

# C2K Monthly Report

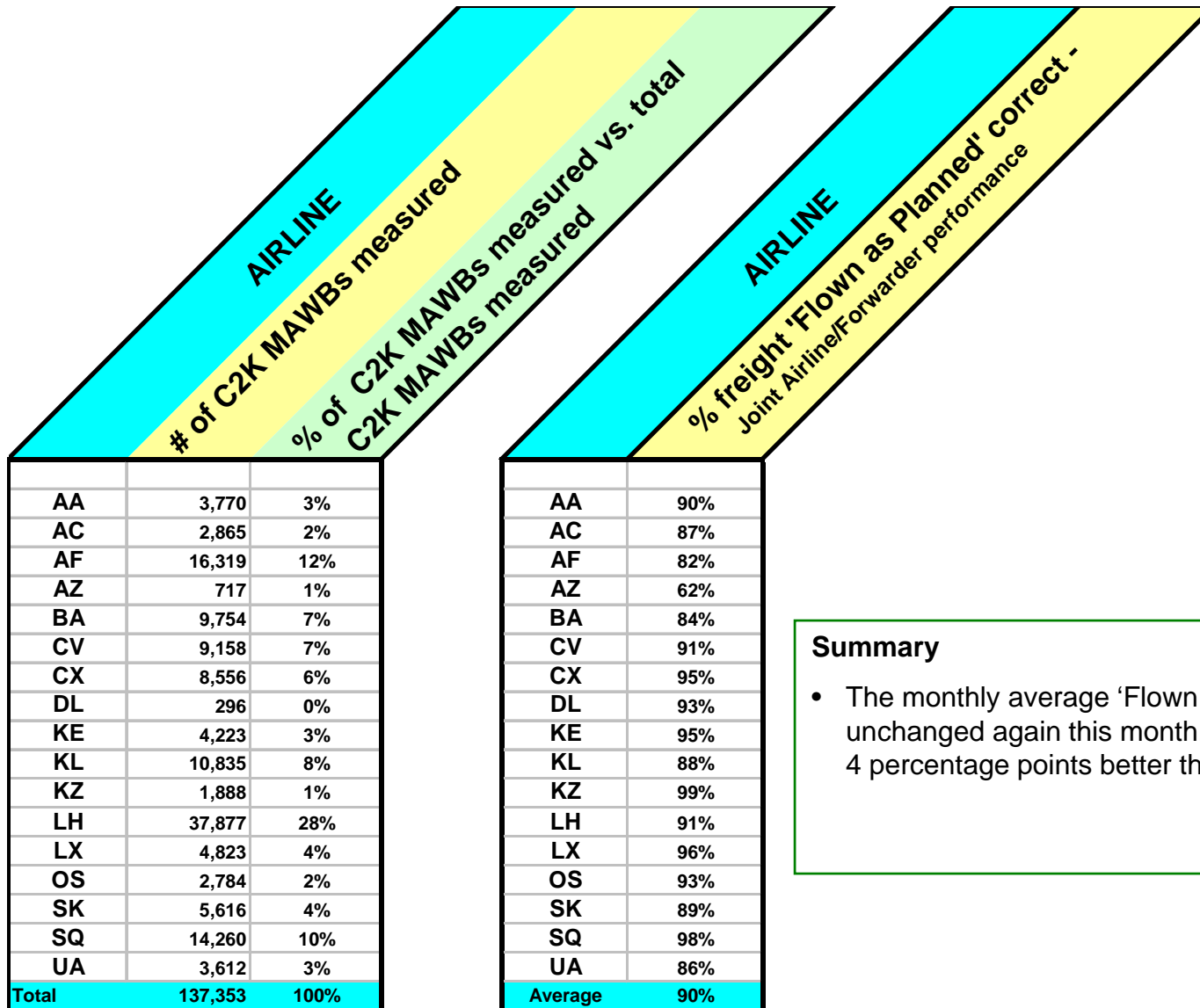
## C2K Monthly Report November 2008



SYSTEM WIDE	Actual Month	Difference to previous year
. Number of Lane Segments measured	125,339	+ 4,856
. Number of Route Maps created	975,130	- 5,243
<b>Phase 1</b>		
	Actual Month	Difference to previous year
. Number of shipments measured	137,353	+ 9,588
. Number of Lane Segments measured	29,824	+ 4,466
. Flown as Planned	90%	+ 4 %
. FWB% Correct - Booking quality level & Accuracy of electronic data	89%	- 1 %
. % On Time "Notification of Freight and Documents Availability	85%	+ 8 %

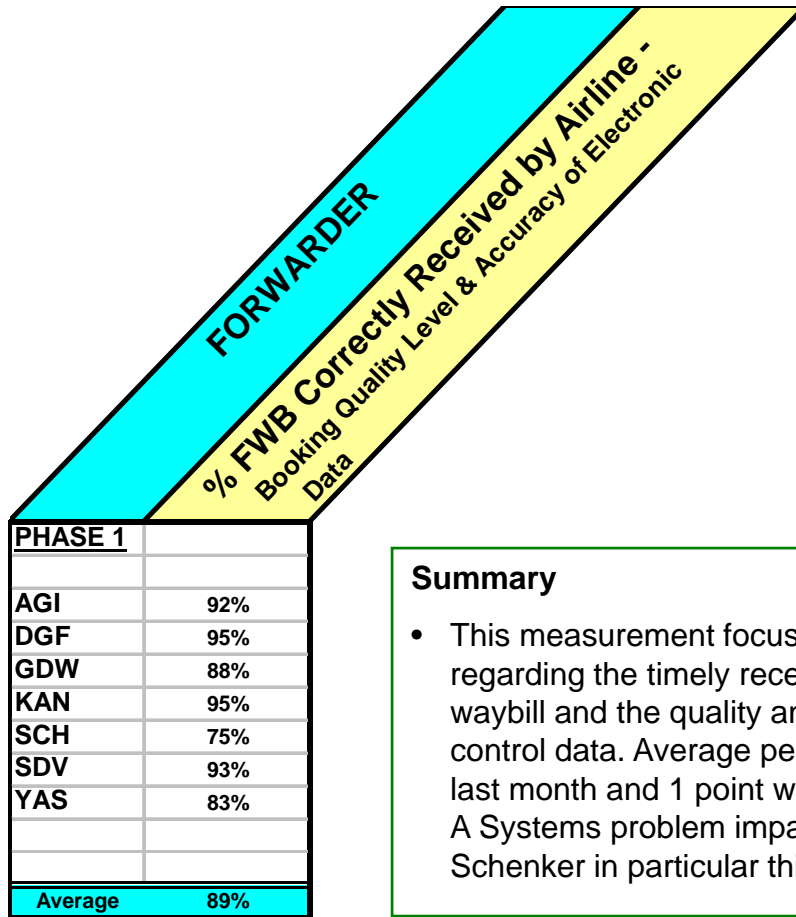
November saw a small decrease in volumes over October as slow market conditions impacted volumes. Total route maps fell below the one million mark, a 5% fall from last month and 1% worse than this month last year. Quality was mixed with FWB impacted by systems issues reported at two of our Forwarders. FAP & FWB were both unchanged on last month, with NFD dropping 1 percentage point.

**MEDIA ENQUIRIES** All media enquires about this Management Report or Cargo 2000 in general should be directed to:  
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**Summary**

- The monthly average 'Flown as Planned' was unchanged again this month. The 90% score was 4 percentage points better than November 2007.



### Summary

- This measurement focuses on the 'joint' performance regarding the timely receipt of the Electronic Master Air waybill and the quality and accuracy of agreed process control data. Average performance unchanged from last month and 1 point worse than this month last year. A Systems problem impacted the results received from Schenker in particular this month.



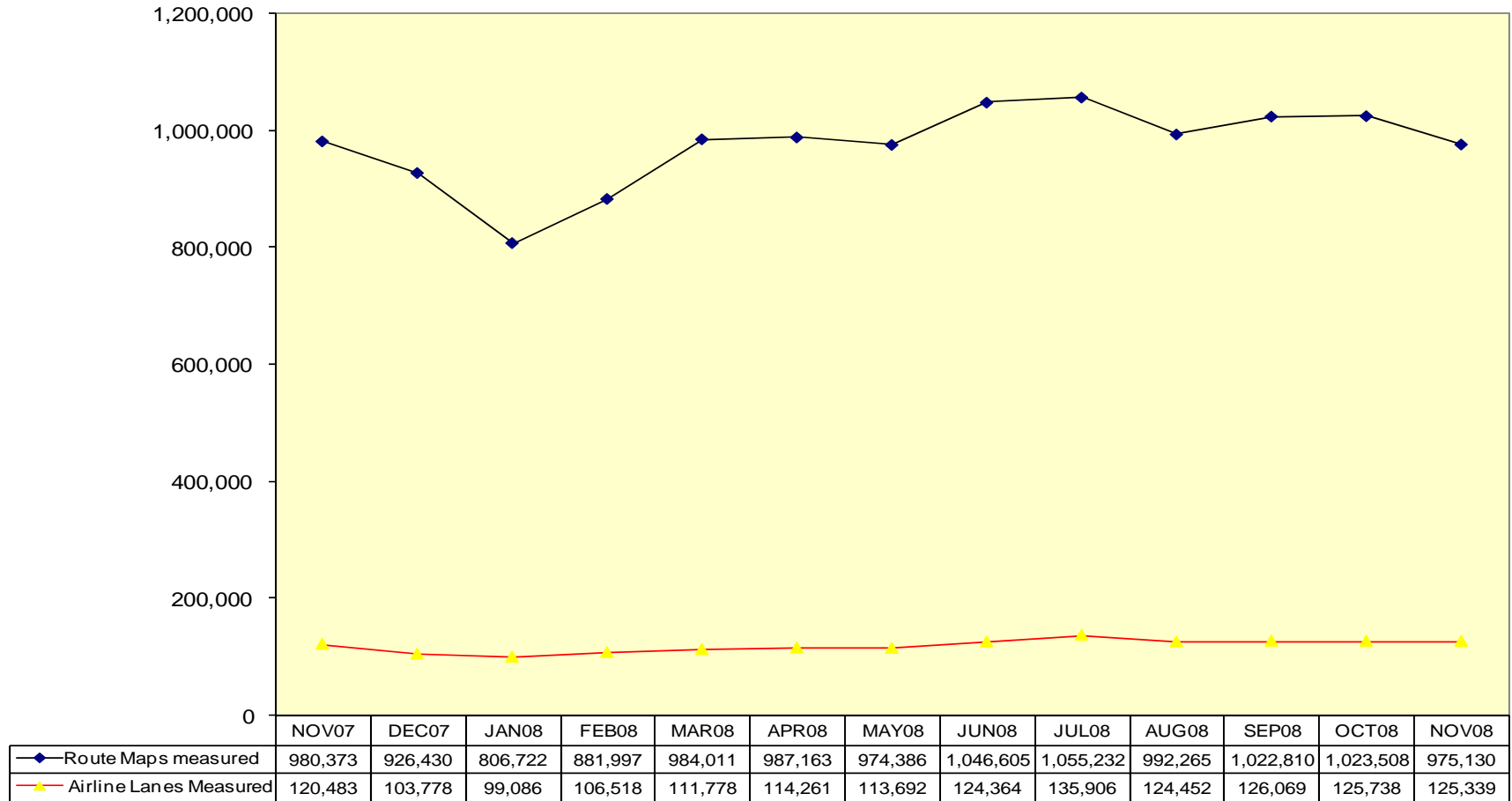
<b>AIRLINE</b>	
% On time "Notification of freight & Document availability" - Joint Airline/Forwarder performance	
AA	80%
AC	83%
AF	76%
AZ	22%
BA	84%
CV	84%
CX	92%
DL	78%
KE	96%
KL	80%
KZ	92%
LH	89%
LX	77%
OS	88%
SK	74%
SQ	95%
UA	77%
<b>Average</b>	<b>85%</b>

### Summary

- This measurement focuses on the on time electronic transmission of the “Notification of Freight and Documents Availability” sent by Airlines to Forwarders. One percentage point worse than last month, but 8% points better than November 2007.
- Note: We are currently looking at some potential technical issues with this measure, and these individual figures should be considered indicative rather than absolute at this time.



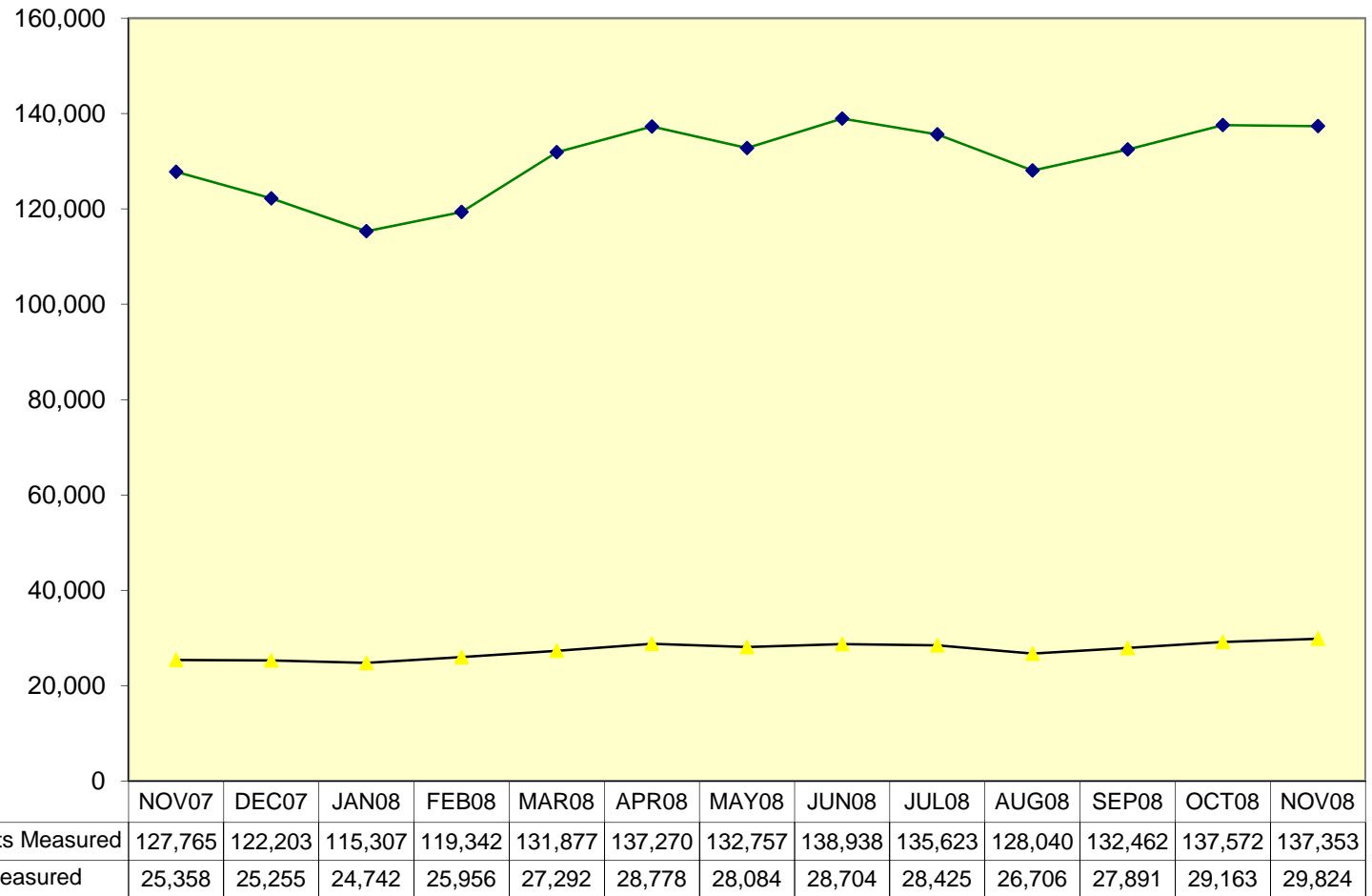
## System-wide Monitoring Scope



**Shipments show a 5% month on month decrease and a 1% decrease on November 2007**



## Phase 1 - Monitoring Scope



**Phase 1 Shipments measured showed a less than 1% decrease over last month**



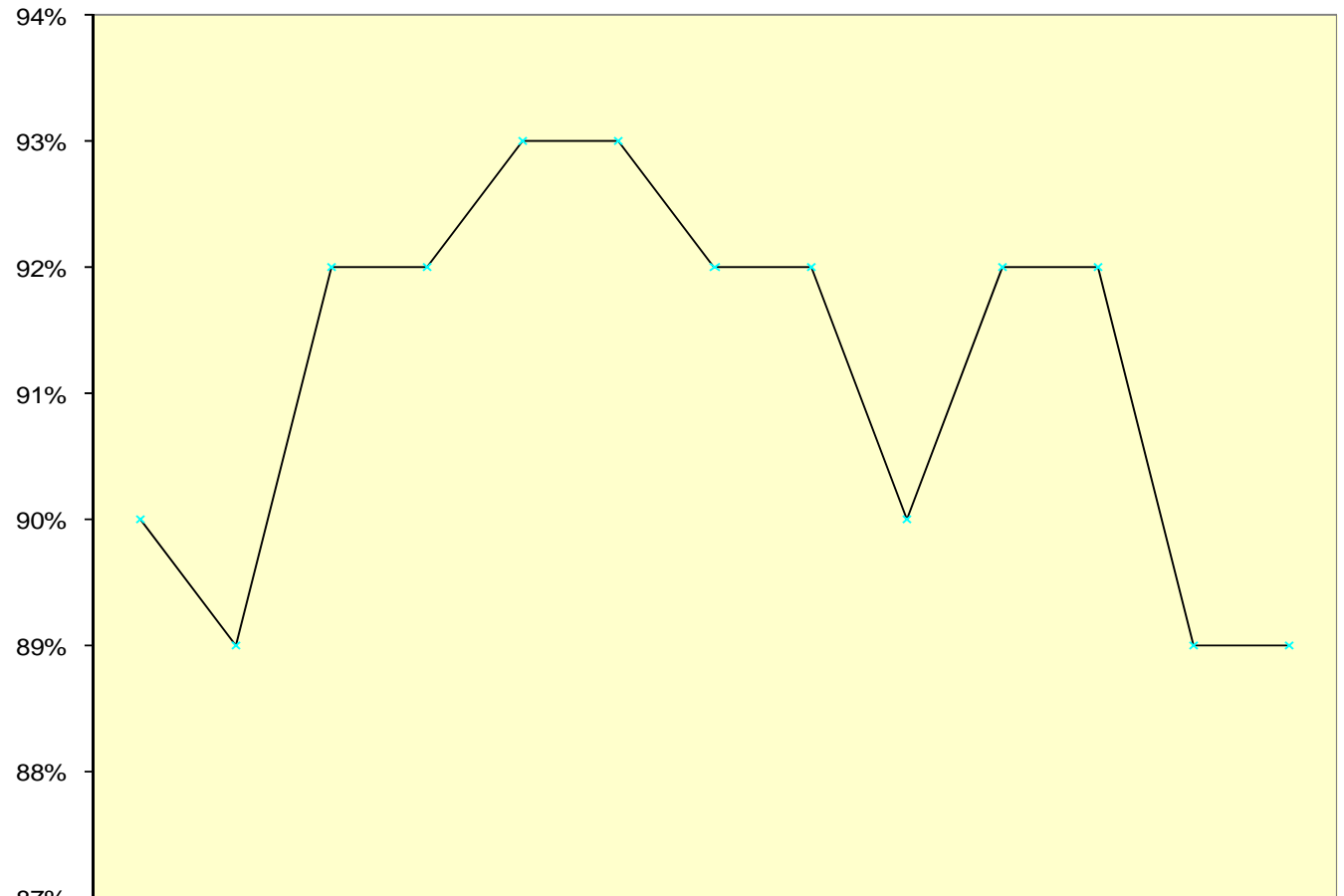
## Phase 1- Airline "Flown As Planned"



**Flown as Planned was unchanged again this month, still at a 12 month high.**



### Forwarder FWB % Correct Received by Airline"

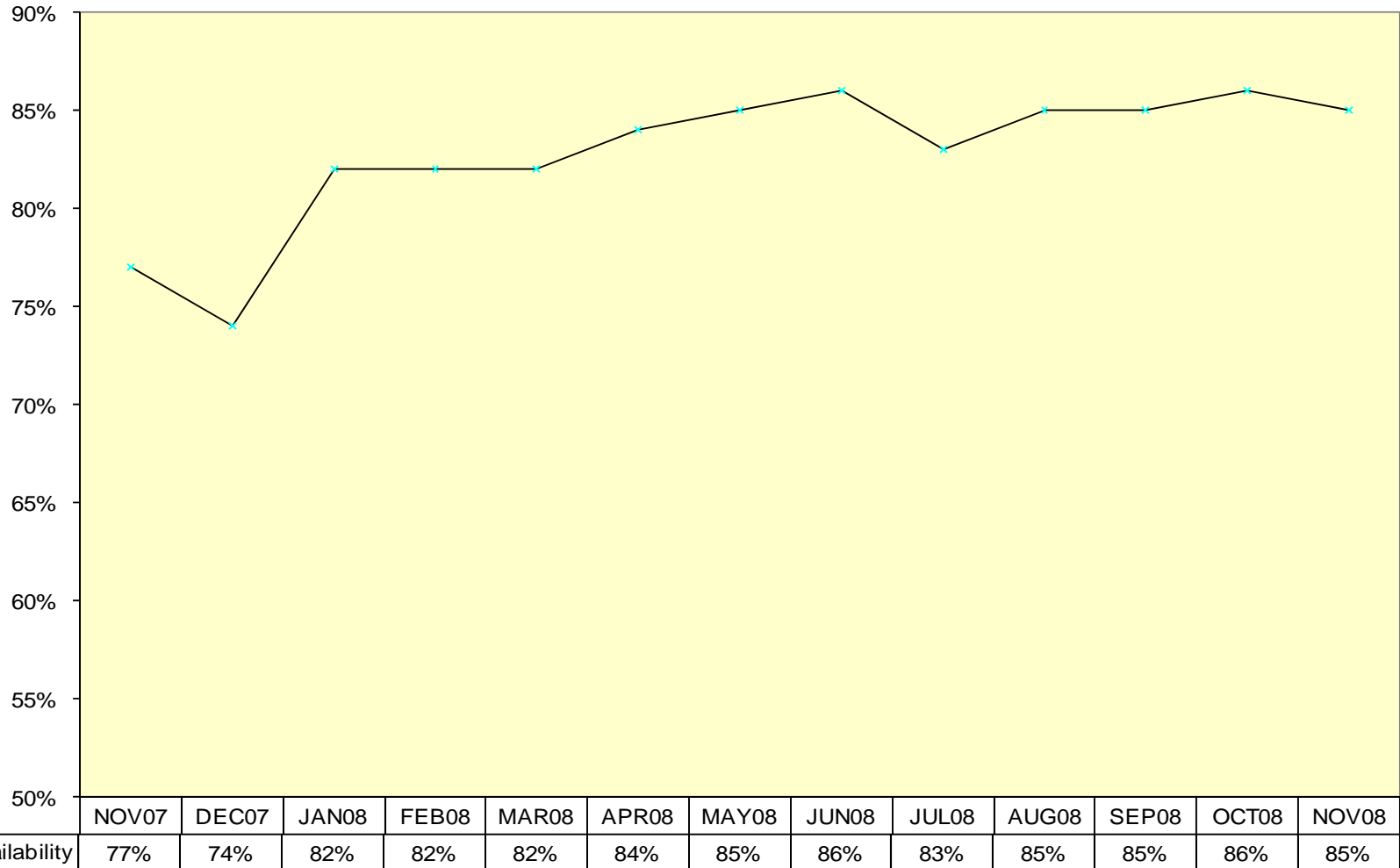


	NOV07	DEC07	JAN08	FEB08	MAR08	APR08	MAY08	JUN08	JUL08	AUG08	SEP08	OCT08	NOV08
— Forwarder FWB% Correct Received by Airlines	90%	89%	92%	92%	93%	93%	92%	92%	90%	92%	92%	89%	89%

**No change from last month – still experiencing system issues that impact upon timely messaging.**



## Phase 1- Airline on time "Notification of Freight and Documents' availability"



**A 1 point decrease over last month.**