IATA WEBINAR

IATA-UPU-ICAO Webinar 2026

Digitalization, Regulation and Collaboration in Air Mail



IATA

ICAO

UPU UNIVERSAL POSTAL UNION

IATA WEBINAR

Welcome and Opening



Matthew Tang
Senior Manager E-Commerce and
Cargo Operations
IATA



Jan Bojnansky
Supply Chain Coordinator
UPU



Virgilio Alegria
Technical Officer
Operational Safety Section
Air Navigation Bureau
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IATA

IATA WEBINAR

Before we take off…..

- ❑ Only Speakers will speak during the webinar; all participants will be muted.
- ❑ Please submit questions in the Q&A box; we will follow up accordingly.
- ❑ A survey link will be shared with all participants after the webinar.
- ❑ Presentation materials and video recording will be uploaded to IATA, UPU, and ICAO webpages after the webinar.
- ❑ Competition Law Guidelines



IATA

Competition Law Guidelines

Prohibited Agreements and Activities

1. The following types of agreements, whether express or implied, are STRICTLY PROHIBITED:
    a. Any collective agreement concerning prices to be charged for airline services;
    b. Any collective agreement allocating markets, territories, customers, suppliers or agents;
    c. Any collective agreement relating to prices to be paid to suppliers, and any other agreement that is intended to, or that in operation is likely to, harm non-participants, including without limitation any agreement that is intended to, or in operation is likely to, exclude a non-participant from any market; and
    d. Any agreement that is intended to, or in operation is likely to induce airlines or their suppliers or agents to engage in collective anticompetitive behaviour, or to collectively punish any business enterprise for its exercise of independent business judgment.

2. Recognizing that the existence of an unlawful agreement or concerted practice may be inferred from circumstances, including the exchange of information by competitors, discussions or disclosures of the following types of information, are also PROHIBITED, except when such information has otherwise been made public or IATA competition counsel advises that such discussions are legally permissible:
    a. Individual airline fares, rates, charges or surcharges;
    b. Individual airline costs;
    c. An individual airline's intentions regarding increasing, reducing or reallocating aircraft capacity (including entering or exiting routes);
    d. Information on individual airlines customers; and
    e. Any other sensitive commercial or proprietary information that the company would not disclose in the absence of an express or implied agreement to exchange such information for the purpose of reducing or restricting competition in the airline industry.

IATA WEBINAR

Agenda 18 November 2026 13:00 – 14:30

Topics	Speakers	Time
Welcome and opening	Matthew Tang (IATA) , Jan Bojnansky (UPU), & Virgilio Alegria (ICAO)	13:00
Regulatory Challenges in Air Mail – Customs Requirements	Moderator: James Van Epps - Airlines for America (A4A) Panelists: Christophe Pereira - PostEurope & UPU Customs Group Co-Chairperson Jeffrey Elder - Delta Air Lines (DL) & IATA Air Mail Board Chairperson	13:05
ICAO Annex 18 Update	Lynn McGuigan (ICAO)	13:25
Digitalization in Air Mail Operations (Presentation): a. Paper-free b. IATA ONE Record	Usman Ali - Royal Mail (U.K.) Pascal Lai - Cathay Pacific (CX)	13:40
Digitalization in Air Mail Operations (Panel Discussion)	Moderator: Matthew Tang - IATA Panelists: Usman Ali- Royal Mail (U.K.) Pascal Lai - Cathay Pacific (CX) Uwe Gittrich - Lufthansa (LH) Stephanie Giraldi - United Airlines (UA)	13:55
Q&A / Closing	IATA / UPU / ICAO	14:20

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Speakers



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James Van Epps
Airlines for America (A4A)



Christophe Pereira
PostEurope & UPU Customs Group Co-Chairperson



Jeffrey Elder
Air Mail Board (AMB) Chairperson
Delta Air Lines (DL)



Lynn McGuigan
ICAO



Pascal Lai
Cathay Pacific (CX)



Usman Ali
Royal Mail U.K



Stephanie Giraldi
United Airlines (UA)

IATA

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Regulatory Challenges in Air Mail Customs Requirements



James Van Epps
Airlines for America (A4A)



Christophe Pereira
PostEurope & UPU Customs Group Co-Chairperson



Jeffrey Elder
Air Mail Board (AMB) Chairperson
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ICAO Annex 18 Update



Lynn McGuigan
ICAO

IATA

ICAO

INTERNATIONAL CIVIL AVIATION ORGANIZATION

A UN SPECIALIZED AGENCY



Dangerous Goods in Mail for Air Transport: Amendments to Regulatory Framework

Lynn McGuigan

Technical Officer, Cargo Safety

International Civil Aviation Organization (ICAO)

18 November 2026

ICAO



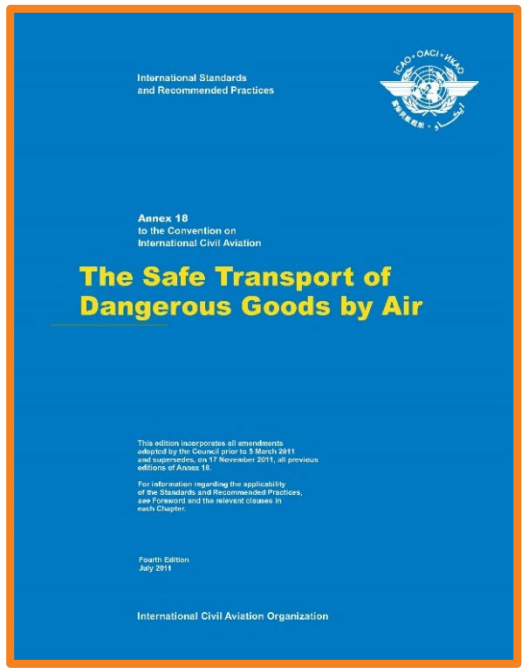
ICAO

The **International Civil Aviation Organization (ICAO)** is a United Nations specialized agency created in 1944 upon the signing of the *Convention on International Civil Aviation* (Chicago Convention).



Nineteen Annexes to Chicago Convention

1	Personnel Licensing
2	Rules of the Air
3	Meteorological Service for International Air Navigation
4	Aeronautical Charts
5	Units of Measurement to be Used in Air and Ground Operations
6	Operation of Aircraft
7	Aircraft Nationality and Registration Marks
8	Airworthiness of Aircraft
9	Facilitation
10	Aeronautical Telecommunications
11	Air Traffic Services
12	Search and Rescue
13	Aircraft Accident and Incident Investigation
14	Aerodromes
15	Aeronautical Information Services
16	Environmental Protection
17	Security
18	**The Safe Transport of Dangerous Goods by Air**
19	Safety Management



Annex 18 — focus of this presentation

Annex 18

The Safe Transport of Dangerous Goods by Air

“Each Contracting State shall take the necessary measures to achieve compliance with the detailed provisions contained in the Technical Instructions”
(Standard 2.2.1)

Applicable to all international operations of civil aircraft



Annex 18 and Technical Instructions

Scope



Cargo



Carried by passengers and crew



Mail

Amendment to Annex 18

Transport of dangerous goods by post: current vs. proposed

	Current	Proposed amendment (new chapter)
Approval of DPOs	Civil aviation authority approves DPO training programmes and procedures for controlling dangerous goods in mail	National authority responsible for safety oversight of air operators approves DPO procedures and training programme
Permitted dangerous goods	Not addressed in Annex 18 — established in Technical Instructions	States prohibit dangerous goods in mail except as permitted in Technical Instructions
Lithium batteries	No authorization requirement for lithium batteries contained in equipment in Annex 18 — established in Technical Instructions	Authorization required for lithium batteries
ETOEs	Extraterritorial offices of exchange (ETOEs) not captured in Annex 18	ETOEs captured by the new chapter
Dangerous goods reporting	No requirement for DPOs to report to the civil aviation authority	Reporting requirements established for DPOs

New Chapter: Transport of Dangerous Goods by Post

Designated postal operators (DPOs) shall:



Training

Establish and maintain a dangerous goods training programme



Prevention

Implement measures to prevent prohibited dangerous goods in mail for air transport



Procedures & guidance

Provide personnel with procedures, instructions and guidance



Provisions in the chapter apply to all of a State's DPOs

New reporting requirements

What must be reported, and to whom



Accidents

Dangerous goods accidents



Incidents

Dangerous goods incidents



Not permitted in mail

Dangerous goods discovered in mail that are not permitted to be sent by post for air transport



Report to the national authority responsible for the safety oversight of air operators and, if different, the national authority for the safety oversight of air operators of the State of acceptance

Consequential amendments

Technical Instructions to be aligned with the Annex 18 amendment

Technical Instructions

Consequential changes, mostly wording; reporting requirements also added

Consistency

Ensures consistency with Annex 18, with no contradictions

Annex 18 and the Technical Instructions must work together: States comply with the detailed provisions of the Technical Instructions (Standard 2.2.1)

Amendment process

Proposed amendment to Annex 18: from DGP/30 to Council adoption

STEP 1

DGP/30 proposal

Dangerous Goods Panel proposes amendment to Annex 18

Current step

STEP 2

ANC preliminary review

Air Navigation Commission assesses whether the proposal is mature enough for consultation

STEP 3

Consultation

Sent to States and appropriate international organizations for comment

STEP 4

ANC final review

Final review taking into account comments and proposed action to address them

STEP 5

Council adoption

Amendment submitted to Council for adoption

DGP is recommending an applicability date of November 2030

ANC already reviewed the amendment proposed by thirtieth meeting of DGP (October 2025) but did not consider it mature enough for State consultation. This latest version has been refined by the DGP and will be subject to ANC review again.



Thank You!

ICAO

IATA WEBINAR

Digitalization in Air Mail Operations: Paper-free | IATA ONE Record



Usman Ali
Royal Mail U.K



Pascal Lai
Cathay Pacific (CX)

IATA

ROYAL MAIL OPPORTUNITY – BEST PRACTICES

The Annual Case For Paper -Free (Transport)

Based on 90k international consignments per year and a £0.10 cost per printed sheet (calculation below).

01 TRANSPORT PAPER SAVINGS

90k	1.05m	£105k	~127
CONSIGNMENTS / YEAR	SHEETS AVOIDED / YEAR	POTENTIAL SAVING / YEAR	TREE-EQUIVALENT / YEAR



TRANSPORT SCOPE

CN38 (Delivery Bill)+ CN41(Delivery Bill S.A.L.)

4 x 3 (12) sheets per consignment

COST PER PRINTED SHEET

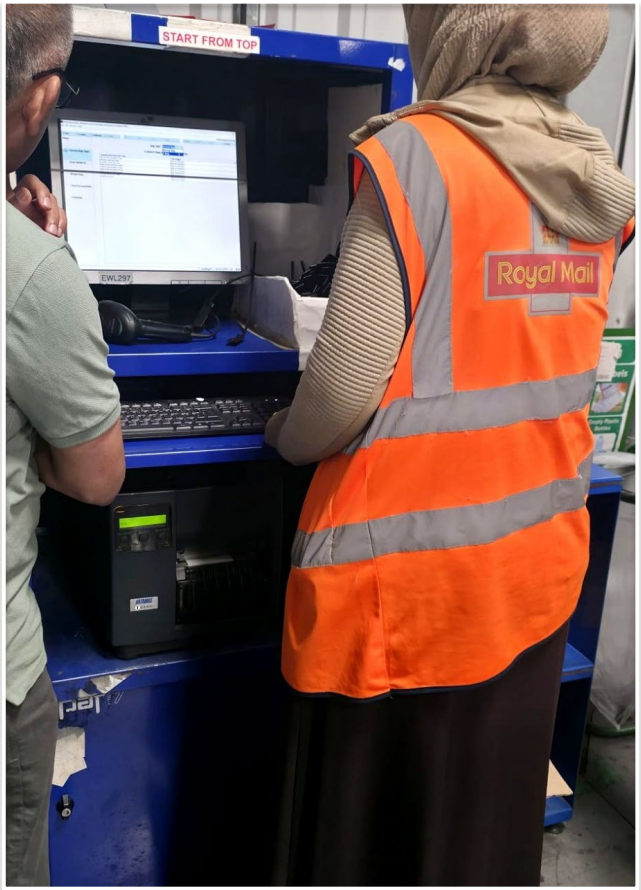
£0.10 (Estimate cost)

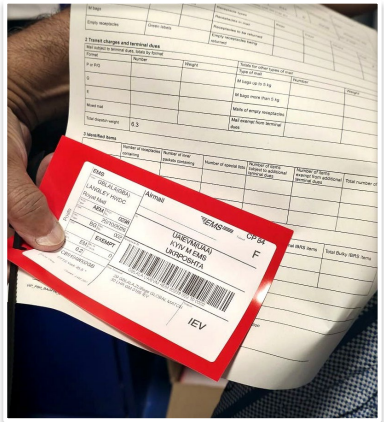
Printing	£0.04
Handling & Labour	£0.03
Internal transport	£0.01
Storage / admin	£0.01
Reprint / waste	£0.01



The Current Reality

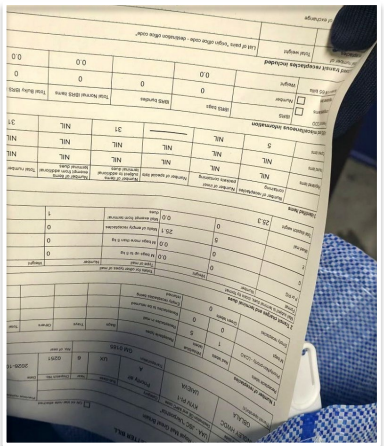
04 PAPER IN THE OPERATION

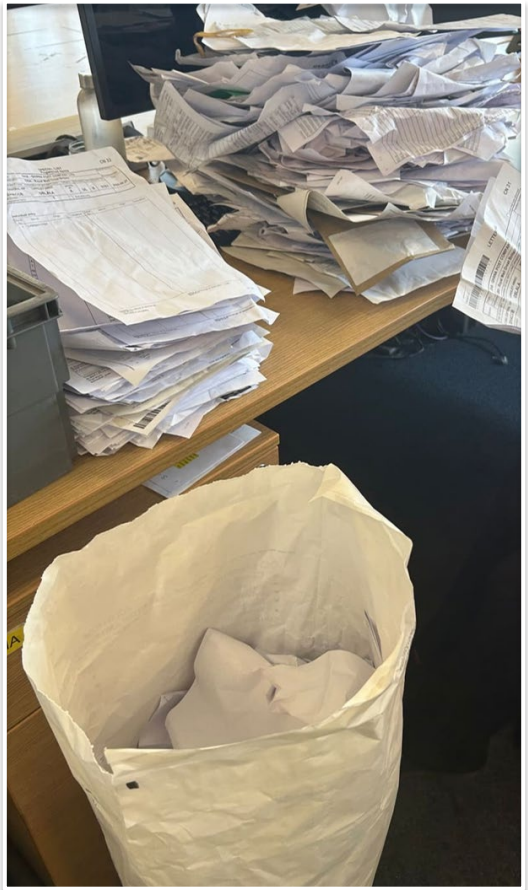












We already exchange the data digitally.

Yet paper is still:

- Printed
- Checked
- Attached
- Carried
- Disposed

Classified RMG – Internal

Paper-Free Transport: Operational , Visibility and Environmental Benefits

02

OPERATIONS & VISIBILITY

Less handling

Faster, cleaner preparation and visibility





- No printing, sorting or document attachment, supporting on-time departure.
- Less manual handling; fewer missing, damaged or illegible documents.
- Quicker handovers between postal operators and carriers.
- Receptacle visibility: time-stamped events from dispatch, carrier acceptance and departure/arrival to destination handover.
- CARDIT / RESDIT event coverage monitored to flag missing events and visibility gaps (event-based, not GPS).
- Early delay detection: spot late handovers and missed connections; track transit times and carrier performance.
- Exception escalation and corrective action give customer service clearer, earlier status updates.

03



ENVIRONMENTAL RESPONSIBILITY

~5.25 t CO_2e / year

Illustrative equivalent: ~19,700 average-car miles

- Lower carried weight without transport document sets.
- Fewer emissions and less ink and consumables from printing, storage and paper movement.
- Less waste across postal and airline handling points.
- Supports ESG commitments through postal–airline cooperation.

Implementation control

• Validate stakeholder and carrier/handler EDI readiness • pilot by route/destination • set exception thresholds and monitor event coverage • scale only after stable compliance

Illustrative estimate: 1.05m sheets × 5 g CO_2e = 5.25 t CO_2e. Car factor: 0.26699 kg CO_2e/mile. Tree equivalent at ~41.5 kg CO_2e per tree. Actual paper footprint varies.

IATA WEBINAR

Digitalization in Air Mail Operations: IATA ONE Record



Pascal Lai
Cathay Pacific (CX)
Qatar Airways Cargo



Usman Ali
Royal Mail U.K

IATA

CATHAY CARGO

INITIATIVE | ONE RECORD IN AIR MAIL

ONE Record in Air Mail: one shared record for every mailbag

Our initiative at Cathay Cargo: why we started, what we are testing and what's next



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Mail and cargo data run on two standards that don't connect

Today mail data reaches us through a workaround. We are exploring ONE Record to replace it:

1

Two standards

Posts use UPU CARDIT/RESDIT; we use IATA Cargo-XML and Cargo-IMP

2

A PAWB bridge

Since 2020 a PAWB links them, so mail follows cargo booking, handling and accounting

3

ONE Record

One shared record that posts, carriers and handlers can all access

Why now: IATA's preferred standard since 1 Jan 2026

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Three key pain points we see in today's mail handling

Mail data is fragmented across posts, carriers and handlers:

Incompatible standards

- UPU and IATA messages don't match
- PAWB workarounds link them today

Limited data transparency

- Daily volume swings; posts share weight only, not volume or density
- Posts see the CARDIT plan; only carriers know the actual piece-level plan

Weak security and customs data

- No view of bag contents to assess risk; an X-ray failure strands mail
- CARDIT/RESDIT can't carry customs and security data, e.g. provide UPU tracking number, ICS2

Our goal: capture mail data once and give every party visibility

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ONE Record could give every party the same mail data in real time

How ONE Record answers each pain point, building on our cargo experience:

One standard, one record

- Links UPU and IATA data
- Adds piece-level tracking numbers
- Feeds GHAs and other parties, e.g. destination post for inbound manifest data

Real-time visibility

- Shows posts the piece-level plan
- Shares weight, volume and density live
- Automates pickup and delivery status

Compliance-ready

- Holds customs and security data, e.g. ICS2
- Assesses risk without opening bags
- Consolidates ASC/AR flag status

Expected benefit: more visibility, faster handling, better postal service

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Customs filing: how ONE Record can meet the requirement

Use case: customs filing for US-bound mail after the de minimis suspension

Key challenge

Carriers can't meet it today.

- US-bound mail needs parcel-level data
- Posts share no parcel-level data today
- CARDIT can't carry it: a gap in postal EDI

How ONE Record fulfils it

Capture parcel data in real time.

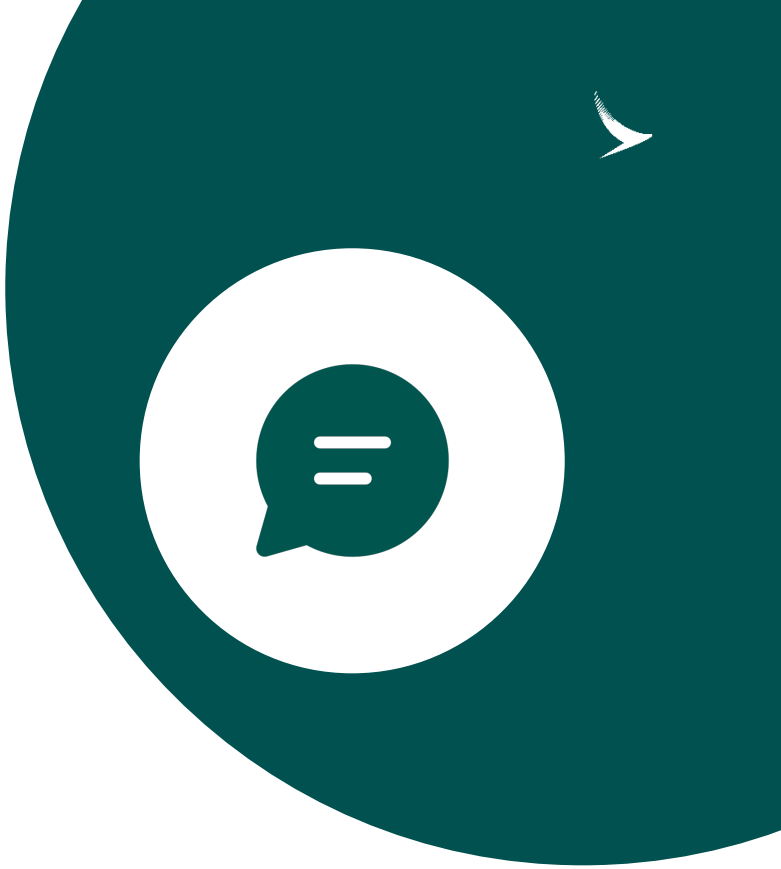
- Carriers capture tracking numbers in real time
- Carriers use them to submit pre-arrival data to CBP
- Flown record per parcel for duty payment by posts or agents

Real-time, packet-level transparency for accurate data and duty settlement

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NEXT STEP

Next: a first ONE Record mail proof of concept



- As a carrier, we will review other potential business cases and are ready to pilot once the data-mapping standard is in place.
- We will share our view on which case adds most value.

We will continue to work with our postal partners, IATA and UPU to explore other use cases and support the POC.

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Digitalization in Air Mail Operations: Panel Discussion



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Uwe Gittrich
Lufthansa (LH)

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Survey



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Digitalization, Regulation and Collaboration in Air Mail

THANK YOU!



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