09:00 – 09:15  **eCommerce facts and figures**
What is the status of the eCommerce industry and its evolution
*Andre Majeres, Head of eCommerce and Cargo Operations, IATA*

09:15 – 09:25  **What do e-Tailers need from Cargo Carriers**
80% of cross-border eCommerce is shipped by air as speed is the number one requirement for eCommerce shipment transportation. Is that it? What other benefits does an e-Tailer want from its logistics providers?
*Thomas Yu, Senior Director Global Hub Operations, Cainiao*

09:25 – 09:35  **What do Cargo Carriers need from e-Tailers**
During the last two IATA World Cargo Symposiums (WCS) the airlines mentioned they wished to know that a shipment originating from an eCommerce transaction was passing through their hands. What does an airline need to have this visibility, and what would it then trigger?
*Tba*

09:35 – 09:45  **How can Freight Forwarders provide transparency**
Unless an Airline is directly dealing with an e-Tailer, it won't know if shipments must be handled as eCommerce or general cargo and mail. However, doesn't the one in the "middle" know? Is there a benefit in sharing this information?
*Tba*

09:45 – 10:55  **Panel: Planning, efficiency and integration – key to success**
- Speed requirements. Do we need to offer more?
- Visibility for safety, risk assessment and mitigation.
- Is the solution only a fully integrated offer?
- What is the role of digitalization in generating added value?
- Sustainability: Plastics, packages and returns. How to cope with this?

*Moderator:
Craig Strickland, Chief Sales Officer, BoxC*

*Panelists:
Thomas Yu, Senior Director Global Hub Operations, Cainiao*
*Tba*
*Tba*

10:55 – 11:00  **Wrap Up**
*Andre Majeres, Head of eCommerce and Cargo Operations, IATA*

11:00 – 11:30  **Networking Break - WCS Exhibition Hall**

11:30 – 13:00  **WCS Closing Plenary**