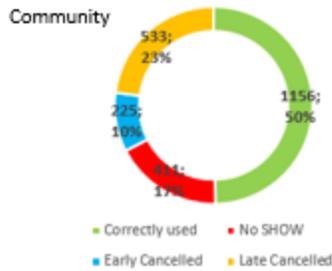


With an excellent performance of 77% slots used correctly by Skyfast and 76% by Kintetsu, both freight forwarding companies were selected as Slot Booking App users of the month May. With these outstanding percentages, both companies have already reached the Slot Booking App KPI for the end of the year.



- Targets 2019**
- o Correctly used > 70%
 - o No shows < 12%
 - o Late cancelled (same day) < 15%

Air Cargo Belgium and Brussels Airport Company had a short conversation with Jeff Segers (Skyfast) and Stijn Buggenhout (Kintetsu) to asked them about their success formula.

How did you manage to get such good results last month? Segers: *We monitor the Slot Booking Application very closely. This means that we do not work with recurrent slots, but we only book ad hoc or last minute slots. Basically we only book slots when we know there is freight for us at the ground handling agent. That way no slots are booked that will not be used.*



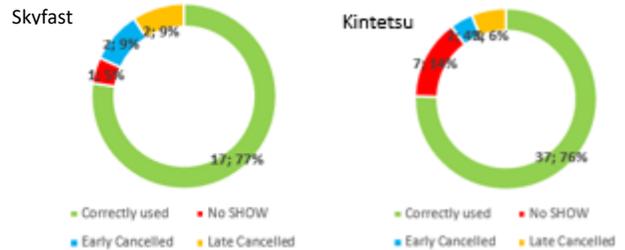
Buggenhout: *They key to our success is that the people in the warehouse had a thorough internal Slot Booking App training. It is really important that the people who work on a daily basis with the slots, know what the agreements are in the community and respect them.*

Segers: "A fully automated and paperless process, that is what I am looking forward to"

What do you expect from the ground handling agents?

Segers: *Ground handling agents should make more personnel available per available slot booking gate and should differentiate gates based on volumes. We should have gates available for pick-up and delivery of large volumes at certain gates and at other gates lower volumes should be handled.* Buggenhout: *They should make it more*

difficult to pick-up or deliver cargo without Slot Booking reservation. This can be done by increasing the slot booking capacity. When it becomes more difficult to pick-up or deliver cargo without slot booking reservation, the added value of the application will increase even more.



Buggenhout: "It is important that the people who work on a daily basis with the slots, know the agreements made with the community"

What do you expect form the other freight forwarders in the project to turn Slot Booking App into a success story?



Segers: *Other freight forwarders should evaluate what kind of slots work for them. Do they need recurrent slots or ad hoc slots? Not every freight forwarder should book recurrent slots as they will need to cancel it most of the time.* Buggenhout: *They should give some responsibility to the persons in the warehouse and make sure they are*

aware of the of the agreements. When you give these people responsibilty over a project, they are more committed and want to reach a good performance.

What are you looking most forward to in future? Segers:

That we move to fully paperless processes and evolve to an automated process with less human interaction as these human interactions causes errors and waiting times.

Buggenhout: *I am looking forward to the next applications in the BRUcloud digital roadmap and their interaction with the Slot Booking Application. Especially the mobile application which can serve as an evidence of delivery. This would really give an added value to us.*