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 Address

Christian Piaget
Senior Manager, Cargo Border Management & Claims
IATA
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!
Thank you to all our sponsors!
Keynote Address

Marcel de Nooijer
EVP Air France KLM Cargo &
Managing Director Martinair
IATA Air Cargo Operations Conference 2019

Marcel de Nooijer
EVP Air France KLM Cargo & Managing Director Martinair Holland
Market position AFKL Cargo
We have built a strong air cargo cluster

# 5
Global Cargo Carrier

3.8 %
Global Market share

100+
European trucking stations

#2 & #3
European Cargo Hubs

130+
Direct ICA connections

1.100
Weekly flown frequencies

€ 2.3 bln
AFKLMP 2018 turnover

1.1 mln
AFKLMP Freight Tons

3867
Staff

Source: IATA & internal reports 2018
AFKL Cargo – innovation and transformation

Maximize our contribution to AFKL by ensuring that we are our customer’s preferred partner by delivering our promise in a transparent, easy to connect way, in a sustainable manner and at competitive price.

**CARGO BASELINE 2016-2018**

**From restructuring to new business development**

› Restructured capacity:
  › freighter fleet reduced from 11 to 4
  › fixed cost adapted
  › phasing out Combi

› Focus on:
  › **Customer preference**
  › Growth segments: SME customers, fresh, pharma, express and e-commerce
  › Effective **partnerships**: horizontal and vertical
  › **Digitization** as a key enabler
  › **Compliance** and **sustainability**

**2020 HORIZON**

**Innovation & transformation initiatives**

› Renewing our legacy systems
› State of the art revenue management
› Personal toolbox - myCargo
› Digitization of commercial processes
› Digitization of operational processes
› Growing cross border parcel market
› Platform distribution and ecosystems strategy
› Developing an integrated sustainability practice
Key drivers for next level process control

Important role for digitalization

- Compliance demand
- Digital revolution
- Sustainability
- Customer expectations
COMPLIANCE: ‘our license to operate’
Growing burden of compliance rules by authorities

Lack of equipment means some Dutch soldiers can’t patrol in Mali: AD

Libya: “It is nothing new that Ukraine is violating the arms...”

Boom

Burn

Balance

Anti-Counterfeit

Illicit Wildlife

Import Controls

China56

Live Animals

License

Strategic Goods

Export Controls & Sanctions

The duty to investigate
If one contrasts this risk with the developments in international trade – especially the limited transactional

The extensive scope of the applicable regulation in combination with the wilfulness criterion applied by the Dutch court, effectively resulted in a kind of strict liability for TSPs failing to obtain the required licence.
In a globalization and e-commerce context, shippers and business customers hold a higher standard for the air freight industry than before.
Digital Revolution
New technology to support processes

- Robotics
- Autonomous vehicles
- Blockchain
- Data analytics
- Augmented reality
- Internet of things
- 3D printing
- Artificial Intelligence
Our effort in cool chain control
Live up to customers expectations

Cool Chain

- Infrastructure
- Compliance
- Tarmac
- Data & IT
- Processes
- Supervision
Our effort in sustainability
Sustainability is an integral part of our operations since it is our license to grow

› Innovation
› Bio-fuel
› Fuel savings
› Non-hazardous waste
› CO2 calculation and compensation
› Fly Responsibly

› #1 Dow Jones Sustainability Index
Concluding... Enablers for process control, prevention of claims, and increased customer experience
Case Studies

Francis Montbach
Partner
Mount Cotton Wollan & Greengrass

Bart Banino
Partner
Condon & Forsyth

Dan Soffin
International Aviation Legal, Commercial and Operations Expert
IATA Cargo Claims and Loss Prevention Conference

Case Studies

1. The Spears That Didn’t Pass The “Smell Test
2. Football “Remains” A Most Popular Sport
3. Oktoberfest In The Shire Down Under

Bart Banino: Partner, Condon & Forsyth LLP
Frank Montbach: Partner, Mound Cotton Wollan & Greengrass LLP
Dan Soffin: International Cargo Advisory Services
Claims:
A Failure of Quality Management?

Christopher Davies
Technology & Product Manager
CargoIQ
Is there a feedback loop to operations and commercial teams?

Are successful claims the result of a failure in Quality Management?
Real-time End-to-End transparency in planning and execution of air cargo shipments

The Industry Quality Management System for Service Delivery

Standards and practices that effectively facilitate ever evolving business models and needs
Clear Service Commitments

Clear Process Milestones

Clear and Useful Evaluation
Buy what you need | Deliver what you sell
Exception Handling Standards

Forwarder process

- ORIGIN FORWARDER
  3.3 Check info matches actual freight

Entry Criteria
- Shipment details received from shipper

Resolution process
- Check if info matches actual freight
  - OK?
    - Y: REW
    - N: Resolution process
- Shipment on hold
- Contact shipper
- Raise Exception Code (EC) (E9LS3)
  - OK? according to bilateral agreements
    - Y: Share EC with shipper
    - N: Store exception for reporting

Enabling service recovery

Aiding the investigation of claims

Preventing claim submission through incident visibility
A focus on intelligence
More than just movement

8.1 Verify shipment has cleared security
8.2 Perform physical ready for carriage checks
8.3 Validate information to confirm Ready for Carriage
8.4 Care Protocol Applied
8.5 Care Protocol Removed

RCT RCS CPA CPR
Embrace the claim!

Action

Modification

Reaction
спасибо 谢谢 ありがとうoggaiattomasi  MERCI  DANKE  धन्यवाद  شكراً  OBRIGADO
Networking break 10:30 – 11:00

Kindly sponsored by;
Experts Panel

Moderator:
Sebastian Cosgrove
Manager, Cargo Customer Relations
Air Canada

Panelists:
Courtney Buckwalter,
Manager Cargo Claims & Loss Prevention, United Cargo

Joyce Kors-Oudendijk,
Cargo Claims Consultant, KLM

Dave Suhajda,
Senior Manager Claims & Systems, Polar Air Cargo & Atlas Air

Max Zaccar,
Chairman, Commercial Insurance
IATA Cargo Claims & Loss Prevention Experts Panel

Moderator
Sebastian Cosgrove, Manager, Cargo Customer Relations, Air Canada

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Dave Suhajda, Senior Manager Claims and Systems, Polar Air Cargo and Atlas Air
Max Zaccar, Chairman, Commercial Insurance
Flight Plan

• Panel Introductions
• Expert Opinions
  – Submitted questions
    – Fresh
    – Controlled substances
    – Contract of Carriage / Intents
    – Freighters
    – Insurance
    – Conventions
• Audience Q & A

Note that answers will be provided in the full copy of the presentation emailed to participants after they complete the online satisfaction survey.
Perishables

Questions for the panel:
- What is the definition of Perishable Cargo?
Pharmaceuticals

Situation: Non declared pharmaceuticals packed into an RKN (active temperature-controlled unit) with a description of Consolidation with no declared value for customs or the carrier.

Questions for the panel:
- How would you address a potential lack of space in the assigned RKN area?
- Lack of or no electrical outlets?
- No electricity to charge the shipment for the time it will be in the carrier's facility?
Controlled Substances

**Situation:** Carriage and handling of controlled substances such as cannabis.

**Questions for the panel:**
- How is your airline handling the carriage of such goods?
- What safety mechanisms do you have in place to ensure that the product remains secure?
- What packaging requirements is your airline following for this commodity?
- How do you ensure that the shipper / importer is legally able to ship/receive the goods?
- What are some of the challenges you’ve faced with this commodity?
Contract of Carriage

**Situation:** The Contract of Carriage directly references the time parameters and requirements for filing a notice of intent for damage or loss.

**Questions for the panel:**
- Is there a similar legal regime or industry standard when a claimant or their legal representative decide to move forward with litigation?
- Is there a set of principles acknowledging the requirements or guidelines regarding this process?
Questions for the panel:
- International Conditions of Contract defines CARRIER “includes the air carrier issuing this Air Waybill and all carriers that carry or undertake to carry the cargo or perform any other services related to such carriage.” Is this subject to warehouse vendors, trucks, interline, or joint ventures or does this include the freight forwarders aka customers of the carrier?
Intent to Claim

**Situation:** A customer files an intent to claim with the third-party handler.

**Questions for the panel:**
- Does a notice of intent still hold validity when submitted to the carrier’s service partner or third-party handler?
Live Animal Shipments

**Situation:** A pet owner is claiming for a high amount for the loss of their pet.

**Questions for the panel:**
- Even when no liability lies on the carrier, how do you deal with such cases?
- Would a waiver help?
- What if the animal is confiscated at destination by authorities due to inadequate packaging. Is the airline liable for the contents and storage/quarantine/destruction?
Freighter – Service Guarantee

**Situation:** Cargo moving on a passenger airline is subject to removal for weight and balance; however, a customer booked on a freighter to avoid this situation and yet their freight was still removed.

**Questions for the panel:**
- When a customer books on a freighter, what is the contractual agreement between the carrier and the customer?
- Should it be treated as a speciality product with a guarantee of reimbursement if misloaded?
Claims Experience

**Situation:** A customer’s shipment arrives damaged, but the airline has no notation of it on file. They are invited to a survey but do not attend.

**Questions for the panel:**
- Why do some airlines not make damage notes on arrival of cargo and do not attend survey reports?
- Why do airlines not refuse damage cargo at acceptance?
Insurance

Questions for the panel:
- What is available for cargo insurance coverage?
- How does insurance coverage work?
- What should airlines be aware of?
- Declared value for carriage is still mentioned in our claim instructions; however, we rarely see it used. Should this way of increasing the legal limit still be available and do other companies ever receive such claims?
Liability

Questions for the panel:
- Where does liability stop when an urgent shipment is delayed?
  - For example ship spares. Should extra harbour charges and eventual charter costs be indemnified?
- Airlines can change the schedule and routing but when it is specifically indicated on the waybill that a certain flight is guaranteed, should claims for additional costs be accepted?
Audience Questions
Networking Lunch 12:30 – 14:00

Kindly sponsored by;
Session on Crisis Management

Jason Kelly
President
Crisis Advisors – Emergency Response Planning & Training
Emergency Response for Cargo Operators
Jason Kelly

Biography

Crisis Advisors

- President
- Emergency Response planning & training
- Since 2011
- Over 55 clients in 25 countries

Continental Airlines

- Director of Emergency Response
  - 2007 to 2011
  - 2 major aircraft accidents
  - 1 serious aircraft incident
Jason Kelly
Airline accident experience

Continental Airlines Flight 1404
- December 20, 2008
  - 38 Injured passengers
  - 2 crew injured
  - Director of ER Dept & Go Team Leader

Continental Connection Flight 3407
- February 12, 2009
  - 50 Fatalities, 2 Ground survivors
  - Operated by Colgan Air
  - Director of ER Dept & Go Team Leader

Continental Airlines Flight 128
- August 3, 2009
  - 26 Injured passengers
  - Director of ER Dept & Go Team Leader
# Secondary emergencies

IATA Emergency Response cargo presentation

| Emergency Response Manual | • Not updated  
<table>
<thead>
<tr>
<th></th>
<th>• General – without details</th>
</tr>
</thead>
</table>
| Employees                | • Not trained  
|                          | • Don’t understand responsibilities |
| Technology               | • Doesn’t work or doesn’t exist |
| Go Kit                   | • Not prepared |
| Bad command decisions    | • Against: laws, regulations, ERM policies, or training |

Fedex Flight 910 accident
# Insurance coverage

## IATA Emergency Response cargo presentation

<table>
<thead>
<tr>
<th>Section</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Insurance amounts</strong></td>
<td>• Confirm coverage amounts with insurance company – now!</td>
</tr>
<tr>
<td><strong>Crew Family Assistance</strong></td>
<td>• Confirm and understand coverage amounts</td>
</tr>
<tr>
<td><strong>Historical precedents</strong></td>
<td>• Previous airline accidents</td>
</tr>
<tr>
<td></td>
<td>• What is customary and reasonable</td>
</tr>
<tr>
<td><strong>Insurance Broker &amp; Underwriter</strong></td>
<td>• Understand assistance they will provide</td>
</tr>
<tr>
<td><strong>Vendor</strong></td>
<td>• Understand vendor processes and fees</td>
</tr>
</tbody>
</table>

** UPS Flight 6 accident **
## Cargo Emergency Response Checklist

IATA Emergency Response cargo presentation

### Retrieve Cargo manifest
- Instructions on how to retrieve

### Accident site
- Advise HAZMAT / Dangerous goods
- Types of cargo
- Request security for cargo

### Secure shipping forms
- Secure all shipping forms
- Note any errors
- Do not change, delete, or destroy

### Go Team
- Cargo representative on Go Team

### Notify cargo customers
- Initial notification
- Status of cargo
- Claims process

---

American Airlines ground incident

---
Cargo Manifest
IATA Emergency Response cargo presentation

Confirm
- Cargo manifest
- NOTOC (Notice to Captain)

HAZMAT
Dangerous goods
- Biohazard
- Pharma
- Lithium Ion Batteries
- Checked firearms and ammunition

Special cargo
- Animals / Pets
- Human remains
- High value cargo
- Official government mail

Advise
- First responders of cargo onboard

Atlas Air Flight 3591 accident
Crisis Communications Plan

IATA Emergency Response cargo presentation

Communicate

• Accurate information about the accident quickly

Emphasize accurate information

• Airline name, Flight Number, Origin, Destination, Date

Demonstrate the airline is prepared

• The airline is taking action
• The Emergency Response Plan has been activated

IATA Crisis Comms Manual

• Guidance for preparing your crisis communications plan

Atlas Air Flight 3591 accident
Accident Investigation
IATA Emergency Response cargo presentation

Cargo

- Types of cargo onboard
- Properly documented and processed
- Properly loaded and secured

Accident investigation

- Airline cargo specialist(s) should participate

Training and procedures

- Provide documentation:
  - Cargo training programs
  - Standard Operating Procedures (SOPs)

National Airlines Flight 102 accident
**Loss prevention**

IATA Emergency Response cargo presentation

### Security
- Coordinate with local police / military / private company
- Accident site security protocols needed

### Insurance Adjustor
- Will go onsite
- Coordinate with airline
- Pay directly for onsite expenses

### Vendor
- Recovery plan for cargo
- Decision about processing of cargo

### Official mail
- Do NOT destroy damaged mail

Kalitta Air Flight 164 accident
### Cargo claims

**IATA Emergency Response cargo presentation**

<table>
<thead>
<tr>
<th>Cargo customers</th>
<th>Ground damage / ground fatalities</th>
<th>Claims process</th>
<th>Environmental remediation</th>
</tr>
</thead>
</table>
| • Documented cargo  
• Claim information  
• Taken by Cargo Customer Service | • Documented information  
• Given to insurance company | • Coordinated with insurance company | • Coordinated with Insurance Adjustor  
• Local vendors used |

**Kalitta Air Flight 207 accident**
Crisis Communications Plan
IATA Emergency Response cargo presentation

Customer letter
• Confirm accident
• Outline actions being taken
• Continuing operations

Sales campaigns
• Recommend cancelling sales campaigns
• One month

Atlas Air Flight 3591 accident

February 27, 2019

Dear Valued Customers,

I am reaching out to you to share an update following the tragic event of Saturday, February 23. Atlas Air Flight 3591 en route from Miami to Houston was involved in an accident on its approach into Houston. Sadly, the accident claimed the lives of three people on board, including two Atlas Air pilots, and a pilot from another airline, who was a jump seat passenger.

Upon notification, our Atlas Air Emergency Response Center was immediately activated and our teams mobilized into action. This included convening a team that led to the accident site outside Houston within hours to begin working with the National Transportation Safety Board (NTSB), the Federal Aviation Administration (FAA), and local authorities. Very importantly, we also established a Family Assistance Center to provide the families of the pilots with the care and support they need at this difficult time.

The safety of our crew and passengers is a top priority, and we are devastated by this loss. Our commitment to safety is embedded in the core values of our company. Since our first flight in February 1993, Atlas Air has maintained an exemplary safety record over our 26 years of operation.

We consistently meet or exceed the audit requirements of industry regulators, including the International Air Transport Association, the US Department of Defense, and foreign regulatory authorities, as well as our customers.

Additionally, our maintenance and pilot training programs follow industry best practices, and emphasize safety as the top operational consideration. Atlas Air maintains FAA approved maintenance and training programs and regularly reviews these programs with our regulators. Atlas Air has implemented a Safety Management System (SMS) as an industry best practice that involves regular interaction with the FAA. Key features of this program include constant quality assurance and control reporting, strict compliance with regulatory requirements, focus on training of employees, flight data monitoring, and participation in the voluntary FAA Safety Management System (SMS) pilot program. The training for our maintenance staff, flight
IATA Emergency Response Planners Working Group (ERPWG)

IATA Emergency Response cargo presentation

Crew Family Assistance

- 10 or more airline staff trained in Family Assistance
- Assist crew and any others onboard

IATA ERPWG

- Meetings twice per year
- Emergency Response best practices
- Networking with airlines around the world

IATA Emergency Response Manual

- Developed by ERPWG
- Emergency Response best practices

Sky Lease Cargo Flight 4854 accident
Closing & Thank you
IATA Legal Update

Carlos Tornero
Deputy General Counsel
IATA
IATA Cargo Update

Carlos M. Tornero
Deputy General Counsel

IATA Legal Services 29 October 2019
### MC 99 Liability Limits and IATA Air Waybill (CSC Reso 600b)

**Montreal Convention of 1999**  |  **Original limit**  |  **Limit 20 December 2009**  |  **Revised limit 28 December 2019**
--- | --- | --- | ---
Article 22, paragraph 3 | 17 SDR | 19 SDR | 22 SDR
MC 99 Liability Limits and IATA Air Waybill (CSC Reso 600b)

Conditions of Contract on the reverse of the AWB, key subparagraphs and footnote!

NOTICE CONCERNING CARRIER'S LIMITATION OF LIABILITY

If the carriage involves an ultimate destination or stop in a country other than the country of departure, the Montreal Convention or the Warsaw Convention may be applicable to the liability of the Carrier in respect of loss of, damage or delay to cargo. Carrier's limitation of liability in accordance with those Conventions shall be as set forth in subparagraph 4 unless a higher value is declared.
4. For carriage to which the Montreal Convention does not apply, Carrier's liability limitation for cargo lost, damaged or delayed shall be 19 SDRs per kilogram unless a greater per kilogram monetary limit is provided in any applicable Convention or in Carrier's tariffs or general conditions of carriage.
MC 99 Liability Limits and IATA Air Waybill (CSC Reso 600b)

Key Footnote!

1 In order to ensure consistency with any future changes in liability limits for loss of, damage, or delay to cargo under Article 24 of the Montreal Convention, the IATA Secretariat is authorized to conform the provisions of this Resolution 600b (and any other affected Cargo Services Conference Resolutions or Recommended Practices) to such changes without further Conference action. Conforming changes shall take effect on the date specified in written notice to Members by the IATA Secretariat which shall include a copy of the revised Resolution.
Cargo Agent Air Waybill

- Shipper in Shipper Box
- Agent in Carrier’s Agent Box
Forwarder Air Waybill (aka consolidation)

- Forwarder in Shipper Box
- Forwarder in Carrier’s Agent Box
- Check your Conditions of Carriage Cargo

IATA Legal Services 29 October 2019
Legal Risks

When dealing with a Cargo Agent

Agent’s Departing Warehouse — Carrier’s Receiving Warehouse

Carrier’s Liability
Legal Risks

When dealing with a *Forwarder*

Forwarder’s Departing Warehouse → Carrier’s Receiving Warehouse

Carrier’s Liability
Shipper’s Agent? Air Waybill
(the “direct air waybill” dilemma)

• ABC Pharma not the customer of the Carrier

• Forwarder not the agent of the carrier
Shipper Agent Air Waybills
“Direct Air Waybills”

- Carrier doesn’t know the Shipper
- On paper it’s the carrier’s contracting party
- Can’t price risk into the rates
- What if things go wrong (Dangerous Goods Cargo)

29 October 2019
IATA Legal Services
Networking break 15:30 – 16:00

Kindly sponsored by;

Viking
PACKING SPECIALIST

IATA CARGO CLAIMS & LOSS PREVENTION CONFERENCE

Amsterdam, Netherlands
29-31 October 2019
Session on Insurance

Peregrine Storrs-Fox
Risk Management Director
Through transport Mutual Services (UK) Ltd/TT-Club

Joan Canny
Senior VP & General Counsel
Amerijet
Cargo Damage reporting in the Interest of Loss Prevention

Raoul Paul
CEO and Founder
CargoHub
The importance of **adequate** and **accurate** damage reporting
Improving quality of the air cargo product
Why is adequate and accurate damage reporting required?

- To enable the carrier to recuperate damage (packaging)
- To inform and enable the shipper to provide further instructions
- To proof improper or poor condition of packaging
- To initiate loss prevention initiatives & to prevent / support claims process

CONCLUSION?
The importance of **adequate** and **accurate** damage reporting is to enable **AIRLINES** and **HANDLERS** to effectively organize their:

- **Customer service process**
- **Loss prevention process**
- **Claims prevention process**
How is damage reporting currently organized?

- FSU message: “Damage Notification”
- Flight irregularity: “Damaged”
- Cargo System report: “Different formats, damage data elements”
- Word document: “Different formats, damage data elements”
- Damage reporting flows and (decision making) recovery actions, strongly depend on human intervention.
QUESTIONS

1. Are damages notified to the proper assigned airline representatives?

2. Is the current reporting way sufficient for decision making in the area of customer services, claims prevention and loss prevention?

- Damage to package only?
- Content affected?
- Missing pieces?
- Subjected to pilferage?
- Life threat situation?
- Financial risk involved

Impact and actions

- Low: registration only
- Medium: Shipper instructions
- High: Claims & Loss prevention
Is your CDR data currently used in a CCLP program?

**Analysis & improvements**

Received information by:
- FSU messages
- Flight irregularity information
- Cargo System report
- Paper CDR
- Digital CDR

<table>
<thead>
<tr>
<th>General Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reported by praneeth</td>
</tr>
<tr>
<td>Reporting station JFK</td>
</tr>
<tr>
<td>Incident Date 2019-08-06</td>
</tr>
<tr>
<td>Incident Time 7:19 PM</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Airway Bill and Flight Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Airline</td>
</tr>
<tr>
<td>Middle East Airlines</td>
</tr>
<tr>
<td>Master Airway Bill</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Shipment Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Content Nature Linear</td>
</tr>
<tr>
<td>Shipper Name Linear</td>
</tr>
<tr>
<td>MAWB Total Pieces 56562363</td>
</tr>
<tr>
<td>Actual Received Pieces 545263520</td>
</tr>
<tr>
<td>Consignee Name Linesas</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Damage Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Method Of Packing Bags, Carton box, Frame</td>
</tr>
<tr>
<td>Damage to Packing Broken, Crushed, Tape torn, Seal open</td>
</tr>
<tr>
<td>Suspected of Pilferage no</td>
</tr>
<tr>
<td>Recuperation Required no</td>
</tr>
<tr>
<td>Identification No castus</td>
</tr>
<tr>
<td>Content Affected no</td>
</tr>
<tr>
<td>Safety Threat yes</td>
</tr>
<tr>
<td>Affected Pcs 5342</td>
</tr>
<tr>
<td>Affected Weight</td>
</tr>
<tr>
<td>Condition Of Content Dented, Destroyed, Overheated</td>
</tr>
</tbody>
</table>

**Airports**
- Airport Of Origin LAPA Lineas Aereas Privadas Argentina-Lo
- Airport Of Destination America-amu

**Carriers**
- MAWB Total Kilograms 26563
- MAWB Total Pieces 56562363
- Actual Received Kilograms 545263520
- Actual Received Pieces 545263520
- Issuing Agent Linear
Is data used for analysis & improvement actions?
Simplifying Loss Prevention & communication flows
Controlled Cargo Damage Reporting System

1. Report

Ground Handler

Handling Stage
- During storage
- Discovered by
- Caused by
- Name: John Doe
- Department: Export
- Responsibility: External

2. Control

Ground Handler

Responsibility
- External
- Internal

External email sent to Airlines

On hold | investigation

Reporting station

3. Sent

Airline

Origin | Destination
Shipper
Insurers

On hold | investigation

4:15:55
Receive clear notifications by email

CCLP Damage Report (External) [AWB: 070-5588845 - Life Threat | Station: AMS]

CCLP Report: no-reply@cclp.aero via amazonse.com
to me, darshan2108, vesuchinnu03, ivr negeswar

---

Hello

External CCLP Damage Report
AWB: 070-5588845

**Classification: Life Threat**

Damage involving safety of life or property inspection, Decontamination and verification is required. (e.g. chemical, biological, radioactive leakage or spillage)

Please find Attached Report

Regards,

CCLP Team
### General Information
- **Reported by:** pranesh
- **Reporting station:** JFK
- **Incident Date:** 2019-08-06
- **Incident Time:** 7:19 PM

### Airway Bill and Flight Information
- **Airliner:** Middle East Airlines
- **Movement:** flight
- **Transport Type:** date
- **Number:** castus
- **Airline Code:** Lapa lineas aereas privadas
- **Airport Of Origin:** America-uni
- **Airport Of Destination:**

### Shipment Information
- **Content Nature:** Lineas
- **MAWB Total Places:** 50562363
- **MAWB Total Kilograms:**
- **Actual Received Places:** 545263520
- **Actual Received Kilograms:**

### Damage Information
- **Method Of Packing:**
  - Bags, Carton box, Frame: castus
- **Damage to Packing:**
  - Broken, Crushed, Taped, Seal open: no
- **Suspected Pillage:**
- **Affected Articles:**
  - Pcs: 5342
  - Items Missing Pcs: 26563
- **Recovery Required:**

### Risk Classification
- **Affected Weight:** 100
- **Calculated risk:** 2601.21 USD
- **Classification Type:**
  - Life Threat: Damage involving safety of life or property Inspection, Decontamination and verification is required. (e.g., chemical, biological, radioactive leakage or spillage)
Access, Communicate and Control Reports

View Reports

001-8763 7678  [Cancelled]
009-7867 6786  [Cancelled]
009-8363 7732  [Email sent to Airlines]
005-7678 9367  [Email sent to Airlines]
454-7867 8678  [Email sent to Airlines]
665-5678 5785  [4:15:55]

Search

Search Master Airway Bill

001-23393939
Internal Email Sent: Raoul

112-17282828
Internal Email Sent: Raoul

Reporting Information

Incident Date
2019-08-17

Incident Time
12:05 PM

Station Code
AMS

Report Prepared By:
Name
Raoul

Organization Name

Job Title
Data exchange with external airline and handler systems
BENEFITS FOR HANDLERS AND AIRLINES

- **FREE** of charge use and member setup
- **DIGITAL** processes and simple to use
- **TIME SAVING**, reduces staff workload

Supports business excellence

Increases the customer experience
How to use or setup Free of Costs setup

**Basic**
- Create reports and receive by email

**Member**
- Controlled & automated reporting to any airline customer

Contact: support@cargohub.nl

**Member**
- Receive reports to assigned staff at any reporting station

Contact: support@cargohub.nl
Join our mission to improve quality of the AIR CARGO PRODUCT
Quiz time!

Andres Camano
Assistant Vice President – Senior Claims Representative
Global Aerospace
At Global Aerospace, our customers receive industry-leading aviation insurance and risk management programs structured around their specific needs.
CARGO CODES
FAK

- Frequent Animals Kinds
- Freight All Kinds
- Freight American Kind
- Forward All Kinds
GSA

- General Sales Agent
- General Services Administration
- Geological Society of America
- General Sales Agency
HEA
- Higher Education Act
- Home Electronic Association
- Heavy Cargo
- High Excess Air Waybill
ISA

- International Studies Association
- If Space Available
- International Space Available
- Ice Space Available
NND

- No Normal Defense
- Notice of Non-Delivery
- National Nut Day
- Notice of Non-Dangerous Goods
EDI

- Every Direction Included
- Electronic Data Ignored
- Electronic Data Interchange
- Electronic Data Included
ULD

- Unit Load Document
- Unit Load Data
- Unit Load Device
- Unit Load Dimension
CAO

- Cargo Administrative Officer
- Cargo Applications Office
- Cargo Airport Organization
- Cargo Aircraft Only
AVI

- Air Perishables
- Air Via International
- Live Animals
- Human Remains
PPD

- Prepaid Pharmaceutical Documents
- Prepaid Perishable Data
- Prepaid Shipment
- Prepaid Shipment Documents
YOU “TAIL” ME!
IN WHAT YEAR WAS THE IATA CREATED?

- 1962
- 1972
- 1945
- 1939
WHERE WAS THE IATA FOUNDED?

- Madrid, Spain
- Santiago, Chile
- Havana, Cuba
- Buenos Aires, Argentina
HOW MANY AIRLINES ARE REPRESENTED BY IATA?

- 368
- 260
- 296
- 401
HOW MANY COUNTRIES ARE REPRESENTED BY IATA?

- 157
- 144
- 120
- 99
WHO IS THE CURRENT CEO OF IATA?

- JOHN HANNIGAN
- ALEXANDRE DE JUNIAC
- WARREN KOFFLER
- SEBASTIAN HÖHNE
THE BOEING 747 HAS HOW MANY WHEELS?

- 22
- 16
- 18
- 24
JOHN F. KENNEDY AIRPORT WAS ORIGINALLY NAMED?

- QUEENS INTERNATIONAL AIRPORT
- IDELWILD AIRPORT
- ROCKAWAY AIRPORT
- THE VAN WYCK INTERNATIONAL AIRPORT
WHICH IS THE BUSIEST WORLD AIRPORT?

- HONG KONG INTERNATIONAL AIRPORT
- AMSTERDAM INTERNATIONAL AIRPORT
- ATLANTA HARTSFIELD-JACKSON INTERNATIONAL AIRPORT
- JOHN F. KENNEDY INTERNATIONAL AIRPORT
WHICH AIRPORT HAS THE LONGEST RUNWAY?

- THE QAMDO BANDA AIRPORT - CHINA
- ZHUKOVSKY INTERNATIONAL - RUSSIA
- EMBRAER UNIDADE GAVIAO PEIXOTO AIRPORT - BRAZIL
- DENVER INTERNATIONAL AIRPORT
WHAT IS THE AIR TEMPERATURE AT 35,000 FEET?

- -65F (-53C)
- -49F (-45C)
- -55F (-48C)
- -60F (-51C)
WHICH IS THE LARGEST AIRLINE IN TERMS OF AIRCRAFT FLEET?

- CHINA SOUTHERN AIRLINES
- BRITISH AIRWAYS
- AMERICAN AIRLINES
- EMIRATES
WHICH IS THE BUSIEST INTERNATIONAL AIR ROUTE?

- NEW YORK TO LONDON
- PARIS TO LOS ANGELES
- HONG KONG TO TAIPEI
- BEIJING TO SINGAPORE
RUNWAYS ARE NUMBERED FROM...

- 01 TO 88
- 01 TO 52
- 01 TO 36
- 01 TO 28
WHAT IS THE LONGEST NON-STOP FLIGHT?

- SAN FRANCISCO TO TEL AVIV
- NEWARK TO SINGAPORE
- DUBAI TO NEW ZEALAND
- DUBAI TO PANAMA
IN 1946 TATA AIRLINES BECAME WHICH AIRLINE?

- JET AIRWAYS
- SINGAPORE AIRLINES
- AIR INDIA
- MALAYSIA AIRLINES
INSURANCE
IN THE EVENT OF A CRASH, WHO IS RESPONSIBLE FOR THE CARGO DEDUCTIBLE?

- THE INSURED
- THE AIRPORT AUTHORITY
- THE INSURANCE COMPANY
- THE CO-INSURER MARKET
WHAT IS THE “AIRLINE PREFIX”?  

- The digits that indicate the weight of the cargo  
- The first three digits of a cargo traffic document  
- The first four digits of the airway bill number  
- The first three digits of the baggage claim ticket
A REQUEST MADE BY THE INSURED FOR INSURER REMITTANCE OF PAYMENT DUE TO LOSS INCURRED AND COVERED UNDER THE POLICY AGREEMENT IS?

- A DEDUCTIBLE
- A CLAIM DENIAL
- A CLAIM
- A PAYMENT
COVERAGE FOR DAMAGE TO A VESSEL OR AIRCRAFT AND AFFIXED ITEMS IS?

- STRUCTURE INSURANCE
- EQUIPMENT INSURANCE
- HULL INSURANCE
- HULL AND VESSEL INSURANCE
PARTY (IES) COVERED BY AN INSURANCE POLICY ARE?

- DEFENDANT
- INSURER
- INSURED
- CLAIMANT
THE PERCENTAGE OF INCURRED LOSSES TO EARNED PREMIUMS IS?

- LOSS FREQUENCY
- LOSS RESERVE
- LOSS INCURRED
- LOSS RATIO
AMSTERDAM
How many canals are there in Amsterdam?

- 165
- 170
- 188
- 190
AMSTERDAM GOT ITS NAME FROM.....?

- AMSTELAMSTERDAM
- AMSTEL RIVER
- AMSTEL DAM
- AMSTELLODAMUS
AMSTERDAM HAS 165 CANALS THAT TOTALS..?

- 276 KILOMETERS
- 100 KILOMETERS
- 87 KILOMETERS
- 56 KILOMETERS
HOW MANY HOUSEBOATS ARE THEY IN AMS?

- 575
- 899
- 1750
- 2500
DUTCH PEOPLE ARE THE......?

- SMARTEST PEOPLE IN THE WORLD
- TALLEST PEOPLE IN THE WORLD
- SKINNIEST PEOPLE IN THE WORLD
- UGLIEST PEOPLE IN THE WORLD
AMSTERDAM CANALS DIVIDES THE CITY INTO HOW MANY ISLANDS?

- 112
- 90
- 68
- 73
Lucky Draws

IATA
CARGO CLAIMS &
LOSS PREVENTION
CONFERENCE

Amsterdam, Netherlands
29-31 October 2019
Day 1 Closing Remarks

Christian Piaget
Senior Manager, Cargo Border Management & Claims
IATA
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Welcome Reception 18:00 – 19:30
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