

CARGOCENTERNEWS

NEWS AND INFORMATION ABOUT CARGO HANDLING FROM CARGO CENTER AND SACT

Welcome to a new issue of Cargo Center News (CCN). At Cargo Center we continue our work developing the quality of air freight in the spirit of cargo 2000.

As everyone else in the business, Cargo Center has suffered of the dramatic decline in air freight volumes. At last we have seen a recovery. Since January 2010 our export volumes have increased. Slowly but steadily the volumes are starting to get back to normal. Unfortunately the recovery is not as big as the decrease in the end of 2008.

And then, as if not the decrease was enough, the volcano Eyjafjallajökull on Iceland started to send its ash cloud all over Europe. During three weeks air traffic was heavily disturbed in most part of Europe and Scandinavia.

The last weeks we have noticed a dramatic increase in volumes. Our loyal staff has been working hard to handle the increase in export volumes and keep up our high quality level. It seems that the economical situation in the world for once has turned to the better. Let's hope this will continue for some time and not a temporary hausse before summer holidays. Despite this increase, the air freight volumes are still at a level equivalent with how it was in the late 1990.

I wish you a wonderful summer and happily look forward to our continued partnership.

Lars Keding, MD Cargo Center.

Unannounced visit from the EU Commission

Cargo Center has had an unannounced visit from the EU Commission's security inspectors. They wanted to look into and check the security at our Arlanda terminal. During a whole day, from early morning to late evening they learned how we worked and talked to most of our staff. They wanted to find out how we handled different situation that could occur in our operations. They started trying to enter the terminal unannounced but failed due to all locked doors and sealed windows. Then they tried



to walk through the personnel entrance, but were denied friendly but firm and told to go to our reception.

During the day they were all over the place. Among the things they checked was our security control and x-ray where they hide a fictive explosive charge in a parcel. Our staff found the explosives and made a good work with excellent marks. We also got tips how to identify different threats against the air business. The inspection was ended with a survey of our documentation of educations and how our security programme looks like. We got two remarks to adjust. First was to change the order of operations in a handling manual. The second was to use the European data base for Regulated Agent as the source for agents (instead of the Swedish Transport Agency's website). Our final grades were that we were the best and most secure terminal in Sweden. We are very proud and humble for this certification and will continue to work hard to keep the high security level alive.

As consequences from the advices we got from the inspectors, we have succeed in stopping a lot of shipment containing forbidden substances. It's mostly private effects that contain things that are forbidden and hard to identify. All incidents are reported to the Swedish Transport Agency both as a security matter and as dangerous goods. Repeated misdemeanours can lead to course of law and some permission can be withdrawn. An advice to agents, who admits private people as customers, is to inform that spray cans which contain aerosol is not allowed to send by air. Some things that are allowed to have in checked-in suitcases can be forbidden in an air freight parcel.



Icelandic horses to Norrköping

As everybody knows the volcano and its ash cloud disturbed the air traffic during springtime. Despite of this Iceland Air managed to take off with an aircraft with Icelandic horses to Norrköping in the beginning of May. Lucky enough, the aircraft took off at nine o'clock in the morning from Reykavik. At noon the airport was closed due to the ash cloud. At the moment there is no horse freights because of summer holidays, but the freight are expected to start again in August as usual.





Financial department is closed week 29-30

The financial department at Cargo Center will be closed during week 29-30 due to summer holidays. Questions about invoices can be asked at eko@cargocenter.se and will be handled with some delay because of the holidays.

SACT ✈ Opening hours during August: 09.30-18.30

The SACT Arlanda office will have shorter opening hours during August: 09.30-18:30. The same phone number and e-mail: +46 8 797 99 35 arn@sact.se. Welcome!

SACT ✈ Welcome South American Airways!

South American Airways (SAA) have daily departures to Miami, USA, Latin America and Central America. SACT has been chosen and have from now on the great honour and responsibility to handle the Road Feeder Service. Airline Services is GSA and you'll find them at +46 8 591 171 80 and cargo@airlinegsa.com

SACT ✈ SACT increases freight capacity

Time is changing. Due to higher demand (at last!) we increase the frequency and capacity in our regular traffic. The volumes have increased and the future looks brighter than it has done in a long time. Our increased capacity will guarantee to a better service and a higher precision in our deliveries. If you have any questions, please contact Daniel Persson, Manager Linehaul Operation MMA at mma@sact.se

SACT ✈ Invoices by e-mail

Since six months we are using a system for handling our distribution of invoices that makes it possible for us to send our customer invoices as a PDF-file by e-mail. This system is working very well and we have received positive response from our customers. The invoice looks the same as the usual paper invoices but the handling works safer, faster and more environment-friendly. We can register two email addresses to which we can send the invoice to. For more information contact Pernilla Dellblad at our finance department by sending an e-mail to pernilla.dellblad@cargocenter.se





Book transports via SLIP-X

It is possible to book your transports via SLIP-X. Cargo Center offers import customers the possibility to get notification by the internet application SLIP-X. This application is widely used by our customers in the Stockholm region. For more information, please contact Lars Keding or Michael Gahnström on phone number 08-797 96 00.

SACT Use our Track & Trace

The Track & Trace function is getting more users for every day. More of our customers now get instantaneous information about their freight directly from our website. Contact your local SACT office to get information and your logon figures. Welcome to the phone free world of Track & Trace.

SACT Get notification by e-mail

Do you want to be notified when SACT has registered your booking? Do you want to know directly if the terminal doesn't unload your delivery? Now it's possible to get notification by e-mail from SACT. Talk to your local SACT office, they will help you.

SACT Damage, loss or just misfortune?

Does something bad happen to your cargo let us know by using the claim form on our website. Under www.sact.se/contact you find the claim form for easy handling of your complaint. Let's hope you don't have to use it.



Write to CCN

Please feel welcome to give us your opinions and suggestions on your subjects of interest and what you want us to write about. Send us a mail! ccn@cargocenter.se

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