



## World Cargo Symposium 2012

### Mail Virtual Track

Wednesday – 14 March 2012



08:30 – 10:00

Operations  
track

#### Chairman's opening remarks

Joseph (Chris) Notter, Head of Cargo Handling, Hub & Network, Etihad Airways

#### 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 Cargosystems

**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    Security: are appropriate screening methods for all types of shipments readily available?****Technology & Innovation track**

The safety and security of the air transport supply chain is the top priority of our industry. Screening remains one of the key tools in accomplishing this. What new developments in equipment and techniques are at the forefront in terms of enhancing the overall effectiveness of the screening process? What new equipment and techniques are available for different types of shipments? How can we ensure the needed degree of security through screening, while still allowing a smooth operational process for the large volumes of freight that need to be transported?

**Moderator:**

Howard Stone, Director Aviation Security, UPS

**Participants:**

Radoslaw Olszewski, Policy Officer Counter terrorism, EC, DG Home

Michael Van Der Velde, Manager Security Policy, Qantas Airways Limited

Darryl Keith Jones, Vice President, Product Management, Morpho Detection Inc.

**Technology and Innovation at shipment level: dream or reality?**

Efficient cargo and mail operations require that modern IT tools and devices are also used at shipment level. The use of technologies such as RFID, GPS, NFC devices and other hand held equipment will be presented in this session.

- **Item level shipment tracking using GPS and RFID technologies**  
Milind Tavshikar, CEO, QID Technologies,
- **Monitoring of shipment conditions with advanced technology**  
Nikki Cuban, Vice President of Sales and Marketing, OnAsset Intelligence, Inc.
- **Mobile technologies at shipment level at Air Canada**  
Paul McLean, Manager, IT Cargo, Air Canada

**12:30 – 14:00    Networking lunch**

**14:00 – 15:30**

**Operations  
track**

**A Matter Of Trust**

Regulators need to be confident that the supply chain is secure. Some countries and regions have established security programs that ensure that confidence is built-in where consignors are known to the state and agents are regulated by the state. Other countries are relying on the industry. When it comes to operations, what is expected of known consignors and regulated agents?

**Speaker:**

Douglas A. Smith, Assistant Secretary Office of the Private Sector, Department of Homeland Security

**Applying Security Controls**

Security controls cover many aspects including advance information about the consignment itself and when necessary the use of physical screening techniques like x-ray and security dogs. Get a clear and fair viewpoint on the options that are available to the industry that meet the criteria of the authorities when it comes to the application of physical techniques.

**Speaker:**

Stuart Mackiernan, Business Development, L-3 Communications Security and Detection Systems Division

**Due Diligence**

Cargo and mail must be considered secure before it can be uplifted on an aircraft. The airlines need to protect their assets, crew and passengers and the states need to protect their civilians and infrastructure. Forwarders, posts and airlines need to demonstrate that due diligence has been exercised when it comes to consignment security. Find out which parties are expected and entitled to do that screening, how it is accomplished and how that security information is associated with the consignments.

**Moderator:**

Douglas A. Smith, Assistant Secretary Office of the Private Sector, Department of Homeland Security

**Panelists:**

Axel Klein, Manager Handling Competence, Lufthansa Cargo  
Rolf Bosselaar, Global Head of Air Freight Standards and Governance, Panalpina  
David Bowers, Programme Manager, Postal Security, Universal Postal Union

**15:30 – 16:30**

**Networking coffee break**

**16:30 – 18:00**

**Technology &  
Innovation  
track**

**Implementing new technology in the warehouse: what can we learn from 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**  
Jörgen 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