



# ABI2205 Airline Logistics Management

Let's practice for  
the conversation

# U6-U7 Airline Logistics Management

## Cargo operations

**01**

- Communication of information to load control
- Documentation Export - Import

## Storage

**02**

- Export Procedure
- Import Procedure

## Transit / Transfer

**03**

- Within the Terminal Procedure
- Between the Terminal Procedure

## Mail and Express

**04**

- Mail
- Express

## Cargo Process: Delivery

**05**

- Receive and Delivery



# Cargo Procedure

Source: <https://www.semanticscholar.org/paper/Analyzing-the-Effects-of-e-Freight-within-the-Air-%3A-Franz-Danciu/>



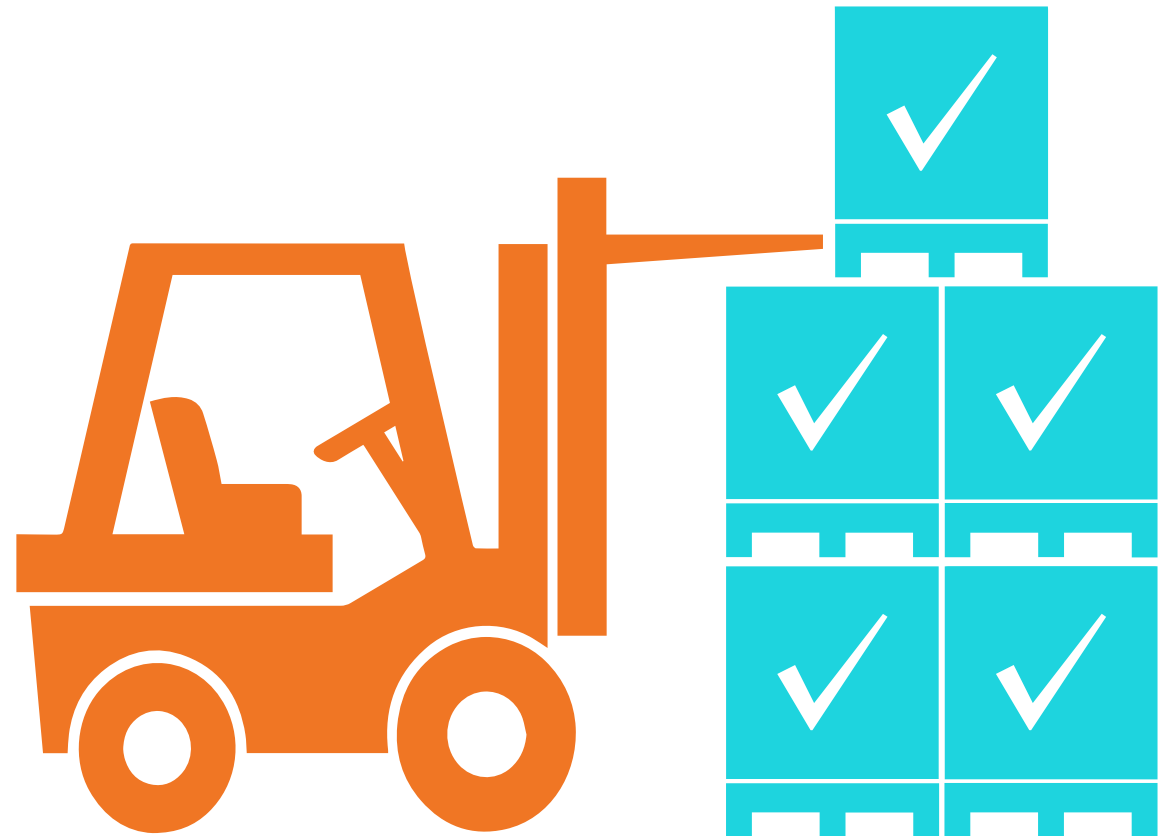
# Communication of information to load control

## Cargo Terminal Operator

CTO is required to transmit certain information to the load control office, to allow for weight and balance calculations and the delivery of a load sheet, including ULD identification, gross weight, special handling or hazard codes and complementary information, NOTOC provided

## Load control

The load control once received all information, they are planning for load sheet and provide detail information to inform all personnel concerned



# ULD identification

Sources: Uniload aviation solutions, Cargo forwarder global, upu.int



# Physical inspection of cargo

**EXPORT** – if we found the cargo damaged, identify and inform the shipper and airlines immediately, final decision, airlines will make a decision to take or not

**IMPORT** – if we found the cargo damaged, take a photo and identify details, inform the Damage Cargo Department (DMC) to inform airlines

**DGs** – if we found the DMC is Dangerous Goods, treat as trained

# Procedure Status

EXPORT – Cargo Manifest + AWB + Cargo

Check for item, rcvd not more 48hrs in advance

Agent rcvd Acceptance paper, printout AWB to document center – Status RCS  
(Receive Cargo from Shipper)

Wait for loading

Items store on plan load (container, palette) Status – PRE (Pre-manifest)

Status – MAN (Manifest)

The container, palette is already onboard Status – DEP (Depart)

# Procedure Status

IMPORT – Cargo Manifest + AWB + Cargo

Check for document from the aircraft, issue D/O (Delivery Order) for the person who pick up the item

Check the container, palette condition, breakdown – Status RCF (Receive Cargo from Flight)

Arriving / Transit, Transfer

Arriving BKK store in the storage, wait for delivery

Transit (Items onboard), Transfer (Items transfer to connecting airlines – check the item connecting flight)



# Section Break

Let's take 10 mins break

# Storage

EXPORT – Once the item declared as accepted cargo, the item will be waiting in the area waiting for put away in either container or palette which the airline load plan will pre-plan for the flight ie. Today's flight will be using 3 containers and 4 palettes for the cargo section

The cargo operator needs to contact with the container storage to retrieve the 3 containers and 4 palettes to use for this flight which will be random ID

The cargo operator once load the items into the container, need to record the container ID with the AWB number of the item on the record sheet, this sheet will be submitted to load control to calculate about the position on the aircraft

Once finished packing, the container and palette will be stored waiting for flight

# Storage

IMPORT – Once the aircraft landed within 90 minutes after landed, the cargo need to be arrived at the terminal

Breakdown will normally take about 3 and a half hours, check the condition before breakdown, take a photo, record which container or palette is already came in for breakdown also record the AWB on the palette (Checking from cargo manifest)

**\*\*if the items on the palette are the same AWB, and connecting flight the whole palette, *may not* Breakdown\*\***

After breakdown, if found the items with damage, take a photo and report immediately, elsewhere, the other in good condition will be stored in the storage depends on the type of item ie. Perishable – Cool storage, Normal – Express, BKK, Transit, Transfer, etc. Store at the area related to size of the items (Small, Rack, Big)

The status of the container will be CHKIN

# Damage Cases

Source: <https://www.altexsoft.com/blog/awb-air-waybill/>

Types of Damage: Crash, Torn, Smash, Wet, Leakage

Causes: Human Error, Natural Source, Accident during transfer item

# Damage Cases

Source: arviem.com, cargohub, inbound logistics

## Wet



## Crash



## Torn



# Cargo Irregularity

Tracing up to 21 days

Missing Cargo: item came in not match with the manifest Ex. Declare 10 boxes,  
came only 8 boxes

Found Cargo: item came in more than declaring on manifest Ex. Declare 5 boxes,  
found 6 boxes

Missing AWB: item came in but AWB not came in

Found AWB: item not came in but AWB came in

Causes: Human Error



THANK YOU

Q & A

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