

CargoChorus

Route Management Service

- supporting the reliable delivery of service throughout the air logistics community

BT's *CargoChorus* Route Management Service (RMS) allows air carriers and global forwarders the ability to measure and improve performance in delivering consignments for selected routes. Real time web-based reporting and easy to read graphical reports deliver accurate information that pinpoints deviations from expected service levels.

BT approach

The challenge for the air logistics industry has been to provide integrated services across all parties in the community. Recognising the potential for change, BT designed and developed RMS in conjunction with the leading airlines and forwarders to provide an integrated view of shipment movement.

This is the leading service of its kind, enabling a broad range of airlines and forwarders to define, monitor and manage processes across the logistics network.

Key features

- RMS uses booking information and combines it with airline schedules and customer-supplied parameters to create a route map dynamically for each consignment
- RMS manages consignments both for airport to airport transport at master air waybill level and door to door at house waybill level
- Milestones can be varied by a variety of parameters, meaning that they can be aligned to partner service level agreements and customer service commitments
- Missed milestones cause an alert to be raised that can be viewed via the Internet, or delivered via email with a hypertext link taking the user directly to the route map for that consignment
- RMS includes a comprehensive reporting suite, offering not just the Cargo 2000 specified reports but enabling the performance, visibility and timeliness of information between partners to be viewed in different formats and based on selected criteria



Benefits

- Improves supply chain visibility
- Identifies areas for service improvement
- Ensures timeliness and accuracy of data
- Enables real time recovery to meet service commitments
- Promotes more collaborative process improvement
- Allows time-definite services to be delivered reliably
- Reduces the time and cost of telephone calls between parties

Cargo 2000 Compliance

- The RMS service is closely aligned to the Cargo 2000 Master Operating Plan concept, which calls for implementation in three major phases
- RMS is currently compliant with Cargo 2000 Phase 2 specification (At the master air waybill level and at the house waybill level, door to door)

BT

BT has been at the forefront of successfully deploying initiative, business focussed systems to meet the needs of the air logistics industry for the last 30 years.

The Route Management Service is part of the *CargoChorus* portfolio of products, services and solutions providing enhanced visibility, control and consistency for your operation, today.

CargoChorus is BT's portfolio of products, services and solutions directed at the air logistics community



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