

# E-Freight Experience Sharing

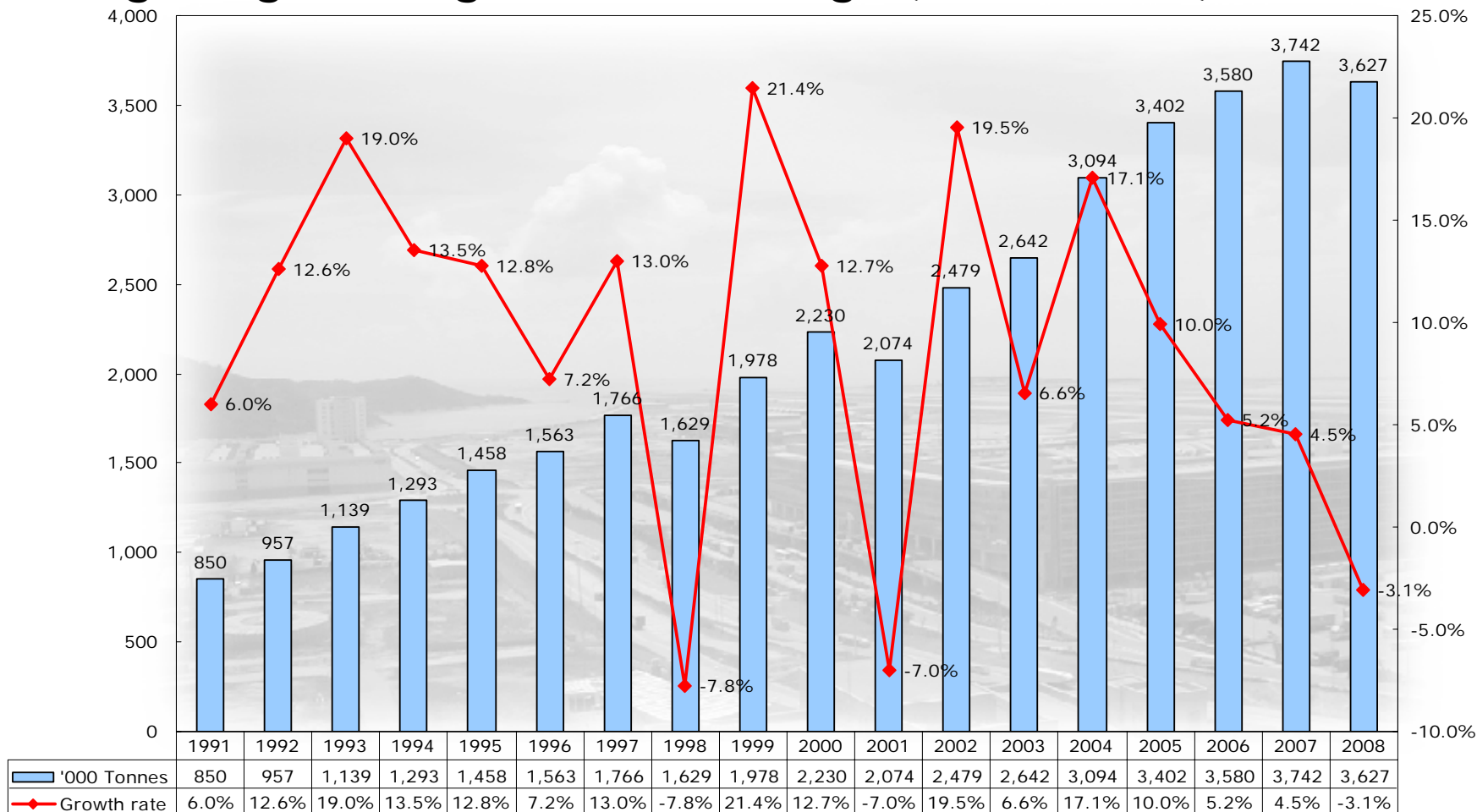
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# Freight Industry in Hong Kong

Source: Airport Authority Hong Kong

## Hong Kong Air Cargo Annual tonnage ('000 Tonnes)



# E-Freight

- DHL Global Forwarding is in full support of the IATA e-freight initiative
- Supported all live and pilot e-freight countries and trade lanes
- Top e-freight forwarder across the world
  - In May09, ~500 MAWB e-freight shpts by month (~150 related to HKG export/import)
- The volume keeps increasing when some more e-freight locations available

# Challenges

- System Enhancement
  - The capability for transmitting data to carriers from our in-house system
  - The capability for inputting new EAW/EAP code for transmitting
- Electronic message limitation
  - Space limited in the e-message to include all information as currently being typed in the physical AWB
  - Review in BWG for only essential info in the e-message and how to get this information passed to carriers
- Determination of final e-message
  - How to determine final e-message received by CTO/carrier.
  - Re-submission of e-message handling
  - Data accuracy issue
  - E-message confirm/reject communication and handling

# Challenges

- Communications between origin and destination
  - Additional step to alert counterpart for coming e-freight shipment (no documents attached)
  - Scanning all documents to destination and reprinting the required documents at destination
  - Origin and destination office well define e-freight handling process
- Legal Issues of using e-AWB
  - Signed an electronic data interchange agreement with individual carrier for moving forward to removing the MAWB
- Lack of e-AWB recognition
  - Formal requirements of physical copy of MAWB and HAWB from customers/banks
- The standard XML format of P/L & C/I are available but adoption by shippers is a challenge
- Long period of dual process for both e-freight and non e-freight shipments

# Expectations

- Time Saving
  - Further reduction on the cargo & data (documents) acceptance cut-off time
- Cost Saving
  - Reduction of paper documents
  - Consol pouch delivery to carriers
- Quality Improvement
  - Improvement of data quality which in turn improve the customer services standard
- Productivity Gain
  - Enhancement of productivity and revenue retention

# Thank You

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