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| 09:00 – 09:15 | **eCommerce facts and figures**  
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? |
| 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 shipments 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? |
| 09:35 – 09:45 | **How can Freight Forwarders and Postal Operators 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? |
| 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? |
| 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**                                                                                                                                                                                             |