

IATA

**CARGO CLAIMS &
LOSS PREVENTION
CONFERENCE**

**ONLINE
EVENT**



Welcome & Introduction

Christian Piaget

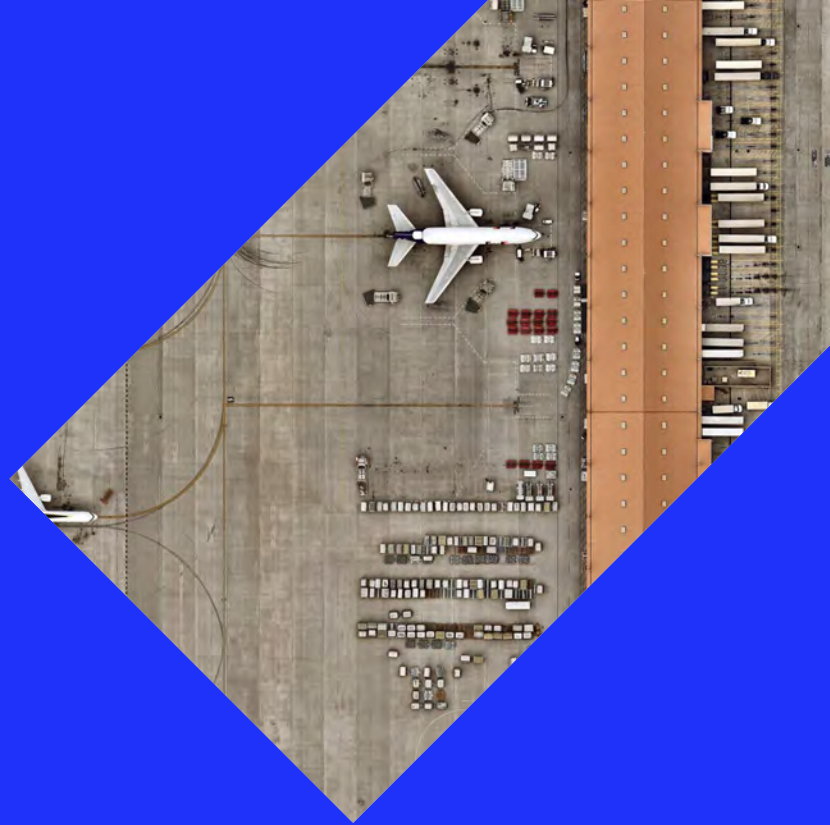
Head, Cargo Border
Management & Claims

IATA



Agenda

- Welcome and Introduction
- Keynote Speech
- Overview of what is happening in the cargo industry
- The impact for cargo claims and loss prevention
- Legal Panel
- The Way Forward
- Wrap up



[Biographies](#) are available on the IATA Website





- Participants are cautioned that any discussion regarding matters such as fares, charges, division or sharing of traffic or revenues, or concerning any other competitively sensitive topics outside the scope of the agenda is strictly prohibited.
- As a result, questions pertaining to individual policies or commercial decisions and/or being subject to bilateral commercial discussions between airlines and their suppliers or customers will not be answered.

Keynote speech

Tim Strauss

Chief Executive Officer
Amerijet International



Overview of what is happening in the industry



Henk Mulder
Head Digital Cargo
IATA



Clara Lam
Cargo Digital Head
Cathay Pacific



What does digitalization mean for claims management and loss prevention?



Sebastian Cosgrove
General Manager Customer Service
Air Canada



Tomal (Tom) Sohorab
Manager Cargo Solutions Strategy
and Business Development
Air Canada



Kelly Shoaf
Manager, Cargo Customer Care
American Airlines Cargo





IATA Cargo Claims Loss Prevention Webinar 2021

Digitalisation of Cargo and ONE Record

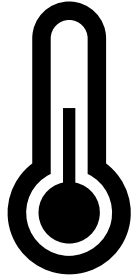
Tomal (Tom) Sohorab

Manager, Cargo Solutions Strategy and Business Development

November 2021

Damage Claims

Temperature, Physical, Lost/Missing



Ace Ventura: Pet Detective. Directed by Tom Shadyac. performances by Jim Carrey, Courtney Cox, and Sean Young. Warner Bros. 1995

Air Canada Cargo



2018

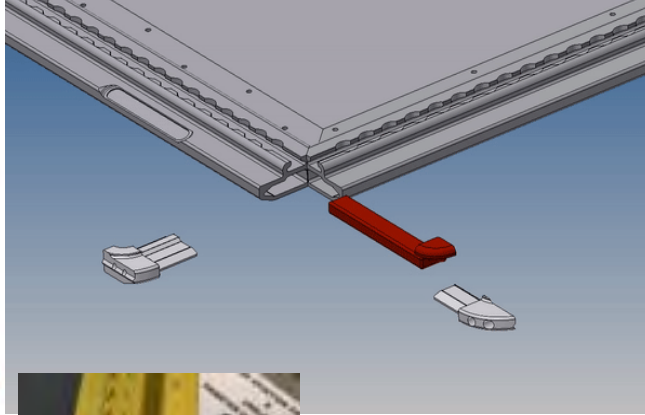


2020

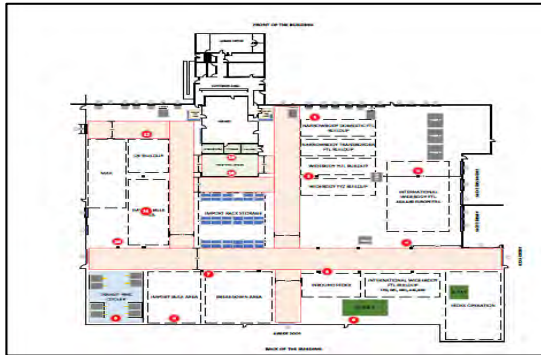


unilode : Tracking Pallets & ULDs

Sentinel 100P



Air Canada Cargo Warehouses w/Real-Time Temperature Monitoring

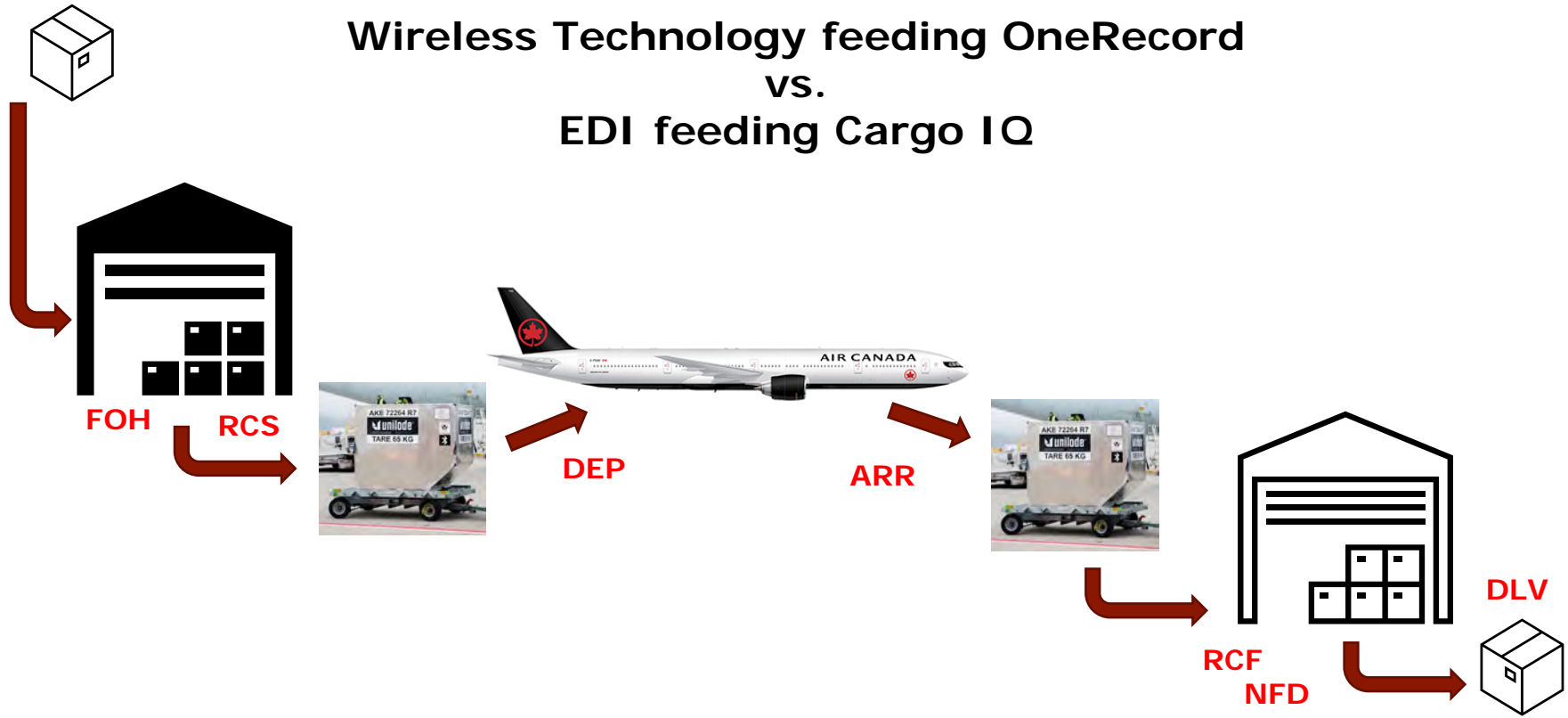


AIR CANADA : Tracking Fleet

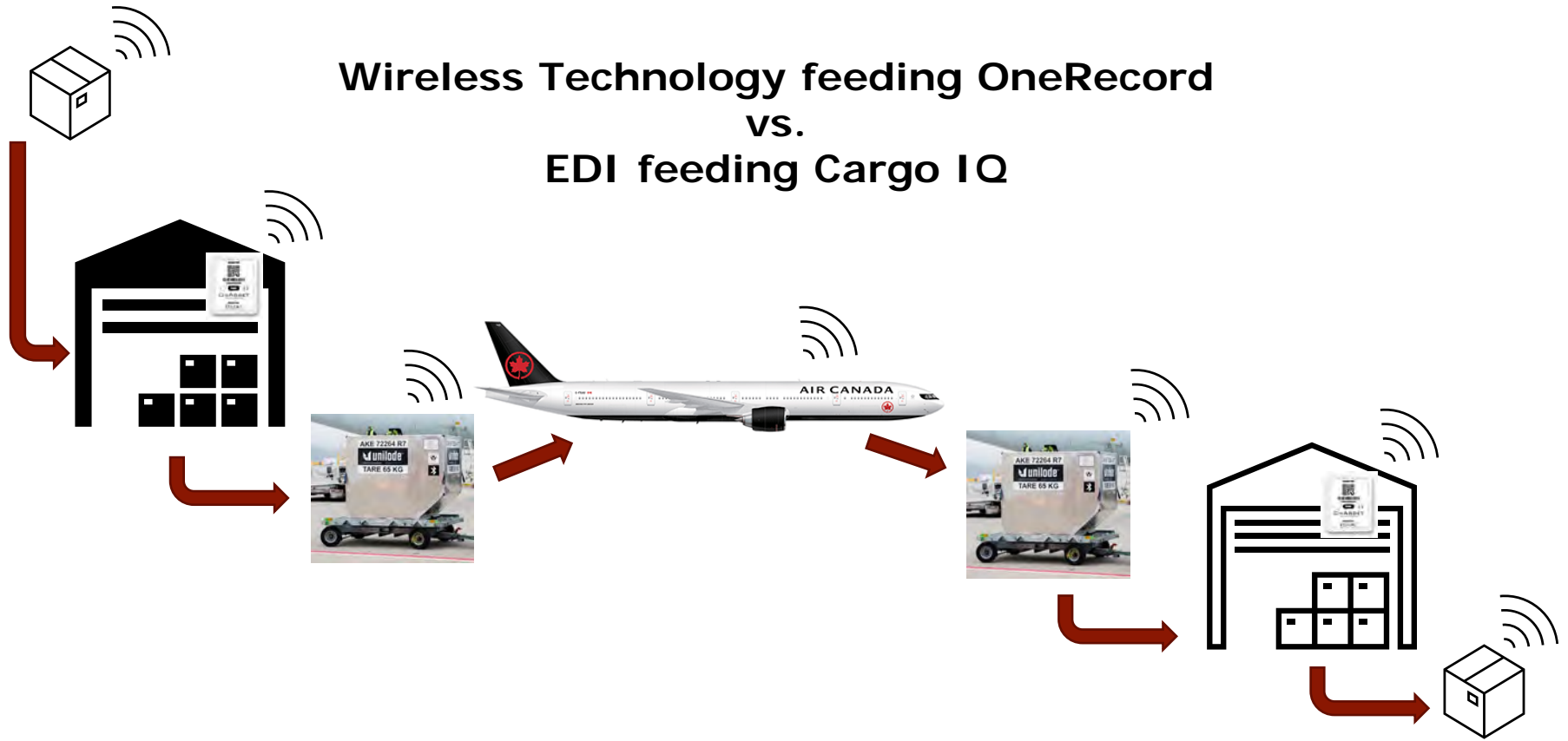




Wireless Technology feeding OneRecord VS. EDI feeding Cargo IQ

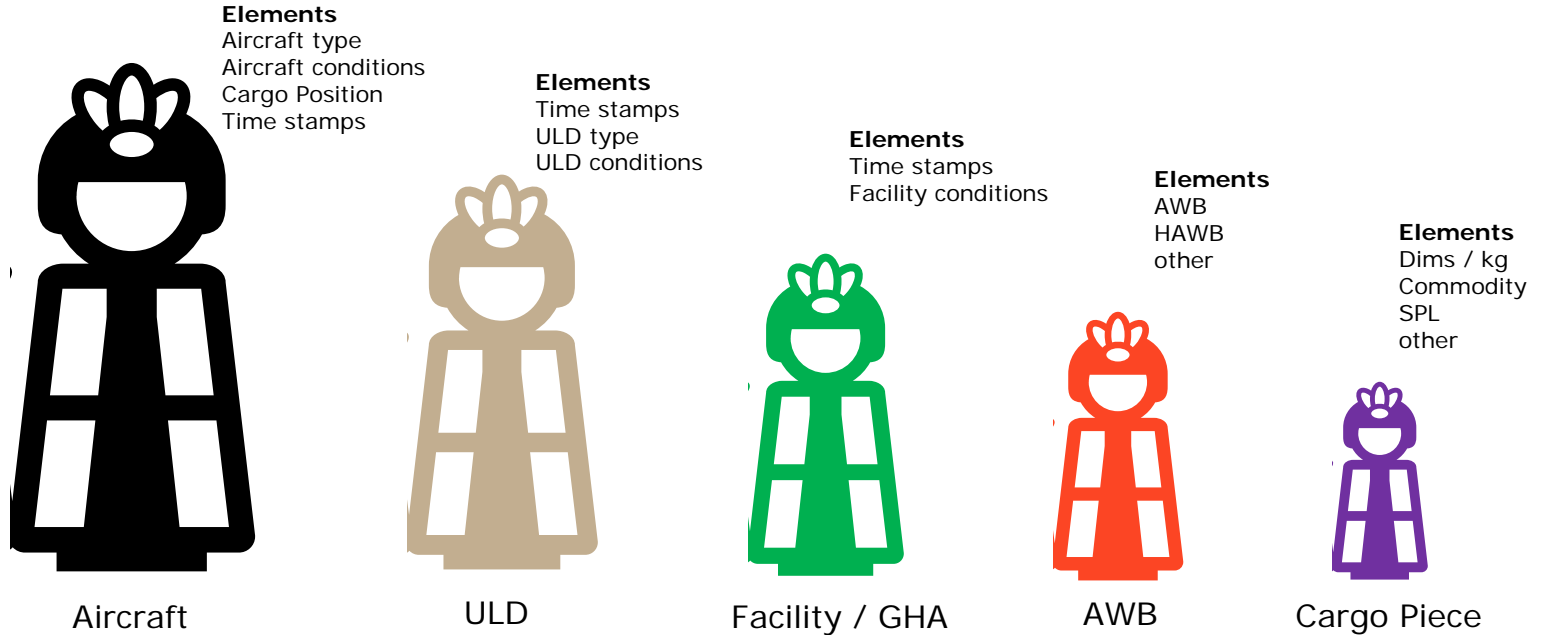


Wireless Technology feeding OneRecord VS. EDI feeding Cargo IQ



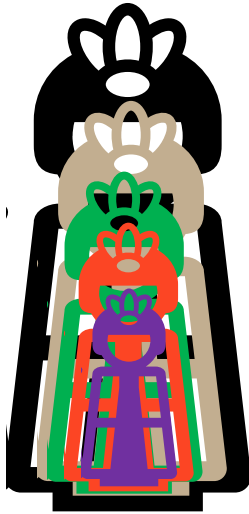
ONE Record

Layered Russian Doll



ONE Record

Layered Russian Doll



ONE Record

Aircraft Elements

Aircraft type
Aircraft conditions
Cargo Position
Time stamps

ULD Elements

Time stamps
ULD type
ULD conditions

Facility Elements

Time stamps
Facility conditions

AWB Elements

AWB
HAWB
other

Cargo Elements

Dims / kg
Commodity
SPL
other

ONE Record





Tomal (Tom) Sohorab

Manager, Cargo Solutions Strategy and Business Development

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Thank You

Merci



IATA Cargo Claims Loss Prevention Webinar 2021

Loss Prevention

Sebastian Cosgrove
GM, Cargo Customer Service

November 2021

The Evolution of Loss Prevention

Visual Intelligence



AI / Machine Learning

Data Intelligence



Data Analytics



GPS

Physical Security



EAS



Video

RFID



Shopper Engagement
Green & Red



Face Recognition



Taken from: <https://www.thedigitaltransformationpeople.com/channels/customer-engagement/global-retail-shrink-2019-and-the-future-of-loss-prevention/>



AIR CANADA CARGO

A STAR ALLIANCE MEMBER
MEMBRE DU RESEAU STAR ALLIANCE

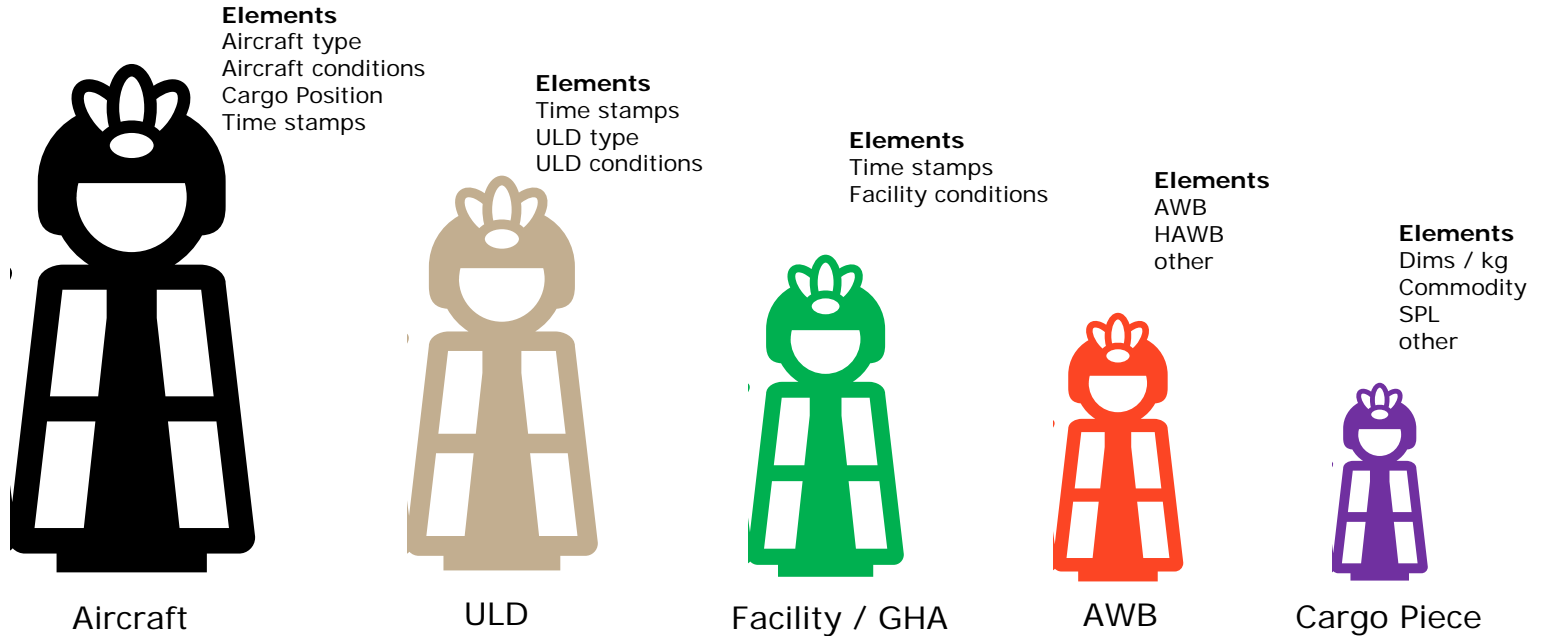


Loss Prevention – Air Cargo

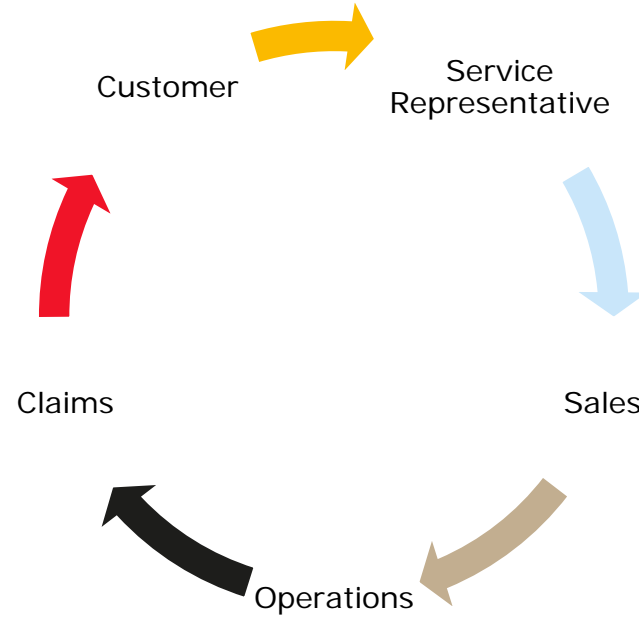


ONE Record

Layered Russian Doll



Creating a Connected Experience



Communication & Education



Claims

Overview of Claims for the month and areas of concern:



XX
Claims opened
MTD



\$XXXX CAD
Total amount
claimed MTD



\$XXX CAD
Total
settlement YTD



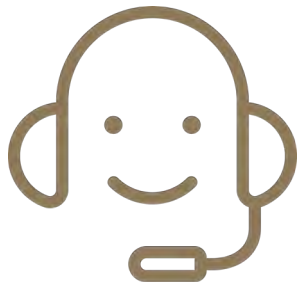
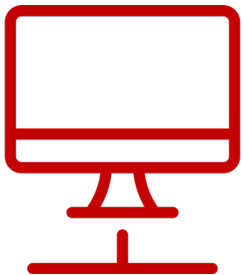
PER
Top product
claim



+XX%
YoY monthly
claims
comparison



Loss Prevention



Q&A



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General Manager Customer Service
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Thank you
Merci

aircanadacargo.com

Legal Panel



Moderator

Dan Soffin

Founder and Principal
International Aviation Advisory Services



Lucy England
Partner
Fox Williams



Bart Banino
Partner
Condon & Forsyth LLP



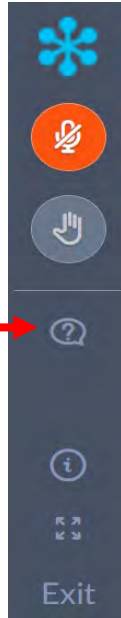
George Leloudas
Associate Professor, Law
Swansea University



Legal Panel

Q&A Session

Please submit your questions through the **Question box** and **send to Everyone**



Adding Value: *The Way Forward*- A Claims Manager's Guide



Moderator

Dan Soffin

Founder and Principal
International Aviation Advisory Services



Lucy England

Partner

Fox Williams



Bart Banino

Partner

Condon & Forsyth LLP



George Leloudas

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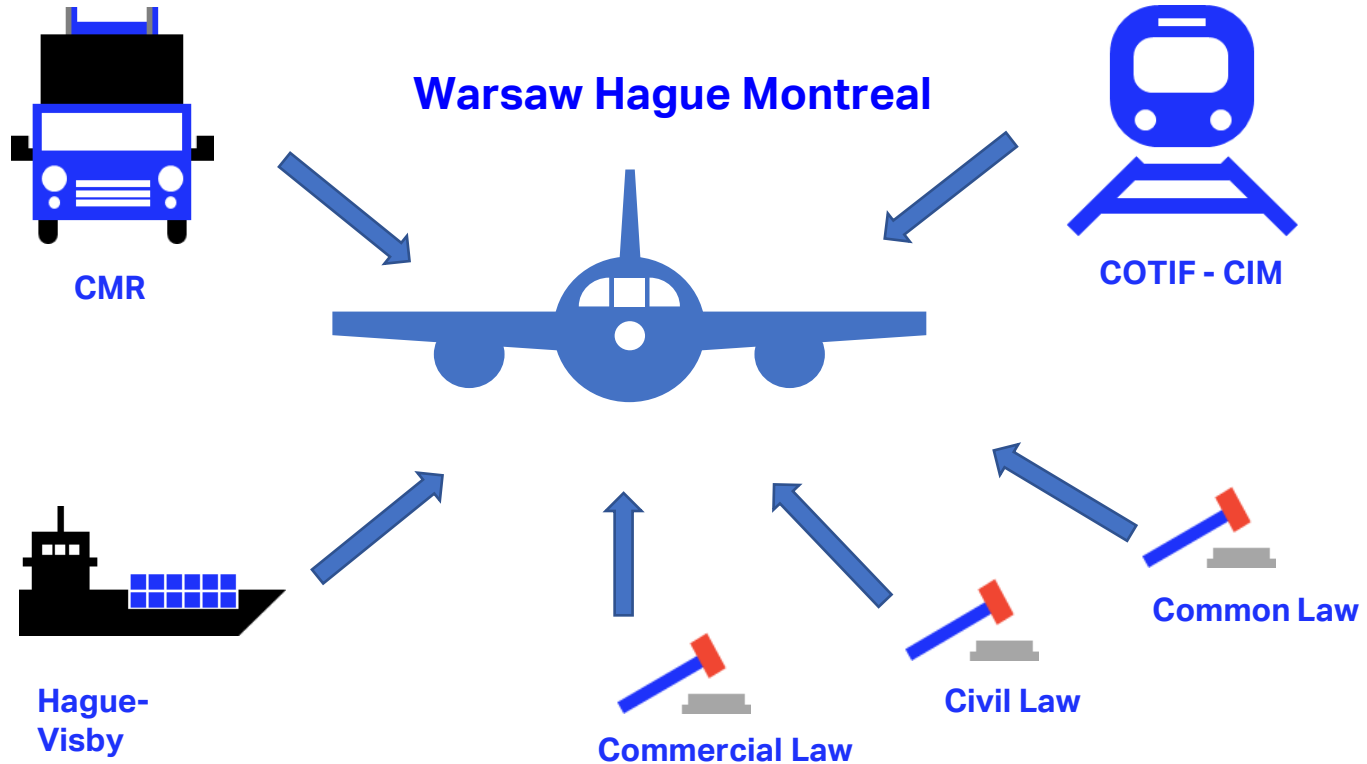
Adding Value: Multimodal and Logistical Awareness



George Leloudas
Associate Professor, Law
Swansea University



Adding Value: Modal conventions



Adding Value: Differences in Modal Conventions

- **Documentary requirements:**
Aviation is more advanced in terms of simplification and digitalisation of documents/operations
- **Defences:**
Aviation has limited defences compared to other modes
- **Liability limits:**
Aviation operates with the highest limits of liability (but without the risk of «wilful misconduct» / «recklessness» / «gross negligence»)
- **Time limits**
Unlike aviation, most modes operate on a 1-year limitation period (which can be extended under certain circumstances)
- **Successive carriage**
Aviation has separate provisions for successive carriage and subcontracting



Adding Value: Digital Integration Across Modes

- The IATA «ONE RECORD» and the EU «FEDERATED» projects lead the way in terms of digital logistics
- Technologies such as ULD/Container monitoring, electronic cargo histories and modal monitoring have the potential to provide transparency in terms of cargo claims (double-edged sword)
- Electronic Data is more important than documents, witnesses or expert evidence



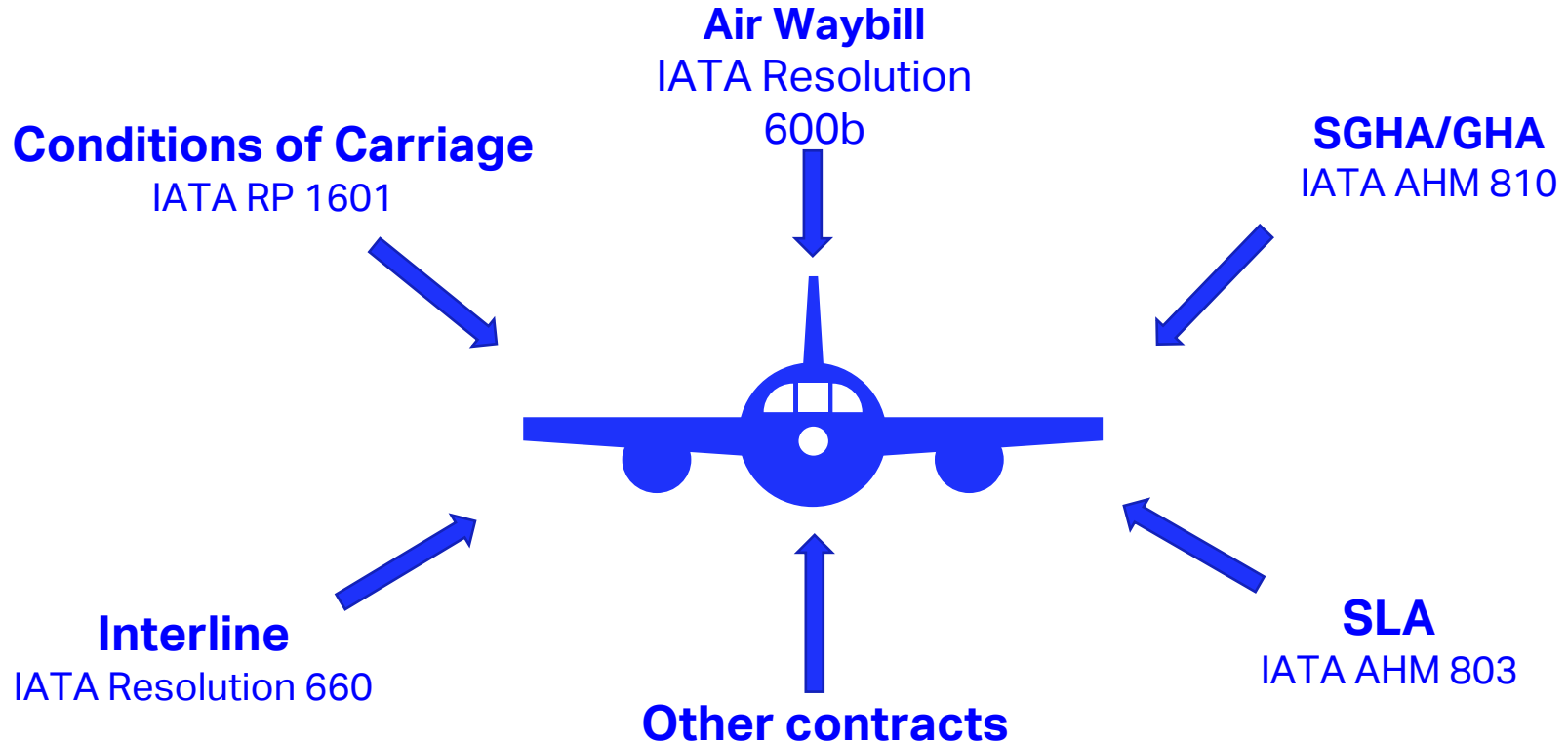
Adding Value: Digital Preparedness



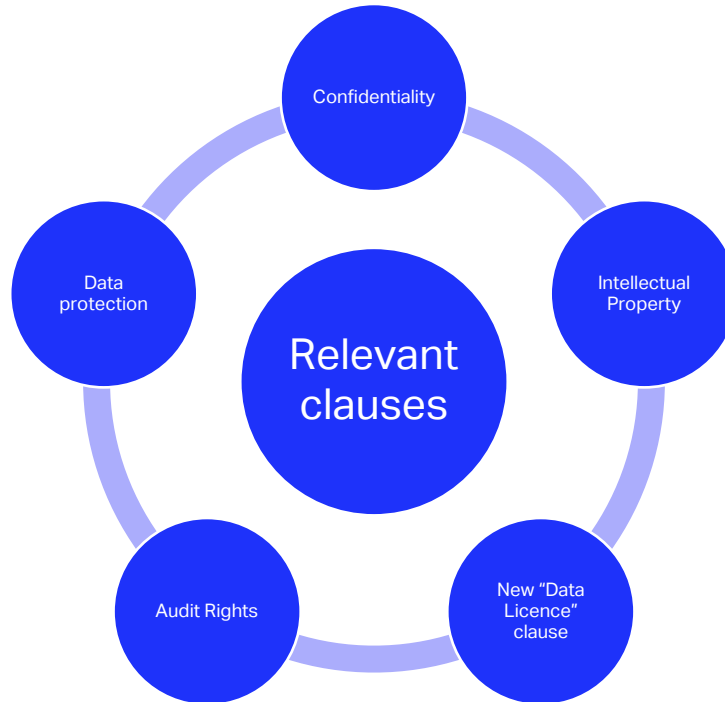
Lucy England
Partner
Fox Williams



Adding Value: Cargo Contracts and Digitalization



Adding Value: Subjects to be Addressed in Contracts



Adding Value: Data Considerations - Getting It & Using It

Data obtained	Data use
From various sources	Have regard to any Regulations
Subject to Regulations?	Have regard to contracts – right to access/use/transmit?
Contractual provisions	Analysis
Internal policies for collecting, using, storing, transmitting?	Litigation
Internal vs External	Internal Processes and Policies

Adding Value: Claims and Litigation Issues



Bart Banino
Partner
Condon & Forsyth LLP



Litigation Issues to Consider

- Investigation
- Discovery
- Evidence / Documentation
- Data that may assist with defense
- Contribution and indemnity claims



Potential Montreal Convention Issues Caused by Digitalization

- **Articles 4-8, 10** – Documentation and sufficiency of air waybills
- **Article 31** – Written notice of complaint
- **Article 33** – Jurisdiction (where the contract has been made)



Adding Value: Organisational Integration



Dan Soffin

Founder and Principal

International Aviation Advisory Services

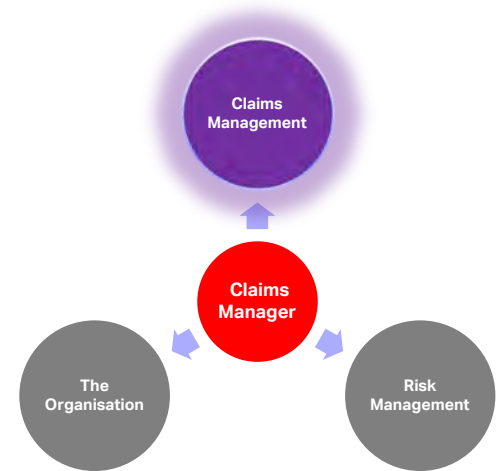


Adding Value: Organisational Integration



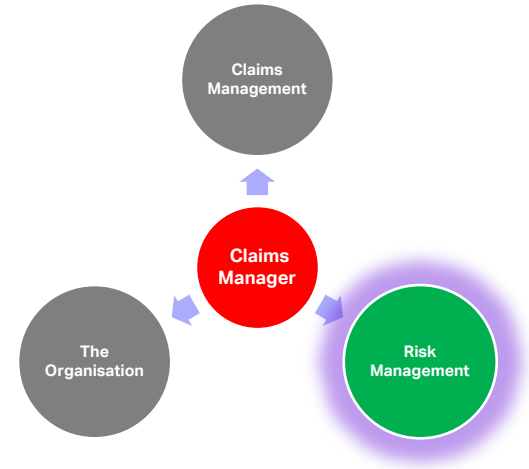
Adding Value: Claims Management

- More efficient, timely, and less costly investigation, assessment and resolution
- Better communication throughout claims process
- Enhanced levels of customer service and retention
- Rolling evaluation and assessment of data needs (internal and external)
- More definitive framework for evaluating recoveries
- More efficient analysis, understanding and reporting of claims by:
 - Event, cause, and liability including associated costs
 - Customer behaviour and experience
 - Settlement and Litigation experience



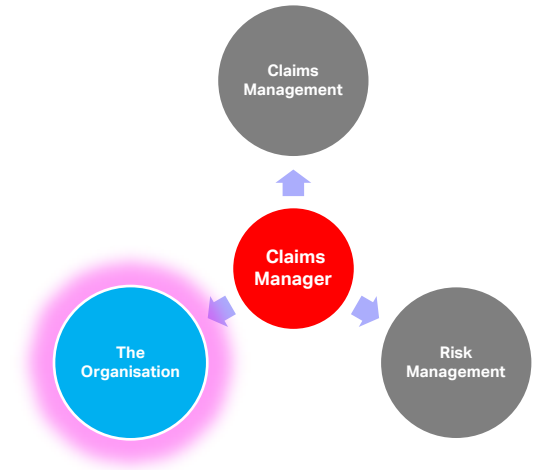
Adding Value: Risk Management

- End to End visibility allows more precise and efficient identification of loss, damage, or delay and causes
- Monitoring ongoing data requirements from and performance of data partners
- More efficient identification and analysis of claims by:
 - Product (including remedial actions for carriage)
 - Mode (including modal deficiencies and remedies)
 - Logistical segment (including “weak link” analysis)
 - Station
 - Operational non-conformity at any point in carriage
- GHA, SLA, and Station product and performance monitoring (including data performance)
- Rapid assessment of need for additional training



Adding Value: The Organisation

- Core membership and participation in corporate DTG
- Ongoing development and incorporation of digital requirements in digital strategic and operational plan
- Participation with CTO/DTG to develop specific claims and loss prevention extension for ONE Record digital adoption
- Establish inter- and intra-organisational protocols to use claims data and experience as a proactive tool to measure and improve internal operations as well as to monitor and maintain intermodal and service partner service level standards
- Use claims experience to refine customer analysis, value and experience for Commercial /Sales and Ops



Adding Value: The Real Benefit



Adding Value: The Real Benefit

- Increasing “end to end” visibility of the internal operation and entire logistical chain of carriage
- Better analysis and use of data enhances claims managers’ ability to increase organisational contribution and value both operationally and financially and assures excellence in product integrity and customer service
- Increasing organisational contribution decreases traditional silo status of the claims department
- The claims department becomes an increasingly essential and key organisational resource



Webinar Wrap up

Christian Piaget

Head, Cargo Border
Management & Claims

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Thank you

- Please visit **iata.org/cargo** for all cargo resources
- Please visit **iata.org/events** for the upcoming webinars
- Contact us at cargo@iata.org

