

# Optimizing Cargo Claims

From Investigation to Insight





# Our Session

- This **hands-on session** will guide participants through the **complexities** of cargo claims management, focusing on the **most challenging** claim types.
- Attendees will be encouraged to collaboratively review investigation strategies, resolution approaches, and customer experience considerations for each claim type.
- The session will conclude with a practical overview of **key metrics** for building a smart **cargo claims dashboard**, providing actionable insights into financial impact, operational trends, and customer satisfaction.

In airline cargo operations, the most challenging claims to handle typically involve:

- **High-Value or Perishable Goods**
- **Live Animal Transport**
- **Missing or Stolen Cargo**
- **Damage During Interline or Multimodal Transport**
- **Claims Involving Dangerous Goods**



High-Value or Perishable Goods

# High-Value or Perishable Goods

Claims involving **luxury items, pharmaceuticals,** or **fresh produce** are particularly complex due to:

- **Strict temperature or handling requirements**
- **Time sensitivity**
- **High financial exposure**
- **Multiple liability layers**
  - airline
  - ground handler
  - freight forwarder



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## Possible Investigation Points

- **Track temperature logs** (Envirotainer, CSafe, Temp probes...)
- **Review handling SOPs** at each touchpoint
- **Audit chain of custody** (AWB, handover records, GPS logs)

## Resolution Strategy

- Prioritize **fast-track claims** for pharma or perishables
- Offer **partial settlements** if salvageable
- Collaborate with **insurance and legal** early

## CEX Tips

- Proactively notify customers of excursions or delays
- Provide **real-time updates** and **root cause transparency**



Live Animal Transport

# Live Animal Claims

These are emotionally and legally sensitive.  
Challenges include:

- **Animal welfare regulations**
- **Documentation and handling protocols**
- **Owner emotions**
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## Investigation

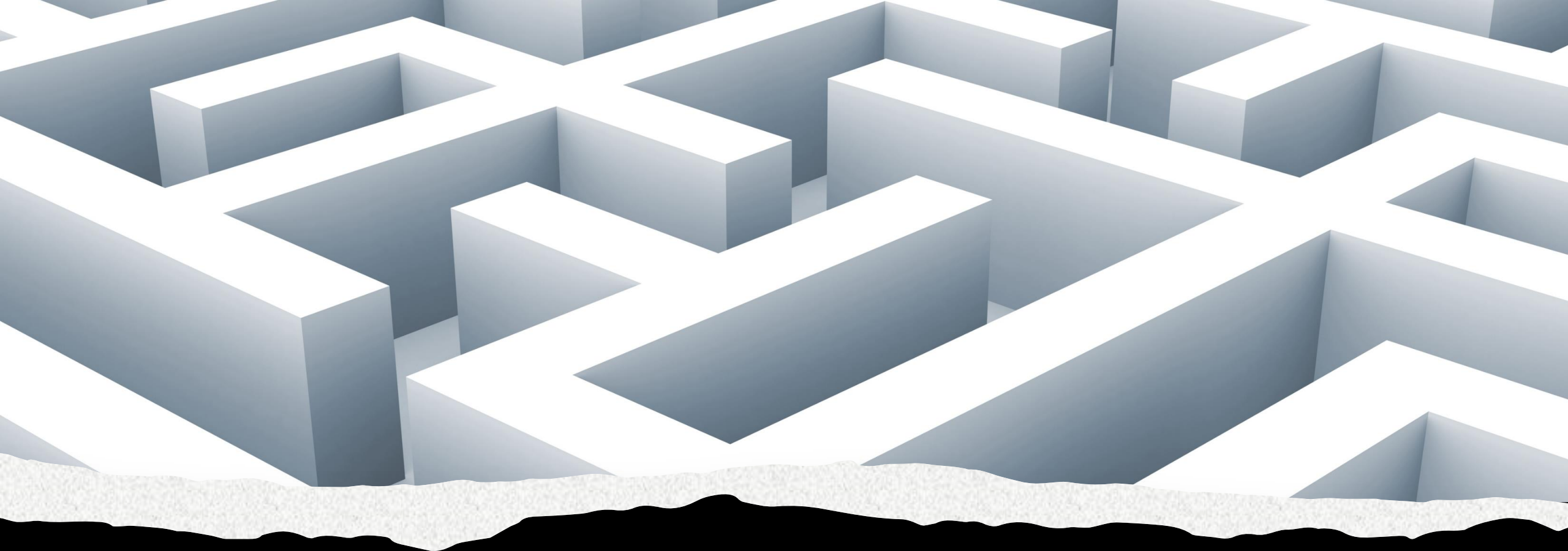
- Review **IATA LAR compliance**
- Interview **trained animal handlers**
- Check **ventilation, temperature, and delay logs**

## Resolution Strategy

- Involve **veterinary experts** for assessments
- Handle with **extreme empathy and discretion**
- Escalate to **senior leadership** for sensitive cases

## CEX Tip

- Assign a **dedicated case manager**
- Offer **personalized follow-up** and support



Missing or Stolen Cargo

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## Investigation

- Coordinate with **airport security and law enforcement**
- Review **CCTV, GPS, and warehouse logs**
- Trace **handover points** (especially in bonded areas)

## Resolution Strategy

- Initiate **internal audit** and **insurance claim**
- Offer **interim updates** even if resolution is pending

## CEX Tip

- Be transparent about investigation timelines
- Provide **written documentation** for customer claims



Damage During Interline or Multimodal  
Transport



# Interline or Multimodal Damage

When cargo moves across different carriers or modes (air, truck, sea), it's hard to:

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## Investigation

- Identify **handover points** and **responsible carrier**
- Review **ULD condition reports** and **photos**

## Resolution Strategy

- Coordinate with **interline partners** for joint liability
- Use **IATA Resolution 780/Recommended Practice 1665** for claim apportionment

## CEX Tip

- Avoid finger-pointing; focus on **collaborative resolution**
- Keep the customer informed even if delays are due to partners



## Claims Involving Dangerous Goods

# Dangerous Goods Incidents

These require:

- **Specialized investigation**
- **Regulatory compliance checks**
- **Potential legal implications** if mishandling caused broader safety issues

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## Investigation

- Review **DG declarations, packaging, and labeling**
- Check for **leakage, contamination, or misdeclaration**

## Resolution Strategy

- Escalate to **safety and compliance teams**
- May involve **regulatory reporting** (FAA, EASA, etc.)

## CEX Tip

- Communicate carefully to avoid panic
- Provide **clear next steps** and **preventive actions**



# Cargo Claims Dashboard: Optimizing Decisions Through Data-Driven Intelligence

Better Insights. Smarter Actions. Stronger Outcomes.



# Dashboard Concept: Airline Cargo Claims Management

**Claims Overview Panel**

**Financial Impact**

**CEX Metrics**

**Operational Insights**

**Alerts & Escalations**

**Preventive Actions &  
Trends**

# Dashboard Concept: Airline Cargo Claims Management

## Claims Overview Panel

**Total Claims Filed** (by day/week/month)

**Claims by Type:** Damage, Delay, Loss, DG Incident, Live Animal, Perishable

**Claim Status Breakdown:** Open, In Review, Settled, Escalated

**Average Resolution Time** (by type and region)

# Dashboard Concept: Airline Cargo Claims Management

## Financial Impact

**Total Claim Value** (claimed amount vs. paid)

**Top 5 High-Value Claims**

**Cost by Commodity Type** (e.g., pharma, electronics, perishables)

**Insurance Recovery Rate**

# Dashboard Concept: Airline Cargo Claims Management

## CEX Metrics

**Customer Satisfaction Score** (post-claim survey)

**Repeat Claim Customers**

**Top Claiming Customers** (by volume/value)

**Resolution Time vs. Satisfaction Correlation**



# Dashboard Concept: Airline Cargo Claims Management

## Operational Insights

**Claims by Station or Route**

**Claims by Carrier** (for Interline /multimodal)

**Claims by Handling Agent**

**Root Cause Categories** (mishandling,  
temperature excursion, documentation error)

# Dashboard Concept: Airline Cargo Claims Management

## Alerts & Escalations

### Live Alerts for:

- Claims over a certain value
- Claims pending > X days
- Claims involving regulated goods or live animals

**Escalation Tracker with assigned case managers**

# Dashboard Concept: Airline Cargo Claims Management

## Preventive Actions & Trends

**Recurring Issues** (same route, same agent)

**Preventive Measures Logged** (SOP updates, training)

**Trend Forecasting** (seasonal spikes, station-specific issues)

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