In the past months, the freight forwarders with the best performance regarding the usage of the BRUcloud Slot Booking App, were put in the spotlight. In this edition we give special attention to one of the ground handling agents. Also from their side a lot of good work, commitment and effort is put into the usage of the different BRUcloud apps and digitization projects. Aviapartner was elected as ground handler of the month. They were elected based on the positive feedback from the forwarders using the Slot Booking Application, their participation in Freight Management App 1.0 and Road Feeder Management App and their strong commitment in the ACB digitization steering group. Brussels Airport Company and Air Cargo Belgium had to opportunity to talk to Marc Verstraeten from Aviapartner and to ask him about their secret recipe.

How does Aviapartner manage to be very closely involved in the digitization projects and how come you perform so well? Verstraeten: *The reason Aviapartner can be so closely involved in the digitisation projects is that the company has specifically provided someone to participate in these projects. Our higher management recognizes that cooperation with parties other than our direct customers (airlines) is necessary. Because of these cooperations, our processes are better streamlined to meet the expectations of these other parties. The fact that one person has the specific task of participating in these projects means that things are going more smoothly than before. Furthermore, one very important thing that we are trying not to do is to create expectations that we cannot live up to. When we promise something to you or the community, we try to keep that promise.*

Verstraeten: **"Central management recognizes that cooperation with parties other than our direct customers is necessary to better streamline our processes. "**

Do you find it difficult to convince your operational staff to use the different BRUcloud landside management applications? Verstraeten: *There is always some kind of resistance against changes from people who have been doing a job or task in a specific way for years. It is important to convince them that the usage of the BRUcloud applications are not an additional task, but a new way of working. A way of working that will benefit them in the future and make their day-to-day job easier, paperless …*

Is the Aviapartner front desk personnel in contact with the warehouse personnel to give information about the slots? Verstraeten *At this moment there is communication possible via a walkie-talkie. We also have a desktop in the warehouse were our warehouse personnel can find an overview of which freight forwarders have a slot at what time and where they register when the slot is finished.*

Verstraeten**: "As of September we will make ULD gates and Pharma gates available in the Slot Booking Application for export shipments. "**

Are you planning to digitize even further in the future? Verstraeten: *Within our current in-house system, we are almost at the limit of what is possible, but we have good prospects, so in-house processes are going to be supported better with a new system. On a community level, we want to participate in the mobile Acceptance and Delivery Application because the mutual approval of both ground handling agent and freight forwarder could offer a solution for the current problems we have in the acceptance and delivery process.*

Any announcements to make to our BRUcargo community about next steps? Verstraeten: *As of September, we are going to take two actions. We will start with the acceptance of ULD's in the Slot Booking Application. The gates that will be made available for this purpose will be open from 9 am to 1 pm and from 3 pm to 9 pm. For the time being, we only start with export shipments. The second action is that we want to make slots available for pharma shipments, so making the pharma hub available in the Slot Booking Application. In a first phase it will also only be for export shipments.*