ULD CARE

Setting up for Success

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Agenda

- Organization
  - Overview
  - Members
- IULDUG
  - Tracking ULD Assets
  - ULDs and Car Rentals
  - Reports
  - Lost and Found
- ULD CARE
  - Benefits
  - Annual Conference
  - C.A.R.E.
  - Future Vision
- Q&A
Organization

- Created by and for the ULD Community
- Self-funded and Non-Profit
- Legal Entity
- Autonomous
Evolution

- 1971- UCPC (ULD Control and Procedures Committee) Founded by IATA for tracking interlined ULDs.
- 1988- UCPC becomes IULDUG, an IATA Interest Group, autonomous, self-funded and with its own governance.
- 2009- Upgrade of the ULD Control System.
- 2011- Separation from IATA; IULDUG becomes an independent legal entity, a non-profit organization to serve the broader needs of the entire supply chain.
- 2012- IULDUG celebrates 25 years and creates ULD CARE.
Vision and Mission are from September 2011 U-MAP Presentation.

Leveraging IULDUG throughout the aviation industry.
Current Structure

- Elected Board Members:
  - **6 Airlines** - Equal representation for Areas 1, 2 and 3
  - **1 Non-Airline** - Pooling
  - **2 Non-Airlines** - Industry
  - 1 President - Elected from and by the 9 members above
  - 1 Vice President - Elected from and by the 9 members above

- ULD Advisory Group (ULDAG)

- Staff:
  - 1 Full-time Employee

- Members
Board Members

Vice President
Urs Wiesendanger
General Manager, Cargo Network
Air Canada

President
Dick O’Mara
Air Network Planning Manager
UPS

Secretary and Treasurer
Louise Ladouceur
Manager
IULDUG

Airline Board Members

Dave Marceca
ULD Manager
American Airlines

Robert Loess
ULD Manager
United Airlines

Frits Roukens
ULD Manager
KLM Cargo

James Rigby
ULD Manager
Etihad

Kuniaki Inaoka
ULD Manager
Nippon Cargo Airlines

Jae Hong Lim
ULD Manager
Asiana Airlines

Non Airline Board Members

James Everett
Director, MRO Network
Chep Aerospace Solutions

Andy Davies
Product Manager Cargo
Amsafe Bridport

Bob Rogers
VP, Industry Affairs
Nordisk
Members- Airlines
Members- Non-Airlines
IULDUG = Multilateral ULD Control System
IULDUG

- Global and neutral multilateral ULD Control System
- Proprietary web-based (easy to access)
- Tracking of ULD movements between members
- Complements in-house ULD tracking System
- Processes movements on real time basis
- Secure (password and authentication required)
- Calculates demurrage for owner compensation
- Controls 60,000 transfer transactions annually
ULD Interchange- Like Car Rental

**Car Rental- Governed by Rental Agreement**

1. Agree on Rental Contract:
   - Rental cost by size
   - Pickup/drop off dates
   - Penalty for missing items and damage
2. Inspect car for pre-existing damage and add-ons (child seat, GPS etc.)
3. Sign Contract
4. Drive Car
5. Return car:
   - Rental company inspects for damage and missing accessories (floor mats, GPS etc.)
   - Any damage or missing items are invoiced to customer
   - Penalty for late return
   - Get Return Receipt

**ULD – Governed by Control Receipt (UCR)**

1. Transfer contract:
   - Demurrage by ULD Type
   - 5 days demurrage-free
   - Penalty for damaging ULD or losing accessories
2. Inspect ULD for airworthiness and peripherals (nets, straps etc.)
3. MUC ULD Out
4. Use ULD
5. Return ULD:
   - ULD owner inspects for damage and missing accessories (straps, nets etc.)
   - Any damage or missing items can be invoiced to transferring party
   - Demurrage Charges
   - MUC ULD In
Reporting Damage with the UCR

1- Enter LUC/MUC * Data:
   - Owner
   - Equipment Number
   - Transferor
   - Date/Time
   - Transfer Point
   - Final Destination
   - **Condition Code**

2- Report Accessories
   - Outgoing (nets, doors, straps, fittings)

3- Report Accessories
   - Returning (nets, doors, straps, fittings)

“Customer Agrees to Liability as Specified on Reverse.”
Condition Codes

ULD Condition Codes already exist in IULDUG:
- DAM – Damaged
- SER – Serviceable
- UNS – Unserviceable

ULD Special Codes in IULDUG:
- HHH – Loan of empty unit – normal fees
- XXX – Transfer of empty unit – no free days
- ZZZ – Courtesy move – no demurrage
Sample Posted Transaction
Also Called MUC

PAJ47676LH / 03APR2012 / 0723 / AC / LH / YVR / 020-0822270 / XXX / SER

ULD ID Code / Date of Transfer / Time of Transfer /

Receiving Carrier / Transferring Carrier / UCR number

Special Code / Service Code
From Your System to IULDUG

1. Create LUC from UCR Data
2. Convert LUC to MUC
3. Send (post) MUC to IULDUG (online or automatically)
4. IULDUG centralizes and reports on all ULD movements

Receiving Party Returns ULD Within 5 Days:
5. Return transfer reported to IULDUG
6. Transaction is complete, no further action required

Receiving Party Returns ULD Late:
5. Return transfer reported to IULDUG
6. Owner receives notice of right to invoice for demurrage

Receiving Party Does Not Return ULD:
5. No return transfer reported to IULDUG
6. After 180 days, Owner receives notice of right to invoice for full ULD value.
Featured Reports

- **List 0 - Owner ULD Transactions**
  - Your ULDs which you have transferred to another party
- **List 1 - Foreign ULD Transactions**
  - Someone else’s ULD which is in your possession
- **List 5 - Demurrage Receivable**
  - Demurrage owed to you for late return or non-return of your ULDs
  - Per the terms of the Agreement, you may invoice for this amount.
- **List 6 - Demurrage Payable**
  - Demurrage you owe for late return or non-return of others’ ULDs
  - Per the terms of the Agreement, you may be invoiced for this amount.
- **List 7 - Pending Demurrage Payable**
  - This is your last chance to correct any reporting errors before you may be invoiced. (e.g.: Return ULDs still in your system, or report a returned ULD to IULDUG)
Reports- Example – List 0

- Clearly Displayed Transaction with all details reported
- Demurrage amount collectable
- Date Transaction was Reported
- Date of the report
- Excel or PDF compatible
- Printable
Dashboard

- Customizable
- Easy to view and use
- Manage your business
Using IULDUG to Find Lost ULDs

1- Search for a specific ULD in your fleet during a specified period of time

2- View when the ULD last moved in the IULDUG, where it was and which carrier had possession of it.

3- Export the movements into Excel or PDF for circulation within your company

4- Post lost ULD in IULDUG for automated message to members.
Lost and Found – Airport Module

1- Select Location, Owner, Lost or Found

2- Search Results online, or export to Excel or PDF

3- Click to send email to arrange for return of found ULD
With IULDUG

Without IULDUG
ULD CARE

Airlines

IULDUG

Non Airlines
Non Airline ULD Stakeholders

- Airports
- Cargo Terminal Operators
- Civil Aviation Authorities
- Freight Forwarders
- Ground Handlers
- Leasing Companies
- Pooling Companies
- Shippers / Consignees
- Surface Transport Providers
- ULD Manufacturers
- ULD Repair Facilities
Benefits of ULD CARE

**With ULD CARE**
- Annual General Conference
  - Network of Industry Experts
  - Best Practice Sharing
  - Learn About Industry Trends
- Consistent Asset (ULD) Protection:
  - Training/Awareness
  - Visibility to late or nonreturned ULDs
  - Ability to invoice for demurrage
  - ULD Lost and Found
- Thought Leadership

**Without ULD CARE**
- No Annual Conference
- Personal Network
- Develop own Best Practices
- Self-research of Industry Trends
- Assets Not Protected
  - Create own training
  - No visibility for late or nonreturned ULDs
  - No grounds for billing
  - Find own Lost ULDs
Annual Conference

- Annual gathering of ULD stakeholders
- Brings industry experts together
- Forum for thought-leadership and innovation
- Industry best-practices and problem solving
- Networking
- Benchmarking in ULD management
- Raises ULD awareness
Shanghai 2012

- 25th Annual Conference
- 41 Airlines Representatives
- 53 Non-Airline Representatives
- 7 Industry Guests
- 13 Partner Program Participants
ULD CARE

C Compliance
A Airworthiness
R Regulations
E Education

Coming soon!
ULD CARE membership agreement for IULDUG users...
Compliance

- ULD CARE membership agreement for IULDUG users
  - ULD Handling - based on IATA ULD Regulations
  - ULD Storage - based on IATA ULD Regulations
  - ULD Training - supporting IATA ULD Regulations requirement
  - IULDUG Asset Transfer Protocol
- Compliance with Weight and Balance Manual
- Creation of arbitration committee for compliance
- Awards and Recognition
Airworthiness

- ULD CARE membership agreement for IULDUG users
  - Flight safety
  - CMM/ODLN based ULD inspection at asset transfers
  - Adherence to certified ULD Repair requirements
  - Expanded ULD content on industry audits
  - Monitor participants’ industry audit reports
Regulations

- ULD CARE membership agreement for IULDUG users
  - Defined cost-free period of transferred ULD
  - Defined daily demurrage fee per ULD type
  - Defined maximum cost of non-returned ULD
- Enhanced engagement with civil aviation authorities
- Assist in the creation of ULD regulations
Education

- IULDUG Asset Transfer Protocol
- Training
- Networking
- Best-Demonstrated-Practice (BDP) Sharing
- KPI Sharing
- ULD CARE Events
- Presence at Industry Events
Setting Up for Success

- Ambassador to the ULD industry
- U-MAP 2012-2014
- Membership to include all stakeholders in logistics chain
- Tracking system upgrades to reflect current technology
- ULD damage and lost accessory tracking
- Community events calendar and trading post
- Mobile-compatible public website
- Focus on specialized containers
*Logistics chain diagram courtesy of IATA logistics chain diagram from IATA ULD Roadmap.
Q&A

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