

IATA WORLD CARGO SYMPOSIUM

Lima, Peru
10 – 12 March 2026

E-COMMERCE FORUM AGENDA

NOW YOU SEE ME
TURNING BLIND SPOTS INTO BRIGHT SPOTS

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Host Airline



Thursday, 12 March

09h00 – 09h10

Welcome and opening address

Craig Strickland – Chief Sales Officer – BoxC

09h10 – 09h30

eCommerce Outlook

Maarten Wormer – Head of Consulting – Aevean

Explore the key trends shaping the future of eCommerce in 2025. This session will cover market trends, evolving consumer behaviors, and strategic opportunities for businesses to thrive in a rapidly changing digital marketplace.

09h30 – 09h45

eCommerce and the need for data quality and compliance.

Kester Meijer - Director Operational Integrity, Compliance & Safety

A quick look at how eCommerce is currently handled across the air cargo chain, highlighting today's processes, gaps in visibility, and the operational challenges that arise from treating high-volume parcels like general cargo

09h45 – 10h00

Future of eCommerce and Standardization Across the Air Cargo Ecosystem

Steven Polmans – SVP Global Cargo- Swissport

This session highlights how global standardization and data harmonization are essential to improving visibility across air cargo—from market shifts and safety risks to customs, security, and operational efficiency. Experts will examine how aligned processes, interoperable systems, and emerging technologies like AI and drones can streamline end-to-end operations and support sustainable final-mile and reverse-logistics solutions.

10h00 – 10h15

The benefits of visibility for eCommerce

Lawrence Tse – Head of eCommerce – Menzies Aviation

Discover how enhanced transparency can transform shipment visibility in air cargo. This session will investigate how the creation of a special handling code could allow for visibility, thus allowing for an understanding on trade lanes, for risk assessment, customs control and development of customer value-added services.

Thursday, 12 March

- 10h15 – 10h55** **Panel Discussion – If not an ECM code....what else?**
Moderator
Andre Majeres – Head of eCommerce and cargo Operations – IATA
Panelists
Kester Meijer - Director Operational Integrity, Compliance & Safety
Nikolai Schaffner – Global Head of eCommerce - Swissport
Lawrence Tse – Head of eCommerce – Menzies Aviation
In today's eCommerce world, visibility is no longer a nice to have. We'll explore how bringing shipments into the light reduces blind spots, how visibility means knowledge and knowledge means unlocking the benefits for customers and consumers.
- 10h55 – 11h00** **Wrap up**
- 11h00 – 11h30** **NETWORKING BREAK – WCS EXHIBITION HALL**
- 11h30 – 13h00** **WCS 2026 Closing Plenary**
- 13h00 – 14h00** **NETWORKING LUNCH BREAK – WCS EXHIBITION HALL**