

# IATA WORLD CARGO SYMPOSIUM

Dubai, UAE  
15 – 17 April 2025

## E-COMMERCE FORUM AGENDA

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09:00 - 09:20	<b>Opening Speech</b> <b>eCommerce Outlook</b> Facts and figures from the eCommerce world in 2024 <b>Andre Majeres, Head of eCommerce, Cargo &amp; Mail Operations, IATA</b>
09:20 - 09:40	<b>Keynote 1</b> <b>Thinking Integration</b> By leveraging technology to create branded, end-to-end e-commerce-centric services, airlines can expand revenue streams with existing infrastructure and little change to their cargo operations. <b>Craig Strickland, Chief Sales Officer, Boxc</b>
09:40 - 10:00	<b>Is eCommerce less safe than general cargo and mail?</b> As eCommerce is sent by air using air cargo and/or air mail, why is there more scrutiny or concerns? <b>Trevor Howard, VP Safety, Standards &amp; Regulatory Compliance, EK</b>
10:00 - 10:20	<b>eCommerce Regulatory requirements – challenges from a carrier perspective</b> Find out what makes eCommerce different from traditional B2B cargo, and what challenges air carriers face between the consumer clicking “order now” and a smiling postman ringing the consumer’s doorbell. <b>Rani George, Senior Manager Customs and Authorities, LH</b>
10:20 – 10:40	<b>eCommerce? Air Cargo? Air Mail? Need for standardization?</b> The perspective of a ground handler on what potential areas of industry action are to continue eCommerce volume growth in a safe and efficient way. (e.g. a new SHC) <b>Nikolai Schaffner - Global Director E-Commerce, Swissport</b>
10:40 – 10:55	<b>Efficiency, Excellence, and the Future Vision of Cargo Operations</b> Explore how efficiency, excellence, and technological transformation drive the future of cargo operations. We will share insights on essential strategies transforming cargo facilities, enhancing performance, enabling better planning through innovation. <b>Matthew Tang – Senior Manager, E-Commerce &amp; Cargo Operations, IATA</b> <b>Patricia Fernandez Varela, Manager Cargo Innovation and Efficiency, IATA</b>
10:55 – 11:00	<b>Wrap-up</b> <b>Andre Majeres, Head of eCommerce, Cargo &amp; Mail Operations, IATA</b>
11:00 - 11:30	<b>Networking Break - WCS Exhibition Hall</b>
11:30 - 13:00	<b>WCS 2025 Closing Plenary</b>