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 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
“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
- Robotics & Automated Systems
- IoT, Connected Cargo & Devices
- Drones & Autonomous Vehicles
- Big Data / Predictive / AI / Deep Learning
- Green, sustainable, net zero buildings
One Size Fits All?
Thank you

Brendan Sullivan
Head, E-Commerce & Cargo Operations
sullivnb@iata.org
www.iata.org
Amerijet History


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 operates more than 7,750 flights annually.
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.
Our Product Portfolio

- General Freight
- Pharmaceuticals (Active and Passive)
- Temperature Controlled Food Products
- Oversized and Project Freight
- CRAF Carrier
- Dangerous Goods
- Valuables/High Risk and Unusual Shipments
- Live Animals
- Human Remains
- 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
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
EDÍ 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
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!
Networking break 10:30 – 11:00

Kindly sponsored by;

[Image of Viking logo]

[Image of clock and coffee cup]

IATA CARGO CLAIMS & LOSS PREVENTION CONFERENCE

Amsterdam, Netherlands
29-31 October 2019
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.
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

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.
Together we have a portfolio of more than 20 Airlines.
KEY FIGURES
WE KEEP ON GROWING

FROM 2016 to 2018

<table>
<thead>
<tr>
<th>Year</th>
<th>Offices</th>
<th>Employees</th>
<th>Tons. Transported</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016</td>
<td>137</td>
<td>40</td>
<td>928,000</td>
</tr>
<tr>
<td>2017</td>
<td>147</td>
<td>850</td>
<td>979,000</td>
</tr>
<tr>
<td>2018</td>
<td>218</td>
<td>2,034</td>
<td>1,034</td>
</tr>
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</table>

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

Shipper

Freight Forwarder

Airlines / GSSA

Handling Agents

Freight Forwarder

Handling Agents

Consignee
MAIN GSSA ACTIVITIES

SALES & MARKETING

- **Business Development**
  - Regular promotion to forwarders
  - Market intelligence

- **Sales**
  - Global agreements between airlines & forwarders
  - Answer to forwarders request

- **Booking & confirmation**
  - Schedule, available capacity & yield information
  - Yield & other conditions negotiation
  - Optimization of the airline cargo capacity

- **Communication**
  - Specific communication for the airline

ADMINISTRATION

- **Reporting & Invoicing**
  - Tracing & tracking systems
  - Customer invoicing & cash management
  - Commercial & financial reporting

OPERATIONS

- **Instructions on cargo conditioning**
  - Organizing / supervising the truck of freight
  - Handling monitoring

- **Handling supervision**
  - Quick check
  - Monitoring of handling for specific shipments

- **Trouble shooting**
  - After - sales service
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."

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

CARGO CLAIMS HANDLING PROCESS

- CUSTOMER: Submit a Claim
- COLLECTIONS OF DOCUMENTS
- PRESENTATION OF THE CLAIM FILE TO THE CARRIER
- FOLLOW UP WITH THE CARRIER
CARGO CLAIMS PROCESS

1. Settlement received from the carrier

2. Customer receives the compensation offer from the carrier

3. Payment process by the carrier

4. Customer received the compensation by mail or bank transfer

5. If not approved:
   - Two options: customer accept or appeal decision
CARGO CLAIMS PROCESS

- We help to reduce the volume of claims to our represented Airlines.
  - We act as a filter between the customer and the airline (we can deny a claim from the beginning 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 innotavion, ECS created a new brand:

Total Cargo Expertise

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
Conference Wrap up & Close

Christian Piaget
Acting Head, Cargo Border Management & Claims
IATA
Wrap-up

Christian Piaget
Senior Manager,
Cargo Border Management & Claims
Air Cargo Statistics: 

Cargo Tracker: 
https://www.iata.org/publications/tracker/Pages/index.aspx
# Cargo Claims and Complaint Handling (Classroom, 2 days)

**Description**

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% off! Please see the Terms for the early bird discount. The discount will be calculated at time of payment.

**Prices & Registration**

<table>
<thead>
<tr>
<th>Location</th>
<th>Dates</th>
<th>See prices &amp; register</th>
</tr>
</thead>
<tbody>
<tr>
<td>China, Beijing (IATA)</td>
<td>Dec 09 - Dec 10, 2019</td>
<td>See prices &amp; register</td>
</tr>
<tr>
<td>United States, Miami (IATA, ACCET Accredited)</td>
<td>Mar 30 - Mar 31, 2020</td>
<td>See prices &amp; register</td>
</tr>
<tr>
<td>China, Beijing (IATA)</td>
<td>Apr 13 - Apr 14, 2020</td>
<td>See prices &amp; register</td>
</tr>
<tr>
<td>Singapore, Singapore (IATA)</td>
<td>Jun 08 - Jun 09, 2020</td>
<td>See prices &amp; register</td>
</tr>
<tr>
<td>Italy, Milan (PRO-HST)</td>
<td>Jun 23 - Jun 24, 2020</td>
<td>See prices &amp; register</td>
</tr>
</tbody>
</table>

**Claims Handbook**
Discount: ICE2019

[https://www.iata.org/training/courses/Pages/cargo-claims-handling-tcgg11.aspx](https://www.iata.org/training/courses/Pages/cargo-claims-handling-tcgg11.aspx)
Thank you to all our sponsors!
6 – 8 October 2020
Manchester, UK
Save the date!
Networking Lunch 12:00 – 14:00

Kindly sponsored by;

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