



CARGO HANDLING SYSTEM: DIGITAL AIR CARGO HANDLING WITH FULL PROCESS TRANSPARENCY

WHEN CARGO HANDLING REQUIRES ONE CONTINUOUS PROCESS VIEW

Air cargo handling combines physical warehouse processes, document-driven workflows and strict regulatory requirements within one highly time-sensitive environment. Shipments arrive, are checked, assigned, stored, built up, transferred or released under constant time pressure, while every process step must remain fully documented and operationally traceable. What makes cargo operations particularly demanding is the close interaction between physical handling and documentary control. Import, export and transit shipments must move through clearly defined operational steps,

while customs requirements, AWB handling, security checks, dangerous goods processes and customer-specific service obligations must run in parallel without creating delays.

As cargo volumes increase and service requirements become more dynamic, isolated process handling quickly creates operational friction. Paper-based documentation, delayed status updates or disconnected system logic reduce transparency and slow down handling performance. A central cargo handling platform creates one consistent operational environment for all physical and documentary cargo processes and enables real-time control across the entire handling chain.

TYPICAL CHALLENGES

IMPORT, EXPORT AND TRANSIT PROCESSES

often run across separate operational structures

PAPER-BASED DOCUMENTATION

slows down handling and creates delays

CUSTOMS PROCESS

require reliable digital integration

ADDITIONAL SERVICES AND MATERIALS

must be recorded accurately

OPERATIONAL STATUS

changes are often not visible in real time

BILLING-RELEVANT ACTIVITIES

are frequently documented too late

REAL-TIME CONTROL ACROSS ALL CARGO HANDLING ACTIVITIES

Cargo handling efficiency depends on immediate visibility across all operational process steps. Every delay in status information affects warehouse decisions, customer communication and downstream billing.

EPG AES CHS (Cargo Handling System) provides one standardized system for all physical and documentary processes in air cargo handling. The platform supports

inbound, outbound and transit cargo handling within one continuous operational environment and ensures that all relevant data is available in real time. Operational activities are directly connected with mobile process execution, document handling, customs communication and service billing. This creates a digital process chain that reduces manual effort and improves reaction speed across cargo operations.

AI-SUPPORTED DOCUMENT CAPTURE FOR FASTER CARGO PROCESSING

Air cargo processes remain heavily document-driven, especially wherever AWBs, customs documents and shipment-related records must be available quickly and without errors. CHS supports this through integrated AI-based document capture that allows relevant document data to be transferred directly into the operational process. Using the integrated document scanner, AWB The platform supports inbound, outbound

and transit cargo handling within one continuous operational environment and ensures that all relevant data is available in real time. Operational activities are directly connected with mobile process execution, document handling, customs communication and service billing. This creates a digital process chain that reduces manual effort and improves reaction speed across cargo operations.



Full Process Coverage for Import, Export and Transit

All cargo handling steps are managed within one system environment.

Benefit: One operational logic across all cargo scenarios.

Mobile Cargo Handling with Live Process Feedback

Mobile applications guide employees through operational tasks and transfer all status changes directly to back office processes.

Benefit: Immediate transparency across warehouse activities and checklists.

Integrated Contract and Billing Management

All provided services and material usage are documented directly for billing.

Benefit: Additional revenue security through automated billing logic.

Integrated Customs and Document Handling

Customs interfaces, AWB processing and digital document handling are fully integrated.

Benefit: Faster document availability and reduced manual intervention.

ULD and Inventory Management

ULDs, materials and storage movements remain visible throughout the handling process.

Benefit: Reliable resource transparency and inventory control.

Discrepancy and Special Load Handling

Dangerous goods, pharma shipments, live animals and discrepancy cases are handled within dedicated process logic.

Benefit: Secure handling of sensitive cargo requirements.

Reporting for Operations and Finance

Operational and commercial data are available for analysis in real time, supported by an AI-based report creator.

Benefit: Better control across performance and revenue processes.

Customer Portal and Status Visibility

Customers can track handling status and digitally process goods receipt and delivery including document exchange. Shipments can also be pre-registered in the system to reduce administrative effort.

Benefit: Higher transparency for freight forwarders and logistics partners.

AES Reporting & Statistics

Reports and operational statistics can be created directly using AI-supported prompts.

Benefit: Faster Reporting.

WISAG AVIATION SERVICE HOLDING

A leading airport services provider in Germany



„The introduction of CHS is another step in our close cooperation and enables us to organize our cargo processes significantly more efficiently.“

Digital handling across multiple stations

Integrated billing and ERP connectivity

Continuous information flow across cargo operations

FLEXIBLE, SECURE, SCALABLE



CHS is provided as a modern HTML-based platform and is available as a fully managed SaaS solution. Browser-based access simplifies use across airport organizations and supports longterm operational flexibility.

Standardized interfaces enable integration with AODB environments, ERP systems, and connected accounting platforms. This creates a consistent flow of billing-relevant information across operational and financial systems. The platform supports current cybersecurity requirements through secure hosting, controlled access rights, and full traceability of billing-relevant activities.

GETTING STARTED WITH CHS

CHS enables immediate transparency across cargo handling processes and supports measurable operational improvements from day one. In a compact expert session, typical import, export and warehouse scenarios can be reviewed directly with focus on operational requirements.

LEARN MORE ABOUT THE CARGO HANDLING SYSTEM

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