

IATA Cargo Claims and Loss Prevention Conference

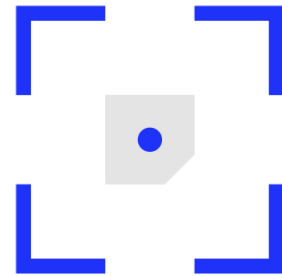
29 – 31 October 2019, Amsterdam, Netherlands





IATA Cargo Claims and Loss Prevention Conference

29 – 31 October, Amsterdam, Netherlands



Welcome Back for Day 3

Christian Piaget

Senior Manager, Cargo Border Management & Claims
IATA





#IATA_Cargo



coffee break



IATA Competition Law Compliance

Do not discuss:

- Pricing, including fares, service charges, commissions, etc.
- Bids on contracts or allocation of customers
- Geographic/Product market allocations and marketing plans, including
 - Expanding or withdrawing from markets
 - Group boycotts
 - Your commercial relations with agents, airlines or other third parties

Any discussion aimed at influencing the independent business decisions of your competitors

You will be asked to leave the meeting, and the meeting may be terminated, if the above-mentioned discussions occur.

Remember: All discussions count, even informal ones outside the meeting room!



Cargo Claims and Operations



No Claim Cargo Operations?

Brendan Sullivan

Head, E-Commerce and Cargo Operations

IATA



Zero Claim Cargo Operations

Brendan Sullivan

Head, E-Commerce &
Cargo Operations

November 2019

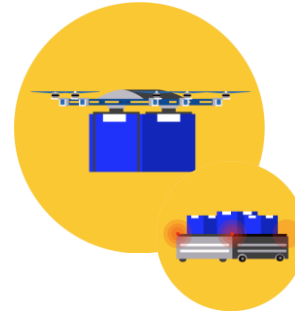


"smart, connected, green, safe and secure,
and fit for purpose in size, location and for
the people who use it."

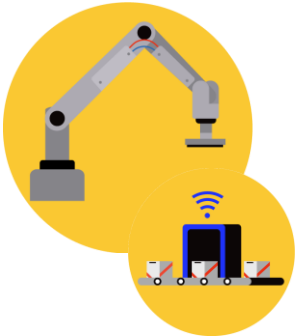
6 technology trends



Augmented Reality & Wearables



Drones & Autonomous Vehicles



Robotics & Automated Systems



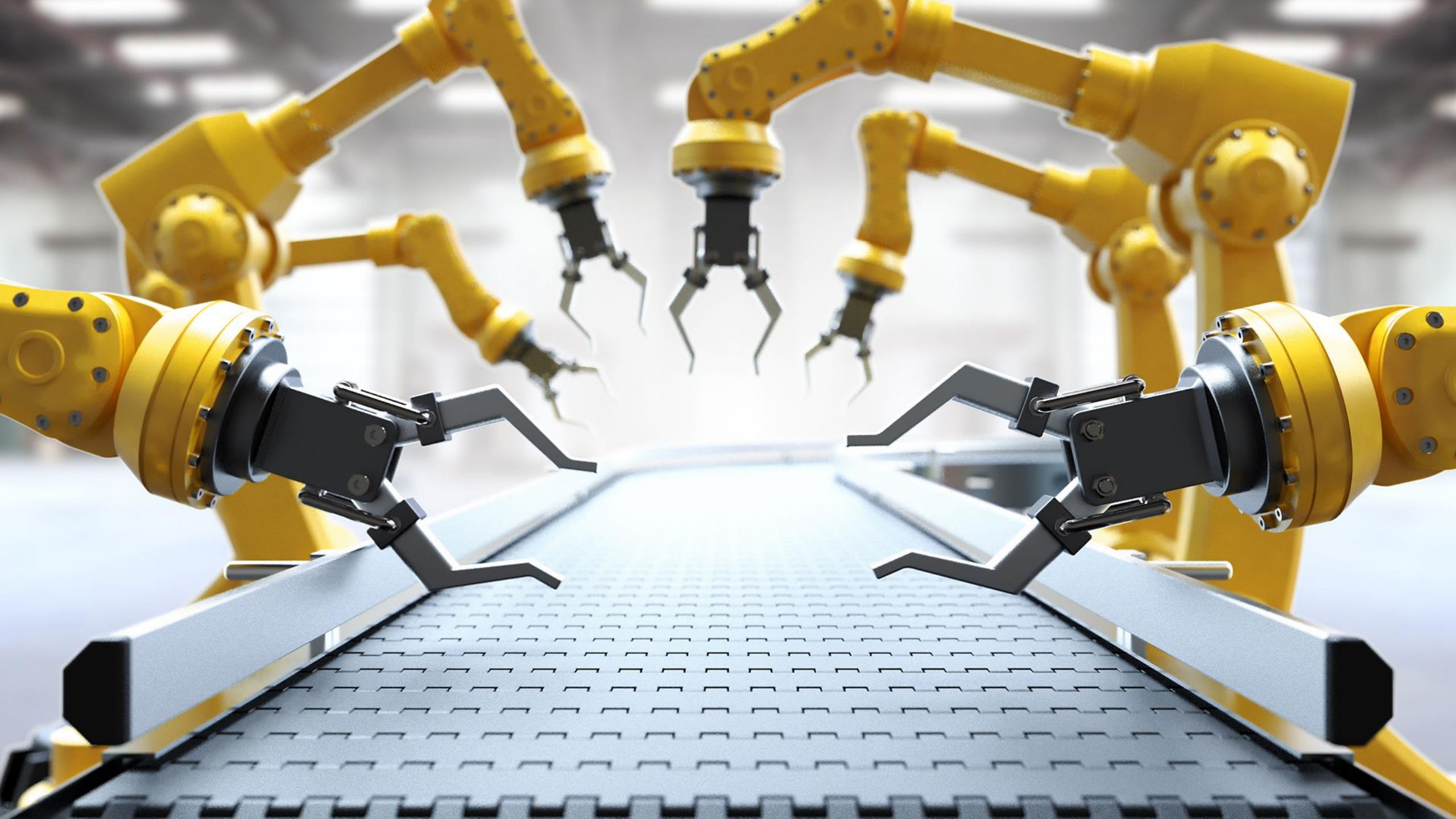
Big Data / Predictive / AI / Deep Learning

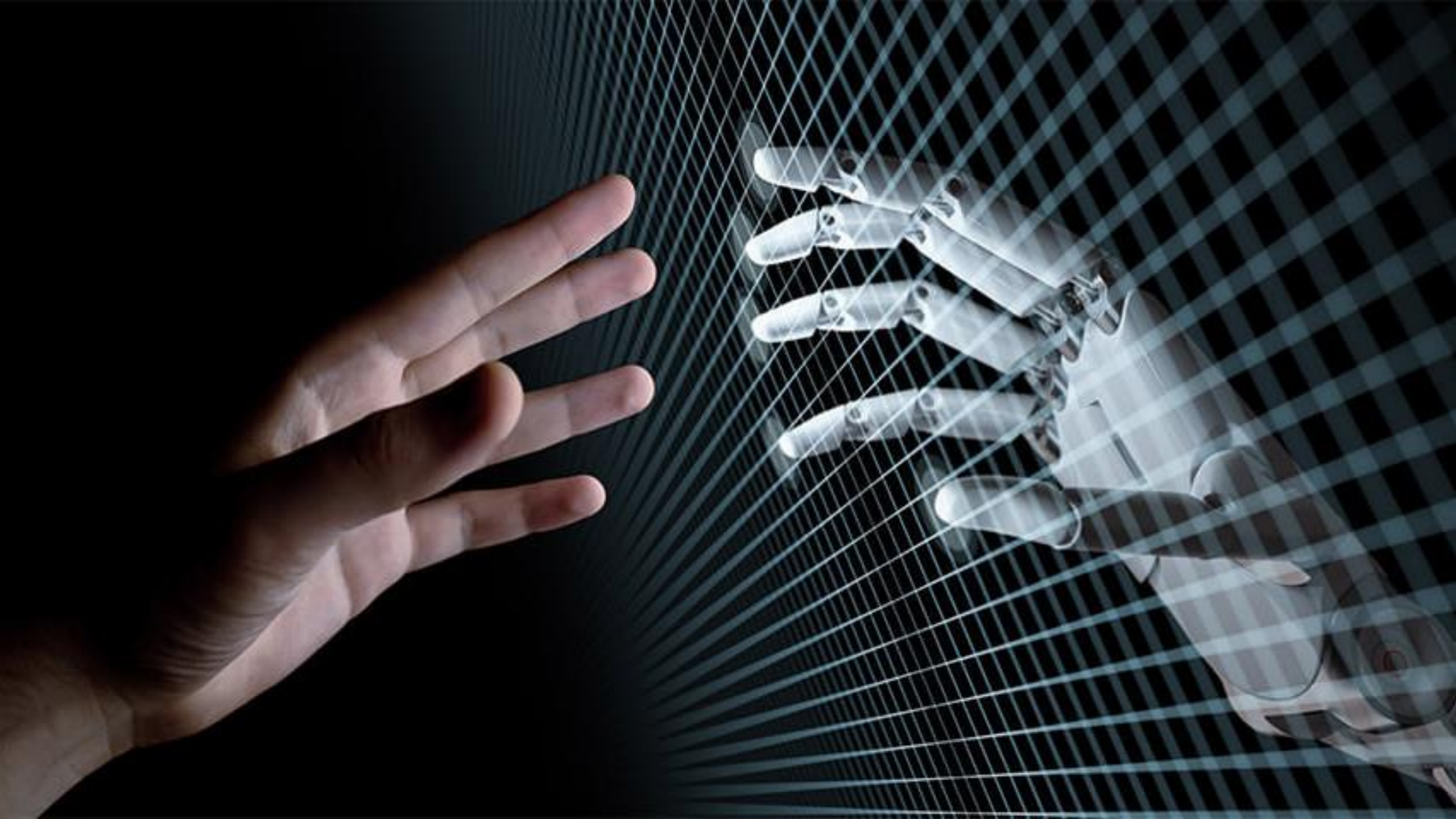


IoT, Connected Cargo & Devices



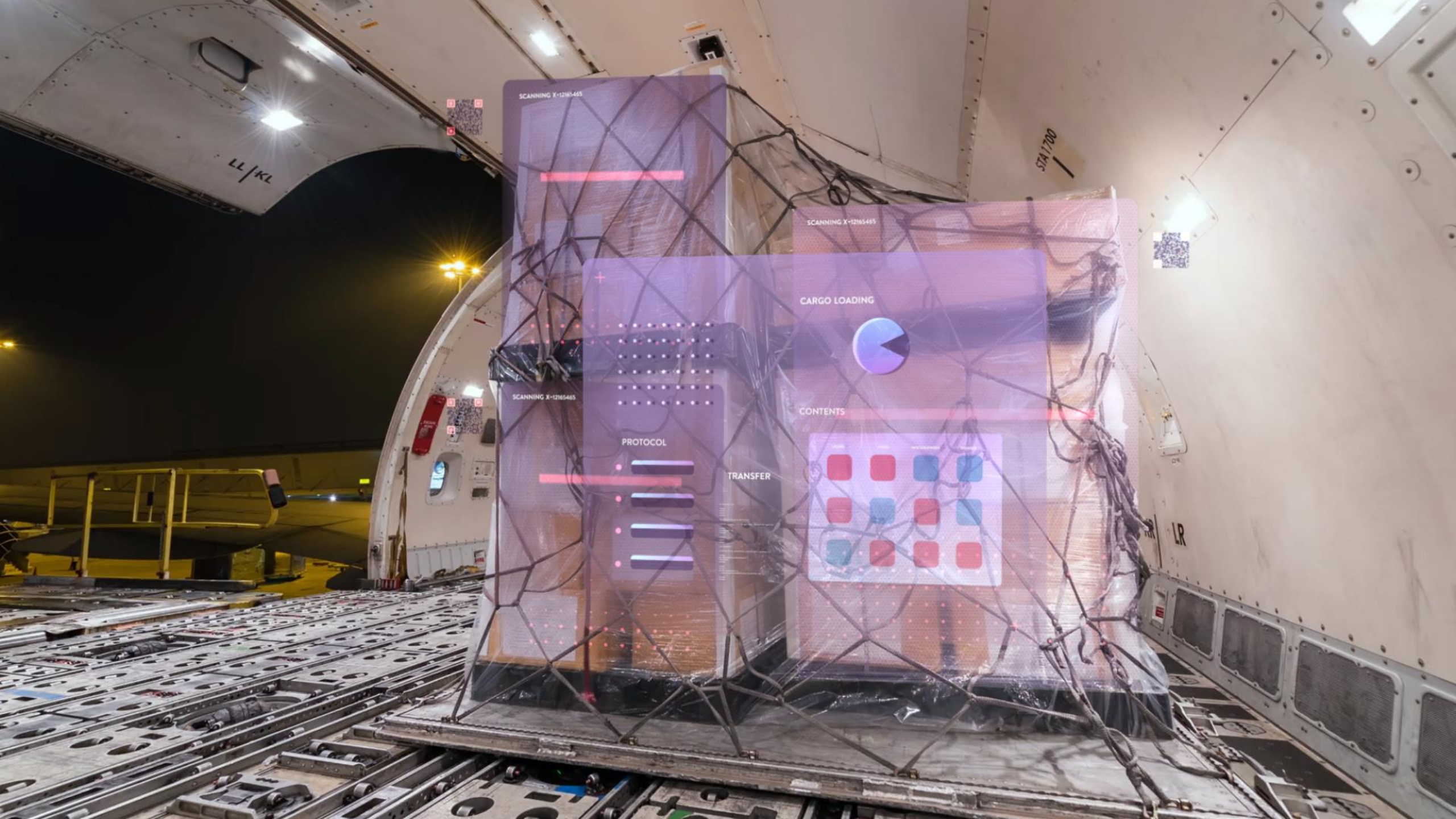
Green, sustainable, net zero buildings





One Size Fits All?





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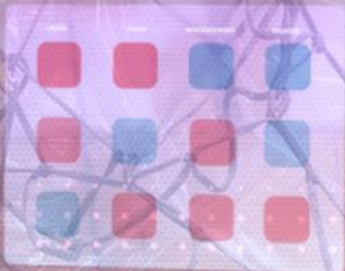
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SCANNING X-12165465

CARGO LOADING



CONTENTS



PROTOCOL

TRANSFER





Thank you

Brendan Sullivan

Head, E-Commerce & Cargo
Operations

sullivanb@iata.org

www.iata.org





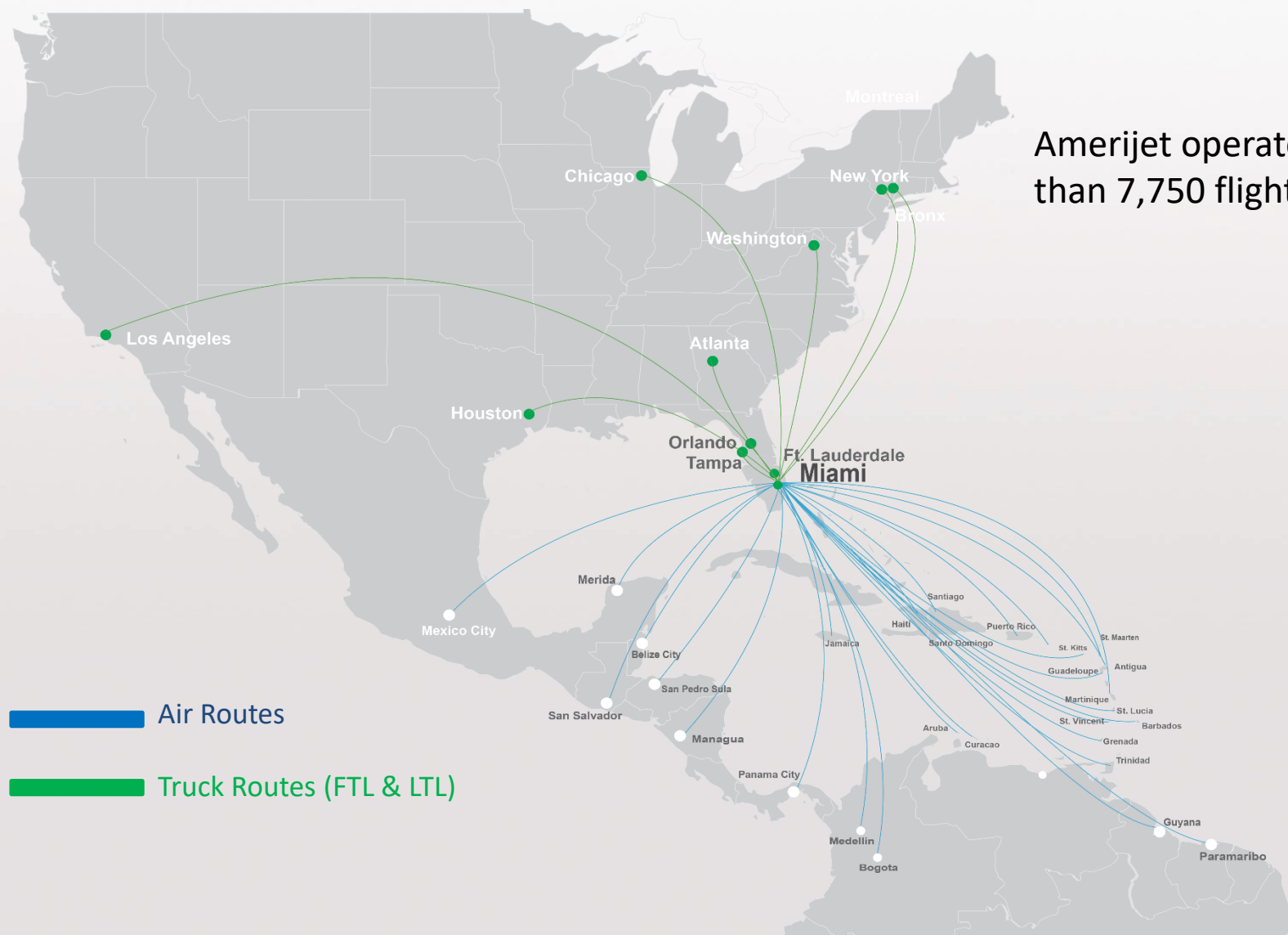
Amerijet International Airlines

Amerijet History

- 1974** Started operations in 1974.
- 1980** Amerijet was flying overnight courier services operating a fleet of Falcon 20s.
- 1985** Amerijet purchased its first Boeing 727-100 to start its scheduled all-cargo operation into Mexico.
- 1990s** Amerijet expanded into the Caribbean, South and North America and entered the European markets, by establishing GSA offices in London, Amsterdam, and Brussels.
- 2000s** Continued expanding into Central America and opened GSA offices in Asia and Europe.
- 2010s** Amerijet focused on facility and fleet expansion and deployed its first B767-200 aircraft.
- Today** Amerijet is the largest scheduled all-cargo carrier providing service to 28 destinations throughout the Caribbean, Mexico, Central and South America operating a fleet of B767-300/200 aircraft.



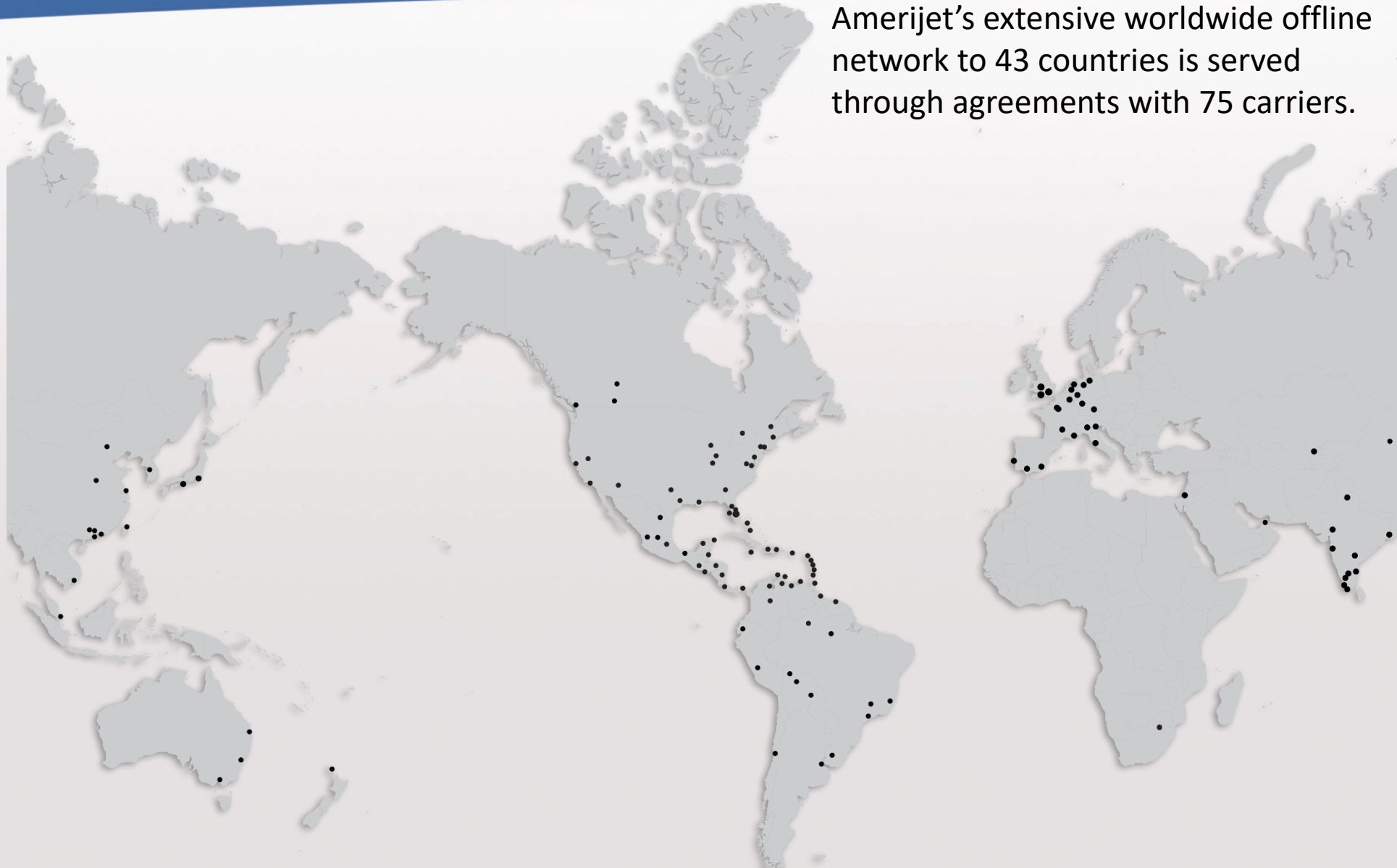
Amerijet Direct Service Region



Amerijet operates more than 7,750 flights annually.

Worldwide Representation

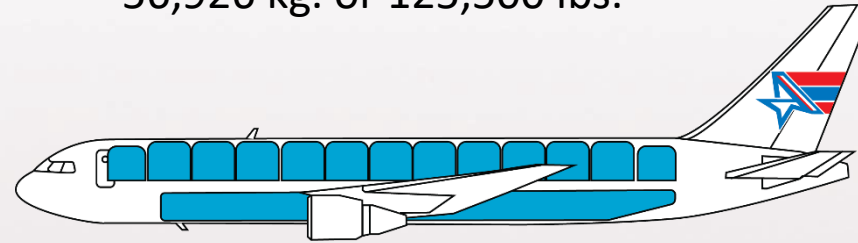
Amerijet's extensive worldwide offline network to 43 countries is served through agreements with 75 carriers.



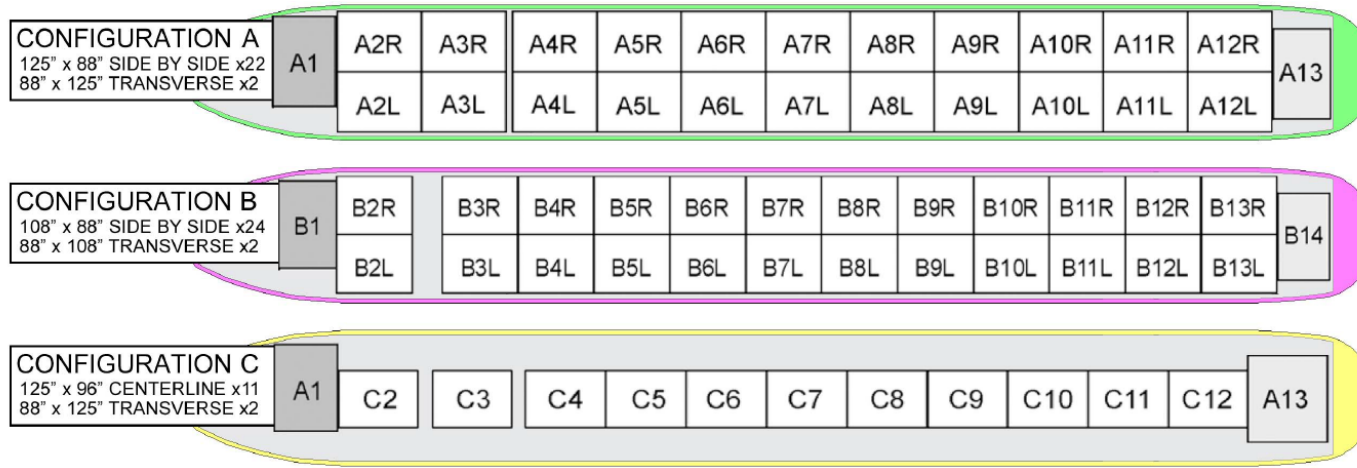
Fleet of Freighter Aircraft

- 6 Boeing 767-300
- 1 Boeing 767-200

Payload B767-300:
56,926 kg. or 125,500 lbs.



Main Deck Cargo Loading Configurations A, B, and C



Our Product Portfolio



General

General Freight



Pharmaceuticals

Pharmaceuticals
Active and Passive



Perishables

Temperature Controlled
Food Products



Oversized

Oversized and Project
Freight



CRAF Carrier



Dangerous Goods

Dangerous Goods



Valuables

Valuables/High Risk
and Unusual
Shipments



Live Animals

Live Animals



Human Remains

Human Remains



Charters

Charters and ACMI



24/7 Security controls & surveillance

Amerijet Hub - Miami

- 360,000 sq ft (33,500 sq meter) import/export facility
- 40,000 sq ft (3,700 sq meter) perishable handling center provides refrigerated, frozen and chilled storage
- Contains all airline-related functions, including:
 - Operations control center
 - Maintenance department
 - Flight operations, dispatch and crew
 - Corporate and warehouse security
 - Dry and refrigerated trucking dispatch



Amerijet Hub - Miami

Integrated import/export warehouse

- Freight weighing and dimensioning stations
- Automated ULD management and high racking warehouse
- ULD by-pass roller systems

Facility offers a total of 10 aircraft parking spots (up to B747-8 and B777). Amerijet currently utilizes 7.

Operational Services/Capabilities:

- Ground Handling
- Warehousing
- Customs Clearance
- Last Mile Delivery



Perishable Handling Center

Temperature controlled handling center

- 40,000 sq ft (3,700 sq meter)
- Pre-cooling receiving area
- Enclosed dock doors allow for seamless cold chain transfers from trucks to coolers
- Separated cooler compartments
- Computerized monitoring of temperature changes and backup systems
- 15 of 47 dock doors are dedicated for temperature controlled shipments
- Member of the Produce Marketing Association



Amerijet transports more than 110 mm lbs. (51 mm kg) of temperature-controlled products annually.

Pharmaceuticals

- First U.S. cargo airline to receive the IATA CEIV-Pharma Certification
- Dedicated coolers for temperatures ranging between:
 - +15°C and +25°C
 - +2°C and +8°C
 - Active container rental for -20°C frozen
- Less than 5-min. tarmac transfers
- Refrigerated trucks
- Container leasing program
- Container charging/storage stations
- Re-icing/battery services
- Shipment transparency/EDI (temperature & POD)
- Established recovery processes
- Risk assessment and self inspection



Amerijet transports more than 10 mm lbs. (4.5 mm kg) of temperature-controlled pharmaceutical products annually.

Government & Courier Service

- CRAF carrier
- Diplomatic mail
- Courier shipments and mail for Government
 - Transport more than 20.4 mm lbs. (9.25 mm kgs) of courier shipments annually
- High security surveillance
- Express service
- EDI bookings and POD
- Integrated tracking options
- Consolidations
- Loose or containerized



Hazardous Materials

- Certified dangerous goods handling agents
- Compliance with the highest safety and environmental standards
- Strict adherence to IATA Dangerous Goods Regulations
 - Explosives
 - Gases
 - Flammable liquids and solids
 - Corrosive substances
 - Toxic, infectious and radioactive substances
 - Magnetized material
 - Industrial solvents or chemicals
 - Infectious substances
 - Insecticides (including fertilizers, poisons)
 - Used engines
 - Lithium batteries (including batteries contained in equipment)



Oversized and Project Cargo

- Oil and gas
- Automotive
- Aerospace
- Telecommunications
- Government contracts
- High tech
- Heavy construction
- Marine industry
- Industry knowledge and experience
- Highest safety and environmental standards
- Project consulting
- Integrated RFS solutions
- Flexible flight planning
- Individual charter solutions
- Online shipment tracking
- Global partner network



Live Animals

- Over 40 years of experience of caring transport live animals
- Dedicated live animal handling desk
- Species-appropriate care
- Noise and temperature controlled
- Scheduled or charter services
- All animals are transported in full compliance with the IATA Live Animal Regulations
 - Horses
 - Livestock
 - Pets
 - Zoo animals
 - Marine life



Charters

- Government
 - USAID
 - CRAF
- Ad Hoc and regular charter services for governments
- ACMI contracts
- Humanitarian relief
- Project freight
- Time critical and sensitive
- Live animals
- Hazardous material
- High value
- Remote destinations



Our Strengths

- 22 Company owned or operated facilities throughout the U.S., Mexico, the Caribbean and Central America
- Established GSA Network
- Relationships with Foreign Airports and Regulatory Agencies
- Ground Services Partnerships
- Experienced, Long Tenure Management Team



The Future of Air Cargo

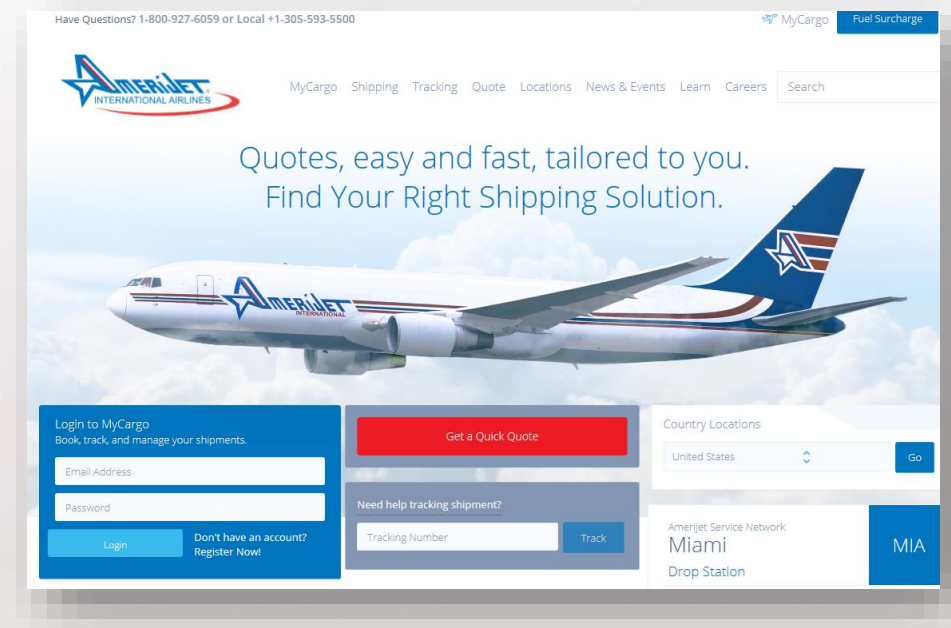
- Creative Solutions
- Zero Claims Vision
- Secure, Safe, Reliable
- Aligned to Infrastructure
- Competitive (Fast & Flexible)
- Drones and autonomous vehicles
- Green Sustainable, Smart Facilities
- Fully automated warehouse and ramp handling



EDI and Tracking

Monitoring and tracking

- Advanced monitoring procedures and digital technology to provide real-time shipment visibility, alerts and cargo tracking
- Tracking and monitoring of every shipment
- GPS tracking devices for high value shipments



EDI

- Utilizing Descartes and CHAMP Cargo-IMP standards
- Utilize XML messages when requested by customer
- Automated data exchange for reservations and updates, tracking and POD information

Amerijet International Airlines

Thank you for your time and attention.



Cargo Operations and Loss Prevention Panel

Moderator:

Brendan Sullivan,

Head, E-Commerce & Cargo Operations, IATA

Panelists:

Rainer Amann, Partner, Urwantschky Dangel Borst

Jeannine Lascano, Director Claims & Loss Prevention, Amerijet

Alan Glen, Vice President of Cargo Development, Menzies Aviation



Thank you to all our sponsors!



Shaping Europe's smartest cargo hub at Amsterdam Airport



Networking break 10:30 – 11:00

Kindly sponsored by;



ECS Group:

Our role as GSSA in the Management of Cargo Claims in Spain

Maria Vargas
Claims Specialist
Gen-Air Spain







PRESENTS



OUR ROLE AS GSSA IN THE MANAGEMENT OF CARGO CLAIMS IN SPAIN.

IATA Cargo Claims & Loss
Prevention Conference
29-31 October 2019
Amsterdam, Netherlands



WHO WE ARE IN SPAIN

GEN-AIR & AEROCARGO



- Cargo GSSA in Spain - 30 years in the market.
- In 1999 became a fully owned member of ECS Group, GSSA network organization worldwide.
- Performs Online and Off-line domestic and international services: sales, booking, handling supervision, tracing and sales reporting.
- Offices in MAD, BCN, ALC, VLC, BIO, ZAZ.



WHO WE ARE IN SPAIN

GEN-AIR & AEROCARGO



- Founded in 2016 as the 2nd GSA of ECS Group in Spain.
- Also performs Online and Off-line domestic and international services: sales, booking, handling supervision, tracing and sales reporting.
- Offices in MAD, BCN, ALC, VLC, BIO, ZAZ.



WHO WE ARE IN SPAIN

GEN-AIR & AEROCARGO



Together we have a portfolio of more than 20 Airlines.



ECS GROUP GLOBAL COVERAGE

OFFICES IN 47 COUNTRIES

AMERICAS

CANADA
UNITED STATES
DOMINICAN REPUBLIC
FRENCH WEST INDIES
ARGENTINA
BRAZIL
CHILE
COLOMBIA
ECUADOR
MEXICO
PERU

EUROPE

AUSTRIA
BELGIUM
BULGARIA
CZECH REPUBLIC
DENMARK
FINLAND
FRANCE
GERMANY
HUNGARY
IRELAND
ITALY
NORWAY
POLAND
ROMANIA
SLOVAKIA
SPAIN
SWEDEN
SWITZERLAND
THE NETHERLANDS
TURKEY
UKRAINE
UNITED KINGDOM

ASIA

CAMBODIA
CHINA
HONG KONG
INDIA
INDONESIA
MALAYSIA
MYANMAR
PHILIPPINE
SINGAPORE
TAIWAN
THAILAND
UAE
VIETNAM

AFRICA

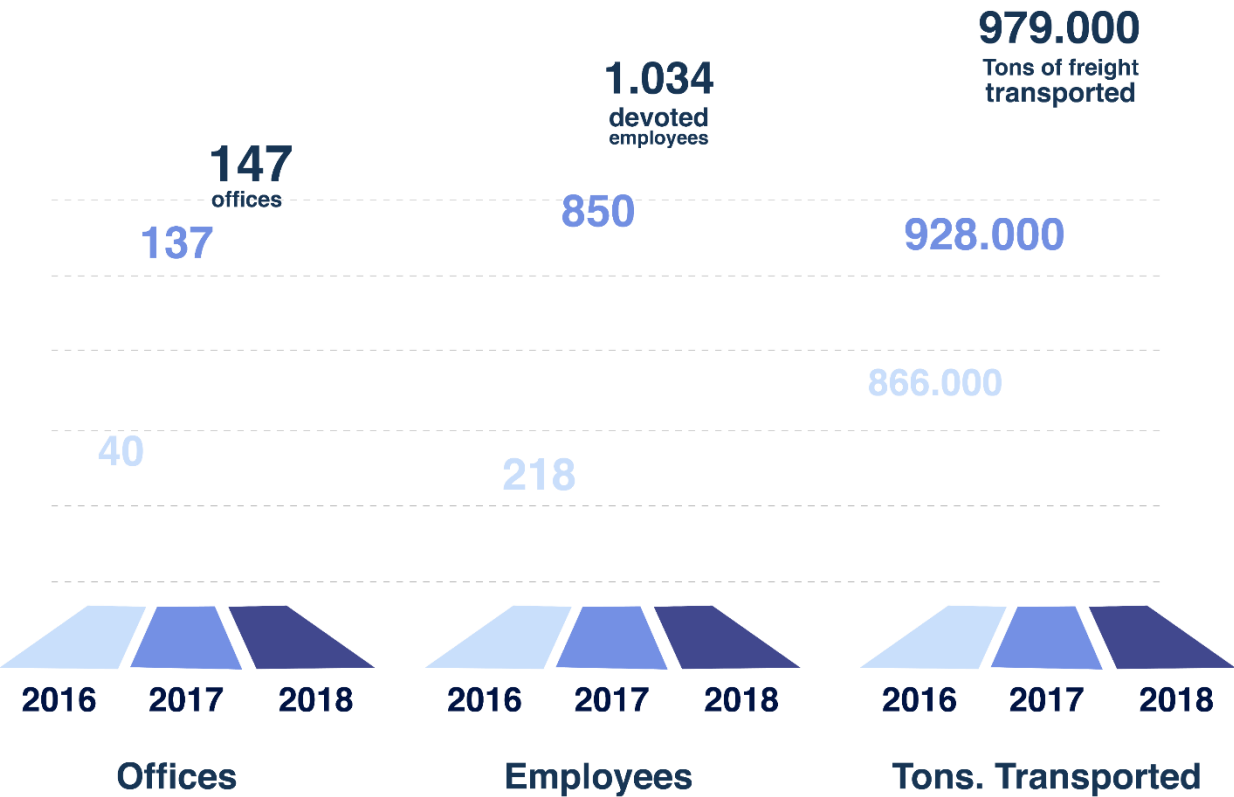
LA RÉUNION
MALI
NIGER



KEY FIGURES

WE KEEP ON GROWING

FROM 2016 to 2018



HIGHLIGHTS 2018



1,5
billion turnover



1 163 285
Tons. of freight transported



148
offices



1 103
Devoted employees



1
single team

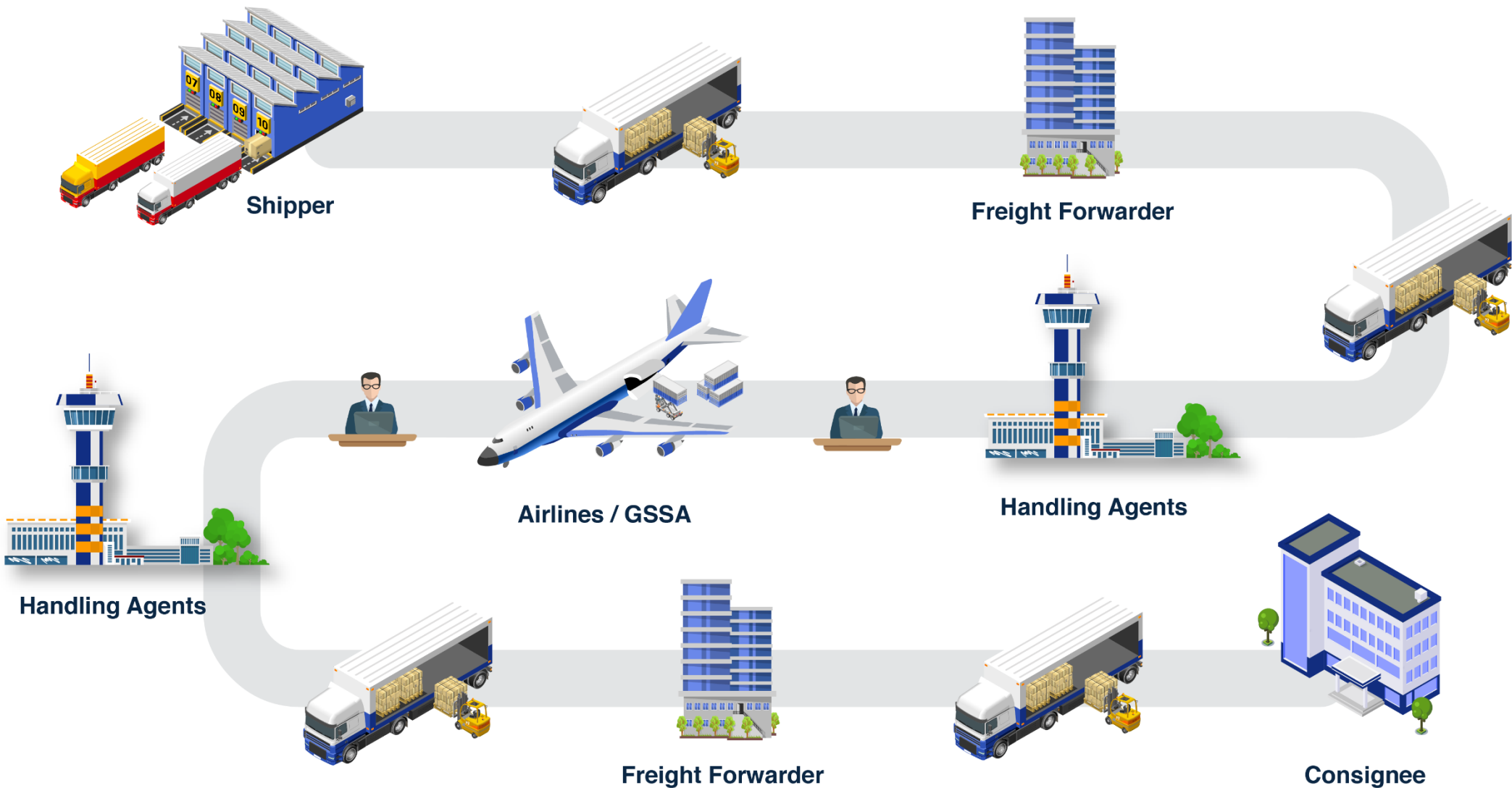


24
Awards



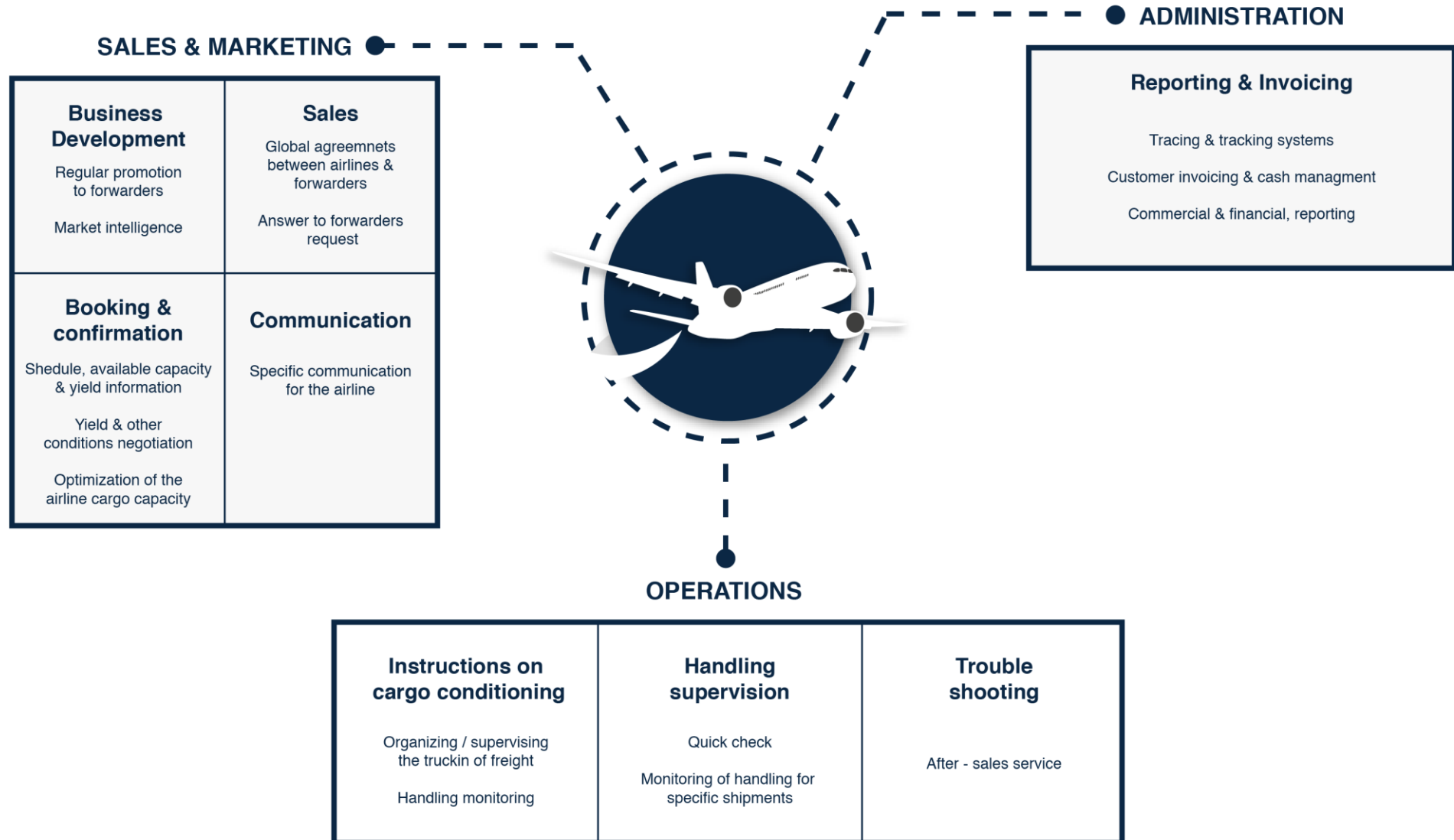
MAIN ROLES IN THE AIR CARGO SUPPLY CHAIN

AIR CARGO INDUSTRY





MAIN GSSA ACTIVITIES





OUR TASKS AS A GSSA

- GSSAs are 3rd party players representing airlines mainly in terms of cargo commercialization, operations and administration services.
- GSSA can also offer a wide range of services to its partner: e.g. revenue management, IT solutions, communications, handling, business intelligence, strategy, haulage, customer services, cargo tracking, safety and more.

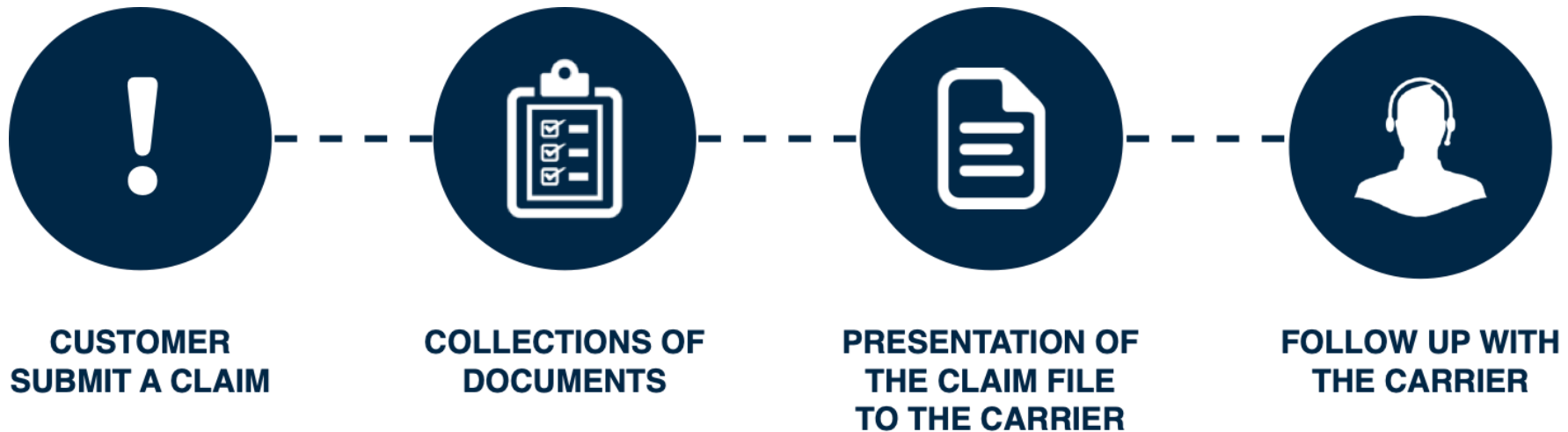
“ We work in constant interaction with Freight Forwarders, Airlines and GHAs addressing a wide range of complex and unpredictable issues, like **CARGO CLAIMS**. ”



CARGO CLAIMS PROCESS

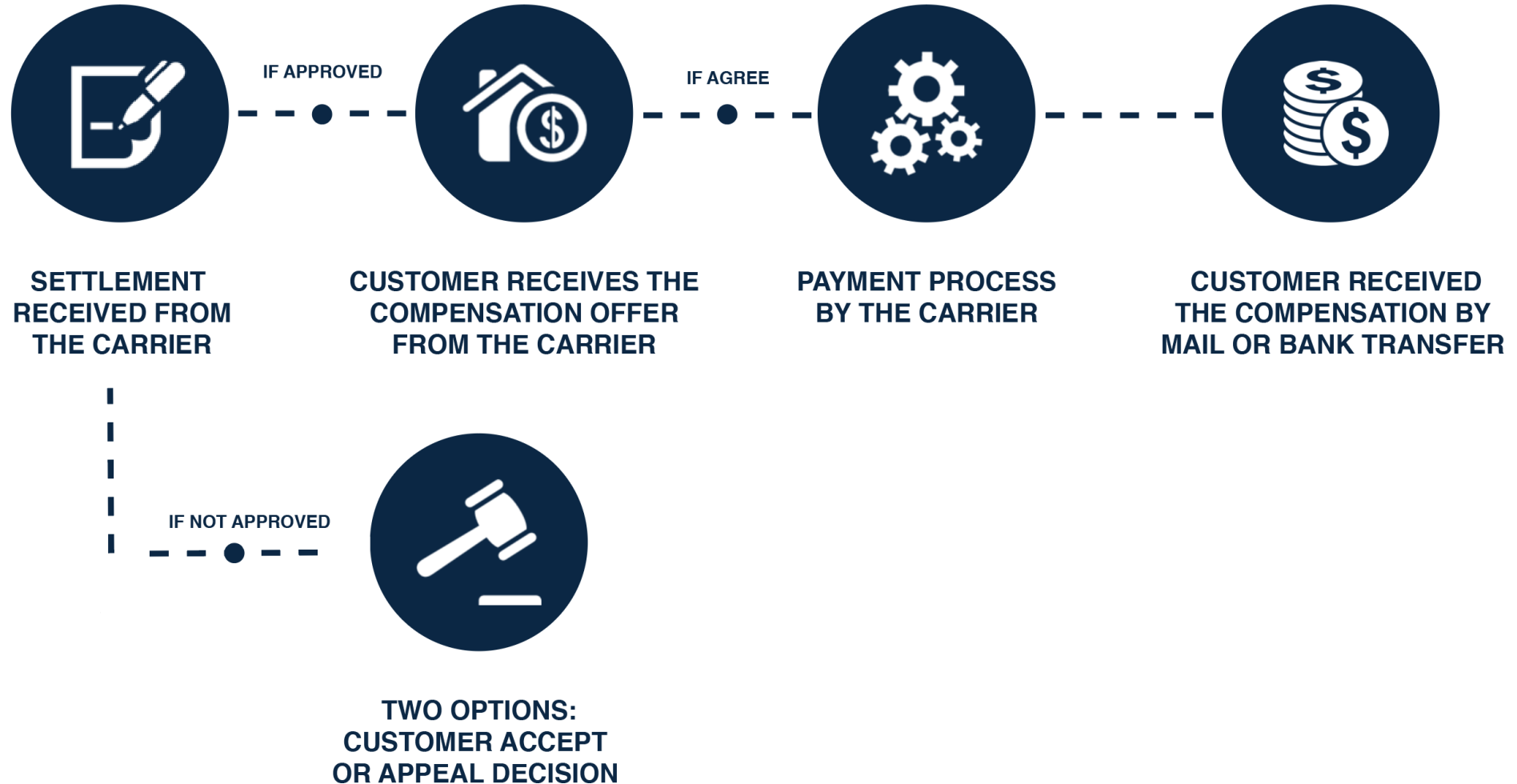
- We manage the Cargo Claims of all our represented airlines (Import & Export claims).

CARGO CLAIMS HANDLING PROCESS





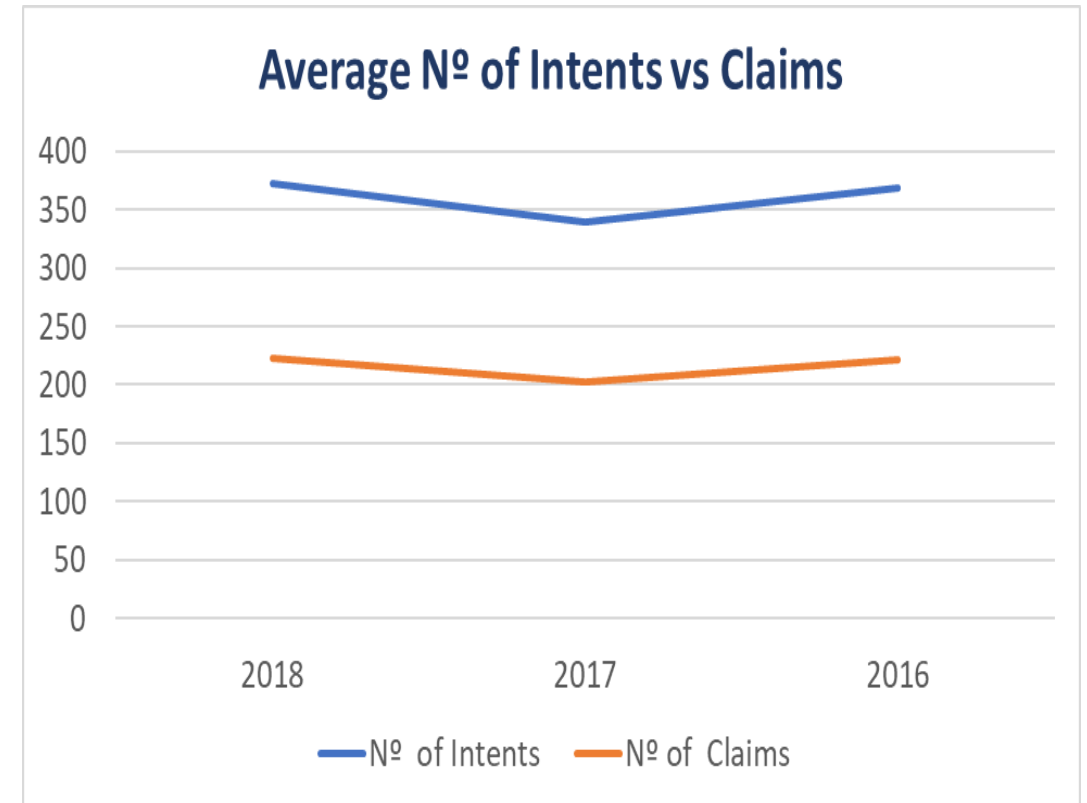
CARGO CLAIMS PROCESS





CARGO CLAIMS PROCESS

- We help to reduce the volumen of claims to our represented Airlines.
 - We act as a filter between the customer and the airline (we can deny a claim from the begining avoiding unnecessary paperwork).
 - We also help to expedite the claim process with the airline and make communications more fluid.
- We offer a tailor cargo claims management: We investigate and evaluate those claims under 500USD (for a few of our represented airlines) for shipments origin/destination Spain.





MITIGATION WITH CARGO CLAIMS

- GSSAs participate as an intermediary between the parties to mediate in the resolution of claims in order to minimize further trial costs. The parties can be: Shipper, Consignee, Insurance Companies, Lawyers, etc.





¿CAN A GSSA BE LIABLE OF A CARGO CLAIM?

- The liability of the carrier is limited. Claims are compensated with a standard amount per kilogram under the applicable international laws, which governs the transport of cargo by air.
- Once a claim is investigated and settled, the Carrier will invoice the damage to the party who caused the claim, if it is related to the GHA or GSSA. If it is related to a “wrong booking or reservation” the GSSA could assume the refunds depending of the case.





THE CREATION OF TOTAL CARGO EXPERTISE

NEW SUBSIDIARY DEDICATED TO CARGO OPERATIONS INCLUDING CARGO CLAIMS

On top of their rational scope of service, GSSAs' can provide a wider spectrum of services to airlines and can even be appointed to perform **Total Cargo Management**. Always looking for innovation, ECS created a new brand:

Total **Cargo** Expertise 
by **ECS** Group

A custom-tailored service created to perform Total Cargo Management. The airline delegates **all** of their cargo activities to the GSSA to streamline their costs and maximise their revenue.

With this service, TCE have 100% management of Cargo Claims. (only a few airlines are operating under this kind of contract, as of today).



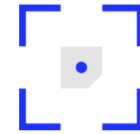


THANKS

FOR WATCHING THIS PRESENTATION



IATA
CARGO CLAIMS &
LOSS PREVENTION
CONFERENCE



Amsterdam, Netherlands
29-31 October 2019



Conference Wrap up & Close

Christian Piaget

Acting Head, Cargo Border Management & Claims

IATA

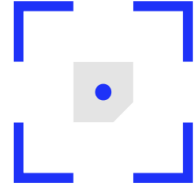


IATA

CARGO CLAIMS

LOSS PREVENTION

CONFERENCE



Amsterdam, Netherlands

29-31 October 2019

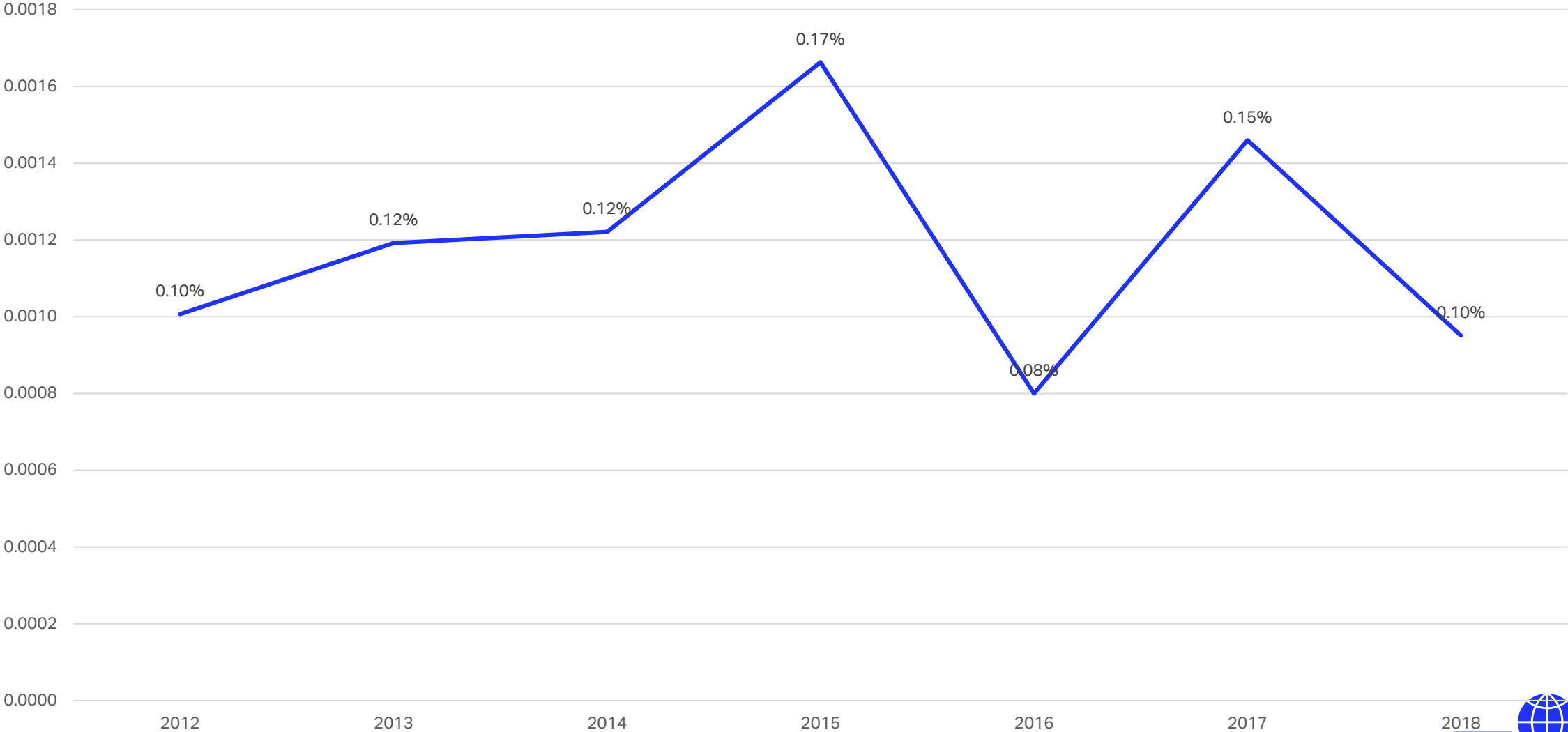
Wrap-up

Christian Piaget
Senior Manager,
Cargo Border Management & Claims



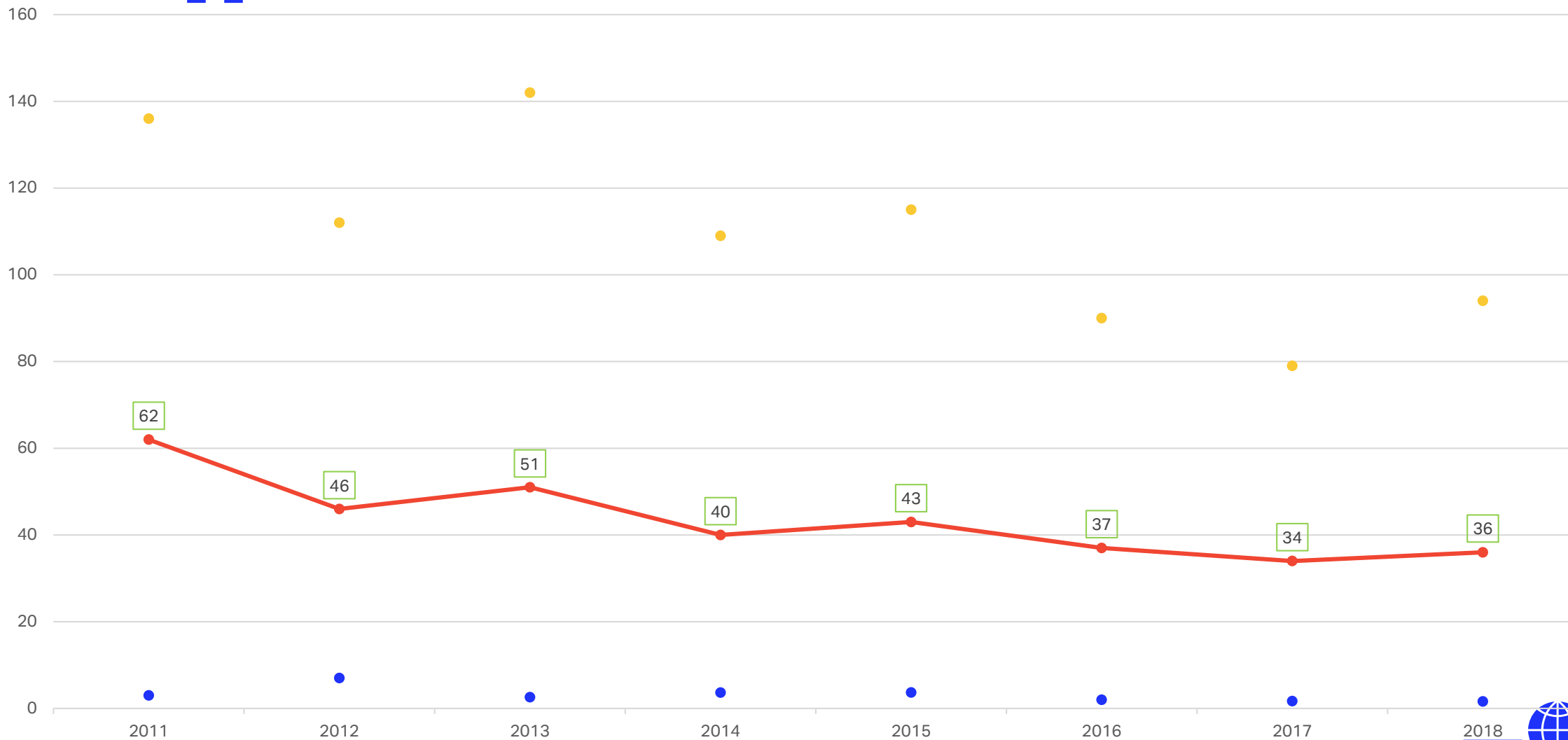


Average number of claims





Processing Times (Days)





Air Cargo Statistics:

<https://www.iata.org/publications/economics/Pages/index.aspx?menu=Market+Developments>



Cargo Tracker:

<https://www.iata.org/publications/tracker/Pages/index.aspx>



Cargo Claims and Complaint Handling (Classroom, 2 days)



DESCRIPTION

PRICES & REGISTRATION

<https://www.iata.org/training/courses/Pages/cargo-claims-handling-tcgg11.aspx>

Claims Handbook
Discount: ICE2019

How to register

- To arrange in-house group training for your company: [complete the group training request form](#) or contact the salesperson in your region by [phone or fax](#).
- To attend a class scheduled at one of our training centers: Select a class from the Prices & Registrations tab to get started. Register early and [save up to 20%](#)! Please see the Terms for the [early bird discount](#). The discount will be calculated at time of payment.

China, Beijing (IATA) Class no : 83678	Dec 09 - Dec 10, 2019	See prices & register
United States, Miami (IATA, ACCET Accredited) Class no : 109677	Mar 30 - Mar 31, 2020	See prices & register
China, Beijing (IATA) Class no : 109675	Apr 13 - Apr 14, 2020	See prices & register
Singapore, Singapore (IATA) Class no : 109676	Jun 08 - Jun 09, 2020	See prices & register
Italy, Milan (PRO-HST) Class no : 109470	Jun 23 - Jun 24, 2020	See prices & register

Thank you to all our sponsors!



Shaping Europe's smartest cargo hub at Amsterdam Airport



IATA

CARGO

EVENTS

6 – 8 October 2020
Manchester, UK

Save the date!



Networking Lunch 12:00 – 14:00



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