

AIR CARGO SERVICE  
MINUTES  
20TH USER MEETING  
DENPASAR  
3RD - 5TH MARCH 1992

Agenda Item	Subject	Airline	Page
<b>I.</b>	<b>OPENING</b>		
1	Welcome address	Ch	5
2	Establishment of quorum	Ch	5
3	Approval of minutes of previous meeting	Se	5
4	Handover of Chairmanship	Ch	5
5	Matters arising (Secretary's report)	Se	5
6	General Statement on London DP Centre	KM	7
7	New "Modification Proposal Form"	SITA	7
<b>II.</b>	<b>MODIFICATION PROPOSALS</b>		
8	Restoring the single input mail weight entry	MA	8
9	Import Consignment located in ULD	NZ	9
10	TS AWB override the RS Data of other segments as well as the RS Data of first Segment	BR	10
11	Improved AWB printing	AS	11
12	Customer Profile Perfecting	MA	12
13	Deletion of cancelled partshipment from System	BR	13
14	User friendly tracking display	AS	14
15	Depart Flight by VGF505/01JAN-0	GF	16
16	Booked shipments with live status in Booking List	CI	16
17	Mail Manifest	CI	17
18	Charges shown on AWB	FI	17
19	Display CAR held by other CRT	CI	17
20	Flight Rerouting	GA	18
21	Modification 375 CFM upgrade	CI	18
22	Automatic Remarks creation for FAD message	OS	18
23	FFM/FWB combined GRH action	OS	19
24	Multi-Commodity	PK	19
25	Automatic warning MSG via OUS	GA	20
26	Airline Designators	OS	20
27	Onward Carrier	FI	21
28	Telex Msgs under Y.T* entry	EK	21
29	Cargo IMP FNA Messages	SITA	22

III MISCELLANEOUS

Agenda Item	Subject	Airline	Page
30	Warehouse Locations to be built by SITA	PK	24
31	Change of MOD 403 into an "Industry Requirement"	OS	24
32	FWB exchange Users of SITA Cargo System Re CSUM 19 Agenda Item 74	GF	24
33	Unsolicited MSGS	EK	25
34	KD Problem	GF	25
35	KD Problem	PK	25
36	KD Discrepancy	GA	26
37	History Requests	EK	26
38	Modification List	GF	26
39	Shortening of the "Modification Priority List"	OS	27
40	Private Rates Handling via Marquis	SITA	27
41	ALCS conversion	SITA	27
42	CDS	SITA	27
43	Management Reports	SITA	28
44	CROMA	SITA	28

IV CONCLUSION

45	Any Other Business - Open Forum	USERS	28
46	Modifications Ballot	Se	28
47	Date and Place of Next Meeting	Ch	28
48	End of Meeting	Ch	28

II.

MODIFICATION PROPOSALS

4

Agenda Item 8



MOD 431

are by one su  
kd display  
can be seen

Submitted by: Malev

Subject : Restoring the Single Input Mail Weight Entry

Business Problem Description:

The Mail weight can be entered only after making AWB and Manifest for Mail at each Flight. Even if we need the Mail weight only for statistical purposes we have to make several entries and spend more time and money.

System Area Affected:

Mail Manifest.

Description of Proposed Change:

Restore the single "KVM MA120/20JANBUD50" entry to be shown the Mail figures on list "S/F20JANBUD-D". As alternative way of Mail weight Input for those who do not intend to Manifest the Mail for each Flight

Justification:

Cost Saving:

Competitive Advantage:

Revenue Increase:

Industry Advantage:

Agenda Item 12

MOD 435

4/2 ✓

~~2/2~~

Submitted by: Malev  
Subject : Customer Profile Perfecting

Business Problem Description:

Cannot identify the line number containing the information shown on the screen in case of need for updating. ✓  
Cannot sort the profiles by contents. (e.g. list on screen/printer all profiles containing in line T1 "cash only" remark)

System Area Affected:

Customer Profile

Description of Proposed Change:

Displaying a Customer Profile each line should start with the line number.  
Should be made possible to Build Masks for sorting the profiles.

Justification:

Cost Saving:

Competitive Advantage:

Revenue Increase:

Industry Advantage:

## Minutes of 20th Air Cargo Service User Meeting

### Agenda Item 25 - Automatic Warning MSG via OUS.

SITA explained that this warning message is controllable by the User. The input QT will allow supervisor status to a given CRT and the input QN will disallow supervisor status. GA stated that they were satisfied with this reply. PX asked which Duty code was necessary to make these inputs and were told that all Duty Codes can perform these entries. The entries will only affect the CRT on which they are made. Subject closed.

### Agenda Item 26 - Airline designators.

SITA stated that numeric - alpha codes Handling is now available. Alpha - numeric codes will be available as soon as IATA start to issue the codes which IATA advise will be in approximately one year. IATA also advise that 3-character codes are unlikely to be required before 1999. SITA stated that 3-alpha Airline codes would be an extremely large modification. OS however were adamant that if the Airline in question wishes to ignore IATA recommendations then this does become relevant, and should be considered. OK agreed with OS on the point. SITA reminded Users that this has been put off by Airlines since the mid-1970s due to cost. OS pointed out that the Vienna Airport Authority system sends Cargo IMP messages with 3-alpha Airline designators. With regard to the 3-numeric/1-alpha flight number, e.g. AF234T, SITA explained that this would require a restructuring of the entire flight numbering system and would be a very large and costly modification. The 3-numeric extra-section flight number, i.e. a numeric being less than 1000, would represent a medium-sized modification and should be put to the vote. SITA stated that if Users wished they could certainly vote for the 3-alpha Airline designator but this would not become an Industry Requirement until IATA gave its approval. A vote was held on three separate issues as follows: Users voted against the 3-alpha Airline designator becoming a modification. Users voted against the 3-numeric/1-alpha flight number becoming a modification. Users voted in favour of extra section flights with numbers of less than 1000 becoming a modification.

ACTION: Modification 441

## Minutes of 20th Air Cargo Service User Meeting

### Agenda Items 38/39 - Modification List

GF suggested that a minimum points requirement of 100 be declared, and if a modification has not reached this target by its third CSUM the User responsible for it should either withdraw it or re-propose it for discussion. OS would rather see modifications automatically dropped from the priority list without further discussion to save time if the minimum requirement is not met.

NZ made the point that, in their opinion, there is no harm in a large priority list. They hope that minor modifications are evaluated and integrated into bigger modifications where possible.

GF made the point that not all Users can possibly be using their 100 ballot points.

SITA confirmed that in effect ballot points are not received from all Users. PX stated that when a User requests a modification it is usually because that modification is required immediately, and there is no point in modifications being kept pending on a long priority list for 18 months or two years.

NZ countered this by stating that the length of the priority list has no direct bearing on SITA's productivity. There is no cost in maintaining a long list. Users may feel uncomfortable with a long list but its length alone does not determine SITA's development resourcing.

SITA suggested that for precisely this reason, as well as for statistical reasons, they would support some kind of restriction.

A possible solution is to limit the maximum length of the list to 100 items rather than working on a points basis.

This raised the question of whether or not Users retrieved their ballot points if one of their modifications were to be purged from the list. At this point a vote was called to establish whether or not Users wanted the modifications priority list reduced, and if so how?

Users voted against reducing the list, and the second part of the vote became redundant.

The discussion then turned to the subject of costing the modifications list. NZ suggested that only modifications at the top of the list should be costed because trying to do the whole list would waste resources.

GF reiterated the point that it is, to a large extent, the fault of the Users themselves. If they really want to see a modification done they should vote highly for it. To give a modification 5 points or 1 point is ridiculous.

OK feel there are two parts to the problem; firstly, they would not shorten the list because currently low priority modifications may become important in the future, and by being already on the list they would only require ballot points to bring them up the list without the need for re-proposal at another CSUM.

Secondly, they feel that SITA should clarify how many modifications they can handle in any given year.

In answer to this, SITA explained that the cargo development budget was not uniquely for the modifications priority list, but was to cover all aspects of cargo development. As FAST IV development is completed, so we should see more and more modifications done from the list.

PK are in favour of retaining a long list because they see it as a guide-line against which to check future modification proposals.

SITA emphasized the point raised earlier by NZ, and confirmed that wherever and whenever possible, smaller modifications were incorporated into larger ones.

## Minutes of 20th Air Cargo Service User Meeting

### Agenda Items 38/39 (continued)

OS would like to see the list divided into groups according to areas of the system affected.  
SITA went on to make it clear that being on the modifications list is no guarantee that the modification will get done. The onus is still on Users to prioritise the modifications through the use of ballot points.  
From a marketing point of view, it was mentioned that a long list does not necessarily look bad because the system is constantly changing and User requirements are also constantly changing.  
As a result of this debate it was agreed that SITA would reorganise the modifications list and begin costing existing modifications.

ACTION: 1) SITA to reorganise list according to areas of the system affected.

2) SITA to cost the first 10 to 20 modifications by the next CSUM and between 10 and 20 modifications between each future CSUM until all the list has been costed.



Minutes of 20th Air Cargo Service User Meeting

Agenda Item 40 - Private Rates handling via Marquis.

SITA referred Users to the paper in the CSUM folder entitled "Marquis Private Rate Functions" and expanded briefly on the contents.

PK asked whether the Private Rate table structure is the same as that of the Published Rate table, which SITA confirmed, unless the User wished to enter Special Deal rates. Private Rates are stored as a combination of Flat Rates and Published Rates.

EK asked if it is possible to construct on Published Rates, which SITA confirmed.

NZ asked how long they would have to wait, in the event that they struck a deal with an agent which they entered to the system, for those rates to be loaded.

They were told that IAP will eventually process these updates online but at the moment a batch process is loaded by IAP every morning.

SITA are unable to say now when IAP will go online.

Users should forward any questions to SITA who will gladly act as an interface with IAP and then return to Users with the response from IAP.

PK stated that they were unsure exactly what IAP have to do with Private Rates. The answer is that they are responsible for the management of the Database.

SITA explained that in the ZDR and the CIT both net and total values will be displayed.

NZ asked about an indication of what time frame SITA is working to.

SITA replied that the construction and retrieval of Private Rates is available now in Marquis, but will require incorporation into the Rating Function. Storage and link to the Yield Management function will begin once FAST IV development is complete.

Users asked when the net value of the AWB will be stored on the CITFR.

SITA replied that they must first resolve the problem of the CITFR not storing all data. This processing must be changed before data can be transferred from the CIT to the CITFR.

The whole package should be completed by the end of 1992.

Subject closed.

## Minutes of 20th Air Cargo Service User Meeting

### Agenda Item 42 - CDS.

SITA gave a presentation of the CDS project and announced that two demonstrations will be held later this year. These will be in London from 28th to 30th April and in Hong Kong from 5th to 7th May. Phase 1 is now 95% complete and should be finished by the above dates. A demonstration was deemed to be the best way to show the finished product.

A SCITOR representative then gave a presentation on Community Systems, and briefly explained that SCITOR is a subsidiary of CITS, who in turn are wholly owned by SITA, and was founded in 1989 to provide services to non-airline companies. SCITOR have an agreement with the NOVUS company to promote and offer their CCS product.

A vote was called for to decide whether or not GLS should be invited to make a presentation at the September CSUM. Offers of presentations from other companies have also been received. Users voted in favour of a presentation by GLS, and consequently agreed that others should also be given this opportunity. It was agreed that the second half of the third day would be set aside for this purpose, so that parties not interested need not attend.

In answer to a query by AS, it was confirmed that connection to a Freight Forwarder or other non-airline sponsored customer is possible now. SCITOR promised to provide NZ with information regarding its customer base.

At this point SV had to leave the meeting and after expressing their gratitude to SITA and all the participants, and wishing everyone a safe journey home, they nominated GF as their proxy airline in the event of any further voting being necessary. Subject closed.

### Agenda Item 43 - Management Reports.

Users were referred to the paper in the CSUM folder entitled "Management Reports - Early Data Capture", and the Secretary expanded on its contents. Users expressed general satisfaction with the idea and the work done so far by SITA, but did query one point: rather than a number of fixed displays containing given data to be downloaded, Users like the idea of having data somehow labelled individually so that the User has complete control of what is included in any given download.

NZ expressed concern that to download data which is irrelevant and would never be used is not cost-effective with regard to transmission costs. They would rather have the ability to decide the parameters of each download. SITA were receptive to this and undertook to review this part of the modification whilst maintaining close contact with Users during its process. Subject closed.

Minutes of 20th Air Cargo Service User Meeting

Agenda Item 44 - CROMA.

SITA began by giving a brief overview of the current CROMA package, then went on to speak about the future of CROMA.

There followed an explanation of the pricing structure.

NZ stated that they would have expected SITA to negotiate a cost based on group participation, and SITA replied that they had obtained the prices given on the basis that a number of SITA Users had shown interest. Although it cannot be formally guaranteed, SITA does not believe that Users would have obtained as good a rate if they had approached AZ independently.

NZ asked why the equipment should be specifically PS2-55 PCs, but SITA replied that the important thing is only that the equipment be IBM - compatible.

SITA would need to work on 30 new programmes in order to interface with the system. This would hopefully prove to be not too large a task.

NZ then raised the point that there is a possible conflict between the AZ CROMA package and the Management Reports of Modification 336 and the Private Rates function of Marquis.

Rather than a conflict, NZ wondered whether the two latter functions did not render the CROMA package redundant?

The answer is that there are important differences which do not allow this. CROMA statistics are based on agent billing or agency revenue. From this data, statistics are generated by revenue and uplift of single or multiple agents and by agency.

Statistics generated by SITA Management Reports are more orientated towards the operational reality of a single or multiple stations, even if these statistics may just as easily report revenue. With regard to Private Rates, although the database for Published and Private Rates is basically the same, CROMA has the ability to handle Ad Hoc deals over and above Private Rates either online or post-recorded where the details of the actual rate used are recorded after the download to CROMA has taken place.

Marquis cannot do this.

CROMA is also capable of handling volume discounts which Marquis cannot. OS stated that the Agent File is the most important part, and if this were placed online CROMA would become less necessary because Users could then adopt their own software.

However, AZ will not give SITA the programmes to hold Private Rates unless some users express an interest in the actual CROMA software.

It is not financially viable to buy only the programmes from AZ.

*ACTION: SITA to forward full Functional Specification to all users.*

## Minutes of 20th Air Cargo Service User Meeting

### Agenda Item 47 - UN - Edifact Message Handling.

The SITA policy on Edifact is to monitor what happens within the industry, but to refrain from designing at this early stage because it is as yet unknown exactly which messages will be required.

The example was given of Cargo IMP where SITA were the first to present a design but then had nobody with whom to exchange messages. SITA are now having to make amendments and modifications to Cargo IMP because other Airline Systems have caught up and do not like what is available.

The problem is that SITA does not know at this stage which message it will receive nor from whom.

SITA appeased one major OS concern, which is that the task is properly defined. There is no communications reason why we cannot work with Edifact, but it is still too early to say exactly how long the development will take.

OS feels that within one year they will need to be able to communicate with this type of message. SR, for example, now has the CARINA system with an Edifact message handler.

OS made the point that this is currently an IATA recommendation.

SITA stated that any firm EDIFACT requirement should be brought to their attention.

*ACTION: Accepted as an Industry Requirement pending specific request from a User.*

At this point SITA gave a short presentation of the Express Package Service. GF raised the point that they require a customs interface as ACP90 requires them to report all their consignments in London directly to customs. GF report even their Falcon Express shipments to ACP90. Unfortunately this is not catered for by this package. SITA pointed out that although it will create a CAR record, due to reduced functionality there will be a revised tariff. SITA are looking for a group of interested carriers to discuss this.

The full cost of the project is \$200,000.

AS, however, have an immediate operational need which they will satisfy elsewhere if SITA do not come up with a solution quickly.

Users asked why SITA were looking for a group of Users to fund the project? Why could they not fund it in the normal manner and then recoup the usage charge?

The reason is because in this case all Users would have to pay for it, therefore a majority vote would be required to make it a general modification.

AS need this service now and because the cost is so high they are hoping to find partners to privately fund this tracking system.

AS are contemplating an in-house system with their own resources, as well as looking at rival vendors who are proposing PC package solutions.

PX are planning to expand to domestic shipments but would defer this decision pending an evaluation of this facility. PX were prepared to give a verbal commitment that they would seriously consider getting involved as part of a group of Users to develop this as soon as possible.

## Minutes of 20th Air Cargo Service User Meeting

### Agenda Item 47 (continued)

OS declared that they are not really interested because this system does not produce a flight manifest (ICAO ANNEXE - 9). Were it not for this fact, it could have been a good solution to the problem of 50 handled Airlines at Vienna Airport.

GF cannot show an interest because of their need for a customs interface. The proposal was put to a vote and the Users voted against this becoming a modification.

SITA finally explained that if they were allowed to maintain proprietary rights to re-use this package at will, the cost would be reduced to £100,000 divided among participating carriers.

*ACTION: Interested Users to contact SITA.*

## Minutes of 20th Air Cargo Service User Meeting

### Agenda Item 50 - Date and Place of next Meeting.

Traditionally the September CSUM should be held in London but SITA were quite happy to consider a venue outside London. Windsor was mentioned as a popular choice and SITA will make enquiries and inform Users in due course.

The date of the 21st CSUM was agreed as follows:

Tuesday 22nd September 1992 to Thursday 24th September 1992.

### Agenda Item 51 - End of Meeting.

The Chairman thanked all those who participated for their collaboration and their positive contribution to what was a successful meeting and wished everyone a safe journey home.

In particular the chairman thanked Garuda, on behalf of all those present, for their gracious hospitality during our stay in Bali, for their help with the travel arrangements, and also for the very kind gesture extended to us in the form of an organized tour on the morning of Friday 6th March.

The meeting was concluded.

Minutes of 20th Air Cargo Service User Meeting

ATTENDEES

<u>NAME</u>	<u>AIRLINE</u>	<u>SITA CODE</u>
J ANDERSON	AS	SEATZAS
S NIBARGER	AS	SEAAFAS
A SHIH	BR	TPEWSBR
E LIANG	CI	TPEFYCI
W HSU	CI	TPECPCI
N NAVARATNARAJAH	EK	DXBFCEK
O BENEDIKTSSON	FI	REKFEFI
D SUFREDY	GA	JKTSDGA
A RASSAT	GA	CGKFFGA
F RACHMAN	GA	JKTFRGA
D SUHERMAN	GA	JKTFRGA
A ABBAS	GF	BAHFCGF
K HONESS	GF	BAHFDGF
A ALI	KU	KWIFUKU
A AL-JAMAL	KU	QIFXUKU
I AL-HULAIBI	KU	QIFXUKU
R AL-MUSABEHI	KU	KWIAQKU
I CSANYI	MA	QIFFXMA
A VASZKO	MA	BUDDPMA
R CHESTERFIELD	NZ	AKLVWNZ
C DEVEREUX	NZ	AKLFHNZ
V SIMONICEK	OK	PRGVFOK
J KALIVODOVA	OK	PRGDOOK
T BERNARDY	OS	VIEFSOS
I NOOR	PK	KHIAWPK
G HISLOP	PX	POMFZPX
T HENAO	PX	POMFMPX
K BADARO	RJ	AMMFXRJ
M H. AMER	SV	JEDFASV
A SIRAJ	SV	JEDFASV
A AL-HUWAIVI	SV	JEDFBSV
M SENAID	SV	JEDFBSV
H SHAMMAH	TL	BEYSOTL
K MACPHERSON	XS	QIFGRXS
B BURKARD	XS	QIFGKXS
N RAFFIO	XS	QIFRAXS
K SEDGE	XS	QIFRUXS
N DHANOA	XS	QIFRTXS
C MARIONI	XS	QIFRCXS
H KUSUMAWARDANA	XS	DPSTUXS
A BOND-WEBSTER	XS(SCITOR)	ITSBIXS