finance Division, Building 53, R-068 tel. 2738 or 2745.
- c) Third party risk, equipment, etc. - as b).

Services Available from the EP Test and
Instrumentation Group

The activities of the group consist of the Prototype Test, the Electronics Pool and the maintenance of standard instruments.

PROTOTYPE TEST

The Prototype Test activity has two main facets: it is an independent evaluation of electronics equipment and it stimulates the Member State industries to develop competitive electronics instrumentation.

The prototype test activity has been carried on for many years: it has revealed that new prototypes proposed for the Electronics Pool generally do not comply with their presumed specifications. In most cases the new units are improved through the Test in collaboration with the designer and two, three or more successive prototypes have to be produced and tested before they become satisfactory. Prototype testing is not limited to the checking of the specifications as given by the manufacturer but, in close collaboration with the user, the new units are tested against the main parameters which interest the physicists. The tests of most significant parameters of each unit are then performed by the Maintenance personnel on the series production bought for the Pool or other users: in this way the quality of the instrumentation is thoroughly traced.

THE ELECTRONICS POOL

The Electronics Pool contains about 27,000 instruments: users of the Pool are, in addition to EP and Visiting teams, EF, DD, HS, PS, SPS, ISR and ESO divisions. A total of approximately 200 groups have access to the Pool, where the monthly movement of instruments is of the order of 1,000 units. In order to insure the requested support to the users the Pool executes technical and administrative tasks.

Technically the Pool interacts with the users to advise them on the instrumentation available to perform their measurements. Where the requirements are not executable by existing instrumentation the Pool gathers and elaborates the users needs into specifications of new instruments that are proposed to CERN internal designers or to manufacturers of electronics instrumentation.

The new units are tested as prototypes by the Prototype Test personnel of the Group and when accepted are bought by the Pool. The units are serviced by the Maintenance personnel and therefore a complete process, from the specifications writing to the maintenance of series production, is thoroughly traced. Due to the strict collaboration between the Pool and the prototype Test, the Pool users are kept informed of new units recently made available or under development; moreover a list of standard units in the Pool, which contains also the indication of units under test, is circulated to users.

The administrative tasks executed by the Pool are related to the need of keeping track of an ever increasing number of instruments: many of them circulate continuously between the Pool and users and from user to user.

On a yearly basis an inventory of the instruments is run, and in that case the list of the instruments owned by each user are produced by computer and used by the Pool personnel charged to verify the instrumentation location and existence.

Access to the pool is authorized by the EP Division Leader. An allocation system with a monthly debit-credit control ensures an efficient and flexible operation.

MAINTENANCE

The instruments bought for the Electronics Pool users, namely CERN divisions and Visitors Teams are followed during their life through the Maintenance service of this group. The maintenance service activities are grouped according to the following subdivisions: general instrumentation such as power supplies, generators, digital voltmeters; CAMAC and data handling electronics, such as ADC, TDC, controllers; fast electronics, most of it in NIM standard, such as discriminator, coincidence fast linear units; electromechanics such as printers, punchers and various terminals.

THE DISTRIBUTION SYSTEM OF STORES STANDARDIZED MATERIALS

1. GENERALITIES

PLASTIC CARDS FOR USERS

These cards are white or yellow for the "jobs".

CERN		UTILISATEUR MAGASINS STORES USER	
0000			00035
MONTANT AUTORISE			
AUTHORIZED AMOUNT	5000.- FS		
DOMODOSOLLA JP.		DIVISION FI	
1750		00035	
CODE BUDGET	→		

Included on the new cards are :

- a perforated code (to facilitate data capture of materials taken out of Self-Service),
- indications in relief which will be stamped on the Material Request forms.

New plastic cards can be obtained, following an official request by a Division, from the Comptabilité Industrielle.

It should be noted that cards can be requested by the Divisions with or without perforations. Only perforated cards can be accepted to obtain materials from Self-Service.

PRESSES FOR PLASTIC CARDS

In order to validate a Material Request (see paragraph 2) it is necessary to use a plastic card press.

Such presses can usually be found :

- with Divisional DAOS,
- in each Self-Service locality,
- at the Technical Information Office (Building 119),
- in certain workshops.

Presses are also available as standard stores items with SCEM No. 54.22.14.400.

FORMS

The Material Request forms (and Material Return forms) are generally available :

- with Divisional DAOS,
- in each Self-Service locality,
- as a standard stores item
(SCEM 54.50.40.900. for the Material Request
SCEM 54.50.50.910. for the Material Return).

WORKING
HOURS

The Self-Service localities are accessible to users during official working hours.

URGENT
REQUIREMENTS

During working hours, the user should present his urgent request justified in the form of the signature of the Division Leader (or his deputy) at the Technical Information Office situated in the Self-Service Central (Building 119). He will receive the material requested as quickly as possible.

It should be taken into account, before establishing an urgent request, that the range of materials available in Self-Service is sufficiently comprehensive to satisfy, very rapidly, a large part of immediate requirements.

Outside working hours, access to the Self-Service localities and the Raw Materials Store is possible if accompanied by a security guard. In this case, the amount taken out (also the number of the users plastic card, the name of the user and, where applicable, the job number) is to be indicated on the corresponding perforated card (or on the Material Request in the case of Raw Materials).

The Central Store (and consequently a certain range of materials) is not easily accessible outside working hours as a result of the mechanization of order picking (handling of complex machines). The fire brigade is in possession of a list of the home addresses of personnel who may, if required, operate the order picking cranes.

CATALOGUES

Requests should be sent to the Secretariat of the Stores Technical Section (tel. 4586).

TECHNICAL
INFORMATION

In addition to the indications contained in the Stores Catalogues, users may obtain detailed information from the Technical Information Office situated in the Self-Service locality of the Central Stores (Building 119, tel. 4249). All standard materials may also be examined at this office.

COMMERCIAL
INFORMATION

All commercial inquiries (status of orders, prices, delivery times, etc.) may be obtained from the Replenishment Office :

- Electrical - Data processing materials -
Electronic materials tel. 2767
- General materials - Glass - Vacuum -
Screws tel. 3683
- Stationery - Chemicals - Furniture -
Gases - Raw Materials tel. 2308

STOCK
INFORMATION

All inquiries concerning stocks (stock levels, open orders, etc.) contained on file may be obtained from the Stock Control Office (tel. 2297).

It should be stressed that the "on-line" stock control system will permit indications of the real stock situation.

COMPLAINTS

Please address any complaints to the Stock Control Office (tel. 5997).

GEOGRAPHICAL
LOCATION

See plan of the geographical location on page XXIV.

3. SELF-SERVICE (CONTROLLED)

BASIC PRINCIPLE

This method of rapid distribution of current standardized materials, of small value, in small quantities, is applied in a manner, to allow easy access to the material (without waiting at a counter), to permit a visual selection of the material all with a minimum of formalities. See the diagrammatic presentation on page XXIII.

RANGE OF ITEMS AVAILABLE

The items available in Self-Service are selected according to their unit price (in principle less than SF 4.--) and their nature.

The following types of material are excluded :

- raw materials,
- stationery,
- furniture,
- chemical products,
- voluminous material,
- data processing material,
- clothing,
- gases.

The materials available in Self-Service are indicated as such in the Stores Catalogue.

The range of items is identical in each of the three Self-Service localities which cover the two sites of the Organization.

GEOGRAPHICAL SITUATION

See plan of the geographical location on page XXIV.

LAYOUT

The Self-Service localities are laid out in the same way as commercial self-services. Access is reserved for personnel who possess plastic cards which are perforated. The control takes place at the exit.

Materials are grouped according to their type (e.g. screws, resistances, batteries, tools, etc.) and are made available in storage units consisting of drawers or shelving as appropriate.


Within a given type, materials are separated by categories on the basis of their unit price. These categories may be distinguished by different coloured labels :

- Category 1 = red (cheapest category)
- " 2 = blue
- " 3 = yellow
- " 4 = green (most expensive category)

Non categorized = white (more than SF 4.50)

ISSUING MATERIALS

Materials are taken out directly by the user. With the material, he takes a perforated card corresponding to the type and category (the colour of the card corresponds to the colour of the category).



MAGASINS

SELF-SERVICE CONTROLE

FAMILLE D'ARTICLES 47 Visserie

QUANTITÉ PRELEVÉE

NUMÉRO DE CARTE

NUMÉRO DE JOB

NOM

A REMPLIR SEULEMENT EN CAS DE NON FONCTIONNEMENT DU DISPOSITIF DE SAISIE

BDV 006.1

The cards are stored close to the materials.

The user has to indicate on the perforated card the quantity taken by category.

Example :

A user takes :

MATERIAL	Type	Category	PERFORATED CARD
10 cylindrical screws, stainless M5 x 20	Screws	1	} 1 red card "Screws" with quantity indicated = 30
20 cylindrical screws, stainless M6 x 16	Screws	1	
1 dry battery 15 V	Batteries	3	1 yellow card "Batteries" with quantity indicated = 1
3 dry batteries 4,5 V	Batteries	1	} 1 red card "Batteries" = 5
2 dry batteries 1,5 V	Batteries	1	

LIMITS OF ISSUES

The Self-Service method of distribution of materials is envisaged for small quantities. A limit of SF 50.-- per issue and per item must not be exceeded.

FORMALITIES

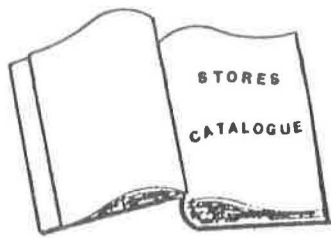
At the exit of each Self-Service locality a data capture device is installed consisting of :

- a perforated card reader (to identify the material issued),
- a plastic card reader (to identify the user),
- a numerical keyboard (to indicate quantity issued)

The data capture operation will be carried out by the storekeeper on presentation of the material, perforated cards and the user's plastic card.

In the event of the data capture device not working (or during the absence momentarily of the storekeeper), the user completes the details in the box provided on the perforated card.

DISTRIBUTION OF STANDARDIZED MATERIALS



Distribution Catalogues
Tel. 4586

Technical problems?
Tel. 4249

Availability?
Tel. 2297

Complaints
Tel. 5997

TECHNICAL INFORMATION OFFICE
Building 119 basement
Tel. 4249

SELECTION OF MATERIALS

Don't forget to indicate the delivery point (only the official designations of the TELEPHONE DIRECTORY are acceptable).



Users plastic card (to be obtained by your Division from the COMPTABILITE INDUSTRIELLE)
Tel. 2859

FORMALITIES

By internal Mail
STOCK CONTROL OFFICE
Tel. 2239

RAW MATERIALS STORE

CENTRAL STORE

SUPPLEMENTARY STORES

USER

DELIVERY TEAM

USER

Clothing
Magnetic tapes

GASES

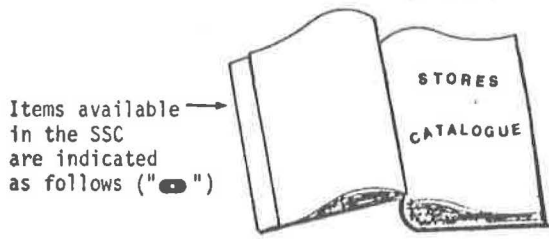
ISSUING OF MATERIALS

Immediate information in the event of non-availability (total or partial) of material requested

DELIVERY POINT
(As indicated on the Material Request)

DELIVERY (INFORMATION)

SELF-SERVICE [CONTROLLED] (SSC)



Distribution Catalogues

Tel. 4586

and / or

visually at the

SELECTION
OF MATERIALS

SSC MEYRIN
Building 113

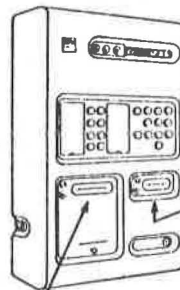
SSC CENTRAL
Building 119

SSC PREVESSIN
Building 867

USER

ISSUING OF
MATERIALS

DATA CAPTURE
DEVICE



User's Plastic Card
(To be obtained by
your Division from
the
COMPTABILITE
INDUSTRIELLE)

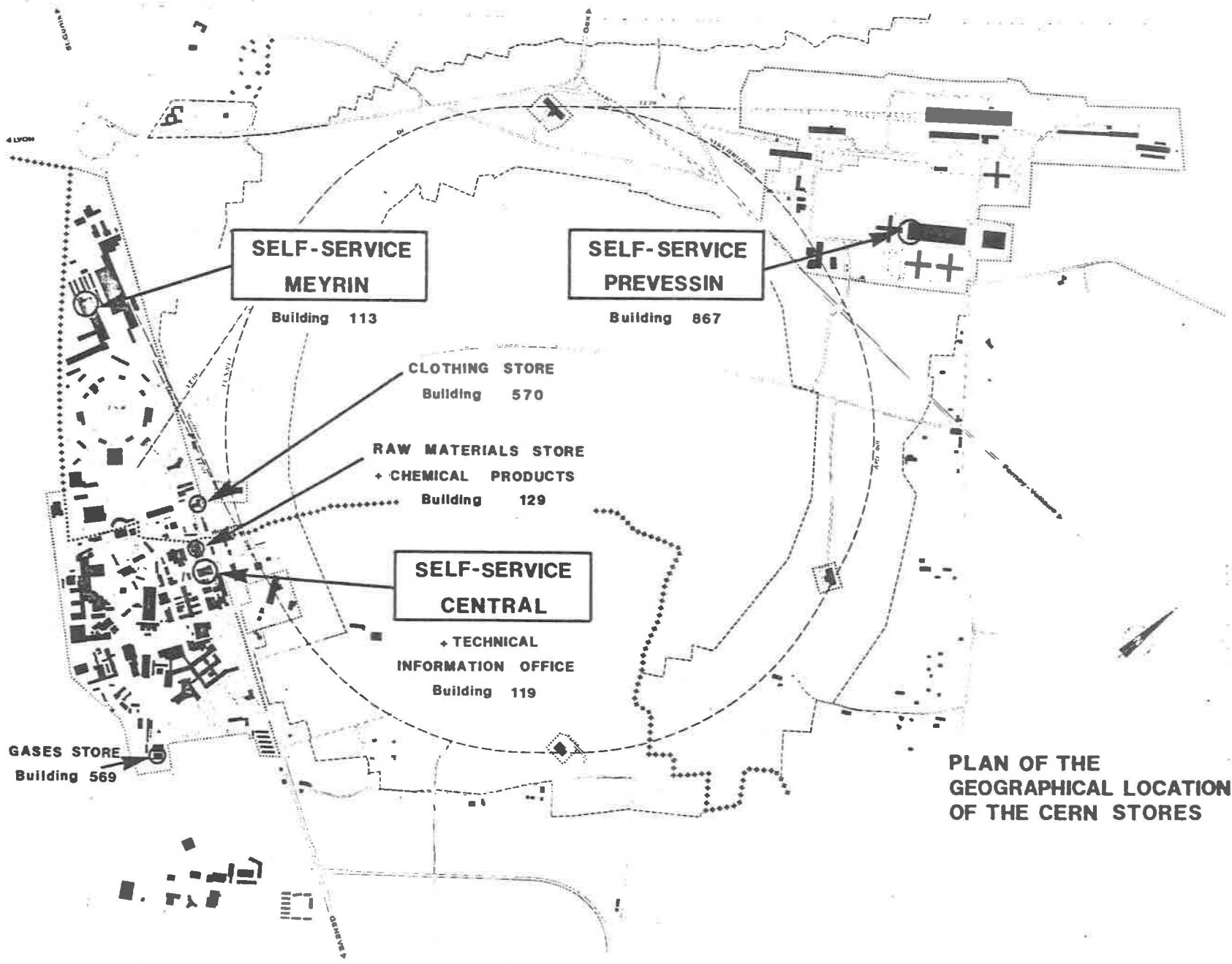


Perforated card
taken out
with the material

Tel. 2859

CONTROL
(no writing necessary)

WORK PLACE



**SELF-SERVICE
MEYRIN**

Building 113

**SELF-SERVICE
PREVESSIN**

Building 867

CLOTHING STORE
Building 570

**RAW MATERIALS STORE
+ CHEMICAL PRODUCTS**
Building 129

**SELF-SERVICE
CENTRAL**

+ TECHNICAL
INFORMATION OFFICE
Building 119

GASES STORE
Building 569

**PLAN OF THE
GEOGRAPHICAL LOCATION
OF THE CERN STORES**

Extract from

CERN USERS' GUIDE 1978

VI.3 STORES SERVICE

Stores

The Stores Service holds a stock of about 21,000 standardized items. They are listed in the four-volume Stores Catalogue, with an annexed price list:

Volume I : Electrical and electronic materials

Volume II : General materials

Volume III : Mechanical engineering materials

Volume IV : Stationery, furniture, and data processing materials

You may find the catalogues at your place of work or at your Divisional Secretariat, or you may request them from the Technical Section of the Stores (Tel. 4586).

In addition, you have the following sources of information:

- *Technical information:* (or inspection of materials by the user, if necessary) Technical information desk, Building 119 (Central Self-Service Area, Tel. 4249)
- *Stock situation:* Stock control office, Tel. 2297
- *Stores users' guide:* A detailed stores users' guide is available from the Stores Secretariat, Tel. 2102

Most of the standardized items of small value (up to approx. SF 4) are available in three

Self-Service Areas:

Central Self-Service: Building 119 (near the Medical Service)

Meyrin Self-Service: Building 113 (near the ISR)

Prévessin Self-Service: Building 867 (SPS Assembly Hall)

In these Self-Service Areas you obtain the items (in reasonable quantities) as in supermarkets. Control is effected at the exit on presentation of the Stores Users Card (see Chapter V.1) and perforated card(s) taken together with the material. For larger quantities and for the more expensive items, there is a rapid *delivery system*. Material Request forms (Demande de matériel), available from your Divisional Secretariat, must be filled in and sent to the Stock Control Office. Validation of the Material Request form is obtained by pressing your Stores Users Card in the space provided on the form. Delivery will be made to the address indicated by you on the form (only addresses figuring in the internal telephone directory will be accepted).

Raw materials are available in the Raw Materials Store (Building 129, Tel. 2245).

Storage of materials

Materials belonging to divisions or visiting teams can be stored temporarily (both covered and open storage areas are available). Requests must be presented by filling in a 'Demande de stockage par les Magasins' (available from your Divisional Secretariat). For information, Tel. 2180.

Recuperation

Any equipment or materials which are no longer required (including waste metal and paper) may be handed to the Recuperation Service for sale to outside firms (or institutes) or to other divisions within CERN. Lists of material available are published regularly in the 'Weekly Bulletin'. For information, contact F. Spyse, Building 123, Tel. 2180.

VI.4 SHIPPING AND TRANSPORT OF EQUIPMENT AND MATERIALS

The Distribution Section of the Stores Service (Tel. 3590) is responsible for organizing the shipping and transportation of equipment and materials.

The following documentation is available to users:

- Instructions concerning the Delivery of Equipment and Materials to CERN (to be used when *Institutes* organize shipments to CERN);
- Administrative Procedure Concerning the Transportation of Goods (to be used when *CERN* organizes shipments either to or from CERN).

Copies of both documents can be obtained from the Stores Secretariat (Tel. 2102).

For information during the execution of a shipment, you may contact the following services within the Distribution Section:

	Activity -	Swiss site Tel.	French site Tel.
i) Import:	All questions concerning the shipment of goods to CERN	3334-3686-4002	5658
ii) Export:	All questions concerning the shipment of goods from CERN	3312-5989	5658
iii) Goods reception:	Arrivals and internal deliveries at CERN	3916-4583	5657
iv) Packing		3751	5657

Customs clearance

Goods imported by CERN are exempt from customs duty; in Switzerland they are exempt from ICHA tax and in France from the TVA tax. The import and export formalities may be carried out in Switzerland by CERN or by an agent chosen by the institute concerned. On the French site all import and export formalities are carried out by CERN.