IATA CARGO SOLUTIONS

Your guide to mastering the supply chain
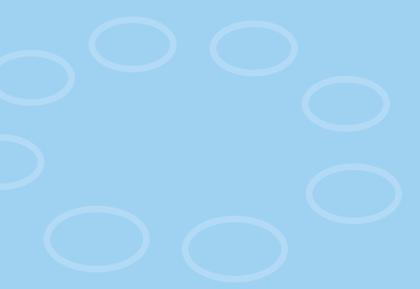
WE SPEAK SUPPLY CHAIN

CARGO
SOLUTIONS

Preface

Air cargo. It's a complicated language. And in today's rapidly changing and competitive global industry, it can be a particularly difficult one to master. So let IATA help. We speak Cargo fluently. We facilitate communication between the entire cargo supply chain community, simplifying and improving operations to increase competitiveness. We bring over 60 years of insight to address the industry's unique needs and concerns with issue-related expertise. We're a global voice for air transportation, recognised for our advocacy of safety, security, financial efficiency, initiative and environmental responsibility. And we're dedicated to helping you develop your business' potential. Nobody speaks Cargo better.

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We Speak Cargo

Our Mission

IATA Worldwide

WE SPEAK
CARGO

WE SPEAK CARGO

IATA Events

IATA World Cargo Symposium

The IATA World Cargo Symposium is still the only industry event that inspires action over mere intention. It gives industry players the chance to establish common ground and make a united effort to improve operations. The IATA World Cargo Symposium features:

↗ Close to 900 delegates representing over 69 countries

↗ Over 190 speakers

↗ 15 cargo industry meetings covering, among other things, industry standards, dangerous goods, live animals, CASS

↗ A plenary session with key speakers and customer-led panels

↗ The Cargo Committee, consisting of 12 airline Heads of Cargo

↗ The Cargo 2000 Board and AGM

↗ The Cargo Executive Summit, bringing together 60 Heads of airline cargo divisions, Heads of airlines, freight forwarders and key industry leaders

↗ Numerous tracks addressing key industry issues, including e-freight, dangerous goods, cargo outlook, airmail management, cargo security, C2K, environment and much more.

Cargo Claims Conference

This annual event has become the single most important occasion for claims management professionals throughout the industry for exchange of expertise and networking. It focuses on the best practices for correct processing of air cargo claims and serves as the catalyst for learning from every claim, thus preventing future losses and unwanted revenue leakage.

CNS Partnership Conference

This conference is geared to help the US forwarding and carrier community better understand the supply chain challenges, thus allowing for improved service across the entire US Air Cargo Logistics chain.

www.iata.org/events

Cargo Governance

IATA Cargo works to make the complete air cargo supply chain safe, secure, simple, efficient and responsible. In doing so, we work with all participants in the supply chain, since everyone has their part to play in the success of the whole.

Since IATA is a not-for-profit organisation, all of our surpluses from commercial activities are invested in the work of the Association, promoting industry interests.

IATA Cargo's work is supervised by a number of specific governing bodies for different parts of the agenda.

There is a large contribution from working groups bringing together experts and interested parties to work towards common objectives that develop the industry.

Cargo Committee (CC)

The Cargo Committee consists of 12 members elected from Head of Cargo operations of IATA Member airlines. It advises the Board of Governors, the Director General and other relevant IATA bodies on all air cargo industry issues, particularly:

↗ Agent/carrier relations

↗ Cargo procedures and automation

↗ Cargo facilitation

↗ Cargo-related regulatory developments

Cargo Services Conference (CSC)

↗ The primary objectives of the Cargo Services Conference (CSC) include:

↗ Setting standards for cargo industry procedures

↗ Developing common industry positions on broad cargo services issues

↗ Exchanging industry information

↗ Providing direction and guidance to the permanent subgroups

↗ Liaising with other IATA bodies such as Cargo Agency Conference, Cargo Tariff Coordinating Conferences, Passenger Services Conference, Airport Services Committee, IATA Ground Handling Council and Revenue Accounting Panel.

Cargo Governance

Subgroups

The following subgroups develop the standards and procedures for the CSC:

- ↗ Dangerous Goods Board (DGB)
- ↗ Live Animals and Perishables Board (LAPB)
- ↗ Cargo Business Processes Panel (CBPP)
- ↗ Airmail Panel (AMP)
- ↗ ULD Panel (ULDP)
- ↗ Cargo Data Interchange Task Force (CDITF)
- ↗ Dangerous Goods Training Task Force (DGTTF)
- ↗ IATA FIATA Customs Working Group (IFCWG)
- ↗ Time and Temperature Task Force (TTTF)
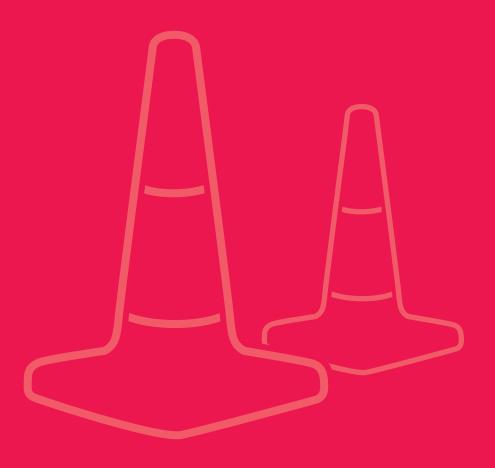
CASS Policy Group (CPG)

The Cargo Committee has established the CASS Policy Group (CPG) to advise IATA on policies regarding CASS-related matters. The CPG is also responsible for advising IATA management on all matters related to the operation of CASS.

Cargo Agency Conference (CAC)

The Cargo Agency Conference (CAC) is the acknowledged leader in establishing standards and providing customer-driven distribution services to the cargo industry. The CAC deals with relationships between airlines and sales intermediaries involved with the selling and processing of international air cargo works.

www.iata.org/workgroups

SAFETY

SAFETY

IATA's Top priority

Standardised, consistent auditing for a safer industry

A key element of IATA's safety strategy to reduce cargo accidents and incidents is IOSA, the IATA Operational Safety audit programme. An industry first, IOSA is based on internationally recognised standards. Its evaluation process is designed to assess an airline's operational management and control systems. IOSA is now a condition of IATA membership.

In just five years, IOSA has already achieved numerous milestones:

↗ Over 640 audits conducted

↗ 274 airlines on the IOSA registry

↗ Implementation of over 900 standards and recommended practices in 350 airlines

↗ Notable reduction of redundant code-share audits resulting in significant savings for airlines

↗ Growing willingness of States to use IOSA data to complement their own safety oversight programmes.

www.iata.org/iosa

ISAGO – IATA's Safety Audit for Ground Operations

ISAGO is the global audit programme for ground handling companies serving airlines. It is designed to improve safety in the airport ground operations environment with fewer injuries to personnel, reduced damage to aircraft and equipment, and the elimination of redundant audits. ISAGO enhances regulatory safety oversight.

ISAGO is built on a foundation of international audit standards applicable to all ground-handling companies worldwide, coupled with specific standards tailored to any ground-handlers' activities. As a result, the ISAGO audit can be applied consistently both to multinational ground handlers and to smaller single-station companies.

The programme was launched in February 2008 and the first audits were rolled out by mid-2008. ISAGO audits use accredited IOSA and airline auditors (managed through a pool) to provide ground-service organisations with safety audits at both headquarter and station levels. In 2008, 37 corporate and station audits were conducted and the target for 2009 is a minimum of 80 audits more.
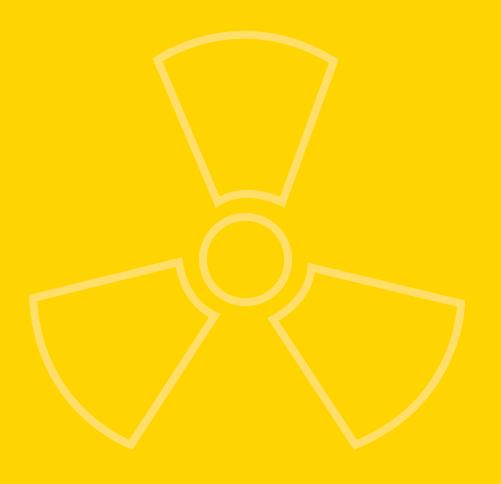
www.iata.org/isago

Publication

DGR – Dangerous Goods Regulations

Recognised by the world's airlines for over 50 years, IATA's DGR draws from the industry's most trustworthy cargo sources to help you classify, mark, pack, label and document dangerous shipments.

www.iata.org/dgr

SECURITY

SECURITY

Securing the supply chain

Securing the air cargo supply chain

As our mission demands, IATA is simplifying cargo security by developing integrated solutions for the entire industry. This involves the participation of all key supply chain stakeholder groups to ensure that the measures taken are harmonised, sustainable and relevant.

IATA Secure Freight

IATA Secure Freight helps secure the global air cargo network by ensuring improved countermeasures against terrorism and other crimes and by providing global standards and procedures. The vision for Secure Freight is of an air cargo industry with certified secure operators on secure supply chains. Critical to this vision - and in particular to gaining programme recognition by key regulators - is our acceptance of existing cargo and customs security programmes and the solutions we have developed to work alongside these regulations.

To accomplish this, all processes and standards will be developed within a purpose-oriented quality assurance system. Unique to the marketplace, Secure Freight will facilitate the movement of air cargo by certified secure operators within secure supply chains.

www.iata.org/cargosecurity

AVSEC World

The industry's most important conference and exhibition on aviation security, AVSEC World features a special track devoted exclusively to air cargo.
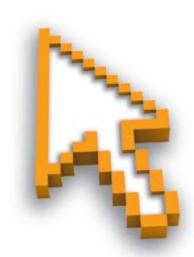
www.iata.org/events

Publication

Security Manual

This manual is designed to provide extensive guidance and reference material to assist airlines and other stakeholders in developing or upgrading their security programmes.

www.iata.org/security-manual

SIMPLICITY

SIMPLICITY

Simplifying the Business/e-freight

The IATA e-freight project aims to make air cargo paperless. IATA facilitates this industry-wide initiative that involves carriers, freight forwarders, ground handlers, shippers and customs authorities.

Today, the air cargo industry relies almost exclusively on paper documents to support freight movement. Each air cargo shipment includes as many as 30 paper documents. That's enough to fill 109 Boeing 747 freighters every year!

IATA e-freight has developed electronic standards to replace almost half of these documents, ensuring greater data accuracy, lower costs and faster service. By 2010, the project plans to define standards for a further seven documents, bringing the total number of electronic standards to 20.

Key benefits of IATA e-freight include:

↗ **Lower costs** – Average annual savings of US $1.3 billion for the industry.

↗ **Faster shipments** – The ability to send shipment documentation before the cargo itself greatly reduces the cycle time by an average of 24 hours.

↗ **Greater accuracy** – Electronic document auto-population, which allows one-time electronic data entry at a point of origin, reduces shipment delays. Also, electronic documents cannot be misplaced, meaning shipments will no longer be delayed because of missing documentation.

↗ **Better tracking** – Electronic documentation allows for online track-and-tracing.

↗ **Simplicity** – As all supply chain stakeholders follow the same e-freight process and messaging standards, the air cargo process will be globally uniform and simpler to execute.

IATA e-freight was launched in November 2007 at six locations. In 2008, it reached 18 locations and 25 airports. More than 20 are expected to be live in 2009.

Visit our website for the latest project status as well as an electronic copy of the IATA e-freight Handbook.
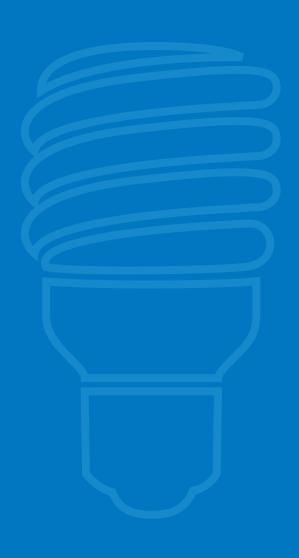
www.iata.org/efreight

Publication

e-freight Handbook

This handbook provides information on what IATA e-freight is and how to implement it. It also offers explanations, guidelines, and best practices regarding business processes, standards and technology.

www.iata.org/efreight

EFFICIENCY

EFFICIENCY

Cargo Accounts Settlement Systems (CASS)

CASS simplifies the billing and settling of accounts between airlines and freight forwarders. With this system, participants make only one payment to, or receive only one payment from, all agents or carriers.

IATA's web-enabled e-billing solution, CASSlink, replaces manual processing of paper-based invoices. Participants improve cash flow, enhance financial control and reduce distribution costs and defaulting accounts.

Recently introduced features include online dispute resolution as well as a global neutral AWB number management and billing audit services.

2008 was a record-setting year for CASS:

↗ 18-million AWBs processed with a combined settlement of US$ 23 billion

↗ Continued collection success – over 99%

↗ Further reduction in unit costs, down more than 40% since 2003

↗ The launch of 10 new CASS operations, bringing coverage to more than 80 operations worldwide

Forwarder Billing Xchange (FBX)

A new supply chain solution

Traditional CASS operations provide a one-way billing system that is aligned to carrier requirements. IATA's new FBX service aims to extend the boundaries of this system by introducing the cargo community's first online billing and settlement service.

Currently, a significant amount of time and resources are dedicated to drawing up invoices, pursuing or making payments and reconciling accounting transactions. This adds up to huge industry costs.

A simple solution for a complex problem

In the current economic climate, many companies are seeking to introduce simplified and efficient support systems and processes. Operating as an industry-clearing house, FBX enables participants to invoice all fellow participants and settle on bilaterally accepted terms. FBX participants do not need to be airlines or forwarders; the system is available to the entire supply chain.

↗ A 24/7 online platform with sophisticated reporting and dispute-resolution mechanisms

↗ Future expansion will facilitate multinational settlements between FBX participants by leveraging IATA's expertise in international currency and funds management

www.iata.org/cass

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Cargo Intelligence Services - CargoIS

Increase your competitive edge

CargoIS features unmatched depth of detail, extensive market coverage, relevancy and superior data quality. Based on monthly cargo sales data, CargoIS is available in a variety of metrics with route-level views for 48 countries and thousands of destinations.

A robust suite of products to meet a variety of industry needs

We can help you:

↗ Respond quickly to market trends

↗ Gain new insight to support strategic business decisions

↗ Target sales and marketing resources more effectively

↗ Report and communicate key information within your organisation

CargoIS Webtools

Featuring a web-based interface, our web tools enable you to perform ad-hoc analyses to using current and multi-year air cargo historical data. Whether you're an airline, freight forwarder or any other business in the supply chain, you can quickly and easily apply the full power of CargoIS data to support your strategic business decisions.

www.iata.org/cargois

EFFICIENCY

Publications

Freight Forecast

The only global forecast with country-level information and five-year passenger or freight traffic projections.

www.iata.org/freightforecast

TACT – The Air Cargo Tariff

The internationally recognised TACT provides thorough coverage of air cargo rates and rules that can be easily integrated into any in-house system.

www.iata.org/tact

Cargo Claims Handling & Loss Prevention Handbook

This handbook is a convenient, single source for international cargo claims information.

www.iata.org/cargo-claims

LEADERSHIP

LEADERSHIP

Cargo 2000

The industry-wide qualitative initiative

Cargo 2000 brings together over 70 airlines, freight forwarders, ground-handling agents, trucking companies and IT providers. Its goal is to implement a new quality management system for the worldwide air cargo business.

Through the implementation of standardised processes, backed by measurable quality standards, it aims to improve air cargo efficiency, enhance customer service and reduce operational costs. To date, individual processes in a Cargo 2000-compliant supply chain area have been reduced from 40 procedures to just 19.

The Cargo 2000 advantage

↗ Each shipment generates an individual plan and its performance is measured as it moves through the supply chain

↗ Data collected is used for proactive recovery in the event of a failure, and to drive quality systems that eliminate repetitive errors

www.cargo2000.com

Cargo Network Service

CNS, a subsidiary of IATA (the International Air Transportation Association), is dedicated to the entire air logistics chain and provides a unique set of business solutions that meet the requirements of the air cargo industry in the USA.

CNS Partnership Conference

This annual conference is geared to help the US forwarding and carrier community better understand the new challenges and needs of the industry, thus allowing for improved service across the entire US Air Cargo Logistics chain.

www.cnsc.net

Training

Cultivate career success

The IATA Training and Development Institute (ITDI) offers a variety of courses to provide air cargo professionals with a solid foundation for accepting, handling and shipping all types of cargo. At ITDI, we focus on best practices and how to manage change in an increasingly complex air transport environment.

Enhance your professional skills and knowledge with training in these topics:

↗ Dangerous Goods Regulations and Awareness courses

↗ Cargo Skills and Management courses

↗ Cargo Security

↗ Live Animal Regulations

Some of our programmes offer internationally recognised IATA diplomas.

Flexible training options to suit your needs

IATA offers a wide range of courses, available in classrooms, through in-company training or through distance learning.

www.iata.org/training/cargo

IATA Training & Development Institute
KNOWLEDGE · EXPERIENCE · NETWORKING · SKILLS · RESULTS

LEADERSHIP

Consulting

Delivering global expertise to optimise your operations

IATA Cargo Consulting will help you optimise safety and security, improve customer service, reduce costs, increase profitability, plan better and give employees the training they need. We offer tailor-made solutions for all stakeholders in the supply chain.

IATA understands the special requirements of air cargo operators and airports. With over 60 years' experience, we have developed products and services that best respond to the industry's needs.

Devising and executing innovative concepts for air cargo

↗ Strategic development

↗ Market development

↗ Operational efficiency and regulatory compliance

↗ Infrastructure planning and development

↗ Improvement of cargo revenue management

↗ Cargo traffic forecasting

↗ Security improvements

↗ Facility optimisation

IATA Cargo Consulting caters to businesses of all sizes, and offers solutions for every stage of development – from maximising cargo aircraft parking and warehouse planning to market research, forecasting and capacity optimisation.

As the cargo industry continues to evolve, IATA Cargo Consulting will work closely with the entire logistics chain to develop, improve and automate the air cargo environment. Our goal is to ensure that air cargo becomes the most productive and efficient mode of transportation.

www.iata.org/consulting

RESPONSIBILITY

RESPONSIBILITY

Environment

Working towards a greener future

Towards zero emissions

IATA's vision is for air transport to achieve carbon-neutral growth in the medium-term and to develop zero carbon-emissions technology within the next 50 years.

Over the past 10 years, air carriers have improved fuel efficiency and CO_2 emissions by 20%. Looking ahead, the goal is to be at least 25% more fuel efficient by 2020. This will be achieved mainly through investment in fleet renewal.

The IATA Cargo strategy for the environment is based on three main initiatives:

↗ Collate facts and research on air cargo's environmental impact and make them available to the industry

↗ Promote air cargo interests

↗ Deliver best practices for green supply chains – IATA Green Freight

A growing carbon footprint is unacceptable for any industry. Therefore, IATA has developed solid proposals to reduce air transport's carbon footprint.

www.iata.org/cargo

Regulatory Standards

Dangerous Goods, Live Animals and Perishable Cargo

IATA Cargo Standards: second-to-none solutions

Cargo Standards are the foundation of a global level playing field. They are the unique business solutions that benefit all users of the air cargo transportation system in an integrated business world. Forming the basis for regulating an efficient, transportation-friendly supply chain, our cargo standards are based on our members' experience and have withstood the test of time. Cargo Standards are also the result of cross-industry collaboration with input from regulatory authorities.

The standard for preserving safety, efficiency and compliance

Well-proven processes and procedures, approved by regulatory authorities, ensure stakeholders from around the world have access to an efficient and sustainable supply chain, while preserving safety in the air.

↗ The ISAGO programme aims to provide a quality control system for ground-handling providers that will improve safety and efficiency for all partners in the transport chain

↗ IATA Cargo Standards level the playing field for all air transport participants: shippers, forwarders and operators

↗ Recognised by the world's airlines for over 50 years, the IATA Dangerous Goods Regulations have been the worldwide guide to shipping dangerous goods, providing unparalleled ease in achieving compliance within regulatory frameworks

www.iata.org/cargo

RESPONSIBILITY

Publications

LAR – Live Animal Regulations

LAR is the essential resource for international standards on how to ship animals safely, humanely and cost-effectively.

www.iata.org/lar

PCR – Perishable Cargo Regulations

The PCR is the world standard for preparing, packaging and handling perishable goods for air transport

www.iata.org/pcr

ISSG – Infectious Substances and Shipping Guidelines

The ISSG is the complete reference guide to shipping infectious substances and specimens worldwide by any mode of transport.

www.iata.org/issg

ULD – Unit Load Devices Technical Manual

This manual provides the most up-to-date information to ensure ULD operations are compliant with international and local regulations.

www.iata.org/uld

AHM – Airport Handling Manual

The AHM contains recommended industry standards and procedures covering airside safety, load control, baggage, cargo and mail handling and more.

www.iata.org/ahm

IATA
WORLDWIDE

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