

CargoChorus

Cargo Community Services



Today's international air transportation industry relies on the use of information technology to ensure that customer promises are met and are seen to be met. BT's community services help air cargo companies to achieve this by integrating them with their customers, partners, and regulatory authorities. This evolutionary range of services extends from status updating and inter-company messaging to customs clearance and performance and exception management. All services are accessible by internet FTP and e-mail (SMTP).

Serving every major airline and over 25,000 forwarders in 130 countries, CargoChorus helps this community deliver promises and value.

Standard Messaging Service (SMS)

This service allows airlines and forwarders to exchange the full range of structured IATA cargo messages. The service includes translation between different message versions and types (Cargo-IMP, EDIFACT and CargoFACT, ASCII flat-file and XML) and so provides forwarders with a single interface to any airline capable of receiving EDI messages. An optional element is duplicate routing whereby a message could be sent, for instance, to an airline and also to their ground handler or a forwarder's partner overseas.

Agent Plus

This web service allows forwarders to:

- Enter air waybills electronically via a web browser for submission to an airline and for printing
- Use the Consignment Monitoring System (CMS) to see a continuously updated view of the subsequent status of their consignments
- Shipper/consignee addresses, client details and past air waybills are stored on a central database for easy retrieval
- Consignments can be printed on neutral stationary, plain paper, or as IATA 606 bar codes

CargoConnect via web or email

These free Internet services allow forwarders and shippers to check the latest status of consignments on almost all airlines. They can be used from www.ccx.com or by e-mail. The e-mail option allows many shipments on multiple carriers to be checked easily and information can be returned as normal text, Cargo-IMP or XML format. The services save time on the telephone and, as the information comes directly from the appropriate airline's central system, they provide the greatest accuracy available.

Route Management Service (RMS)

This service measures the delivery performance of shipments to provide detailed reports against key performance indicators. It also provides exception management in order to alert forwarders and airlines to exceptions earlier, helping to improve overall service performance. The service works by automatically setting up a route plan with milestones for each shipment and then continually monitors its status against that plan, alerting operators to discrepancies where necessary. It operates with current forwarder /airline messaging so can be operational without major change. The example screens show all shipments for a forwarder's office with discrepancies in red. The screen can be tailored by an operator to show, for example, all current consignments or only those from a selected station or only consignments with discrepancies. The other screen shows the plan, updates and details of an automatically sent alert message.

UK Customs Direct Trader Input Service (DTI)

This service allows the air cargo community users in the United Kingdom to exchange information with other parties involved in the import and export of freight and with HM Customs & Excise CHIEF system and the central freight inventory database. The service is used to clear over 98% of UK air imports electronically.

It comprises the following facilities:

- An inventory controlled import facility, allowing the rapid clearance of import consignments through an automated interface to the CHIEF system
- a non-inventory controlled import facility allowing the clearance of import consignments through an automated interface to the CHIEF system
- a non-inventory export facility, allowing export consignments to be logged with CHIEF
- A Human Computer Interface (HCI) facility to provide on-line terminal access to CHIEF
- a message conversion and routing facility to provide the parties involved in import or export of a consignment with a method of communication via standard messages

The major organizations that use the service are:

- agents / freight forwarders via ASM2000NT or other accredited software
- transit shed operators, de-consolidators and airlines via ABS2000 or other accredited software;
- airlines communicating through their own in-house systems via direct connections or through SITA or other network providers

DID YOU KNOW?

- BT's cargo community system is 10 years old. It connects transportation companies with their community of suppliers, customers and regulatory authorities. In the last decade it has processed more than 500 million messages
- BT has 25 years experience in providing consultancy advice to a global customer base
- BT provides global services to 10,000 multi-site organisations including 80% of the FTSE 100 and 60% of the largest Fortune 500 companies

US Customs Pre-Clearance Service

The reporting of goods being imported into the United States of America is the joint responsibility of the importing broker and airline. The broker files entry documentation (either manually or electronically), while the carrier is responsible for reporting details of imported consignments. The decision to inspect, seize or release cargo is based on the information received from the broker's entry. However, the goods cannot be physically released to the broker until the carrier has made its full report to the AMS system and is sure that there are no active holds against the goods. Many airlines wait until the goods have arrived before reporting house waybills to AMS as they can only do so by physically opening up the document pouches at the entry port. This means that even if the broker has made his entry via the ABI system and has received notification that the goods may be released, it may be a long time after flight arrival before the goods can be collected. This service reports house waybills to AMS before flight arrival in the USA (provided that the carrier has already reported master details). This means that, if the broker has received release notification via the ABI system and the carrier has received no holds from USA customs via AMS, consolidations could potentially be collected by the broker as soon as they are offloaded from the flight. An additional benefit is that the carrier need not be given the commercially sensitive shipper and consignee information as they will no longer be reporting this data to AMS.

The benefits to the broker include:

- speedier collection of goods from the carrier
- retention of commercially sensitive data
- potential decrease in error handling due to automation of house level reporting
- minimizes the accreditation testing requirement.

The benefits to the carrier include:

- provision of a better service to their customers by improving arrival handling time
- removal of the need to report house waybill data to AMS
- potential decrease in error handling due to automation of house level reporting



Offices worldwide

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