



**11<sup>th</sup> WORLD CARGO**  
**SYMPOSIUM** **2017**  
14 - 16 MARCH  
**ABU DHABI**

**E-Commerce Logistics:**  
**How Air Cargo delivers on Customer demand**

**Agenda**

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## E-Commerce Logistics

### Track Agenda

**14:00 - 14:15** **Welcome and Opening Remarks**  
**Alan Barrie**, Director Operations and Technology, IPC

**14:15 - 14:50** **Evolution of online retail sales since the IATA WCS 2016**

We all know that E-Commerce is booming and that there are opportunities in this market trend not to be missed.

How did the airmail industry grow in the last year?  
What are the new aspects of e-Commerce to be taken into account?

We will hear from the International Post Corporation (IPC) how the industry reacted since WCS 2016 and where the focus is for shared benefits and collaboration between airlines and postal operators.

Speaker:  
**Jörgen Van Mook**, Head of Supply Chain Integration, IPC

**14:50 – 15:30** **Enabling E-Commerce**

- What do you mean by Omni-Channel and what is a last mile delivery
- How is the air transportation seen from an e-Tailer's perspective
- What are the components of "return logistics"

Discover a concrete example of an initiative to enable E-Commerce.

Speakers:  
**Vineet Malhotra**, Director, Kale Logistics Solutions  
**Sanjiv Edward**, Head Cargo Business, Delhi International Airport

**15:30 - 16:15** **Networking Break**



**16:15 – 17:00 E-Commerce from a Supply Chain’s perspective.**

In this session we will learn from the supply chain stakeholders how they proceeded to cope with the E-Commerce’s requirements.

- Piece Level tracking and Pre-Customs Clearance?
- How does air cargo cope with e-Tailers creating an air logistic network?
- Could GHAs have new opportunities?

Moderator

**Christian Bergfelder**, Director Network Airside – Europe, DHL

Panel

**Saskia Van Pelt**, Director Business Development, Schiphol Cargo

**Cheemeng Wong**, Senior Vice President, Cargo Services, SATS

**Jason Dacosta**, General Sales Manager, Postal Affairs, Air Canada

**17:00 - 17:25 Where is the “People component” in tomorrow’s e-world?**

With advancements in technology, changing consumer behavior, mobility and e-commerce reshaping the supply chain, it’s hard to know what we need to be ready for next. Drones, IoT, Ai and big data all play a key role designing our supply chains.

PERHAPS the greatest challenge facing the industry today is not just anticipating our customers buying behaviors and understanding how disruptive technology from beyond the horizon rapidly impact our operations but in how we prepare and equip our workforces for this supercharged new logistics world.

WITH the rising popularity of e-commerce and the complexity of the supply chain network, employees in the logistics industry will need to possess skills that go beyond those typically required for logistics operations today. Tackling the Human Resource competencies and equipping business resources with the necessary skill sets - including critical soft skills - will be a key factor is ensuring readiness for the supply chains of tomorrow.

Speaker

**Darryl Judd**, Chief Operating Officer, Logistics Executive

**17:25 - 17:30 Wrap-up & Closing Remarks**

Chairman:

**Alan Barrie**, Director Operations and Technology, IPC

19:00

Gala Dinner

