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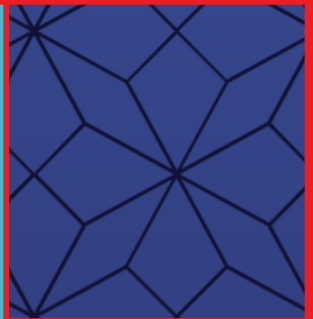
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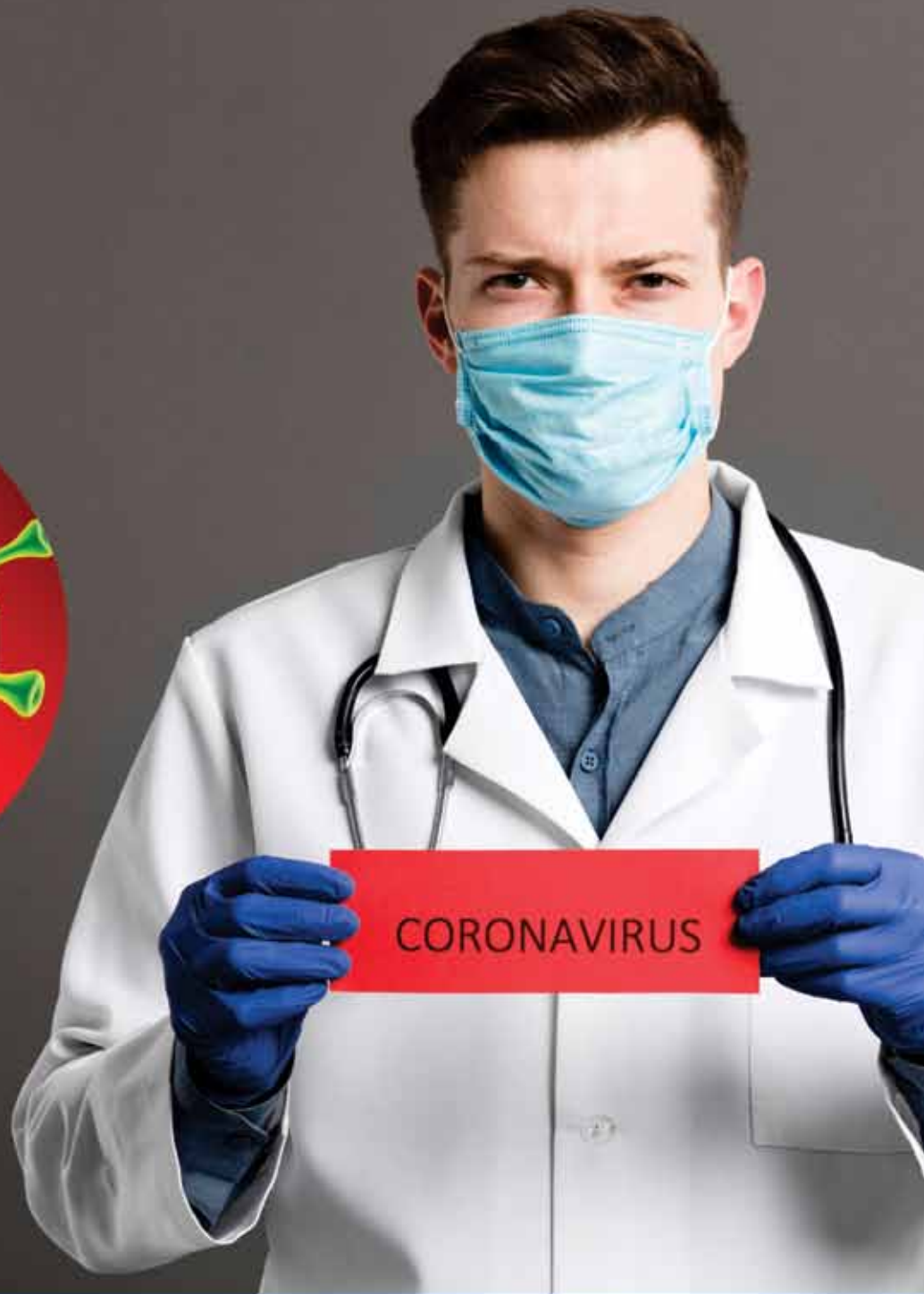
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on Tuesday,
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DIGITAL CONCLAVE

RE-ENGINEERING THE FUTURE

Session

1

DIGITALISATION:

Building and Enabling Confidence



Saurabh Kumar
Chief Executive Officer
GMR Hyderabad Air Cargo



Amar More
Chief Executive Officer
Kale Logistics



Keku Gazder
CEO
AAI Cargo Logistics and Allied Services

10:00 am to 11:00 am IST

THE ROAD AHEAD -

Driving to Success

Session

2



Chander Agarwal
Managing Director
TCI Express



Aditya Shah
Executive Director
V-Trans India



Ashok Goyal
Managing Director
BLR Logistiks

11:15 am to 12:15 pm IST

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JULY 2020

EDITOR

SanJeet

EDITORIAL

Kalpna Lohumi
Smita Kulshreshth
Neha Rawat

GENERAL MANAGER

Harshal Ashar

MANAGER

Yogita Bhurani
Gaganpreet Kaur

SALES CO-ORDINATOR

Jaspreet Kaur

DESIGN

Nityanand Misra

ADVERTISEMENT

DESIGNERS

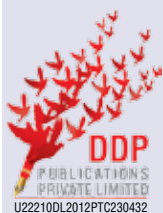
Vikas Mandotia
Nitin Kumar

PRODUCTION MANAGER

Anil Kharbanda

CIRCULATION MANAGER

Ashok Rana



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LOGISTICS HASSLES?

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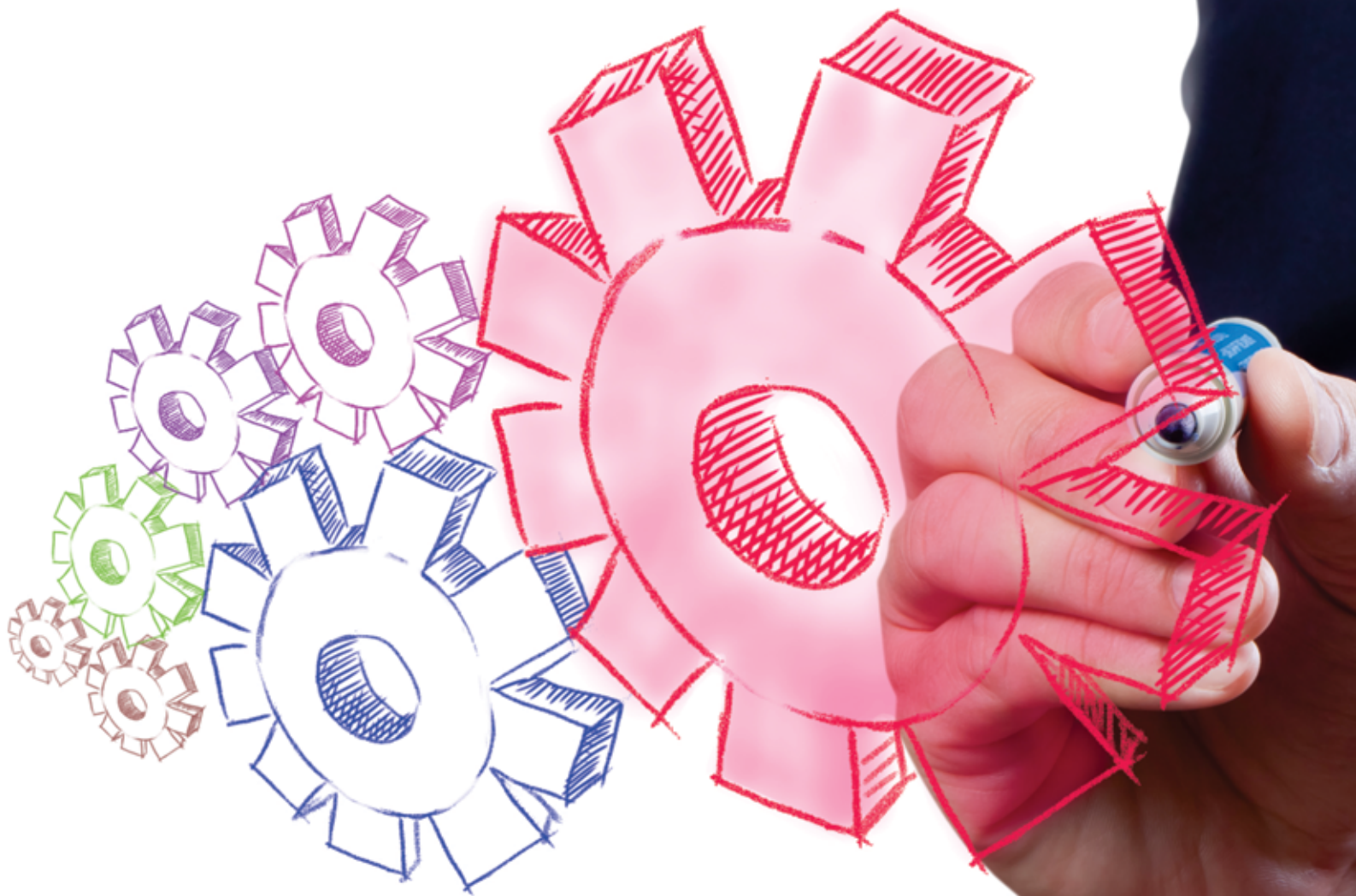
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Distribution Redefined

DHL to build cargo complex at Munich Airport

DHL Express Germany and Munich Airport have signed the contract digitally for the construction of a new cargo building at Munich Airport. Covering more than 8,000 sqm at Munich Airport, DHL Express will plan, build, and operate the new building and lease the land for it from Munich Airport. Currently, the company rents hall space in the existing cargo centre at Munich Airport. With a €70 million investment in a new air cargo building, in response to a substantial increase in import and export volumes, construction of the new facility is scheduled to commence in 2022.



Markus Reckling, Managing Director, DHL Express Germany, said, "The existing building could not keep up with this growth. After modernising and expanding our service centre in Unterschleißheim

for €13m last year already, the construction of our new gateway at the airport is the next step in the infrastructure plan with which we are clearly committing to our presence in the Munich region. Even

in the currently difficult economic situation, we are continuing to invest systematically in service for our customers, which is our top priority."

Welcoming DHL Express's decision to focus systematically on growth at Munich Airport, **Jost Lammers**, Chief Executive, Munich Airport, said, "Particularly in these very difficult times for the aviation industry, this sends an important signal and is a strong proof of confidence in Munich as a business location. The increased commitment of DHL Express will sharpen our profile as a logistics location."

CEVA Logistics launches expansion plan for Africa

CEVA Logistics has launched a three-part expansion plan for the African market. The company has accelerated its expansion in East and Southern Africa with the acquisition of AMI Worldwide.

The company has integrated three CMA CGM Inland Services (CCIS) facilities and is opening its

own new operations. Three CCIS facilities are also joining CEVA's network in Mali, Burkina Faso and Ivory Coast. These intermodal sites provide a launch platform for the company's freight management ambitions. They offer freight forwarding services in addition to their full range of inland solutions related to container fleet management and ocean freight value-added services such as 'reefer' (refrigerated container) management services, stuffing and destuffing of containers, dry port and container depot functions.

CEVA is also expanding in Mauritania, where a direct presence has been established with extensive expertise in transit corridor operations, and in Ethiopia, where a new joint venture with MACFAA will be integrated into the CEVA network once all regulatory approvals are obtained.



Cargolux & Unilode enhance tracking ability



To ensure air cargo customers have access to premium transport and handling solutions as per their requirements, Cargolux Airlines International and Unilode Aviation Solutions have further extended their partnership. After equipping its units with Bluetooth tracking tags, Unilode is also installing Bluetooth readers at all warehouses operated by its customers for digital visibility.

This innovative approach will optimise processes in the distribution chain and contribute to the smooth movement of shipments from origin to destination. According to **Franco Nanna**, Director – Global Logistics Services, Cargolux, "Unilode's investment into digitalisation will benefit the value

chain, and especially the cumbersome and time-consuming work done by ground handlers and freight forwarders to manually list and count single ULD references via numerous message and email exchanges will drastically be reduced. This is fundamental to further improve the efficiency of ULD processing."

Benoît Dumont, CEO, Unilode, said, "Digitalisation will add further value to our strategic ULD management partnership and Unilode's digital ULDs will be able to provide significant benefits to Cargolux and its customers in the global supply chain, especially due to the location & temperature monitoring features of our digital assets."

Dachser expands its operations in Nuremberg



Dachser has announced that the company has invested in its location in Nuremberg, including expansion of transit terminals for industrial goods and food by over 5,200 sqm. The company is investing € 22.5 million in the project, the construction phase of which was completed at the end of May. In addition to enlarging the office building by 1,200 sqm, the company is creating extra parking spaces for trucks and employee vehicles. The number of gates at the transit terminals and warehouse, which are the

centerpiece of the facility, will be increased from 188 to 251. Alongside the expansion of the transit terminals, Dachser is creating 1,100 sqm of additional space for customised services in contract logistics.

“Over the past 10 years, our location in Nuremberg has seen positive development in the areas of industrial goods and food, as well as in warehousing,” says **Bernhard Engel**, Branch Manager – European Logistics, Dachser’s Nuremberg logistics centre.

Rhenus moves to Liege Airport to expand network

Witnessing the increase in cargo volumes, Rhenus Air & Ocean has moved from Herstal in Belgium to a new location at Liège Airport.

With 900,000 tonnes of cargo transported each year, Liege Airport (LGG) is Belgium’s largest airfreight airport and the fastest growing cargo airport in Europe. According to the forwarder, a number of large

airlines and charter companies such as Qatar Airways, AirBridgeCargo and Ethiopian Airlines use Liège as a European hub and connect the location with numerous regions worldwide. The airport is strategically located in the golden triangle between Amsterdam, Frankfurt and Paris. In the new branch, Rhenus Air & Ocean intends to offer multimodal solutions and expand Rhenus’ global airfreight network.







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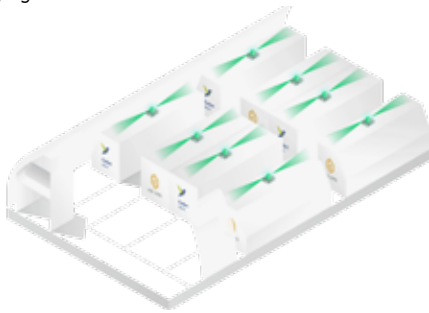
Colibri and J&C develop cargo containers

Colibri Aero and J&C Aero have developed cargo containers for wide-body passenger cabins that allow Airbus and Boeing cabin conversion between passenger and cargo operations within just 24 hours. Available in five different sizes, the cargo containers are designed for wide-body passenger cabins of Airbus A330, A340 and Boeing 767, 777. Each is equipped with its own smoke detector and intended to temporarily replace passenger seats. The initial modification is intended for use in cabins with the supervising cabin crew members. After certifying the containers under European Union Aviation Safety Agency STC requirements, the modification will be upgraded for other aircraft types and size variations. With one container being able to transport up to 850 kg of commercial cargo, a typical Airbus A330 cabin

Connectivity

- With one container being able to transport up to 850 kg of commercial cargo, a typical Airbus A330 cabin can be converted in just 24 hours fitting 36 containers

can be converted in just 24 hours fitting 36 containers, meaning almost 27 tonnes of cargo per single flight can be transported inside the passenger cabin.



AF KLM Cargo launches KickCharter platform

Air France KLM Martinair Cargo (AFKLMP) has launched a collaborative online platform called KickCharter to book cargo capacity on its chartered freighter flights. The solution ensures charter freighter flights are full, or as close to full as possible, before operating. It also enables cargo to be flown to destinations that are not in AFKLMP's scheduled network. The carrier developed this solution in response to actual customer needs in these unprecedented times.

GertJan Roelands, Senior Vice President, AFKLMP, said, "This solution is unique in our industry and a new step in our digital transformation. KickCharter reflects our ambition to keep extending our service range based on customer needs, offering next-level

technology in combination with the expertise and insight of our teams, who help us make the difference."

The airline has also increased its network, in sync with customer demand, data and intelligence, bringing the total number of destinations to 375 and its weekly flights serve to 73. New destinations on the schedule include Sao Paulo, Bogotá, Cayenne, Los Angeles, Toronto and Seoul.



Celebi launches mobile app to track cargo shipments

Celebi Cargo has launched a mobile application called 'Çelebi Track & Trace' to manage and track cargo shipments. This application will allow users access to comprehensive information on shipments, track cargo in real time, throughout receiving, security screening, warehousing and documentation on detailed level of information.

Bülent Ziyavgil, Continuous Improvement Director, Çelebi Aviation Holding, says, "The application is currently available for Istanbul Station customers. As part of our standardisation agenda, the application will also have visibility for Budapest Station customers in

The application is currently available for Istanbul Station customers. As part of our standardisation agenda, the application will also have visibility for Budapest Station customers in 2021

2021. This will enable customers to further strengthen their businesses and create a dynamic business platform to expand globally in a convenient and faster way. This is a continuation of our belief to constantly innovate and provide

robust comprehensive logistical solutions in the marketplace." The application is compatible with both iOS and Android devices and it can be downloaded from Play store and App Store. Key features of this application include:

- Live tracking which enables you to keep track of your cargo handling processes.
- Unique guide to shipping which will enable a new entrant to the market to easily understand the systems and shipping processes.
- Share information to keep Çelebi's valued customers in the know by sharing all the latest information on shipments directly from the application.



Bülent Ziyavgil
Continuous Improvement Director
Çelebi Aviation Holding

- Check status will provide all the information regarding when a carrier flight has departed and arrived along with shipment invoicing status.

Building a fully connected future for logistics

DHL has released a new trend report, 'Next-Generation Wireless in Logistics', which offers a comprehensive look at the evolution of wireless networks and the future of the Internet of Things (IoT) in logistics. In a recent survey of 800 supply chain leaders conducted by DHL, 60 per cent of respondents stated that visibility of their supply chain is currently inadequate.



The top three key challenges among the respondents are achieving true end-to-end visibility, lack of a single centralised platform to drive IoT initiatives, as well as fragmented data collection from inherently heterogeneous supply chains. The top three priorities identified shaping visibility strategies – end-to-end transportation visibility, inventory visibility, and the implementation of supply chain data analytics. 75 per cent of respondents reported, they intend to implement at least one next-generation wireless technology in the near future to achieve their visibility goals.

"After having transformed asset-light industries, the digital revolution is now rapidly changing more asset-heavy industries, from automotive and manufacturing companies to healthcare providers," says Markus Kückelhaus, Vice President Innovation & Trend Research, DHL Customer Solutions & Innovation.

He adds, "Logistics will be both a major beneficiary of the IoT-enabled digital revolution and an enabler of it. Although some parts of the logistics industry are already smart and connected, next generation-wireless is set to usher in the next wave of IoT in logistics." In a future where everyone and everything is online everywhere, three key things will become possible for the logistics industry:

TOTAL VISIBILITY

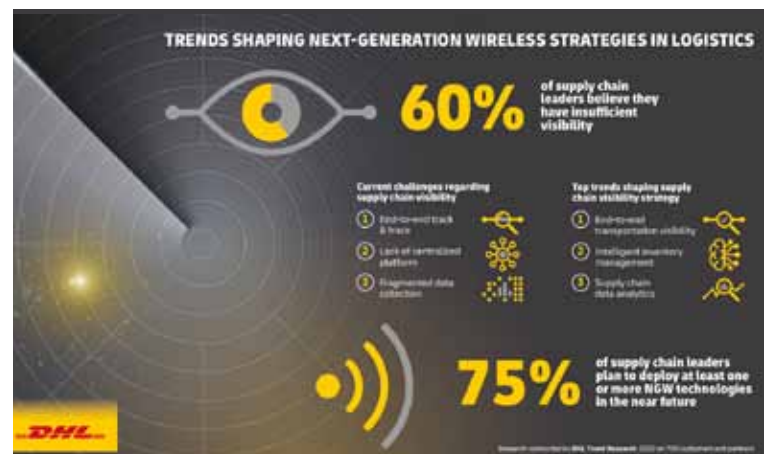
Every shipment, logistics asset, infrastructure, and facility will be connected thanks to widely available networks and inexpensive high-performance sensors. This will enable highly efficient automation, process improvement, swifter and more transparent incident resolution, and – ultimately – the best service quality for both B2B and B2C customers.

WIDE-SCALE AUTONOMY

All autonomous vehicles, whether indoor robots or logistics vehicles on public roads, rely on ultra-fast, reliable wireless communication to navigate and traverse their worlds effectively. While these solutions are on the rise today, next-generation wireless will be one key enabler driving their widespread use and moving the world to autonomous supply chains.

PERFECTING PREDICTION

With so many things online, the volume, velocity, and variety of data that we collect will triple the big data already being generated today. The continued progress of machine learning systems and artificial intelligence paired with the ultra-low latency of next generation-wireless means that data-driven prediction system for forecasting, delivery timing and routing may no longer be constrained by latency and performance of wireless networks.



While much of the forecast growth will be achieved using technologies that are already familiar to many of us, truly universal connectivity will require approaches that can offer new capabilities, including higher capacity, greater reach, faster speeds, better energy efficiency, and lower costs.

"Large-scale connectivity is an extraordinary technological and social success story. While IoT is not new in logistics, with 20 billion connected devices already in use globally, this story is still only just beginning. A myriad of technologies are simultaneously advancing at a rapid rate, which are also cost-effective and increasingly ubiquitous. They are now becoming more accessible which suddenly opens up vast opportunities for the development of applications and use cases at an unprecedented rate," explains **Matthias Heutger**, SVP, Global Head of Innovation & Commercial Development, DHL.

Supply chain visibility

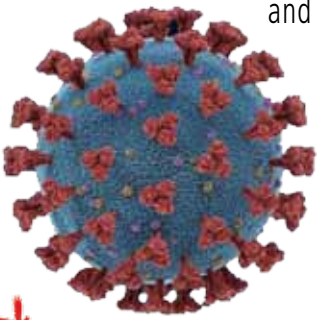
➔ Recent industry survey by DHL reveals 60 per cent of logistics professionals have inadequate supply chain visibility. 75% plan to implement at least one next-generation wireless technology in the near future.


➔ Next-generation wireless continues to fuel digital transformation and launches logistics sector into the future of full visibility, wide-scale automation, and predictability.



Logistics survived & thrived the pandemic

COVID-19 has exposed the vulnerabilities of complex global supply chains built on lean manufacturing principles. **CARGOTALK** speaks to the younger generation of the industry to understand how to deal with this new age pandemic and what did the industry learn from it.



 Kalpana Lohumi

The logistics industry, being in the forefront since the beginning of the crisis, is playing its part sincerely. The world is in virtual war with the virus, facing new challenges every day and logistics industry is no exception. At one point, there were no drivers, no loaders, and

unloaders to support the \$200 billion logistics industry. However, the industry survived the pandemic.

We cannot ignore the fact that the Indian logistics sector has had its own set of peculiar problems for long, which will get further augmented

due to COVID-19. **CARGOTALK** speaks to few industry leaders to understand how the logistics industry has overcome the challenges that have come due to the pandemic, what changes are likely to be seen in the long-term, and what lessons are being learnt from this crisis.



Vaibhav Vohra
Managing Director
Continental Carriers and Face of the Future,
India Cargo Awards 2017

INDUSTRY NEEDS TO WORK ON BETTER MANAGEMENT OF DISTRIBUTION CAPABILITIES

Deliveries with social distancing and hygiene are going to be the new normal of this industry. As the supply and demand gap will remain for some time, we will have to work on new and innovative ways to reduce cost and improve service. Industry will have to work on better management of distribution capabilities. This pandemic has made customers cautious about product sourcing and delivery.

Transparency in the supply chain, quick understanding of a situation with flexible approach laced with technology to meet the changing demands of consumers will certainly play a critical role for this industry in future.

EXPERTISE IN VARIOUS VERTICALS RATHER THAN SPECIALISATION IN ONE

This pandemic is a good wake-up call not only for the logistics industry but for all businesses. Logistics and supply chain industry is used to managing and dealing

with problems related to driver shortages due to bad weather with a proper backup plan. But no one was prepared for this pandemic and its unfavourable outcome. Once through this, we have certainly learned our lesson which is, never hesitate to embrace and invest in technology as we can see techno savvy companies turned out to be winners in the pandemic. We have also learned to not put all your eggs in one basket. Logistics companies who specialised in a specific industry faced the maximum heat during the pandemic. We also need to work on 'Disaster Management



Plan'; there is an urgent need to invest in worst case scenario management planning.

AUTOMATION & DIGITALISATION HELPED THE INDUSTRY STAY AFLOAT

This pandemic has made all appreciate the importance of automation and digitalisation. We have managed to handle this challenging situation smoothly as we are well equipped with technology and have a

strong digital infrastructure. The closure of international flights and subsequent cargo capacity reduction impacted the movement of global cargo by air which resulted in big demand and supply gap. We concentrated a lot on the movement of essential commodities such as pharmaceuticals, medical equipment and perishables. With lockdown 2.0 the government has taken a decision to reopen manufacturing units and other industries which will certainly help the supply chain and logistics

industry to sustain and move forward in the coming days.

GLOBAL FIRMS LOOK TO SHIFT TO INDIA

We are optimistic about the post-COVID scenario because an increase in the demand is expected as most of the global companies are now looking towards India as an upcoming manufacturing hub. We are hopeful that with better strategies, organised industry and self-reliant environment we will move forward in a stronger way.

✈ We are optimistic about the post-COVID scenario because an increase in the demand is expected as most of the global companies are now looking towards India as an upcoming manufacturing hub ✈

LOGISTICS SECTOR IS LIKELY TO WITNESS A SHARP CONTRACTION IN DEMAND IN THE NEAR TERM

The immediate impact of the pandemic on the logistic sector has been a sharp fall in freight availability because of restrictions on production of non-essential goods, and shortage of fleet and drivers for movement of goods, resulting in a spike in truck rentals. The logistics sector including warehousing is likely to witness a sharp contraction in demand in the near term. While the entire value chain in logistics right from transportation to warehousing would be adversely impacted, entities with asset-heavy business models will see a greater impact owing to high fixed costs. Further, the immediate term growth prospects of the sector also remain subdued and the domestic logistics sector is expected to contract in the current fiscal.

Within the industry, segments such as fleet owner-cum-operators, warehousing and Container Freight Stations (CFS) segments would see a sharp decline in asset utilisation and in turn weak financial performance. Furthermore, small fleet operators would be the most vulnerable owing to limited liquidity and financial flexibility. In the 2020 fiscal year, muted consumer demand in sectors such as automotive, FMCG, capital

goods and retail coupled with the slowdown in the production of bulk industrial commodities would adversely impact the growth of the sector. The nationwide lockdown has further accelerated the ongoing slowdown in the Indian macroeconomic conditions resulting in subdued freight availability. Consequently, in FY2021, contraction of six to eight per cent is expected in Y-o-Y revenue of logistics companies. However, the operating profitability of the leading logistics players will be benefited from the operational efficiencies and adoption of cost-rationalisation measures during Q3 FY2020.

COVID-19 HAS OPENED UP OPPORTUNITIES TO RE-LOOK THE SUPPLY CHAIN

The disruptions caused by the virus outbreak have left deep impact on consumer behaviour and preferences. As demand surges for essential products, companies across the globe have been scrambling to streamline their supply chains to secure immediate operations. At the same time, there is pent-up demand waiting to be released for semi-essential and regular consumption categories that do not qualify for the essential tag. Hence, planning, digitalisation, vendor selection, managing product and assessing cash or liquidity position will be the important

factors to be considered. COVID-19 has opened up opportunities to take a hard look at the entire supply chain and re-imagine it for tomorrow's needs.

DECENTRALISATION OF MANUFACTURING CAPACITY LIKELY TO COME WITH COMPANIES LOOKING TO BRING PRODUCTION HOME

COVID-19 has exposed the vulnerabilities of complex global supply chains built on lean manufacturing principles. This is particularly true in the healthcare sector, where the scramble for protective equipment has laid bare the inherent risks of inventory and single-sourcing models driven exclusively by cost control. The impact of China's lockdown

✈ In FY2021, contraction of 6-8% is expected in Y-o-Y revenue of logistics companies. However, the leading logistics players will be benefited from the adoption of cost-rationalisation measures during Q3 FY2020 ✈



Saurabh Trikha
Director
Aargus Global Logistics and
Face of the Future, India Cargo Awards 2016

and its dominance in key areas of manufacturing have further highlighted the problem with modern supply chains. One likely consequence is that global firms will diversify their supply chains in the future, instead of relying only on China. Manufacturing hubs such as Vietnam, Mexico, and India are likely to benefit from that shift.

We will also see a decentralisation of manufacturing capacity, with companies looking to bring production home. Digitising the buyer-supplier relationship is a fundamental element for building sturdy supply chains and will make identifying and recruiting new suppliers far less time-consuming. The current crisis is an opportunity to reset a system that has relied on outdated processes.



Ashish Asaf
MD & CEO, SA Consultants & Forwarders and
Face of the Future, India Cargo Awards 2018

CAPACITY REDUCTION, A SETBACK

The COVID-19 and consequent lockdown has seen some major changes and after-effects in the working model of several sectors and industries and logistics sector is no different. We have seen capacity reduction as a major setback. As air travel has come to a standstill across the globe, so it has in turn badly affected the airfreight sector. The major airports together are only able to manage 10-15 per cent of the business that they used to handle pre-COVID.

Another important aftermath that the COVID-19 has caused is its effect on the manufacturing sector as most frequently transported commodities are not the demand of the times. There are lesser buyers in the major importing countries now as compared to earlier. This financial slowdown will take time to settle which will affect the exports and imports for a long time. The cost of transporting goods has also increased which is also here to stay for some time. Although, we can forecast the current price levels which had shot up three to four times of normal freight rates, might be reduced by 50 per cent but still it will be higher than the average freight costs of the previous years.

INDUSTRY NEEDS TO WORK ON UPFRONT PAYMENTS FOR FINANCIAL SECURITY

The Indian logistics industry has been used to credit risks over the past few decades. The logistics sector has realised the need of liquidity and cash flows during the COVID-19 crisis. The industry stakeholders should ensure that there is uniformity in offering planned credits to customers or work on upfront payments for financial security to the players.

✦ **The current price levels which had shot up three to four times of normal freight rates, might be reduced by 50 per cent but still it will be higher than the average freight costs of the previous years** ✦

Another important aspect is the need of digital mode of working. Digitisation would help not only the financial part, but also the freight forwarding tasks. Also, if companies have digital ERP systems, they can keep a daily track of their work, ensure employees are sincerely engaged in their duties and also interact with the team regularly.

It has to be a joint effort by the stakeholders of the industry and the government to ensure seamless flow of work takes place in such unexpected crisis, hence, more digital gateways and smooth processes need to be formulated. We have also realised how important is the logistics sector to the GDP of the economy, a two-month

lockdown has caused so much gap in the demands and deliveries.

AVOIDING UNNECESSARY REVENUE LEAKS TO SUSTAIN IN BUSINESS

We have formulated strategies and plans to filter out the right business and ensure enough liquidity so that we sustain and manage to grow whenever the right time comes. We are avoiding unnecessary revenue leaks like too much of office expenditure, focusing on receivables; ensuring credit received and given is balanced, being very careful in new customer enrolment, and so on.

COVID-19 LEADS TO FILTRATION PROCESS OF THE INDUSTRY

Considering the fact that every player in this fraternity is realising the need for a uniform thought process and strategy, the industry should become more organised post-COVID. Sooner or later everyone is realising the importance of business continuity during such pandemics and disasters. We hope to get enough support from the government and await the National Logistics Policy to roll out plans and implementations to ensure there is convenience and support for smooth movement of the trade.

WE ARE READY FOR THE NEW NORMAL WITH ALL SAFETY MEASURES IN PLACE

The nationwide lockdown announced on March 25, caused the movement of goods to come to a near standstill with the exception being the transportation of essential goods. There has, however, been a slow and steady recovery of goods movement through the months of April to June due to lockdown relaxations in the non-hotspot regions of the country. According to me, the following long-term changes could be seen in the near future.

Omni channel: Today, brands are mindful that they need to create a

✦ **Sustainable development and Green logistics will emerge as the new normal. Keeping this in mind, FM Logistic India is building sustainable warehouses that are LEED certified, using solar panels, launching green transportation offer in 2020, etc.** ✦

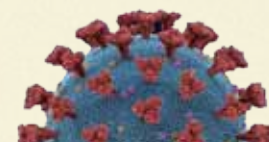
direct link with the end customer. To facilitate this, FM Logistic India has accelerated the supply chain of our clients to help them to reinforce their identity and renew their connection with their end customers in the B2C domain. For this, we have a proven plug and play omni channel offering and experience to support our customers reaching their end consumers directly.

Sustainable development and Green logistics will emerge as the new normal. Keeping this in mind, FM Logistic India is building sustainable warehouses that are LEED certified, using solar panels, implementing sustainable solutions on ground, launching green transportation offer in 2020, etc.

And lastly, strong human capital protection law is the most efficient sustainable development possible.



Alexandre Amine Soufiani
Managing Director & CEO
FM Logistic India



LONG-TERM EMPLOYEE RELATIONSHIPS AND DATA-DRIVEN OPERATIONS ARE ONE OF THE KEY LEARNINGS

Relying on a majority of casual labourers with short-term association is not sustainable. When companies do not invest in the relationship with their employees, they cannot be entitled to any long-term and sustainable business success. Most logistic companies that did not have a majority of their collaborators on their payroll and strong strategies of human development and internal promotion and mobility systems could not sustain during this crisis. Since they do not share a strong relationship with their manpower, the latter did not support them back. FM Logistic has 75 per cent

✈️ **FM Logistic India has developed and launched a proprietary app which is only available for use to FM Logistic India collaborators to keep practising social distancing at all times** ✈️

of its manpower on payroll across India and has exemplar strategies of HR development and promotion. The result of these efforts and mutual trust was the main reason for our excellent crisis management and strong business continuity.

Another key learning of the lockdown for most businesses has been the indispensable role of technology in surviving and functioning during the lockdown. This realisation is set to drive accelerated adoption of digital practices and setting up of data-driven, automated and cloud-based

operations that can provide a secure IT infrastructure to the organisation, especially supporting the new work from home mandate.

ENSURING BUSINESS AND HEALTH OF OUR EMPLOYEES WITH A PROPRIETARY APP

Throughout the ongoing pandemic, the health and safety of our employees has been our first priority along with customer business interests and continuity of essential supplies. Our warehouses for food, medical and other essential items have continued to

remain operational during lockdown. FM Logistic India has developed and launched a proprietary app which is only available for use to FM Logistic India collaborators to keep practising social distancing at all times. It is the first-of-its-kind to be developed and launched by the logistics sector in India.

The app uses Bluetooth technology available in smartphones to monitor the distance between employees on-site. If it falls under 2 metres the app immediately sends signals to the concerned people. Simultaneously, warehouse supervisors are also informed. This helps ensure that safe distances are followed at all times.



Soham Chokshi
Founder
Shippy

✈️ **Being cost-effective from an inventory standpoint causes risks when supply chains come to a grinding halt; enterprises are thus keeping higher stock to ensure sufficient supply for a rainy day** ✈️

COVID-19'S LONG-LASTING IMPACT ON SUPPLY CHAINS AND THE INDIAN LOGISTICS SECTOR

These are tough times for enterprises not just in India but around the world. COVID-19 is going to surely have a long-lasting impact on supply chains and the Indian logistics sector. We see the following major themes emerging:

- Enterprises want to move away from physical documentation or meetings to truly digital supply chain so that they can manage their goods movement from anywhere.
- Reducing dependence on China for their sourcing and looking for cheaper alternatives which are closer to home or other countries.
- Being cost-effective from an inventory standpoint causes risks when supply chains come to a grinding halt; enterprises are thus keeping higher stock to ensure sufficient supply for a rainy day.

- Cost reduction pressures for logistics have only increased, with enterprises looking at automation and Artificial Intelligence to help reduce inefficiencies.

- In terms of local distribution, brick and mortar stores are likely to increasingly become warehouse points with goods finally delivered to the doorstep of the customer through last-mile delivery systems.

- Strong push from Indian government to make exports as key enabler for India's GDP growth.

- Enterprises are seeing logistics and supply chain as key area of both customer experience/differentiation.

MAINTAINING BALANCE BETWEEN INVESTING FOR FUTURE GROWTH AND CUTTING DOWN UNNECESSARY EXPENSES TO CONSERVE CAPITAL

As far as technology companies are concerned, we are focusing on

helping our customers get end-to-end visibility of their shipments across both domestic and international movement. This would further help them in reducing costs. Our teams continue to work from home, collaborating with each other through video calls and daily stand-ups to ensure our project deliverables are met. We are maintaining a delicate balance between investing for future growth and cutting down unnecessary expenses that can help conserve capital.

SCARCE FINANCING, DIPPING REVENUE

After GST and demonetisation, COVID-19 is unfortunately another setback to the unorganised sector, that is heavily dependent on working capital. With financing also becoming scarce and revenue dipping, a lot of these SME service providers would unfortunately cease to exist. The volumes would start to get channeled to the organised players that are able to sustain themselves through these challenging times financially, and thus keep providing services.

MORE DIGITAL TOOLS; A WAY TO GO

The unprecedented COVID-19 impact will lead to quite a few changes in the Indian logistics industry, since the pandemic is now a reality that we all have to live with for a long time. These include:

Increased demand for home deliveries is likely to continue in future and logistics companies need to improve their last-mile delivery models. To meet the rising demand for home deliveries, businesses must immediately optimise key assets such as staff and vehicle capacity. They can leverage advanced crowd sourcing technologies to optimise staff capacity by on-boarding temporary or part-time delivery executives from across disparate delivery provider ecosystems.

As social distancing becomes the norm of the day, companies need to provide customers with means to handle contactless or 'tap-and-go' payment options. OTP based transactions or even payment by touching cards will be highly sought-after.

New delivery fulfillment models will be needed. The FMCG segment has seen some major innovations, several companies that earlier followed an offline model have now been seen partnering with various delivery companies in order to take their products directly to consumers. Clearly, these companies have realised that there is a gradual but very significant change in the

✈ To meet the rising demand for home deliveries, businesses can leverage advanced crowd sourcing technologies to optimise staff capacity by on-boarding temporary or part-time delivery executives from across disparate delivery provider ecosystems ✈

way people will shop in times to come. There is also increased focus on concepts such as dark stores to enable faster fulfillment and deliver at short notice.

Use of mobility and digital tools – A mobile app can help numerous operational activities – wallet-enabled/card-free contactless deliveries, quick driver onboarding, real-time communication, dynamic routing, or remote implementations. Depending on the scale of operations, tools that are built for plugging and playing and offer the shortest runway to go live are more suited for times like these and preparing for the future.

NATURAL DISASTERS, CLIMATE CHANGE, GEOPOLITICAL TENSIONS NEED TO BE CONSIDERED TO MITIGATE FUTURE SHOCKS

In pre-COVID times, logistics companies usually relied on traditional metrics such as cost, quality, and delivery for improving supply chain competitiveness. This needs to change going forward as businesses now need to prepare for major events. Natural disasters,

climate change, geopolitical tensions need to be considered in post-COVID-19 planning to mitigate future shocks.

Another learning has been to move beyond the reliance on traditional methodologies rather than technology. Data-backed decision tools can be of immense use in times like these. The right predictive and analytical tools can minimise wastage, improve operational efficiencies, and help enterprises recover faster.

FAREYE SERVE TO EXECUTE HOME DELIVERIES AT NO ADDITIONAL COST

The first and foremost concern has been the welfare of our employees. We also decided to do our bit by partnering with organisations that are responding to the COVID-19 crisis through FarEye SERVE. This initiative ensures that no one is deprived of essential supplies amidst the pandemic and organisations involved in the supply of essentials like food, grocery and medicine have the necessary technology in place to execute home deliveries at no additional cost. One of the biggest challenges these companies



Kushal Nahata
CEO & Co-Founder
FarEye

faced was making more deliveries with lesser drivers. FarEye SERVE helped them seamlessly onboard new drivers in the shortest time by leveraging intelligent crowd sourcing capabilities, temporary delivery executives are looped onto the platform based on proximity, past performance, and cost. Together we were able to ensure 40,000 essential deliveries each day for our partners such as Gughe Farms and Orami.

EMPHASIS ON SELF-RELIANCE AND DOMESTIC MANUFACTURING

We will see a course correction as nations will look to become more self-reliant, just like in the case of India. This will lead to policies and support for building domestic expertise. The overdependence on China will reduce and we will get new trade and business alliances across the globe. ✈

DDP launches

CovidSMART e-training

DDP Group has taken another big step towards empowering the cargo and logistics industry of India, and has launched CovidSMART—a training and certification programme which will ensure that the logistics industry is ready to fight the COVID-19 pandemic and effectively deal with its impact on the sector.



SanJeet, Director, DDP Group

“Every cargo professional should accept this fast-paced change, be prepared and be ready to drive logistics in the future”

CovidSMART is DDP Group's latest initiative, a programme designed by World Health Organisation-certified professionals and ISO-trained individuals to promote safe logistics and help build in freight forwarders the confidence to succeed in this industry, once again. The idea behind the programme is to restore confidence and embrace innovation to reassure the global logistics fraternity that the Indian logistics industry has taken all possible precautions to negate the spread of COVID-19.

The programme will thus help rebuild consumer trust and help the industry abide by the latest protocols as it reopens the cargo and logistics industry. The online training programme can be used as a weapon to fight the spread of COVID-19 and go beyond the standard precautions to reassure logisticians of India being a safe country for business.

SanJeet, Director, DDP Group, says, “All our initiatives during this pandemic have been our way of looking after our logistics industry and this is another such programme. Our aim is that every cargo professional should accept this fast-paced change, be prepared and be ready to drive logistics in the future. By introducing CovidSMART, we hope to put India in the driver's seat. Now, it is up to the cargo industry to encash this opportunity. I encourage the industry to convey to their partners as well as their customers that they will now be dealing with a COVID-19-certified specialist who understands and will guide you through this jungle.”

Under the programme, key learnings would include protecting your business during COVID-19, dealing with emergencies and anxiety related to the pandemic and its impact, and the importance of a PPE kit.

To access the programme, you can log on to www.covidElearn.com
Whether you are in India or abroad, you can access it anytime, anywhere.

DIGITISE THE PROCESS It's now or never

When almost everything came to a standstill, air cargo industry played a crucial role in the seamless movement of essentials. The most unintended help came from the digital technology that enabled the industry to not only maintain social distancing but also to move the airfreight more efficiently.



Kalpana Lohumi

No one can deny the fact that air cargo industry has been lagging behind in terms of digitisation as compared to any other industry. However, the pandemic has turned things around by making digitisation a crucial element in keeping the air cargo industry buoyant during the COVID-19 catastrophe. When the world is fighting against this deadly virus, air cargo industry has proved to be more resilient and agile to deal with the crisis within no time. No wonder, digitisation has helped the air cargo industry to stay afloat in the mid of this crisis. **CARGOTALK** discusses perspectives of technology providers, airports and airlines on how digitisation has helped the air cargo

industry to sustain in the business during the COVID-19 pandemic.

Are we a dinosaur in a digital world?

On this, **Amar More**, CEO, Kale Logistics Solutions, says, "Over the last half-a-decade, digitisation has been the buzzword in air cargo industry. It has been the key topic of every conference or seminar. The most common term used during these conferences was 'dinosaur': are we a dinosaur in a digital world?"

Calling COVID-19 an accelerator for giving a boost to digitisation, More explains, "It is true that compared

to other sectors like automobile, banking and even travel; air cargo has been lagging behind in terms of digitalisation, despite the integrators and the increase of e-commerce. But now we have witnessed that there is a surge in the Cloud-based solutions and platforms. The focus is shifting from documents to data. The infrastructure is there, innovative technology is ready, it's just a matter of time before we move to data and automate."

"Contactless business environment has become the new normal. e-bookings, e-payments, e-invoices, e-trade documentation, track & trace, digital customs, e-approval, online quotations,



e-delivery order, etc. are some of the solutions which are gaining acceptance and driving business continuity in the industry," he continues.

"Supply has never been a problem in the cargo industry before this pandemic," says **Ashok Rajan**, Senior Vice President and Head – Cargo & Logistics Solutions, IBS Software. Calling digitisation a saving grace for most of the air cargo professionals, Rajan shares, "In last three months, nature of operations has started to change considerably. With the work from home concept, interactions have gone digital. People who had strong digital backbone have responded much better to this crisis."

What are the operational obstacles to moving freight?

According to **Ambrish Kumar**, Founder & CEO, LogYcode Tech Solutions, "The closure of operations of international flights and airports was a big concern initially as almost the complete movement of air cargo had virtually come to a standstill during the first lockdown. Even now, because the air carriers are only operating the evacuation flights and some are operating freighters, the belly capacity reduces by almost 60-70 per cent. It has impacted the movement of cross border trade by air. The consequential impact can be seen on the global freight rates which have shot up almost six to eight times from the usual. This has also caused many exporters and manufacturers diverting their goods via ocean options. Also, there is a serious impact on the buyers around the world, there is dip in demand of most commodities."

Explaining the missing link, Kumar notes, "These are times when a logistics professional realises that tasks like filing freight documents with the Customs, running around getting approvals from authorities or loading goods in a transport vehicle cannot be carried out without manual

intervention. Lack of technological advancement, lack of integration between stakeholders and the missing central digital platform are some of the causes. While there are goods awaiting imports/exports, air carriers are operating cargo aircrafts, shipping lines are operational, the terminals are working, Customs is open, but there is a standstill in movement of goods."

Adding to this, Rajan says, "In the time of crisis people are struggling to get connected to their customers in order to make sales. Hence, people who had access to digital sale channel are actually able to get a bigger chunk of the market than others."

Talking about forecasting abilities, he adds, "People had a set pattern about how demand and supply work out. But everything has changed now; who had better tools to do forecasting are able to reach faster. Even in this crisis, air cargo has been doing really well; revenues have dropped but not as much as volumes. Hence, there is a need to variabilise the cost."

INNOVATION IN THE TIME OF CRISIS

According to Kumar, "The various startups and tech companies that have stepped into working on the pain areas of the industry has definitely had a positive impact on the industry. The web portals and mobile app versions of the query management and online booking portals have extended the convenience of business continuity for the logistics companies; even when working from home yet having real-time access to their work processes which were earlier traditionally manual. However, the Automatic Intelligence (AI) and Machine Learning (ML) based technological advancements are still under development and awaited which would further enhance service levels and risk mitigation."

On the other hand, More believes, "Our industry lacks in innovation on a wide



Amar More
CEO, Kale Logistics Solutions
and India Cargo Awards winner 2019



Ashok Rajan
Senior Vice President and Head – Cargo & Logistics Solutions, IBS Software

✈️ **The focus is shifting from documents to data. The infrastructure is there, innovative technology is ready, it's just a matter of time before we move to data and automate** ✈️

✈️ **With the work from home concept, interactions have gone digital. People who had strong digital backbone have responded much better to this crisis** ✈️

scale. The air cargo industry is all about delivering speed. The pre and post flight segment is now made more efficient with cargo community platforms (CCS), logistics e-marketplace, digital trade





Amrish Kumar
 Founder & CEO, LogYcode Tech Solutions
 and India Cargo Awards winner 2019

✈️ Global freight rates have shot up almost six to eight times from the usual. Also, there is a serious impact on the buyers around the world, with dip in demand of most commodities ✈️



Manoj Singh
 Sr. Vice President & Head – Cargo, Mumbai
 International Airport and DDP Game Changer,
 India Cargo Awards 2016

✈️ Mumbai Air Cargo has converted a majority of the paper processes into online transactions which have resulted in the reduction of cost and time for stakeholders ✈️

corridors, regulatory single windows, drone deliveries, autonomous vehicles, etc. We have seen with our community platforms, the dwell times reduce by 75 per cent, paper reduces by 90 per cent and data accuracy is 99 per cent. They give complete visibility of business and automate administrative tasks with high level of efficiency.”

INTEGRATED DIGITAL NETWORK

“IBS has launched an integrated

revenue management system in collaboration with Korean Air to improve operational efficiency. Working in close collaboration with Korean Air to define its needs for this highly complex and business-critical function, we have incorporated its full data analytics and machine learning capabilities to develop the solution,” informs Rajan.

“We have also rolled out the new Sales App mobility module, designed to support sales and marketing teams with maximum conversion of opportunities by providing real-time access to customer profiles, customer analytics and capacity predictions. With the introduction of the integrated revenue management module into the iCargo solution, we have brought a fully integrated package of all business functional capabilities that are essential for the successful management of air cargo businesses for airlines and ground handlers of all sizes and business model,” he adds

Rajan believes, “There is no point of operating in islands of our own.”

“Digitisation has become a survival now rather than a growth factor. We might see now small carriers who were not interested to enter in cargo, in the past, can enter this domain in such crisis. We are trying to build a collaborative platform,

where even the smaller players could participate,” he says.

RE-EXPLORE DIGITAL TRANSFORMATION

Manoj Singh, Sr. Vice President & Head – Cargo, Mumbai International Airport explains how the pandemic provided an opportunity to re-explore digital transformation in order to improve business velocity and streamline the process for its customers at Mumbai Airport. He says, “The coronavirus pandemic has pushed the industry to adopt new measures in the interest of safety of all. Mumbai Air Cargo has converted a majority of the paper processes into online transactions through electronic communication and messaging which have resulted in the reduction of cost and time for stakeholders as well as boosted the efficiency and agility in cargo operations at Mumbai Airport.

The digitisation has stood as a critical element in maintaining business continuity, safeguarding productivity, optimising processes & resources as well as ensuring the safety of the people at operations during the current COVID-19 crisis. Furthermore, the online transactions like e-reception, e-carting order, electronic FWB/FHL transmission, e-segregation report and e-delivery order in imports has averted overcrowding at the air cargo terminal and has enabled us to maintain

Community Platforms

✈️ The air cargo industry is all about delivering speed. The pre and post flight segment is now made more efficient with cargo community platforms (CCS), digital trade corridors, etc.

✈️ We have seen with our community platforms, the dwell times reduce by 75 per cent, paper reduces by 90 per cent and data accuracy is 99 per cent.





social distancing very effectively at the cargo terminal premises. The e-freight and digital solutions offered by Mumbai Air Cargo has additionally helped us respond rapidly to the current challenges, recover from the delays and backlogs, and bring back normalcy in cargo operations while facing severe resource crunch due to the lockdown measures.

Mumbai Air Cargo has developed several solutions in previous years that have been of great help during this situation. This includes digitisation processes like India's first Air Cargo Community portal 'GMAX' introduced in 2013 and the air cargo mobile application launched in the year 2015. These developments have helped efficient transportation and smooth operations at Mumbai Airport and further ensured an end-to-end digital penetration.

During this pandemic crisis, the need of the hour is the seamless and quick movement of essential personal protective equipment (PPE), medical equipment and pharmaceuticals amongst others. As the primary pharma hub of the country, Mumbai Airport has already developed the physical infrastructure to cater towards the burgeoning demand for the pharma industry. Mumbai Air Cargo is home to Asia's pharmaceuticals dedicated import cold zone and first-of-its-kind 'Coocontainer' facility.

The Export Cold Zone can hold over 700 tonnes at a time with an annual capacity of 5,25,000 tonnes. The 'Coocontainer' on the other hand, has

proved beneficial in providing speed, efficacy, and reliability to optimise temperature-controlled connectivity of essential cargo.

Furthermore, the airport is also working on an end-to-end digital 'pharma corridor' using Blockchain technology to facilitate seamless and high-quality temperature-controlled supply chain with global CEIV certified partners. With the digital and physical innovations at CSMIA, Mumbai Air Cargo has been able to connect India and the global supply chain for the seamless transportation of cargo.

AIRLINES KEEP FREIGHT FLYING

While lockdowns and travel restrictions have starved the skies of passengers, air cargo demand; particularly for PPE has been racing ahead of capacity. Sharing how Ethiopian Cargo has managed to sustain in business, **Tigist Eshetu**, Regional Director – Indian Subcontinent, Ethiopian Airlines, informs, "Ethiopian Cargo & Logistics Services, with no exception,

was challenged with stay at home and physical distancing which makes it hard, from the customer side, to go out and process a cargo movement. In response to it, we have come up with a digitalised platform which is to be accessed at home and through mobile apps and chatbot display providing all cargo services information, be it, cargo tracking information, flight status review and charter booking possibilities. The platform has helped a lot in handling the time sensitive cargo demand more efficiently and effectively, especially in China-Africa routes and of course to Europe and Americas too."

Adding to this, **Rajesh Menon**, Regional Head of Cargo – South Asia, Middle East & Africa, Cathay Pacific, says, "We have introduced a number of measures including the 100 per cent E-Airway bill (E-AWB) across India and also enabled a digital payment platform for all import delivery order payments. Both introductions have not only helped us go paperless but have also reduced



Tigist Eshetu
Regional Director – Indian Subcontinent,
Ethiopian Airlines

🔥 We have come up with a digitalised platform which has helped a lot in handling the time sensitive cargo demand more efficiently and effectively, especially in China-Africa routes and of course to Europe and Americas too 🔥





Rajesh Menon
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the risk of physical interaction, thereby safeguarding the health of all our partners. The recently introduced payment platform has also been widely accepted by the agents and freight forwarders as it gives them flexibility to choose from a wide array of payment options. We have also developed two digital platforms; one for our cargo agents to make their booking and allotment process a lot faster and convenient, while the other is for our internal handling."

REPURPOSED

Sharing how the stakeholders are more than ever excited to embrace digital solutions, Eshetu explains, "The digital solution has helped the airline in handling the increased demand and traffic. Sales are getting completed in record time too. It has also helped us to renovate some of the facilities of our PAX aircrafts to fit for cargo operations and to handle the wide global demand of freight

transportation especially of the COVID-19 combating equipment."

Cathay Pacific is in the process of building and developing multiple automated tools which address key concern areas of the business and are designed to streamline and conduct business smoothly. Menon informs "These tools will have a two-fold approach, which is, assisting our teams to proactively strategise when there is an increase in demand and a faster turnaround time for all agent queries."

"We have also been exploring the feasibility of incorporating Blockchain management which will enable us to locate, allocate and transfer unit load devices between forwarders, the airline and other concerned parties making the process more transparent and environment-friendly," he adds.

TACKLING CHALLENGES

"The over flooded demand coupled

with the reduced route operation due to lockdown and inability of securing flight permits made planning difficult from our side. It was difficult to precede the normal ground handling operations without securing a legal procedure as per the country regulations for the pandemic. However, Ethiopian Cargo has managed these challenges by using all the opportunities available with the strategic approach of capacitating all our resources fit for the demand with our dedicated staff, good planning and on time decision making," shares Eshetu.

At the beginning of lockdown, Cathay Pacific did encounter some logistical setbacks, resulting in the temporary pause of their freighters from the Indian ports. On this, Menon points, "However, we were agile to resume our operations and returned to a full schedule as the market improved." 🔥

First-of-its-kind Cooltainer

➔ Mumbai Air Cargo is home to Asia's largest pharmaceuticals dedicated import cold zone and first-of-its-kind 'Cooltainer' facility.

➔ The export cold zone can hold over 700 tonnes at a time with an annual capacity of 5,25,000 tonnes. The 'Cooltainer' on the other hand, has proved beneficial in providing speed, efficacy, and reliability.



Charting India's logistics growth story

Logistics industry has the potential to add to GDP substantially by making India a more competitive place by reducing cost and enhancing speed of delivery. Industry experts talk about ways to make the industry cost-effective and the roadmap to recovery from the pandemic's impact on logistics industry in a recent webinar held by the Chartered Institute of Logistics & Transport.



SURESH PRABHU
Former Minister of Commerce & Industry and Civil Aviation, Government of India

The biggest hurdle the Indian business faces, among other barriers, is logistics. We must distinguish between logistics and infrastructure. Infrastructure is a basic necessity for logistics but just by creating infrastructure one cannot address the problem of logistics. Despite investing enough into infrastructure in the last decade or two, the logistics problem

has not been solved. We need to focus on integration in the logistics industry. We have invested huge amount of money in last few years into development of roads, but can one confidently say that it has necessarily resulted into better logistics? Therefore while we need roads, railways, ports and air connectivity, we also need to ensure all the modes need to work in tandem and they produce the desired results. Logistics is little more than infrastructure.

LOGISTICIANS WERE THE REAL WARRIORS OF THIS CRISIS

No industry can grow without logistics. One of the most underrated industries in COVID-19 pandemic is logistics. Everyone has talked about doctors and health workers as warriors but what about logisticians? Despite being the ones who made medical supplies available and ensured that farmers' produce does not go waste in this crisis; the industry didn't get the recognition.



N SIVASAILAM
Former Special Secretary (Logistics), Ministry of Commerce & Industry

In my view, regionalisation means India's self-reliance along with the globe. This initiative would create facilitative environment in order to ensure a good reign of business. It may cover not only the movement of petroleum and other essential goods but also a whole lot of India's exports in container trade. We



are not trying to say that vessels should be of Indian investment or there should not be any foreign investment. However, this is also a means of attracting foreign domestic investment in India and making India an attractive place for FDI for the service sector.

As far as air cargo is concerned, large number of cargo is waiting to be exported from India. One way to go forward at the operational level is to develop Air Freight Stations (AFSs) which has happened in Delhi and Chennai. I would strongly advise the air cargo fraternity to take a lead.

DEEPAK GARG
Founder, Rivigo

During the COVID times, we have realised that truck drivers wanted to become relay drivers more than the long-haul drivers. Relay trucking has become an option for our truck drivers, and this has become possible in these times only because we were using technology meaningfully much before. We have deployed lot of sensors and converted every truck into IoT device.

STAYING SAFE WITH TECHNOLOGY

We are using technology to connect with our workforce and to interact with them more seamlessly. Every truck driver, in our case, is on pilot app and everything can be done right from the duty allocation to change-over process, health insurance etc. Everyone in the last three years has been covered in the app and during this time we were able to connect with them much more meaningfully.



We give this data to our customers as well. I would also like to say COVID-19 is an opportunity for the logistics sector. We have been saying that we spent 14 per cent of our GDP in logistics and we should get it down to 7-8 per cent. But if you look at the data of US and Europe or any other developed country, they were able to do it only on the back of technology. IT spend in US is 50 per cent of total logistics spend.

Inputs by Kalpana Lohumi

Traffic statistics (Domestic Freight)

S. No.	Airport	Freight (in tonnes)					
		For the Month			For the period April to May		
		May 2020	May 2019	% Change	2019-2020	2018-2019	% Change

(A) 19 International Airports

1	Chennai	1,917	7,182	-73.3	2,843	14,309	-80.1%
2	Kolkata	1,839	6,881	-73.3	2,655	12,639	-79.0%
3	Ahmedabad	371	5,092	-92.7	434	9,710	-95.5%
4	Goa	15	325	-95.4	15	503	-97.0%
5	Guwahati	201	1,983	-89.9	345	3,655	-90.6%
6	Lucknow	46	991	-95.4	46	1,861	-97.5%
7	Jaipur	17	1,126	-98.5	17	2,158	-99.2%
8	Trivandrum	10	478	-97.9	16	599	-97.3%
9	Bhubaneswar	64	686	-90.7	79	1,505	-94.8%
10	Calicut	68	58	17.2	217	104	108.7%
11	Varanasi	0	258	-100.0	0	527	-100.0%
12	Coimbatore	30	800	-96.3	49	1,548	-96.8%
13	Srinagar	46	1,021	-95.5	46	1,628	-97.2%
14	Amritsar	1	175	-99.4	1	270	-99.6%
15	Mangalore	71	0	-	71	24	195.8%
16	Portblair	351	557	-37.0	370	1,080	-65.7%
17	Trichy	0	0	-	0	1	-100.0%
18	Imphal	59	627	-90.6	160	1,242	-87.1%
19	Vijayawada	72	242	-70.2	72	437	-83.5%
Total		5,178	28,482	-81.8	7,436	53,800	-86.2%

(B) 6 JV International Airports

20	Delhi (DIAL)	5,887	30,932	-81.0	8,234	59,107	-86.1%
21	Mumbai (MIAL)	3,732	23,256	-84.0	5,593	44,742	-87.5%
22	Bangalore (BIAL)	2,585	12,704	-79.7	3,519	23,579	-85.1%
23	Hyderabad (GHIAL)	447	5,364	-91.7	581	9,866	-94.1%
24	Cochin (CIAL)	267	1,236	-78.4	281	2,289	-87.7%
25	Nagpur (MIPL)	0	572	-100.0	0	1,150	-100.0%
Total		12,918	74,064	-82.6	18,208	1,40,733	-87.1%

(C) 9 Custom Airports

26	Pune	177	2,340	-92.4	178	5,398	-96.7%
27	Patna	93	1,053	-91.2	93	1,943	-95.2%

S. No.	Airport	Freight (in tonnes)					
		For the Month			For the period April to May		
		May 2020	May 2019	% Change	2019-2020	2018-2019	% Change

28	Bagdogra	94	716	-86.9	96	1,269	-92.4%
29	Indore	26	880	-97.0	32	1,670	-98.1%
30	Visakhapatnam	198	495	-60.0	317	1,036	-69.4%
31	Chandigarh	12	1,415	-99.2	12	1,842	-99.3%
32	Surat	339	422	-19.7	613	890	-31.1%
33	Madurai	31	94	-67.0	33	198	-83.3%
34	Aurangabad	0	64	-100.0	1	164	-99.4%
Total		970	7,479	-87.0	1,375	14,410	-90.5%

(D) 25 Domestic Airports

35	Ranchi	19	367	-94.8	19	1,275	-98.5%
36	Raipur	45	494	-90.9	45	962	-95.3%
37	Agartala	0	382	-100.0	0	802	-100.0%
38	Jammu	2	137	-98.5	2	250	-99.2%
39	Bhopal	5	106	-95.3	5	191	-97.4%
40	Dehradun	1	8	-87.5	1	22	-95.5%
41	Vadodara	5	316	-98.4	5	672	-99.3%
42	Leh	5	186	-97.3	5	474	-98.9%
43	Jodhpur	0	0	-	0	1	-100.0%
44	Dibrugarh	6	88	-93.2	6	166	-96.4%
45	Hubli	0	10	-100.0	0	20	-100.0%
46	Silchar	0	83	-100.0	0	146	-100.0%
47	Tuticorin	0	6	-100.0	0	12	-100.0%
48	Kanpur(Chakeri)	0	14	-100.0	0	17	-100.0%
49	Rajkot	0	1	-100.0	0	4	-100.0%
50	Jharsuguda	0	1	-100.0	0	2	-100.0%
51	Dimapur	2	31	-93.5	2	64	-96.9%
52	Juhu	3	30	-90.0	5	58	-91.4%
53	Agatti	0	3	-100.0	0	6	-100.0%
Total		93	2,263	-95.9	95	5,144	-98.2%

(E) 2 St Govt./ Pvt Airports

54	Lengpui (Aizwal)	15	35	-57.1	15	67	-77.6%
55	Nasik (Hal Ozar)	0	0	-	0	7	-100.0%
Total		15	35	-57.1	15	74	-79.7%

Grand Total (A+B+C+D+E)		19,174	1,12,323	-82.9	27,129	2,14,161	-87.3%
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Traffic statistics (International Freight)

		Freight (in tonnes)					
		For the Month			For the period April to May		
S. No.	Airport	May 2020	May 2019	% Change	2019-2020	2018-2019	% Change

(A) 14 International Airports

1	Chennai	9,546	24,168	-60.5	13,662	48,922	-72.1%
2	Kolkata	1,105	4,969	-77.8	1,385	10,122	-86.3%
3	Ahmedabad	518	4,045	-87.2	701	8,237	-91.5%
4	Goa	0	138	-100.0	4	297	-98.7%
5	Guwahati	0	0	-	18	0	-
6	Lucknow	101	383	-73.6	116	751	-84.6%
7	Jaipur	0	198	-100.0	0	438	-100.0%
8	Trivandrum	880	1,915	-54.0	1,425	3,981	-64.2%
9	Calicut	469	2,343	-80.0	783	4,683	-83.3%
10	Varanasi	0	3	-100.0	0	5	-100.0%
11	Coimbatore	33	259	-87.3	33	474	-93.0%
12	Amritsar	9	146	-93.8	10	347	-97.1%
13	Mangalore	50	217	-77.0	50	467	-89.3%
14	Trichy	117	670	-82.5	117	1,342	-91.3%
Total		12,828	39,454	-67.5	18,304	80,066	-77.1%

		Freight (in tonnes)					
		For the Month			For the period April to May		
S. No.	Airport	May 2020	May 2019	% Change	2019-2020	2018-2019	% Change

(B) 6 JV International Airports

15	Delhi (DIAL)	20,190	53,305	-62.1	27,996	1,05,509	-73.5%
16	Mumbai (MIAL)	23,660	55,028	-57.0	38,298	1,03,740	-63.1%
17	Bangalore (BIAL)	11,957	19,968	-40.1	19,189	39,578	-51.5%
18	Hyderabad (GHIAL)	4,332	7,772	-44.3	7,657	14,965	-48.8%
19	Cochin (CIAL)	2,786	5,501	-49.4	4,580	10,502	-56.4%
20	Nagpur (MIPL)	0	31	-100.0	0	110	-100.0%
Total		62,925	1,41,605	-55.6	97,720	2,74,404	-64.4%

(C) 4 Custom Airports

21	Pune	0	2	-100.0	0	5	-100.0%
22	Indore	0	171	-100.0	3	200	-98.5%
23	Visakhapatnam	0	20	-100.0	0	62	-100.0%
24	Madurai	0	119	-100.0	0	279	-100.0%
Total		0	312	-100.0	3	546	-99.5%

Grand Total (A+B+C)	75,753	1,81,371	-58.2	1,16,027	3,55,016	-67.3%
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(Source: AAI)

DEVELOPMENT

cargo-partner expands iLogistics Center

In order to enhance automotive logistics operations, cargo-partner has added over 3,600 pallet slots to its warehouse in Dunajska Streda, Slovakia, bringing the total up to 26,700 pallet slots on an area of 18,300 sqm. With the most recent expansion of the iLogistics Center in Dunajska Streda,

cargo-partner in Slovakia aims to streamline warehouse operations, increase efficiency and create more room for a customer from the automotive industry. The investment consists of 2,727 slots for euro pallets (120x80 cm) as well as 900 slots for 160x80 cm pallets on an area of 1,000 sqm.

Two new very narrow aisle (VNA) forklifts with floor induction ensure highly efficient warehouse operations. The forklifts are used in the storage zone and service area for fine picking, kitting and packing of over one million parts per year for two main clients of the very service-sensitive automotive sector.

Dunajska Streda was motivated by our desire to enhance and expand our collaboration with a long-term automotive client. Based on years of experience in handling automotive, industrial spare parts and high-tech machinery as well as oversized goods and project cargo shipments, our team at the iLogistics Center provides a range of value-added services, ensuring quality and care at every step of the supply chain."

Tibor Majzún, Managing Director, cargo-partner in Slovakia, says, "Our latest investment in

Constant expansion

- Following the construction of the first warehouse hall in 2012 and the addition of a second hall in 2016, the iLogistics Center in Dunajska Streda has been expanded on a yearly basis to accommodate the growing customer demand.
- Today, the warehouse provides 18,300 sqm of storage area with 27,600 pallet slots, including 3,300 sqm of bonded warehouse space.
- In addition to the iLogistics Center in Dunajska Streda, cargo-partner also operates a second warehouse in Bratislava on a total area of 8,200 sqm with 14,000 pallet slots.



Curbing the gap for seamless supply chain

The agriculture ministry has recently created a cell with the hope that scaling back the Essential Commodities Act (ECA), 1955, will help drive up investment in cold storages and the food supply chain. Industry experts talk about the benefits of the decision and how it will make the supply chain modern and efficient.

The agriculture ministry has recently created a cell to streamline supply and transportation of farm produce. The decision has been taken after the announcements of

reforms in the sector by Finance Minister Nirmala Sitharaman. The reforms cell will also aid projects to add value to primary farm goods for better prices to the farmers.

This includes making amendments to the six-decade-old 'Essential Commodities Act' and pushing two ordinances which will free up farm trade from all restrictions and

guarantee a legal framework for pre-agreed prices to farmers. **CARGOTALK** explores how this initiative will help in dealing with the wastage and inefficiency in supply chain.

SOBHAGYA RANJANPATI

Managing Director
Knostics Infodel

I believe this initiative was long pending and it is going to affect the country's economy in a big way. Firstly, it will free up the farm trade from all restrictions by providing a legal framework. Adding the value to primary produce, the coordinated network will streamline the supply chain and transportation of farm goods.

The reforms cell will further look after a national mission of 'one district one crop' to boost crop diversity. And, play a key role, in the aftermath of changes such as amendments to The Essential Commodities Act of 1955, which are expected to bring investments in the cold storage and food supply chain.

✦ The reforms cell will play a key role in the aftermath of changes such as amendments to The Essential Commodities Act of 1955, which are expected to bring investments in the cold storage and food supply chain ✦

This initiative will bring lot of changes and undoubtedly lot of investment in the food supply chain.

Coming to the challenges, we all know that infrastructure in our country is way below than what is required. The condition of cold storages is also not what it should be. Cold storages are refrigerated warehouses that can store perishables for up to six months. Refrigerated old stocks can cool food prices in times of scarcity. Presently, there are stock holding limits and

with the new cell this issue will be over. Incentives to improve cold storage facilities will bring investment, cut food wastage and smoothen the supply chain.

The capacity is not enough as compared to the storage required. With the diverse agro climatic conditions, the production is gradually rising. There is a vast scope for increasing the production, but the lack of cold storage and cold chain facilities are becoming

major bottlenecks in tapping the potential. The cold storage facilities now available are mostly for a single commodity like potatoes, oranges, apples, grapes, pomegranates, flowers, etc. which results in poor capacity utilisation. The agriculture ministry will facilitate through new initiatives that will help trade take full advantage of the recent reforms.





RAVI JAKHAR

Chief Strategy Officer
Allcargo Logistics



Government's decision to set up a special cell to modernise farm logistics is a welcome initiative. It will help expedite the implementation of policy measures recently announced by the government. The logistics industry as well as farming community will both benefit from this. Historically, government has done significant work on improving farm yields and providing

access to capital to farmers. However, inefficient supply chains continued to be a huge impediment to all such reforms aimed at improving the income in the hands of farmers. It is therefore an extremely timely measure to focus on agricultural supply chain and provide government incentives to make it modern and efficient.

A large part of our national agriculture produce, particularly fruits and vegetables, is wasted before it can reach consumers. This is the key challenge, which is to be addressed through this initiative. Further, if we look at the broader initiatives of agricultural reforms, the government has ensured that it has a holistic approach towards reforms and not piecemeal, which can run into other impediments as in the past. Farmers find it challenging to discover true price for their value as they were tied up with the draconian Essential Commodities

Act. Further, there is significant lack of storage facilities, particularly near the production centres, which compels farmers to sell their produce to middlemen at low rates.

The supply chain has two key components -- storage and transport. We face significant problems in both, as there are viability challenges for setting up new infrastructure till the entire supply chain is streamlined and the supply chain can't function properly without adequate infrastructure. This is a typical chicken and egg situation. The proposed subsidies of up to 50 per cent in storage as well as transport to deficient areas will provide the much-needed viability gap funding, which will make the sector attractive for private investments. As the supply chains scale up and become efficient and more broad-based, the need for viability gap funding will get eliminated. Further, the special cell is

✦ The proposed subsidies of up to 50% in storage as well as transport to deficient areas will provide the much-needed viability gap funding, which will make the sector attractive for private investments ✦

also expected to work on government support required in providing land for agri logistics parks, which will help accelerate the development of cold chains in the country. The overall policy initiatives such as 'one district one crop', coupled with focus on food processing clusters in vicinity would create more efficient local supply chains and streamline transportation of farm produce.

AKASH AGARWAL

Director & CEO
Crystal Logistic (Cool Chain)

As India is predominantly an agriculture focused nation and agriculture plays a major role in the economy in the current situation, the logistics industry is expected to see a hike with 13 per cent by giving a boost to the Indian economy at large. We look forward for many such initiatives by government wherein they are enabling the economy to be 'atmanirbhar'.

At Crystal, we believe in farm to fork concept to enable our farmers to produce more without the fear of losses and avoiding much transportation or delay by helping



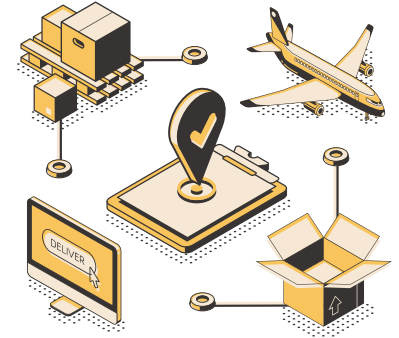
them own their production with the help of portable containers. With 'plug and play' feature, the portable cold storage container will help businesses store temperature sensitive cargo in their premises. It is a convenient investment tailored with the right refrigerant arrangement.

Inputs by Kalpana Lohumi

✦ With 'plug and play' feature, the portable cold storage container will help businesses store temperature sensitive cargo in their premises. It is a convenient investment tailored with the right refrigerant arrangement ✦



How to reach customers faster



Nihar Parida, Industry Expert & Supply Chain Consultant says that digitalising the complete supply chain is the need of the hour and data at every point should be captured as much as possible. Also, data analysis should happen at a single point and not in silos.

During the change in tax from local sales tax to VAT, most organisations opened warehouses in every state. The moment GST was declared, the finance and logistics fraternity started exploring how they could consolidate their stocks in few warehouses as the state borders became obsolete from the tax point of view. For the first time, the logistics people started thinking of inventory from a logistics cost saving perspective rather than a tax saving perspective. But again most were guided by the common

the logistics planners. The longer routes were hard to fathom. When the market in few states opened, it was difficult to capture that market as the inventory was somewhere else.

The questions which arise now are, do we go for consolidation or do we spread out our inventory? How do we ensure low inventory carrying cost? How do we predict well in advance and how do we move goods to the next location?

Within my 30 years of experience across verticals and departments, and the little that I have learnt, I would suggest the following:

- Digitalising the complete supply chain is the need of the hour. The data at every point should be captured as much as possible.
- A platform of single data point should be built, and data analysis should happen at a single point and not in silos.
- AI and ML being easily available now a 'Big Data' analysis engine should be engaged to overcome the preconceived ideas of a data analyst.
- Data analysis should happen real-time and not once in a month.
- Stock planning should be more dynamic and faster and feedback to the Production should be more accurate.
- Design the inventory network with four mother warehouses and multiple child warehouses across the country. Fast moving should be JIC and high value and slow moving should be JIT.
- JIC should be predicted using AI, with



maximum inventory being 30 days at any given point of time. JIT should be maximum seven days inventory or an inventory depending on how much time the organisation takes from a PO to fulfillment including the transit time.

- Sales forecast gaps should be compared with the AI-driven insights and decisions should be taken accordingly.
- If possible, a consortium should be built to cater to transportation capacities to the maximum. Rates of transporters within the consortium can be negotiated better. With the GPS and transport management software available, planning within the consortium can become easier.

Overall, joining every dot within the supply chain under a single platform will not only make the supply or logistics chain more resilient but will also ensure risk is minimised.

Joining every dot within the supply chain under a single platform will not only make the supply or logistics chain more resilient but will also ensure risk is minimised

thought of consolidation. The LSPs also started selling the idea to ensure they could save cost in their multi-user facilities. The distribution factor was sidelined. The transporters and the courier companies were in the limelight.

However, during this pandemic it has come to the fore that consolidation of inventory with few warehouses has become the biggest pain. With state borders being closed the distribution of goods has become a major issue. The trucks going off the road made life more miserable for



Nihar Parida
Industry Expert &
Supply Chain Consultant

(The views expressed are solely of the author. The publication may or may not subscribe to the same.)

Alitalia launches its first flight from Mumbai to NY



Sakshi Gupta
Country Manager
Air Logistics Group – India

Alitalia Airlines has successfully launched its maiden flight from Mumbai uplifting 45 tonnes of cargo, including pharmaceuticals to Italy/Europe/USA with its wide-bodied fleet of B777-200/B777-300 aircrafts. The Italian carrier would be operating a weekly passenger to cargo (P2C) flight on Mumbai (BOM)-

Rome (FCO)-New York (JFK) route. The B777-200 aircraft, without seats ensures optimum utilisation of space with cabin loading, offering a capacity of 50 tonnes.

Alitalia had also been flying with AB330 daily pax flights EX DEL-FCO, during pre-COVID times with a wide network, spreading its wings across Europe, USA, South America, Africa, Asia Pacific and Middle East besides the domestic Italian destinations. Alitalia will continue with its DEL-FCO special flights in the month of July as well.

Although the airline has curtailed its international services to a few sectors, it continues to operate scheduled flights to a few intercontinental and short-medium haul destinations, both domestic and international.

This includes flights to Buenos Aires, New York, Boston and European ports besides Mumbai. Alitalia will be accepting cargo to South American destinations on their network.

Air Logistics Group continues to expand and widen its spectrum with Alitalia Cargo in the Indian market since 2004 as a reliable logistics partner.

Sakshi Gupta, Country Manager, Air Logistics Group – India, says, “These are

unprecedented times that require unprecedented efforts. Nobody has ever been prepared for a disruption of this scale ever. But we must all remember that an arrow can be shot only by pulling it backwards, so when life is dragging us with difficulties, remember it is going to launch you to something great, so just focus & keep aiming.”

“The industry must harmoniously come together & disrupt the disruption together,” she adds.



Bengaluru Airport to set up ACS

Bengaluru International Airport (BIAL) has signed an e-agreement with Kale Logistics Solutions to develop the Air Cargo Community System (ACS) platform; a digital platform that brings together all cargo stakeholders including Customs, customs brokers, shippers, airlines, trucking companies, ground & cargo handlers and freight forwarders under one roof, facilitating the seamless movement of goods and data across the logistics ecosystem.

Owing to multiple stakeholders involved in cargo operations, each shipment, on an average, requires over 30 types of documents in multiple copies,



resulting in significant duplication of documentation. It also leads to increased dwell time and supply chain disruption. The implementation of ACS will eliminate paperwork at Bengaluru Airport; enable faster processing of transactions, reduce duplication of information and streamline processes, making information

available prior to cargo reaching the airport. “Kale’s ACS for BIAL will enable collaboration between stakeholders in the supply chain to launch new services and deliver superior customer experiences,” says **Satyaki Raghunath**, Chief Strategy & Development Officer, BIAL. **Amar More**, CEO, Kale Logistics Solutions, says,

“In the digital age, airports must be nimble to manage issues related to security, rising costs, unprecedented lockdowns and curfews. Kale’s ACS for BIAL is a next-gen community platform, which will enable collaboration between stakeholders in the supply chain to launch new services and deliver superior customer experiences.”

Embassy Industrial Parks to build warehouse in Hosur

Embassy Industrial Parks have announced its entry into South India where it has acquired 60 acres of real estate in Hosur and



Aditya Virwani
COO, Embassy Group, & Spokesperson,
Embassy Industrial Parks

is planning to build a warehousing facility spread across 1.3 million sq ft. The total cost for the project is ₹280 crore. The strategic location

offers a great opportunity to Embassy Industrial Parks' clients to meet the needs of the consumers.

Aditya Virwani, COO, Embassy Group, & Spokesperson, Embassy Industrial Parks, says, "Bengaluru is the hub of various industries including auto, auto ancillary, and other manufacturing units, and is also an IT hub and head office to numerous leading e-commerce brands. We are happy to share the construction of our industrial park is progressing and we already have seen interest from our existing clients in the Hosur under construction project. The pandemic has slowed the process but as soon as we come out of this, things will surely speed up. Hosur with its close proximity to Bengaluru city is a promising location."

FM Logistic India to add 40 lakh sq ft of warehousing space

With the aim to log 35 per cent growth year-on-year over the next three years, FM Logistic India has announced to add 40 lakh sq ft of warehousing space under its operations during this period. The company had announced setting up of a 31-acre multi-client logistics facility at an investment of USD 30 million, last year, which is expected to be completed by the end this year. This project is part of the company's plans to invest USD 150 million in the next five years in setting up warehouses in India, announced in March last year.

"Currently we have 55 lakh sq ft of warehousing space under operations. We plan to have another 40 lakh sq ft over the next three years. So, by the end of three years, FM Logistic India will have (about) 1-crore sq ft of warehousing space under operations," says **Alexandre Amine Soufiani**, Managing Director, FM Logistic India. He shares that the company plans to invest in setting up its own warehouses in Mumbai & Bengaluru.



Mapletree invests ₹300 cr in Pune-based KSH



Mapletree, a Singapore-based developer-cum-investor, has invested ₹300 crore in a logistics park project of Pune-based KSH Infra Industrial Park. The deal pertains to 0.7 million sq ft of Grade A logistics park in Chakan, Pune. This deal is part of a 1.2 million sq ft park that the firm is developing in the Chakan area of the city. The entire development and leasing of the project will be undertaken by KSH Infra.

KSH Infra Industrial Park has entered into a forward sale agreement with Mapletree, wherein the investor has committed to buy the park at a pre-agreed valuation along with pre-defined technical specifications. The park is EDGE Certified and lays

great impetus on the importance of green development. The entire park aims to be healthier, more productive, and help reduce stress on the environment. The buildings are designed to be more energy and resource-efficient, resulting in energy savings, and a reduction in utility costs in the long-term.

"This transaction marks our third marquee deal in the industrial & warehousing space. It further burnishes KSH's credentials as a leading industrial & warehousing developer in the country. Our aim going forward is to inspire more green development with a focus on building as per best in class green standards such as EDGE," says **Rohit Hegde**, Managing Director, KSH Infra.

Holisol launches modules to digitalise supply chain

Holisol Logistics has launched PPC (production planning & control) and DAP (dispatch allocation planning) in order to extend its offering into the customers' manufacturing supply chains. The company has been offering full-stack logistics systems like WMS, TMS, OCFS etc. to digitalise customers' supply chain.

VERDIS, Holisol's AI and ML system has added these two additional modules to assist the customers to optimise their production and dispatch planning by analysing demand, sales forecasts, production capacities, rules and planning constraints analysing up to 75m data points to give an output which has helped customers save several millions and precious resources involved in the planning process. Using mathematical model design PPC module runs a simulation, to propose a solution with the highest degree of optimality among the several possible contenders for the final production plan. DAP module



Rahul S Dogar
Co-Founder
Holisol Logistics

of VERDIS performs an analysis of millions of dynamic data points to find the most optimal dispatch allocation plan that is cost-effective and fulfills the sales requirement.

Rahul S Dogar, Co-Founder of Holisol Logistics, says, "With PPC and DAP modules, Holisol has ventured into the manufacturing segment of the supply chain and will continue to build an end-to-end value chain system to help customers digitalise and optimise their supply chains."

Maersk ramps up rail service to keep exports on track

Amidst acute shortage of trucks in lockdown, Maersk has announced that it has ramped up rail services for manufacturers to help them move their cargo to ports for export. The company's solution includes moving goods straight from the exporters' manufacturing facilities on rail to the required port or moving the cargo first to the closest Inland Container Depot by road and then loading it on to rail.

The advantages of moving cargo on rail have been more than just overcoming the unavailability of road transport. From the perspective of the customers, they get most of their logistics needs fulfilled at

the one-stop-shop that Maersk is offering by combining ocean and landside transportation and offering integrated logistics solutions.

"What we have offered to our customers is an integrated solution that spans over landside and ocean logistics," says **Steve Felder**, Managing Director, Maersk South Asia.

He further adds, "At times when customers are hitting a road block, we are reaching out to them to offer a wide range of solutions that go beyond the primaries of moving cargo, and also offering other services such as booking management and customs house brokerage."



DBS introduces digital payments for trucking sector

DBS Bank India in partnership with TCIL has introduced the DBS RAPID (Real Time APIs by DBS) solution for truck drivers, thereby enabling them to receive payments instantly. Given the large volumes of transactions, and round-the-clock nature of the operations, the bank proposed setting up a UPI-based real-time payments solution which is available 24x7x365. With this solution, TCIL truck drivers receive an instant credit into their bank account, which they can then swipe at terminals or withdraw



cash using ATMs. Through DBS Bank India's custom API solution, TCIL will now be able to save 45 lakh hours annually.

DBS RAPID and UPI payments provide a seamless integration with the company's Enterprise Resource Planning (ERP) system.

The solution has been set up under the aegis of National Payments Corporation of India (NPCI).

DIAL Cargo introduces e-Gate pass

The e-Gate pass facility would be open to all stakeholders effective July 1 as an optional service and it will be made compulsory from July 15. The e-Gate pass facility for import cargo delivery will not only help in ensuring social distancing by reducing human contact at the terminals, but will also expedite the process and save time.



CT Bureau

Delhi International Airport (DIAL) in collaboration with Delhi Customs Brokers Association (DCBA) and operators of both the cargo terminals (Celebi and DCSC) has launched paperless e-Gate pass with QR coding at their cargo terminals. The e-Gate pass facility for import cargo delivery will not only help in ensuring social distancing by reducing human


contact at the terminals, but will also expedite the process and save time.

The airlines, consolidators or freight forwarders will now upload the scanned copy of Master Airway Bill/ House Airway Bill in the custodian system. The Bill of Entry (BoE) and Out of Charge (OoC) is being transmitted electronically by the Customs to the custodian system. With these details, the customs broker agent will submit the request for issuance of e-Gate pass for the delivery of goods and will generate the QR code at his office itself after due verification by the cargo terminal operator, saving time and resources.

is a timely stitch which will help to strengthen the digitisation of the supply chain at the airport. After 100 per cent EDI mode and eAWB acceptance, e-Gate pass is a natural progression in furtherance of the vision of digitalisation of the supply chain processes initiated by all cargo stakeholders in collaboration with the Ministry of Civil Aviation. It is also vital for the collaborative approach being adopted between the customs brokers/agents and the custodian/airport. E-Gate pass will help optimise on timely delivery of services by air cargo community while adhering to the social distancing norms which are so essential in the present circumstances."



Earlier, the cargo clearing agents had to go through various documentation processes and stand in queues at designated counters at the cargo terminal for issuance of gate pass. Commenting on the launch, **S. Ramakrishna**, President, Delhi Custom Brokers Association (DCBA) maintained that digitisation is the need of the hour and the entire committee of the association, in one of the meetings with DIAL, conceptualised the idea before pandemic. "Most importantly all stakeholders have to play their role properly. The airlines and consol agents have to upload the AWB and their delivery orders correctly on the AFMS system," he pointed out.

"The Ministry of Civil Aviation compliments DIAL and the customs brokers and other stakeholders and looks forward to seeing each gateway airport in India become an international hub in the fullest sense of the term. Developing the digital world-class facilities with the redistribution centre – infrastructure and processes – would be a game changer. I wish e-Gate pass all the success," she maintained.

"This new paperless and contactless e-Gate pass facility is the need of the hour in this pandemic situation, aimed towards minimising human interface at the cargo terminals. This will not only bring more efficiency in the process but also reduce paperwork, strengthening DIAL's commitment in taking measures to save the environment," said a DIAL spokesperson. 



S. Ramakrishna
President
Delhi Custom Brokers Association (DCBA)

 Most importantly all stakeholders have to play their role properly. The airlines and consol agents have to upload the AWB and their delivery orders correctly on the AFMS system 



Vandana Aggarwal
Senior Economic Advisor
Ministry of Civil Aviation

 e-Gate pass is a natural progression in furtherance of the vision of digitalisation of the supply chain processes initiated by all cargo stakeholders in collaboration with the Ministry of Civil Aviation 

Pondering on the development, **Vandana Aggarwal**, Senior Economic Advisor, Ministry of Civil Aviation said, "The introduction of e-Gate Pass

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