



World Cargo Symposium 2012

e-Cargo Virtual Track



Wednesday – 14 March 2012

08:30 – 10:00 **Chairman's opening remarks**
Joseph (Chris) Notter, Head of Cargo Handling, Hub & Network, Etihad Airways

Operations track **Welcome address**
Tom Choi, Chief Financial Officer, Cargo Airport Services

Try a Little Tenderness

You have heard all the hype: paper air waybills and paper mail delivery bills will be phased out; electronic alternatives will replace the other documents too. Find out how the challenge of constantly connecting cargo and cargo information together, can be met by a mobile-tech equipped warehouse that uses a totally different methodology to process cargo. In fact, it is aided through an iPad mounted to the forklift. From cargo acceptance to buildup to breakdown to delivery, from customer service to documentation to warehouse, information is shared with all the stakeholders in real time. Hear about a people-centric approach instead of a document-centric mess that empowers both handlers and their vertical business partners to operate in a much smarter, more dynamic, and more collaborative way utilizing a new cargo operation model that achieves process efficiency, staff productivity and service quality at the same time. A new operations model is available that truly revolutionizes a decades-long tradition of cargo handling and starts a new paradigm shift in cargo terminal operation.

Speakers:

Chuck Zhao, Process Engineer, Cargo Airport Services
Vida Shaver, IT Manager, Cargo Airport Services

Oh where or where can my package be?

Once the airline has agreed to transport a cargo or mail consignment and taken over custody there is a customer expectation that the whereabouts of the consignment will be known and obtainable. Going a step further, ideally the customer should be able to know the status for individual pieces. Such piece level tracking is already in place for mail and express. Discover how it is accomplished within those industries. What are the plans for cargo? What can cargo learn from the post and express business models?

Moderator:

Steve Hill, Product Development Manager, CHAMP Cargo Systems

Panelists:

Mark Gilbert, Manager Postal Affairs, American Airlines

Christophe Eggers, Manager Supply Chain Facilitation, Le Groupe La Poste

Ron Stevens, Managing Director Postal Transportation Management, FedEx Express

Vida Shaver, IT Manager, Cargo Airport Services

Marcel Fujike, Vice President Product Management & Business Development
Global Airfreight, Kuehne + Nagel

10:00 – 11:00 Networking coffee break

11:00 – 12:30 Customs Regulation: What's the state of play regarding e-Customs?

Regulations track

Advance electronic information is now critical to risk assess cargo and identify the high risk cargo that will need further security control such as screening. How should government agencies look at sharing of the data provided to enhance risk management?

Moderator:

Joost J. van Doesburg, Manager Air Cargo, European Shippers Council

Panelists:

Rolf Bosselaar, Corporate Operations Governance Manager, Panalpina

Gareth Lewis, Senior Technical Officer, World Customs Organization (WCO)

Brent Raney, Executive Director International Operations, US Postal Services

Doug Smith, Assistant Secretary, Office of the Private Sector, US Department of Homeland Security

Regulatory and contractual considerations for the e-AWB (liability, multilateral, Warsaw, direct shipment...)

e-AWB is now a reality and the industry is moving to 100% e-AWB by end 2014. The countdown has started and many airlines and forwarders have already implemented it with some airlines already doing 100% e-AWB out of their home market. Most advanced players will provide an update on where they are and on the regulation aspects of e-AWB, the potential liability issues they are facing on MC99 but also on Warsaw trade lanes. Finally an update will be provided on the e-AWB multi-lateral agreement that should fasten the move toward 100% e-AWB.

Moderator:

Frederic Leger, Head of Cargo Business Process & Standards, IATA

Speaker:

Peter Coles, Partner, Barlow Lyde & Gilbert

Jackson Chan, e-freight and e-AWB manager, Cathay Pacific Cargo

Rodney Melton, Program Manager, Delta Cargo

Carlos Tornero, Senior Legal Counsel, IATA

12:30 – 14:00 Networking lunch

14:00 – 15:30 Cargo e-Business Solutions: present today's realities and the XML vision for tomorrow

Technology & Innovation track

What solutions are available today for e-freight and cargo quality management? How will the XML vision for cargo enhance these important programs and could these same benefits be applied in other areas such as mail and courier environments.

- **Review of IT solutions for e-freight: what exists today and what are the gaps**
Jean-Michel Kaliszewski, Cargo e-Business Technology Manager, IATA
- **The XML vision for Cargo: lessons from a case study**
Paul McLean, It project Manager, Air Canada
- **Quality Optimization as a basis for e-freight**
Felix Keck, Managing Director, TRAXON Europe
- **Quality Management: Process Control in a Paperless World**
Kester Meijer, Director Operational Integrity, Division Safety & Quality Manager (DSQM), KLM Cargo

E-Business: creating the needed environment for a more harmonious implementation of e-solutions. What are the necessary next steps?

A panel of experts will debate on the following topics:

- Can data components for Quality Management, e-freight, Security, e-Cargo be integrated in a unified process?
- What are the solutions for improving data quality?
- What improvements will XML standards bring?

Moderator:

Guillaume Drucy, Head of Cargo e-Business, IATA

Panelists:

Angel Luis Cabeza Rivas, Senior Vice President, Cargo e-Business & Platform, International Airlines Group

Felix Keck, Managing Director, TRAXON Europe

Kester Meijer, Director Operational Integrity, Division Safety & Quality Manager (DSQM), KLM Cargo

Alan Wright, Vice President, Global Operations, Swissport International Ltd

15:30 – 16:30 Networking coffee break

16:30 – 18:00 Implementing new technology in the warehouse: what can we learn from

Technology & Innovation track

actual projects?

The warehouse is the place where physical flows of goods and information flows need to efficiently interact to allow fast and smooth freight operations. How can this happen in a paperless world? A number of case studies and actual implementations will be presented. With a focus on state of the art IT and the innovative use of smart / handheld devices, presenters will share their views and experiences on how to ensure efficient cargo operations in a paperless warehouse environment.

- **What new technology can be implemented in a warehouse and what are the benefits for airfreight operations: the experience of Cathay Pacific**
Albert Lo, Commercial Manager, Cathay Pacific Services Ltd
- **Going paperless for the airfreight acceptance process with smartcard technology: the experience at Cargonaut**
Marcel Hoiting, Business Development Manager, Cargonaut
- **The MRD device: how the magic of information sharing can work for mail processing**
Jürgen Van Mook, Manager Operations Planning , International Post Corporation
Eric Pouille, Product Manager Airmail, Air France Cargo-KLM Cargo
- **How can airfreight operations in the warehouse benefit from IT technology?**
Professor Yoon Chang, School of Air Transport, Transportation & Logistics, Korea Aerospace University

Closing panel – Priorities for airfreight: what have we learned today?

To round off a day where we have seen numerous examples of how new technologies can be put to effective use within the supply chain; it's now time to set some priorities.

The chairman will wrap-up this Technology and Innovation track and summarize findings and conclusions, focusing in particular on:

- Which process areas need specific attention to ensure secure, efficient and cost competitive service delivery?
- Is there a need for more standards and where?
- What are the key issues to be addressed to use the technology more efficiently?

Moderator:

Matt Preiss, Regional Customer Service Manager - Africa, MESA & Asia-Pacific, British Airways World Cargo

Panelists:

Nicklas Schlingensiepen, Head of Airfreight Operations & Compliance, Asia Pacific, DHL Global Forwarding

Alan Wright, Swissport

Howard Stone, Director Aviation Security, UPS

Michael Morey, Director Marketing and Business Development, Air Canada

Chairman's closing remarks

Matt Preiss, Regional Customer Service Manager - Africa, MESA & Asia-Pacific,

British Airways World Cargo