

AIR CARGO



WINNING MOVES



SITA

Airline Information Services

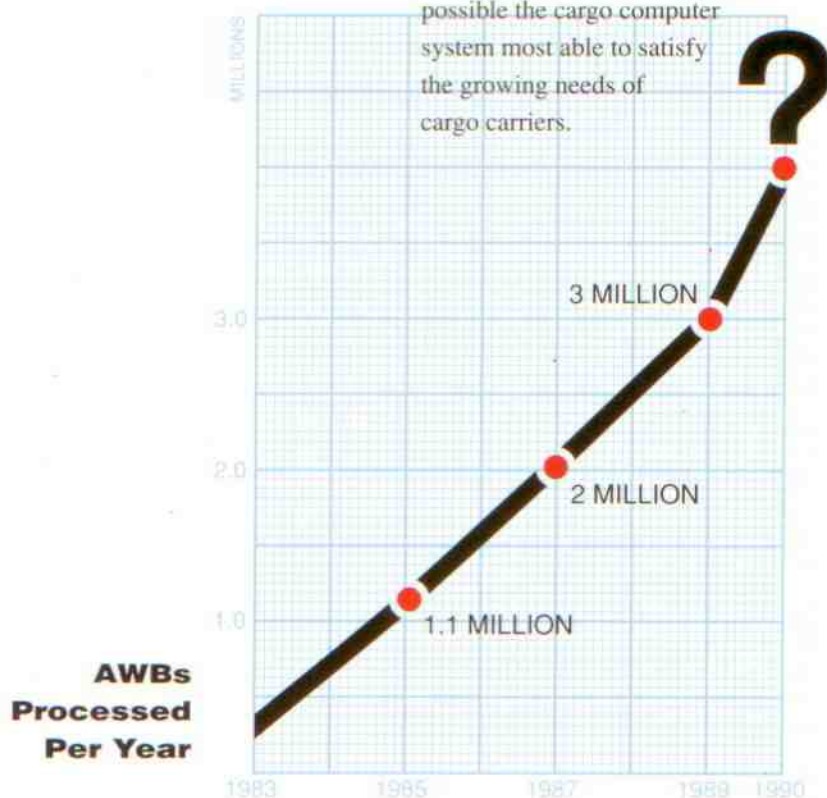
LONDON DP CENTRE

The SITA London Data Processing Centre is well established as a leading provider of airline services. Currently more than 100 airlines worldwide are connected to the Centre, accessing CARGO and FLIGHT OPERATIONS services. The SITA network extends to over 1200 cities in 184 countries and is used by over 400 member airlines, aided by a variety of communications protocols and computer systems.

Automation of the air cargo environment is seen now as a priority objective for all airlines operating manual procedures to manage their freight business. Some airlines already using computer systems of their own for this purpose are looking for improvement.

Co-operation in the industry is renown, but so too is the competitive nature of the business. No longer can outdated practices be acceptable; the race has started already and only the airlines with effective cargo automation will remain worthy competitors.

Paradoxically, with the growth of system-to-system electronic messaging, the automation that gives the competitive edge will also aid co-operation. The commitment, therefore, must be to introduce as soon as possible the cargo computer system most able to satisfy the growing needs of cargo carriers.



THE SOLUTION

For some years now SITA has responded to the needs of its members by operating for their benefit an advanced, comprehensive and fully integrated air cargo computer system. Airlines not wishing to introduce an in-house solution with its corresponding high operating costs in terms of equipment, environment and skilled staff may opt to become participants in this SITA Air Cargo Service.

FAST IV

Fast is the generic name associated with the SITA cargo system; Fast IV identifies the development level presently accomplished. The system is a result of an original initiative from Alitalia and, prior to the SITA Service being made available in 1983, was purchased for in-house operation by a number of airlines including Eastern Airlines; TWA; British Airways; Swissair. Some of these companies including Alitalia of course were instrumental in moulding the functionality acquired by SITA at that time. Since '83, however, SITA has maintained dedicated and growing functional and technical staff teams to modify and enhance existing facilities, and to add many more new features to give the benefits identified by customer demand.

And to achieve Fast IV.

Do I need Fast IV?

Answer the following questions before coming to a conclusion:

- Will your current system answer status and reservations **teletype** requests when you have gone home?
- Can you print an **airwaybill** at your every office; do you print your cargo documentation electronically?
- Can you **trace** a consignment in a few moments, with or without AWB number?
- Do you get your statistical **reports** within two hours of requesting them?
- Do you have electronic **communications** with other airlines' systems?
- Are your **staff** given the opportunity to increase their productivity?
- Do your current practices lend themselves to an improved **cash flow**?

SITA Fast IV Users can say 'YES' to all these questions.

BENEFITS

WHAT ARE THE BENEFITS OF FAST IV?

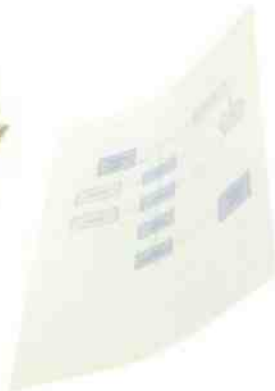
- ✓ **Improved Customer Service – at a stroke.**
 - ✓ **Competitive Approach.**
 - ✓ **Controlled Manpower Growth.**
 - ✓ **Co-operation Links.**
- and*
- ✓ **Improved Profitability.**



FUNCTIONS

HOW DOES IT ALL WORK?

In all its development stages, the SITA cargo system has been designed to provide relevant responses to customer needs. In its simplest form, a single record is used to process each shipment through the main operational areas outlined on the following pages: (An in-depth functional description of the system is provided in a further brochure which is available on request.)



AWB Record

Details of each consignment carried and airwaybill issued are stored in specially constructed Cargo Airwaybill Records; one unique record for each shipment. In this single record, or CAR as it is known, are all specially validated reservations and AWB data, plus current status. A history section is attached to allow investigation of past activities and past inputs.

The CAR serves as a data source for system AWB print and many other document and teletype outputs.

Reservations

Reservations by either CRT input or controlled teletype request may be made before or after warehouse receipt of the goods. Indeed, whole groups of shipments can be booked in one screen transaction. Bookings

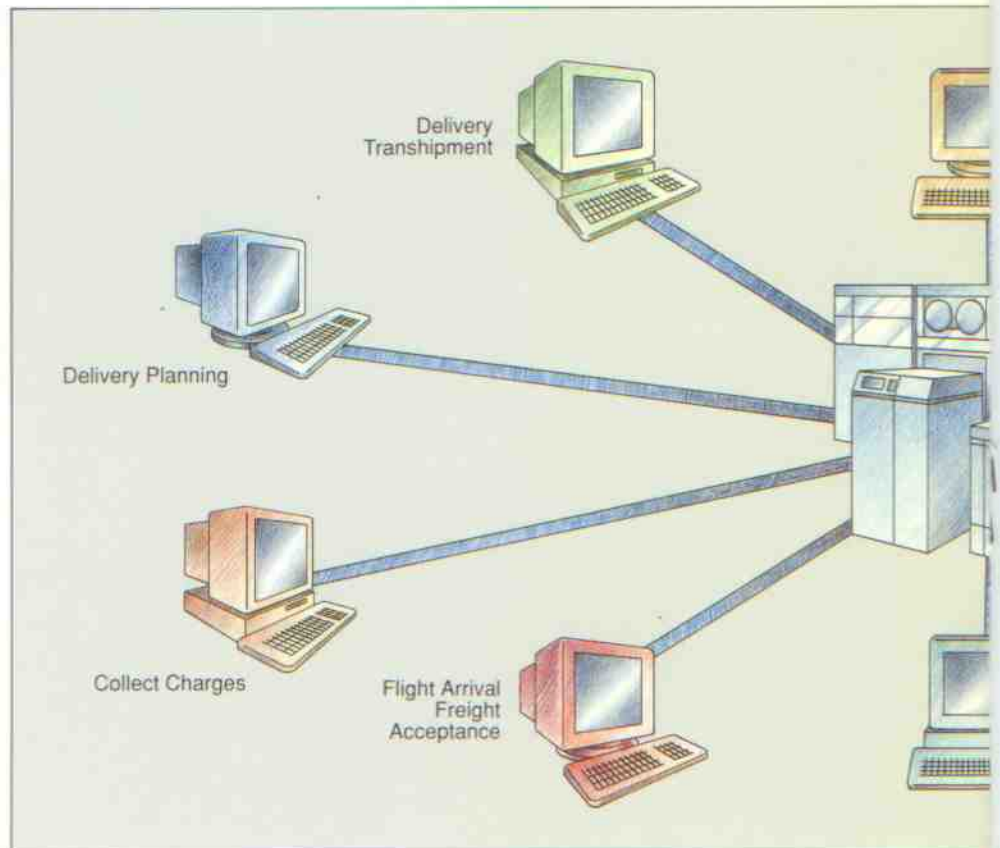
made are recorded on system held flight booking lists and space availability displays automatically updated.

Control of reservations and other capacity considerations may be confined to a single headquarters unit or passed out to network stations, whichever fits in with your internal strategy.

Flight Preparation

Automatic determination of flight loads and warehouse inventory are important aspects of the Fast IV system. Unless otherwise instructed the system will assign, in a pre-determined order, all on-hand cargo required to maximise use of space available; and, on flight dispatch or ULD build-up, update storage area records to show current inventory.

Features
Automatic Rating/Pricing
AWB Stock Control
Management Reporting
Revenue Proration
Dangerous Goods Control
Cash Management



Equally important is the automatic manifest production -in bulk format or by ULD- and teletype transmittal to, perhaps, a handling airline system at destination. (Fast IV can accept teletyped manifest and AWB data from other airlines as well).

Arrivals

Using the Group Handling facility a whole flight can be "arrived" at destination in a few minutes. The system will issue a TFM if needed, either automatically or on demand as with the Notice of Arrival document and Delivery Note. Any additional charges at destination may be recorded and, if needed, payment amounts converted to local currency.

Revenue Accounts

Finally, Fast IV will transfer all shipment record data to your own in-house accounting system for billings, etc. . . No need to duplicate inputs. The

transfer is handled electronically with File Transfer Process or, if you prefer, by production of a magnetic tape of information for physical hand over.

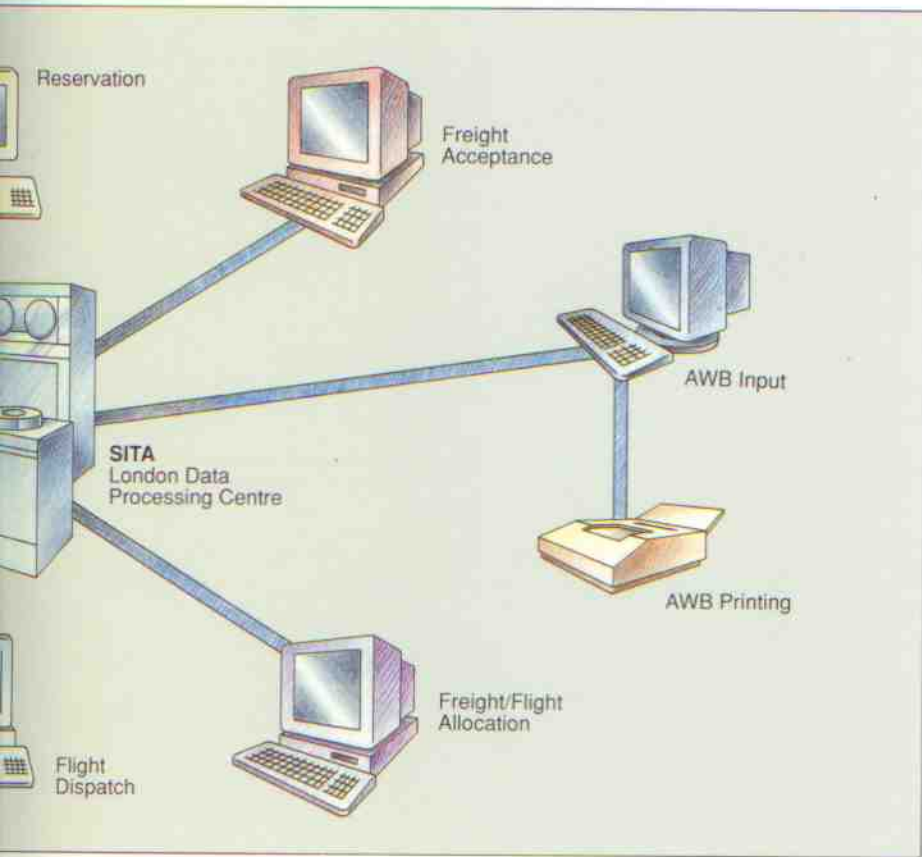
'Revenue Accounting' probably will want the system to select some records for screen review before transfer; this can be arranged, quite simply, on an individual airline basis.

The transfer of AWB data to your own accounting system has enormous significance in terms of both data input savings and in giving you the information early for customer billing. A key to cash flow peace of mind.

History

Some days after the AWB data have been transferred the CAR is purged from the system. But should a review of the record be needed a simple request to reload it for print or display will be actioned overnight.

Features
U.S. Domestic AWB Processing
Direct Reference Library
I.W.S. Development
Freight Forwarder Connection
Customer Name Search
Teletype/E.D.I. Facility





SITA SERVICE

BUT WHY THE SITA SYSTEM?

Success

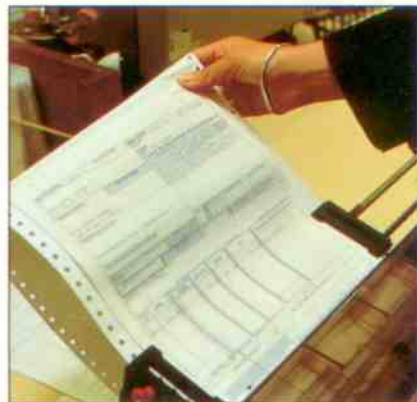
The SITA system has been developed over a period of time both to the specifications of single airlines and to the agreed requirements of an ever expanding group of companies – the SITA customers. This evolution has ensured successful application in all environments, and endowed the system with wide-ranging appeal.

Support

SITA employs teams of both technical and functional staff to support their customers from the moment they decide to join the Air Cargo Service. All functional analysts have air cargo experience and are ready to provide training to key users and to assist in developing in-house training programmes and new procedures. With cutover support, success is assured. And with HELP desk and ongoing support, continued success also is assured.

Service Users Meetings

Attending two annual User meetings, customers have ample opportunity to meet with SITA and other Service participants. New ideas for system enhancements are discussed and voted upon. All airlines have equal voting rights, and if a development to the package is agreed, SITA will carry out the work at no extra cost to the Service User. The system, therefore, is continually evolving to meet the needs of participants.



Security

Data security is given particular importance with SITA as you might expect. Each new subscriber to Air Cargo is assigned a private and confidential "partition" in the computer system which, together with individual authorisation coding, effectively limits access to agreed parties only.



HOW MUCH DOES IT COST?

As with other SITA Services, charges are set to reflect costs and calculated for each participant according to system usage. Thereby ensuring unanticipated downturns in traffic revenue are not borne against high fixed overhead costs.

Usage of the system for Service charging purposes is determined solely on the number of airwaybill records created. The number of system features used or the number of actions made against a record are not factors in establishing Service charges.

A graduated scale of reducing charges per record is applied. The more records you create the lower the average cost per record. We will be pleased to calculate the Service costs for your cargo automation needs.



HOW SOON CAN THE SERVICE BE IMPLEMENTED?

Normally, first station cutover is achieved within six months of contract signature.

Elements affecting the implementation time scale include:

EQUIPMENT –

Lead time on orders for CRTs and printers.

TRAINING – Large staff numbers require special scheduling to ensure no disruption to the operation.

OPERATIONAL – Any procedural or operating changes are best effected in a low business season.

Aid with implementation planning is a SITA Service feature.

WHAT SHOULD I DO NOW?

To find out more about the SITA Air Cargo Service please contact your local SITA representative or Account Manager. Otherwise contact our Marketing Director on the TTY or postal address given.

We look forward to hearing from you
... make a winning move



INFORMATION

For further information please contact:

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your SITA Account Manager,
or your local SITA representative.

AIRLINE INFORMATION SERVICES

London:

Air Cargo
ULD Management
Dangerous Goods
Flight Planning
Meteorological Information
Airport Information
Surface Weather
NOTAM
Crew Management
Operations Control



Atlanta:

GABRIEL – Passenger Reservations
GETS – Gabriel Extended Travel System
AIRFARE – Fare Quotation
BAGTRAC – Baggage Tracing
BAHAMAS – Baggage Management
SAHARA – Hotel Reservation
TIMATIC – Travel Information
AIRDES – Electronic Ticketing
Credit Card Authorisation
Departure Control
Contingency Management

SITA

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