

## Digital Green Lane – FAQ

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### General

#### Why will Digital Green Lane become a mandatory process?

Currently DGL is a parallel pick-up and delivery process available at BRUcargo. A digital one and a none digital one. As long as both processes working in parallel, the next step in Digital Transformation cannot be taken. In order to make the Digital Process the only standard process, Digital Green Lane has to be the only way of working.

#### Which applications are part of Digital Green Lane?

- Booking App
- Freight Management App
- Acceptance and Delivery App
- Digital Desk App/kiosk

#### What happens exactly April 4<sup>th</sup> ?

As of April 4<sup>th</sup> all pick-ups and deliveries of cargo by freight forwarders at BRUcargo, needs to be digitally registered via a booked slot

#### Is April 4<sup>th</sup> a fixed date or is their a transition period?

April 4<sup>th</sup> is a fixed date. Especially because the Slot Booking process is already live since 2018, this full Digital Green Lane step is already long overdue

#### Is Digital Green Lane applicable both for import and export?

Yes, the booking if a slot will apply for both the import and the export process

#### I only come once a month to BRUcargo, does it also apply for me?

Yes, every Freight Forwarder that needs to do a pick-up or delivery at BRUcargo needs to be digitally registered via a booked slot.

#### I'm not a Freight Forwarder, does Digital Green Lane also apply for me?

The mandatory slot booking as of April 4<sup>th</sup> only applies for Freight Forwarders. If you are a trucking company doing road feeder services, the Digital Green Lane project does not yet apply for you.

#### I don't want to take part in the Digital Green Lane project, what now?

Companies who are not participating in the Digital Green Lane project, will have to follow a Red Lane flow. This Red Lane flow will result in operational inefficiencies, such as such as waiting times, idle times and additional costs

## Capacity Management

### How much capacity will be available at each handler?

- Capacity made available based on historical data
- Capacity will be adjusted based on learnings from the growing number of slots up of April 4<sup>th</sup>
- Capacity will be adjusted on the spot if needed

### Will there be enough manpower available to handle the booked slots?

- Personnel planning will be aligned with the booked slots

### Will there be 24/7 Slot Booking capacity?

- Yes, at every handling agent

### Will there be enough slots available to book for the freight forwarders and to respect the latest acceptance times imposed by the airlines?

- Yes
- Forwarders can book slots based on the latest acceptance time

### How will handlers make sure there is a fair slot division between big and small/medium sized forwarders and recurrent/non-recurrent slots?

- Will be possible when everybody uses the slot booking system correctly

### Will there be 'on site' slot booking possible for last minutes shipments?

- Via kiosk and Digital Desk App
- Limited capacity (should not be the rule)
- No separate gates will be available for last minute booking

## Urgent Shipments

### How will handlers treat urgent shipments?

- They will get priority handling without booked slot
- Based on special handling code
  - Only LHO gets priority and will be handled without booked slot
  - Special shipments (pharma , DGR, AOG) via slot booking procedure

## Procedures

### Is a slot required for airside pick-ups and deliveries?

- Yes, via slot booking procedure

### Is a slot required for 'courier' shipments?

- Shipments not under AWB (courier, mail) do not have to follow the slot booking procedure at this moment

### Is a slot required for palletised cargo on aircraft pallets ?

- Yes, separate gates for this kind of cargo are available

### My trucks are coming from outside BRUcargo (from France, Italy,...), do I also need a slot?

- AWB origin or destination BRU: Yes
- Airport-to-airport transport (RFS): not at this moment

### Can we combine multiple truck movements in 1 slot?

- Yes, if all trucks are at the ground handling agent at the same time
- No, if it is multiple movements (= back and forth from GHA to FWDR warehouse to GHA)

→ Separate Swissport procedure because of closed cargo zone : 1 slot is always 1 truck

### What if my cargo does not fit into 1 truck? Do I need to book 2 slots?

- Same answer as previous question

**During the slot all freight needs be tallied and checked for damage, can I leave the gate for this of does this needs to happen within the slot time?**

- Needs to happen in the slot time
- Ready For Carriage procedure applies

**Can I or the handler change timing of the slot when slot is busy?**

- Slot timings cannot be changed when slot is busy
  - If slot ends earlier than expected: freed capacity can be booked by another forwarder
  - If slots takes longer than expected: slot goes into overtime

**What if I need more time to pick-up or deliver my cargo then the max allowed slot duration?**

- Correct slot estimation is important to guarantee optimal service
- 2 slots can be booked

**Do we need two slots if we combine secure and non-secure cargo or can this be one slot?**

- Secure and non-secure cargo cannot be combined in the same truck (RfC procedure)

**As of when can I register/present myself for a slot?**

- As of 30 minutes before the starting time
- Up to 15 minutes after starting time

**What if my cargo comes earlier than expected?**

- Cancel original booked slot and book a new slot for a new timing

**When I linked my shipments in the slot and this is loose cargo (fe 1000 pieces) will they be pre-sorted?**

- This could become a possibility in the future
- Depending handler procedures

**Can handlers book a slot for me?**

- Depending the handler this could be offered as a service

**What if the AWB is not available in kiosk and cannot be linked to the slot?**

- Register for slot on kiosk and
- Shipment linkage at office counter

**Non-conformities****Efficiency gains from Digital Green Lane are only possible with correct slot booking behavior****Correct behavior:**

- Correct use of all DGL apps
- Use only recurrent slots for fixed timeframes on a longer term
  - Recurrent slots should not be cancelled on a regular basis
- Book slots only when needed and as soon as possible
- Last minute 'on site' slots should be kept to a minimum and only for unforeseen pick-ups and deliveries
- Non-conformities should be kept to a minimum

**Non-conformities are:**

- Late cancellations (8 hours before slot start)
- No shows (15 min after start slot)

**Goal is 85% correct use of booked slots!****How will you make sure that forwarders do not 'abuse' the system and book all available capacity without using it ?**

- Incorrect use of the system and high non-conformities can result in:
  - Loss of grandfather rights (recurrent slots will be stopped)
  - Operational delays
  - Non-conformity penalties
  - Excluded from Digital Green Lane

## Contingency

### What if there is an BRUcloud or handling IT issue and slots cannot be booked?

- Pick-ups and deliveries without slot

## Contract

### I have a current Slot Booking App contract, will this remain valid?

No, the current slot booking contract will be changed to a new Digital Green Lane contract

### What is the pricing of Digital Green Lane?

- Freight Forwarder Pricing: 1,50€ / Brussel AWB
  - o Import: Company on 'laatvolgen' will be invoiced
  - o Export: Issuing AWB company will be invoiced
- Ground Handler pricing: 0,58€ / tonnage (import and export)

### Is there a minimum pricing fee?

- No, there is not

### Is there a maximum pricing fee?

- The Digital Green Lane pricing is capped at 65K€ / year

### Is there a usage limitation in this pricing?

- There is an unlimited usage of the Digital Green Lane applications in this pricing

### Are there any other fixed costs for using the applications?

- No other fixed costs, such as a platform or app connection cost

### How many users can my company register on the BRUcloud Digital Green Lane?

- Unlimited number users possible per company (no additional cost)

### I'm no operational partner in the DGL process, but another forwarder is doing pick-ups/deliveries for me, do I also need a DGL contract?

- Yes, but no invoice if no activities

**What with the storage costs if I cannot reserve a slot within 24h?**

- Current storage policy will not change
- Handlers state that enough slots moments will be available
- When no capacity was available within 24h individual contact with Ground Handler can be made to discuss the case

**Who will send the Digital Green Lane invoice?**

- The contract partner Nallian
- Contracts will be sent out by Nallian first week of March

**Red Lane****Who is considered to be a Red Lane user?**

- Companies that have not signed the Digital Green Lane contract

**Do I need to book a slot as a Red Lane user?**

- Yes, on-site via Digital Desk App or kiosk

**Can I be both a Red Lane and Green Lane user?**

- No, you are either a Digital Green Lane user (signed DGL contract) or a Red Lane user (no signed contract)

**Are there costs for Red Lane user? If so, how much?**

- Will be part of the terminal charges

→ Terminal charges will be communicated by each GHA

**What will be the Red Lane capacity?**

- No specific capacity will be reserved for the red lane
- Red Lane users will need to book last minute 'on-site' slots depending availability

## **Onboarding/training**

### **I want to join Digital Green Lane, what do I have to do?**

- Contact [BRUcloudsupport@aircargobelgium.be](mailto:BRUcloudsupport@aircargobelgium.be) to start the onboarding process

### **Does Air Cargo Belgium give any trainingsessions?**

- Yes, Air Cargo Belgium will provide community classroom trainingsessions and individual trainingsessions can be scheduled upon request.

### **Can we get refresher trainings when new personnel starts in our company?**

- Yes