Digital Cargo Webinars 2021

Episode 3: Interactive Cargo

Your host:
Sonia Ben Hamida
Project Manager Interactive Cargo
IATA
This webinar is recorded for future use

The video recording and the presentation will be available shortly after the end of this webinar at:

www.iata.org/en/events/e-cargo
Competition law guidelines

Do not discuss:

• Any element of prices, including fares or service charges
• Commissions
• Allocations of customers or markets
• Marketing plans, commercial terms or any other strategic decision
• Group boycotts
• Your relations with agents, airlines, solution providers, or other third parties
• Any other issue aimed at influencing the independent business decisions of competitors
# 2021 Digital Cargo Webinars Calendar

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Register on [www.iata.org/en/events/e-cargo](http://www.iata.org/en/events/e-cargo)
The IATA Interactive Cargo project achievements and next steps
Sonia Ben Hamida, Project Manager Interactive Cargo, IATA
Carlos Tornero, Deputy General Counsel, IATA

Part 2

Safely and efficiently approving the use of cargo tracking devices
Jeff Clark, Founder & CEO, 7PSolutions, LLC

Part 3

Sharing IoT device data with ONE Record: Outcomes and lessons learnt
Tomal Sohorab, Manager, Cargo Solutions Strategy and Business Development, Air Canada Cargo

Part 4

The handling of interactive cargo: Main challenges and potential solutions
James Hookham, Secretary General, Global Shippers’ Forum

Part 5

Networking session
Webinar participants
How to participate during the webinar?

1. Each part is followed by 5 min of Q&A:
   • Type your questions and comments in the question panel.
   • Or raise your hand to be unmuted.

2. Join the IATA Interactive Cargo virtual space to meet the project participants and learn more about the project.
Part 1

The IATA Interactive Cargo project achievements and next steps

Sonia Ben Hamida
Project Manager Interactive Cargo
IATA

Carlos Tornero
Deputy General Counsel
IATA
The Time to Prepare for COVID-19 Vaccine Transport is Now
Air cargo is an essential component of cross-border e-commerce
Our vision

To equip airlines and the air cargo supply chain with responsive air cargo services based on intelligent systems able to:

- **self-monitor**;
- send real-time **alerts**;
- **respond** to deviation to meet customers’ expectations;
- and **report** on the cargo journey to allow data-driven improvements.
Objectives and key deliverables

The goal is to provide stakeholders in the air cargo supply chain with a set of standards and guidance documents to enable and ease the use of IoT devices for interaction with cargo.
Project timeline: Key milestones

2020

- Interactivity Characterization
- Device Certification
- Data Use Agreement
- COVID19 Emergency Response Plan
- ONE Record / Interactive Cargo Pilot Projects

2021

- Policy Papers
- Recommended Practices
- Interactive Cargo Handling
- Interactive Cargo Pilot Projects
- Standard Operating Procedures
The Interactive Cargo Task Force is composed of more than 60 participants, representing the whole supply chain:

- 20 members;
- Observers;
- IATA Subject Matter Experts;
- Invited experts.
Interactivity Characterization
Interactivity Characterization

How to integrate Interactive Cargo requirements into ONE Record?

- Understand what interactions we want to achieve
- Define what we want to capture/measure
- Identify the data elements required
- Agree on a standard/common language
- Integrate the data elements into the ONE Record data model
- Identify and define business rules as appropriate
RECOMMENDED PRACTICE – IOT DEVICE DATA SHARING IN AIR CARGO

This recommended practice defines the common vocabulary for air cargo to enable cargo interactions using IoT devices. This standard enables data sharing between supply chain actors through the integration of these data elements into the ONE Record data model available on the IATA Cargo GitHub.

The recommended practice will be available in the next release of the Cargo Services Resolution Manual.

RECOMMENDED PRACTICE 16XX
IOT DEVICE DATA SHARING IN AIR CARGO

CONSIDERING the industry demand for a transparent, efficient, digitally connected, and secure air cargo supply chain.

CONSIDERING the requirements for special cargo such as pharmaceutical products, live animals, perishable goods, valuables, and dangerous goods.

CONSIDERING the increasing growth of e-commerce demand for air cargo.

RECOGNIZING the need for cargo interactions, such as locating, tracking, monitoring, alerting, and responding to deviations.

RECOMMENDS that Members using IoT devices in air cargo should always:

- Use the data elements, the definitions, and the units of measurement described below;
- Apply the Piece Level Tracking approach as per RECOMMENDED PRACTICE 1689;
- Use the ONE Record standard to exchange data as per RECOMMENDED PRACTICE 1690.

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2 Integration of the data elements into the ONE Record Data Model....................................................... 6
Pilot project objectives on Interactivity Characterization

- Test and refine the data model of IoT devices in air cargo
- Integrate the data model of IoT devices into the ONE Record data model
- Validate IATA’s standard API for IoT devices in air cargo
- Capture real-time data on cargo conditions
- Share IoT data across the supply-chain
- Develop operational procedures to respond to deviations
Integrate the data model of IoT devices into the ONE Record data model

The data model of IoT devices has been added to the IATA Cargo GitHub

The descriptions of the data elements are available on the IATA Cargo GitHub
Validate IATA’s standard API for IoT devices in air cargo

ONE Record API: Overview of the key features

The ONE Record Developer Portal provides the API specifications

Diagram showing the interaction between server and client with annotations for API, HTTPS, GET, POST, PATCH, and data security.
How to implement ONE Record?
https://onerecord.iata.org

How to get started with ONE Record?

ONE Record drives paperless processes and creates a plug and play environment where companies can connect and re-connect their digital relations with ease. Discover the standard in a few steps!

Start Now  Resources  Video Learning  White Papers & Insights  Code Exchange  FAQs
Device Certification
Device Certification

How to set a standard certification process?

- Understand the technical constraints
- Understand the regulatory framework (e.g., FAA, EASA)
- Understand the current certification process

- Identify the pain points
- Define the priorities

- Identify commonalities and harmonization potential
- Set standard for connected device certification process
What are the regulations and guidance materials?

This recommended practice introduces a simplified and standard approval process for the use of portable electronic devices onboard aircraft. The standard approval request form can be downloaded at www.iata.org/interactive-cargo.

The recommended practice will be available in the next release of the Cargo Services Resolution Manual.
Overview of the recommended practice

Process

Request Form

Checklists

Aircraft PED tolerance checklist
1. Front Door Coupling
2. Back Door Coupling

Device Electromagnetic Compatibility checklist
1. Front Door Coupling
2. Back Door Coupling
Pilot Project Objectives on Device Certification

Validate the approval process recommended by IATA
Standardize the approval request form
Simplify the approval process for interlines
Pre-assess cargo tracking devices by IATA (need to be validated by airlines)
Create a database of approved cargo tracking devices
The Interactive Cargo Task Force developed the recommended practice – **Approval of the use of portable electronic devices for air cargo.**

This new IATA standard has been endorsed by the Cargo Services Conferences in March 2021. This recommended practice introduces a simplified 4-step approval process.
The Interactive Cargo Task Force also developed a standard approval request form that can be downloaded at [iata.org/interactive-cargo](http://iata.org/interactive-cargo)
Data Use Agreement
Data Use Agreement

What are the rules around the use and disclosure of the data?

- Understand risks related to the use of Interactive Cargo Data
- Understand the data legal framework with regard to tracking devices

- Identify the mitigation risks
- Describe the use/disclosure and outlines parameters of specific purpose

- Agree on a Data Use Agreement, either under a charter or an amendment of the conditions of carriage
The adoption of IoT devices introduces new risks and opportunities

1. **Internet of Things (IoT)** devices are becoming more predominant, supply chain stakeholders need to be mindful of the following key issues:
   - Safety issues
   - Data privacy and protection
   - Liability issues
   - Data ownership
   - Intellectual Property Rights

2. **Lithium battery**-powered devices are being used and can interfere with aircraft equipment:
   - Civil Aviation authorities must approve these devices.
   - Airlines want shippers to tell them when and which devices are being used.

3. **Quality of service.**
Amendment of the Recommended Practice 1601
Conditions of Carriage for Cargo

“....3.8 Portable Electronic Devices for Air Cargo (PED)

a) Shipper shall not attach to, or include with, any shipment any equipment used to capture and record data regarding the shipment (a Portable Electronic Device, also known as a PED) except in compliance with the conditions set forth in paragraphs (b), (c), and (d).

b) At the time of booking with the Carrier, Shipper will provide the Carrier in writing with (1) the name of the Device Manufacturer and the model of the PED to be attached; (2) confirmation that such device has been approved/certified for use in air carriage by the appropriate regulatory authorities if applicable and previously authorized by the Carrier; and (3) confirmation that any such device that contains a lithium battery has been handled and packaged in accordance with applicable dangerous goods regulations.

c) Shipper shall also ensure that the PED is in good working order before Carriage.

d) Shipper shall acknowledge that in tendering a Shipment with a PED, Shipper grants the Carrier a perpetual, royalty-free, irrevocable license to use any data emanating from such PED and Shipper shall make such data available to the Carrier upon request.

e) Notwithstanding acceptance by the Carrier of a shipment including a PED, Shipper shall remain responsible for any damage or injury to the Carrier or third parties as set forth in Sections 6.1.1 and 11.9 hereof”
Interactive Cargo Handling
Challenges identified in interactive cargo handling

• Procedures and requirements for using approved tracking devices and data loggers remain unclear.
• No standard way to declare and describe devices, this most often leads to their non-declaration.
• Difficult and time-consuming to verify that the device is approved for interline.

If no action is taken, the handling of interactive cargo will evolve inconsistently and inhibit the movement of goods as shipments will be more likely to be blocked, delayed, or returned.
Pilots for Operational Validation
Pilots for Operational Validation

How to verify the set of standards are fit for purpose?

- Stakeholders
- Scope (i.e., business process)
- Deliverables
- Timeline

- Project team
- Roles & responsibilities
- Organization structure

- Stage-gate process
- Project committee
- Key Performance Indicators
Ongoing Interactive Cargo Pilot Projects
To take part or propose a pilot, contact us at interactivecargo@iata.org

Interactivity Characterization Pilots

Real-time cargo tracking for shipments requiring special handling
Visibility, tracking and alerts at the piece level
Smooth border crossing by data sharing and logistics transparency
Real-time tracking through a web platform compliant with ONE Record
IoT data collection, distribution, and reporting

Device Certification Pilots

Approval of the use of Portable Electronic Device (PED) for air cargo
IATA pre-assessment of cargo tracking devices
Visibility, tracking and alerts at the piece level

Pilot Description

- Deploying OnAsset’s SENTRY devices for consignment visibility and Sentinel BLE devices to extend the visibility to piece level on Air Canada Cargo shipments.
- Demonstrating autonomous delivery of in-shipment status messaging and sensor-based alerts with availability through OAIInsight API. Also, to include CargoIQ milestone mirroring through AC Cargo facilities. Additionally, include the visibility and tracking of Unilode ULDs integrated with the OnAsset Sentinel BLE devices.

Pilot Participants

Airline
Ground Handler
Device Manufacturer
ULD Manufacturer

Implementation roadmap

✓ Install devices
JAN-21

✓ Define the flow of data
FEB-21

Monitor shipment movements
JUL-21

Evaluate results
JUN-21
Real-time cargo tracking for shipments requiring special handling

**Pilot Description**

- Track shipments requiring special handling, using Bluetooth Low-Energy (BLE) tags and sensors to capture real-time geolocation, temperature and humidity throughout the journey, except in-flight.
- Display the data in the carrier’s platform and connect with supply chain actors using the One Record protocol.
- The pilot team is looking for shippers and freight forwarders to test the real-time tracking.

**Pilot Participants**

- CPSL
- CATHAY PACIFIC CARGO
- DESCARTES
- GLS
- Cathay Pacific Services Ltd

**Implementation roadmap**

- **Find shippers and forwarders to participate in the pilot** JUL-21
- **✓ Select airports and trade lanes** DEC-20
- **✓ Install receivers and develop platform** MAR-21
- **Monitor shipments and test procedure** JUL-21
- **Evaluate results** AUG-21
The objectives of the pilot are to enable real-time tracking of shipments and validate the ONE Record data model for IoT devices:

- Visibility of tracking data for temperature-sensitive shipments using the ONE Record data model linking the air waybill and Cargo IQ events on a web platform.
- Display real-time information of temperature and geolocation information.
- Airport-to-airport (or door-to-door with freight forwarder participation).

### Pilot Participants

- Shipper
- Freight Forwarder
- Device Manufacturer
- Airline
- IT Service Provider

### Implementation roadmap

- **Find shippers and forwarders to participate in the pilot** AUG-21
- **Develop web platform** OCT-21
- **Completion** MAR-22
- **Interface data** JUL-21
- **Test Proof of Concept** JAN-22
Smooth border crossing by data sharing and logistics transparency

Pilot Description

• Vedia is seeking One Record for air-road transport and especially focusing on IoT aspects and data sharing in multimodal logistics chains.
  • Data collection from road transport via mobile app, IoT device and background systems
  • Data sharing between business and authorities
  • Data sharing between road and air transport
• Automated border crossing pilot between Norway and Finland is the first place where Vedia will adapt One Record
  • Data sharing between road transport, authorities and air cargo

Pilot Participants

Airline
IT Service Provider
Device Manufacturer

Implementation roadmap

Vedia ONE Record server for border crossing pilot
Q1-21

Finland/Russia/China corridor collaboration
Q2-21
IoT data collection, distribution, and reporting

In 2020, the CCS-UK User Group and Nexshore developed a One Record Server which will be enhanced to provide the following:

- Real-time alerts to notify parties about cargo movements.
- Database of en-route personnel involved in handling of special cargoes tracked by IoT devices.
- Publication of datasets to feed into Cargo IQ like platforms and directly back to consignment owners.
- Aggregation of IoT and consignment data from multiple sources.
- Data anonymisation to review and share information for overall shipping improvement.
- Visualization of route failures and risk areas using heat map overlays.

Pilot Participants

- Shipper
- Freight Forwarder
- Airline
- Ground Handler
- Device Manufacturer
- IT Service Provider

Pilot Description

Implementation roadmap

- Find pilot participants: AUG-21
- Analyze data and produce report: JAN-22
- Build new functionalities, consume data and monitor en-route: OCT-21
Approval of the use of Portable Electronic Devices (PEDs) for air cargo

• To adopt the IATA recommended practice and checklists for the approval of Portable Electronic Devices onboard aircraft for air cargo, in order to standardize information required for approval and decrease the total duration required for carriers to complete an approval request.

Pilot Description

Pilot Participants

Implementation roadmap

✓ Find device manufacturers to participate in the pilot NOV-20
✓ Singapore Airlines to implement the IATA standard approval process
✓ CAAS to review IATA Recommended Practice
Evaluate total duration of the approval review OCT-21
Validate the new process with device manufacturers
Approval of the use of Portable Electronic Devices (PEDs) for air cargo: First outcomes

66% reduction in approval duration: Average approval time decreased from 93 days to 1 month.

Comprehensive set of documentation received as compared to prior process, reducing the process turnaround time to request for supporting documentation.

Next steps:
- Update the request form to ease the review of supporting documents
IATA pre-assessment of cargo tracking devices

Pilot Description

To develop for Device Manufacturers a device pre-assessment by an independent validator that verifies the validity of a request for the approval of a cargo tracking device by airlines. The pre-assessment will validate that:

1. The IATA standard request form is valid
2. and supporting documents that IATA recommends to attach to the request are valid.

Pilot Participants

Airline
Device Manufacturer
IATA

Implementation roadmap

IATA to survey airlines to validate the need AUG-21
Find airline and device manufacturers to participate in the pilot SEP-21
Test the pre-assessment by an independent validator SEP-21
Validate the program with device manufacturers and airlines OCT-21
SURVEY: How to improve the airline approval process for cargo tracking devices? What are the reasons why requests are rejected?

1. **Missing information**
2. **Battery issues**; Lithium batteries exceeding FAA or EASA recommendations
3. **Not compliant with regulations**
4. **No commercial value**
5. **Intellectual property issues**
For more information, visit the Interactive Cargo web page

Making Cargo Talk

“Making cargo talk”, when something goes wrong, it takes time to get information. Air cargo customers demand more end-to-end visibility and real-time information about their shipments. The demand for these capabilities is exploding with the growth of e-commerce and increased quantities of special cargo flows. The online retailers and shippers need to know where their shipments are at any time. The producers and manufacturers of fresh food, perishable items and pharmaceuticals want to know the conditions in which their shipments are moving. Equipping the air cargo industry with this capability is imperative to improve the value proposition of an air carrier and help our members to capitalize on e-commerce and special cargo growth.

Air cargo suppliers need that information at an individual piece level to take proactive actions to ensure compliance with customers and regulatory demands. This is valid for all types of products but is becoming a critical requirement for Special Cargoes (pharma, perishables, live animals, vulnerable, high value, etc.).

Find out more about the Interactive Cargo project here: [link]

Objectives

The vision of the Interactive Cargo project is to equip the air cargo supply chain with responsive air cargo services based on intelligent systems able to self-monitor, send real-time alerts, respond to deviations to meet customer expectations, and report on the cargo journey.

The goal of the Interactive Cargo project is to provide stakeholders in the air cargo supply chain with a set of standards and guidance documents to enable and ease the use of IoT devices to enable cargo interactions.

The scope of the interactive cargo project includes the planning, development, testing, deployment, and promotion of standards and guidelines. The four objectives of the project are as follows:

1. Simplify and standardize the air carriers' process for the approval of the use of portable electronic devices on board aircraft.
2. Define the IoT device data elements to be captured and shared among the supply chain actors and ensure visibility and traceability of the air cargo supply chain. The data elements will then be integrated into the IATA ONE Record Data Model.
3. Add an amendment to the conditions of carriage for cargo on the Data Use Agreement to clarify the legal context of data use.
4. Run pilot projects to operationally validate the IATA standards.

Designed for

- Shippers
- Freight Forwarders
- Ground Handlers
- Airlines
- International or National Organizations in Air Cargo
- Aircraft Manufacturers
- Device Manufacturers
- ULD Manufacturers
- IT Service Providers

Upcoming deliverables

- Recommended Practice - IoT data sharing in air cargo to be endorsed by the Cargo Services Conference (CSC) by March 2021.
- Recommended Practice - Approval of the use of portable electronic devices for air cargo to be endorsed by the Cargo Services Conference (CSC) by March 2021.

Pilots

The following pilots will validate the IATA standards. Contact us if you wish to participate or propose your own pilot project:

- Platform Electronic Device (PED) approval for air cargo (IATA)
- Real-time cargo tracking (IATA)
- End-to-End visibility (IATA)
- Other pilots to come.

Meetings

The Interactive Cargo Task Force meets every two months to review the project. The meetings are listed on the Work Groups Calendar. In addition, work package meetings are held once or twice a month.

Membership

The Interactive Cargo Task Force is composed of more than 50 participants representing the whole supply chain.

- Up to 20 members representing their area of expertise. They are nominated by the IATA Cargo Operations and Technology Board (COTB).
- Observers from IATA Members and industry stakeholders, including Strategic Partners, may attend the meetings with the agreement of the Secretary.
- IATA Subject Matter Experts from other groups such as the Dangerous Goods Board (DGCB), Cargo IQ, the Ground Handling Consultative Council (HGCC), the Live Animals and Parcels Board (LAPB), the ONE Record Task Force (ORTF), and the ULD Board (ULD-B).
- Invited experts: From time to time, for specific topics, the Secretary invites industry experts for consultation.

If you are interested in joining the Task Force or want to find out more, contact us at interactivecargo@iata.org.
How to get involved?

Contact us at:
InteractiveCargo@iata.org

Website:
iata.org/interactive-cargo
Part 2

Safely and efficiently approving the use of cargo tracking devices

Jeff Clark
Founder & CEO
7PSolutions, LLC
Safely and Efficiently Approving the use of Cargo Tracking Devices
29 June 2021
Approving the use of Portable Electronic Devices (PEDs) Approval for Air Cargo

Pilot Project Goals

- Adopt the IATA recommended practice for the approval of PEDs onboard aircraft for air cargo shipments
- Establish a standardized checklist to be utilized during the approval process
- Standardize the information required
- Decrease the duration required for airlines to complete an approval request
Approving the use of Portable Electronic Devices (PEDs) Approval for Air Cargo

Approval Challenges

• Documents required for the approval process
• The time required for the PED approval
• How to approve different models / types of devices at the same time
• How to approve next generate of PEDs
Approving the use of Portable Electronic Devices (PEDs) Approval for Air Cargo

Pilot Project Results

• A detailed device manual was provided to the airline, this was easily passed to the civil air authorities of their home base country
• Device manual allowed for a simple check-off by airline engineering team as well as the civil air authorities, reduction of questions
• Improved approval duration
• Improved approval process of two (2) different PED models within the same process
Part 3

Sharing IoT device data with ONE Record: Outcomes and lessons learnt

Tomal Sohorab
Manager, Cargo Solutions Strategy and Business Development
Air Canada Cargo
Outline:

1. Air Canada Timeline
   The technology milestones and the common denominator.

2. Build Cars or Roads?
   IoT devices driving the demand for transparency. Transparency requires structure!

3. Beyond Cargo
   Transparency creating new opportunities beyond the box.
You’ve Got Mail!
A brief history of Air Canada (TCA)

1900s

1937

1950s

1995

Today
Passenger vs Cargo Data:
Finding the common denominator

Class Type
PCC
... 

PUP ...
FOH, RCS,
DEP, ARR,
RCF, NFD, DLV
... POD
Cars or Roads?
Answer: Roads
Connected Aircraft

Blue dots represent a Sentinel (tracker) and Red lines represent a Sentry (e.g. 6898, 8461, 7160 ...)
Red lines with the R7 represent the Sentinel 100P (tracker to be used in ULDs)

Connected Warehouse

Red X = Sentry 500 (reader)
Yellow O = Sentinel 100 (tracker)
Air Canada Cargo Warehouses w/Real-Time Temperature Monitoring
A319 – Air Canada Jetz (C-GBIK)
Another First!
Unilode Sentinel tags in Pallets & ULDs
The eternal cargo resident
FLX and Pump Trucks
What Next?

Cargo Piece Level Tracking (One Record)

Cargo and Maintenance Warehouses

Cargo, Maintenance, and Airports Assets

Airports Ground Service Equipment

Passenger Baggage Tracking

Unaccompanied Minors

Pet location tags

AC Altitude Bag Tags
OnAsset and Air Canada Bluetooth tags
Thank You

Merci

Tomal (Tom) Sohorab
Manager, Cargo Solutions Strategy and Business Development

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Part 4

The handling of interactive cargo: Main challenges and potential solutions

James Hookham
Secretary General
Global Shippers’ Forum
IATA Digital Cargo Conference 2021
Interactive Cargo Project

29 June 2021

‘The Handling of Interactive Cargo: Main Challenges and Potential Solutions’

James Hookham
Global Shippers’ Forum
Agenda

• Opportunities
• Challenges
• What could possibly go wrong?
• Handling procedures
• De-risking use of smart trackers and data loggers
Brave new world

Smart trackers & data loggers offer shippers:

• Real-time location tracking

• In-flight comms capability (?)

• Record of environmental conditions

• Alerts for tampering, change of route, temperature exceedances, mechanical shock, etc

• Notification of arrival, departure, jurisdiction change, clearance, etc
New technology?
What could possibly go wrong?

- Make and model approved by booked airline or partner airlines?
- Do I need to provide evidence of conformity?
- Are battery-powered units Dangerous Goods?
- Any additional marking/labelling on packages?
- Any additional entries in Airwaybill?
- Advance notification?
- Additional costs? Additional risk of delay?
- Data access rights, uses and protections
Solutions under development …

• Device conformance checking
• Standardised handling procedures
• Simplified DG procedures (?)
• Common documentation requirements
• ‘One-stop’ source for IC requirements
• Handling staff training
• Data protection & security assurances
• Integration of IoT capabilities into Cargo iQ MOP and shipper KPIs

“Interactive Cargo needs to become routine in order to become popular”
Objectives and key deliverables

The goal is to provide stakeholders in the air cargo supply chain with a set of standards and guidance documents to enable and ease the use of IoT devices for interaction with cargo.
IATA Digital Cargo Conference 2021
Interactive Cargo Project

29 June 2021

‘The Handling of Interactive Cargo: Main Challenges and Potential Solutions’

James Hookham
Global Shippers’ Forum
2021 Interactive Cargo Webinar

Networking session with our speakers

Sonia Ben Hamida
Project Manager Interactive Cargo
IATA

Carlos Tornero
Deputy General Counsel
IATA

Jeff Clark
Founder & CEO
7PSolutions, LLC

Tomal Sohorab
Manager, Cargo Business Development
Air Canada Cargo

James Hookham
Secretary General
Global Shippers’ Forum
Networking: Join the IATA Interactive Cargo virtual space to talk with our speakers and the IATA Digital Cargo Team

How to meet and talk with people in the room?
1. Click and hold and your avatar will move to your cursor.
2. Bring your avatar to another avatar, and a circle will form.
# 2021 Digital Cargo Webinars Calendar

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Thank you

Contact:  
InteractiveCargo@iata.org

Website:  
www.iata.org/interactive-cargo