

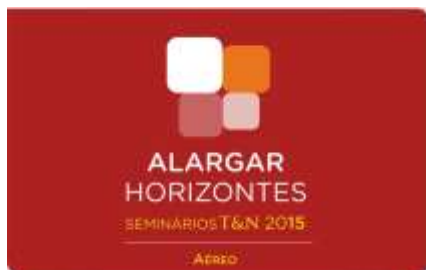


# IATA Cargo Europe Seminário T&N 2015

Porto, October 22<sup>nd</sup> 2015



**Francisco Batágia**  
Manager Customer Services



# About us...



# Facts & Figures

- Sluggish Air Cargo Growth Continues
  - Global

May 2015 vs. May 2014	FTK Growth	AFTK Growth	FLF
International	2.6%	5.2%	47.4
Domestic	-0.8%	0.5%	30.9
Total Market	2.1%	4.3%	44.3

YTD 2015 vs. YTD 2014	RPK Growth	ASK Growth	PLF
International	4.5%	6.2%	48.5
Domestic	0.8%	0.1%	30.6
Total Market	4.0%	5.0%	45.1

# Facts & Figures

“Cargo growth has undoubtedly come off the boil. The expansion in volumes we saw in 2014 has ground to a halt, and load factors are falling. Some economic fundamentals still point to a rebound in the second half of the year, but we have to recognize that business confidence is flat and export orders in decline. There is also the risk of a shock to the economic system of a ‘Grexit’ from the Eurozone,” said Tony Tyler, IATA’s Director General and CEO.

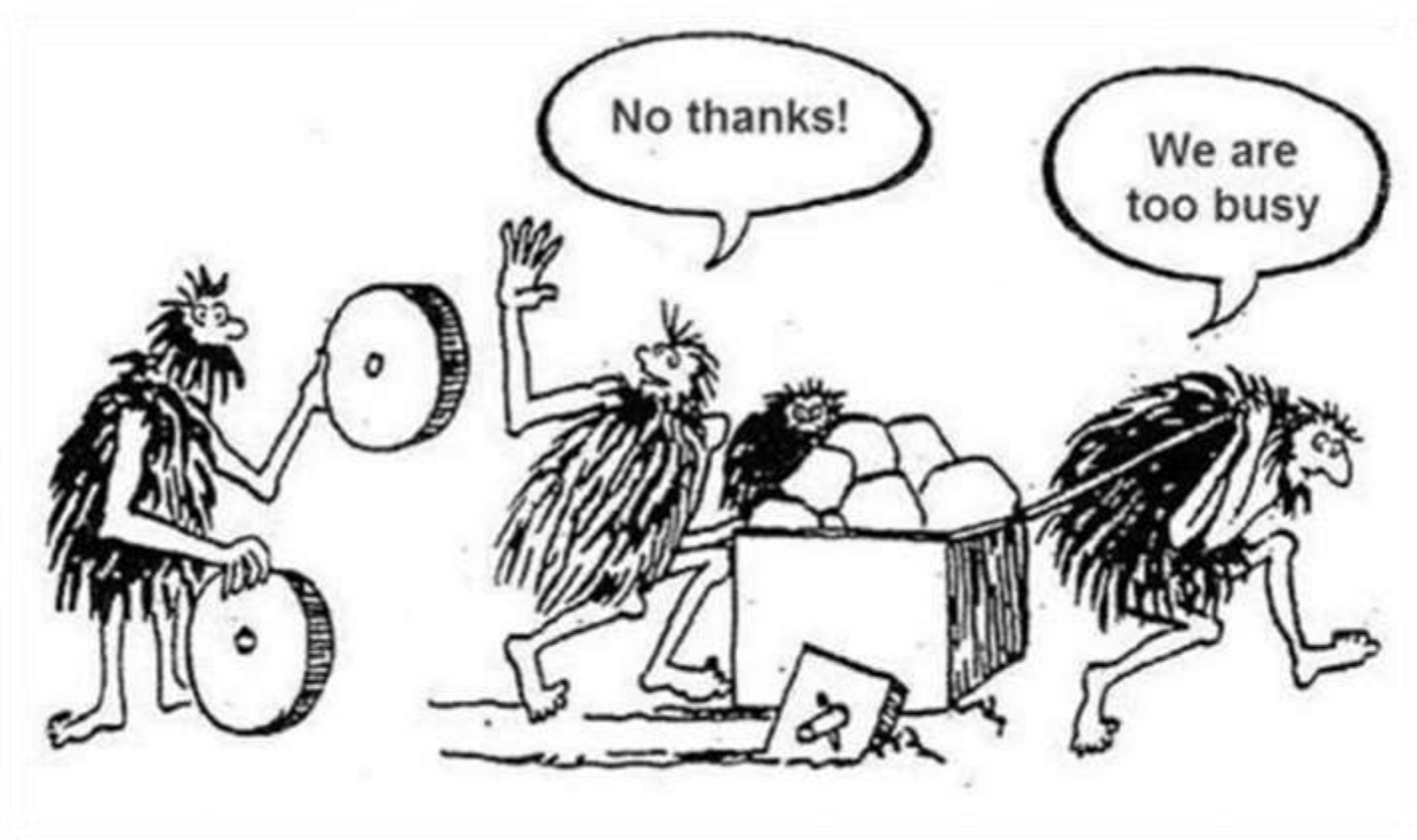
# What are our competitors doing?

- Integrators gaining market share
  - 5% to 7% marketshare lost to Integrators in the last 5 years ([aircargonews.com](http://aircargonews.com))
  - “Different service, right down to track and trace, shipment visibility, customer service, a quick call in ‘hey I’ve got a shipment can you be here in an hour’ and that’s that.” ([aircargonews.com](http://aircargonews.com))
- Rail Services
  - Rail freight services between China and Europe ([theloadstar.co.uk](http://theloadstar.co.uk))
  - “The services run like a Swiss watch”, CEO Kerem Inanç DGF Eastern Europe said. “There are no major fluctuations, no capacity restrictions and LCL shipments are now taking place very successfully. This is a major challenge for air cargo.” He warned the air cargo sector: **“Prepare yourselves.”** ([theloadstar.co.uk](http://theloadstar.co.uk))
- Ocean Freight
  - “Air is losing share to ocean,” Natasha Solano K&N said, citing a new service by Maersk, launched in the second quarter this year, between Mombasa and Antwerp with a transport time of 24 days. “There is a cost saving of 20% over air freight.” ([aircargonews.com](http://aircargonews.com))

Do you know what is this piece of art?



# Is Air Cargo to embrace the digital revolution or lose share?



# Do you still remember what e-Cargo is all about?



**500 BC**



**Dec 1655**



**Feb 2013**



**20??**



# e-Freight/e-AWB is part of the solution

- “It is time for the industry to move on and move into the next century because if we don’t do it then others will do it for us,” said von Hoensbroech/LH ([aircargonews.com](http://aircargonews.com))
- “I think the willingness and readiness is there. There is a two or three year opportunity to get this right.” Guillaume Drucy/IATA ([aircargonews.com](http://aircargonews.com))
- “So if you ask me what I see in the future, I think we will have a different family and a growing family.” Marcus Fromm/Accenture Freight & Logistics ([aircargonews.com](http://aircargonews.com))

# What is IATA doing?

- IATA keeps pushing towards a 100% e-AWB adoption.
- IATA and the United Nations Economic Commission for Europe (UNECE) signed a MoU to strengthen their support for the WTO agreement that could reduce transport costs in developing countries by up to 10%.
- IATA is to standardize as much as possible to minimize impact on the industry. Cooperation between WCO & IATA XML has lead to recommendations by many customs authorities
- IATA collaborates with all industry stakeholders through all its forums and Lobby

# e-AWB Airlines Worldwide

Less than 25 %

25 to 50 %

Above 50 %

# e-AWB Airlines PT

Less than 25 %



25 to 50 %



Above 50 %

# e-AWB Freight Forwarders Worldwide

Signed the e-AWB contract

25 to 50 %

Above 50 %

2411

FREIGHT FORWARDERS

4607 Affiliates



# e-AWB Freight Forwarders PT

Worldwide Multilateral  
e-AWB participants

25 to 50 %

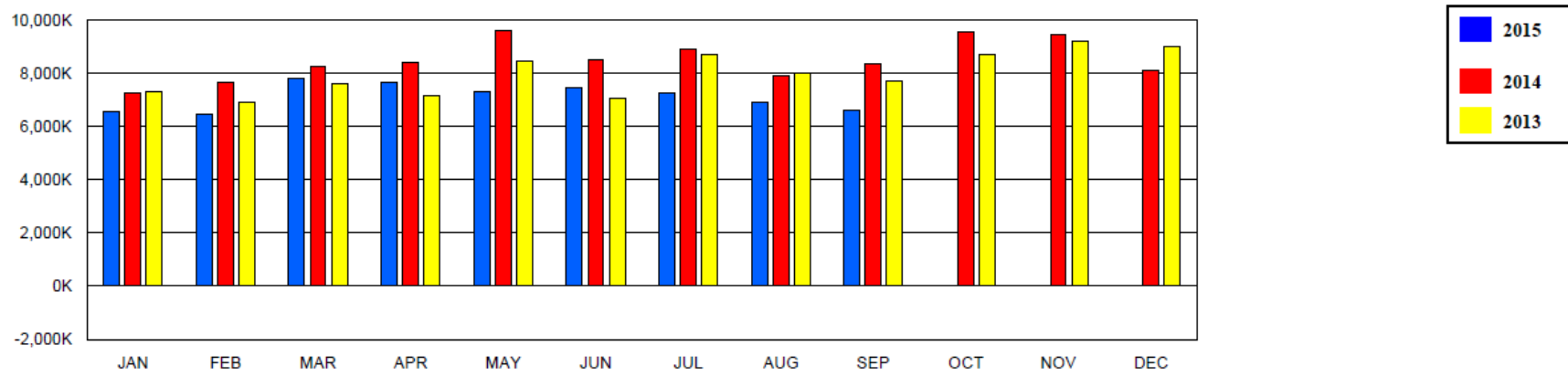
Above 50 %

2411

FREIGHT FORWARDERS  
4607 Affiliates



# CASS Figures in Portugal

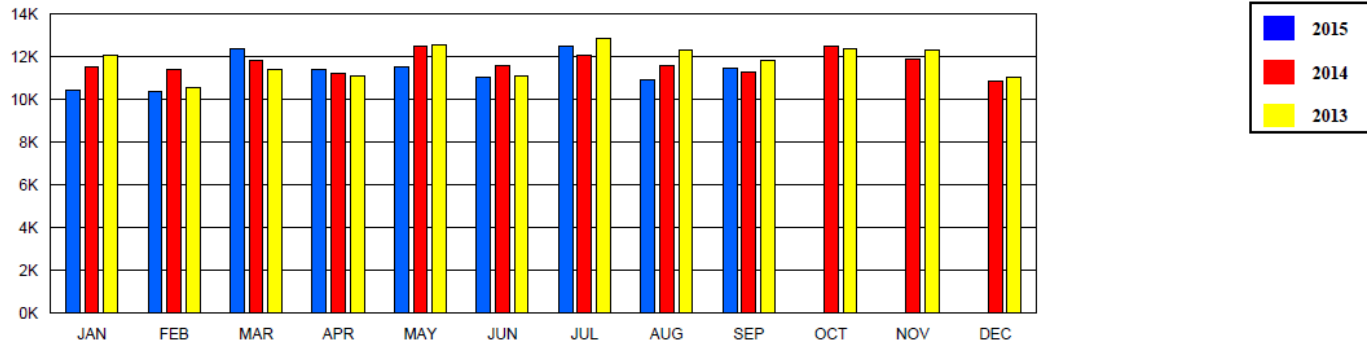


Month	Settled (EUR)		
	2015	2014	2013
JAN	6,564,458.65	7,261,300.16	7,298,308.81
FEB	6,472,502.95	7,633,100.71	6,927,496.33
MAR	7,823,395.49	8,269,492.35	7,590,613.98
APR	7,664,600.10	8,376,489.62	7,158,165.55
MAY	7,322,624.86	9,591,416.47	8,450,947.02
JUN	7,456,430.97	8,491,967.74	7,061,382.84
JUL	7,246,646.54	8,878,781.80	8,700,549.04
AUG	6,875,407.30	7,884,437.38	7,984,123.25
SEP	6,613,492.69	8,353,654.64	7,714,733.39
OCT	-801.42	9,552,698.80	8,678,093.67
NOV		9,468,942.97	9,221,996.82
DEC		8,093,564.93	9,006,523.57

# CASS Figures in Portugal

CASS PT-SCU Statistics Per Month For 3 Years 2013-2015

Report parameters :Country - PT  
Year - 2015



Month	SCU		
	2015	2014	2013
JAN	10,471	11,564	12,059
FEB	10,385	11,436	10,574
MAR	12,374	11,824	11,417
APR	11,430	11,234	11,120
MAY	11,531	12,500	12,543
JUN	11,021	11,620	11,096
JUL	12,525	12,111	12,889
AUG	10,903	11,620	12,304
SEP	11,490	11,298	11,858
OCT	25	12,483	12,389
NOV		11,909	12,358
DEC		10,861	11,074



# CASSlink Developments – News

- Airline and Agents ADMIN-users in CASSlink
  - Allows you to manage more efficiently your own user base
  - Admin-users can Create, Amend or delete Users
  - Admin-users will only be able to add Users to Operations and to access Services that they themselves can access. For this reason, Airline and Agent Admin users will be created with all available Service options.

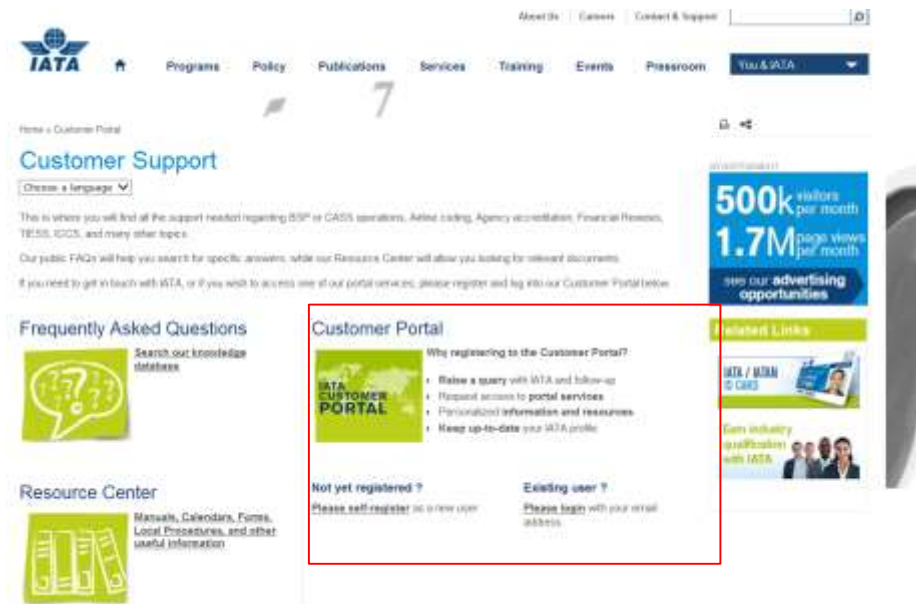
*The advantages of having Admin should be better management of the Airline or Agent users, both from the need to create new users but maintenance – password resets, adding Services or Operations etc.*

- Re-positioning of the Correction Reports in the Correction Module that allows this to be accessed by more users

# Operations & Service Customer Europe

## ➤ Customer Services Portal (Self-Register)

### ➤ CASSlink access via the portal ([www.iata.org/CS](http://www.iata.org/CS))



The screenshot displays the IATA Customer Support Portal. The main navigation bar includes links for Programs, Policy, Publications, Services, Training, Events, and Classroom. A search bar is located in the top right corner. The page content is organized into several sections:

- Customer Support:** Includes a language selection dropdown and introductory text about support resources.
- Frequently Asked Questions:** Features a search bar for the knowledge database.
- Resource Center:** Provides access to manuals, calendars, forms, local procedures, and other useful information.
- Customer Portal:** A highlighted section with a red border, containing:
  - Why registering to the Customer Portal?:**
    - Raise a query with IATA and follow-up
    - Request access to portal services
    - Personalized information and resources
    - Keep up-to-date your IATA profile
  - Not yet registered?:** A link to "Please self register as a new user".
  - Existing user?:** A link to "Please login with your email address".
- Advertising:** A sidebar on the right promotes advertising opportunities, stating "500k visitors per month" and "1.7M page views per month".
- Related Links:** A section with links to "IATA / IATA ID CARD" and "Get industry qualifications with IATA".

# Operations & Service Customer Europe

- Annual Fees for all CASS participants (Associates and Intermediaries)
  - Invoices will be uploaded in CASSlink
    - You may download them here:

User: Francisco\_Bataglia CASS operation: PORTUGAL

### Output Agents Document View

Shows documents for choosen agent.

Choose Agent: 6440000 - 0000 HQ IATA CASS Agent (YMQ Ops)

Upload Date	Document Type	Document Name	Download
-------------	---------------	---------------	----------

- Input Services
- Processing
- Output Services
  - Output Airlines
  - Output Agents
  - CASS Report
  - AWB History
  - View Airline Docs
  - View Agent Docs

# Operations & Service Customer Europe

- **Annual Fees will be charged through CASSlink in October billing (payable end of November)**
- **Airline 956 (=IATA) will show on your Billing statement charging the Annual Fee**

**Note: non-payment of your annual fee's will have as a consequence the termination of your CASS Associate or Intermediary contract with IATA**

# Thank you

## For more information

- Visit our website  
[www.iata.org/cargo](http://www.iata.org/cargo)
- Subscribe to Cargo Tracker  
[www.iata.org/optin](http://www.iata.org/optin)
- Register on our CS portal  
<http://www.iata.org/cs>

