



COSAC-Plus Update 1: Cargo Release by Mobile Device

COSAC-Plus系統更新(一)：利用流動裝置放貨

The measure of providing imports staff with mobile devices together with the COSAC-Mobile functions is saving work for Hactl and time for its customers.

Previously, releasing loose import shipments to customers meant staff walking backwards and forwards between the cargo – often contained in several Hactl “boxes” – and the nearest computer workstation – often located some distance from the cargo, in the restricted area – so that they could update the cargo management system – COSAC-Plus.

Now, armed with a mobile device, staff simply scan the barcode on the customer's Shipment Release Form, which brings up the relevant data stored in COSAC-Plus. This leads them to all the related box locations, and enables them to update COSAC-Plus.

Better, Faster Service for Customers

They can also deal with customers in the non-restricted area, and advise them more quickly about the volumes of shipments being collected, to ensure their vehicle is large enough.

Staff simply scan the barcode on the customer's Shipment Release Form with their mobile device, which brings up the relevant data stored in COSAC-Plus.

貨站員工只需利用新設的流動裝置掃描客戶的提貨單條碼，便可讀取COSAC-Plus系統內的相關資料。

Location-bound security controls over the mobile devices, using indoor positioning technology, ensures that they cannot function outside the import operation area.

This simple enhancement to COSAC-Mobile is saving staff time, and providing customers with faster and better service.

香 港空運貨站 (Hactl) 實施流動裝置新措施，運用貨站手機應用程式 COSAC-Mobile 特備功能，簡化處理進口貨物流程，提升員工工作效率，讓客戶享受更快捷，更高效的服務。

在新措施推出前，貨站前線員工於每次放貨予客戶前，必須查閱及更新貨物處理系統 – COSAC-Plus 內的相關資料。為此，員工每天需要不停來回儲存貨物的散貨箱與最近的工作台，而這些工作台一般都設於不接近散貨箱的禁區內。

現在，貨站員工只需利用新設的流動裝置掃描客戶的提貨單條碼，便可讀取COSAC-Plus系統內的相關資料，不但即時得知散貨箱位置，並可同時更新COSAC-Plus系統內的資料，省卻來往工作台的時間。

客戶服務更快、更好

員工亦可在非禁區內直接與客戶聯繫，即時為客戶提供有關貨物的體積資料，以便客戶準備適合的運載車輛。

每部流動裝置均設有室內定位系統保安措施，使流動裝置只適用於貨站進口貨物交收區，以確保貨件安全。

簡單的COSAC-Mobile系統更新，大大提升了工作效率，亦令客戶得到更快捷及優質的服務。

COSAC-Plus Update 2: e-Guidance

COSAC-Plus系統更新(二)：e-Guidance

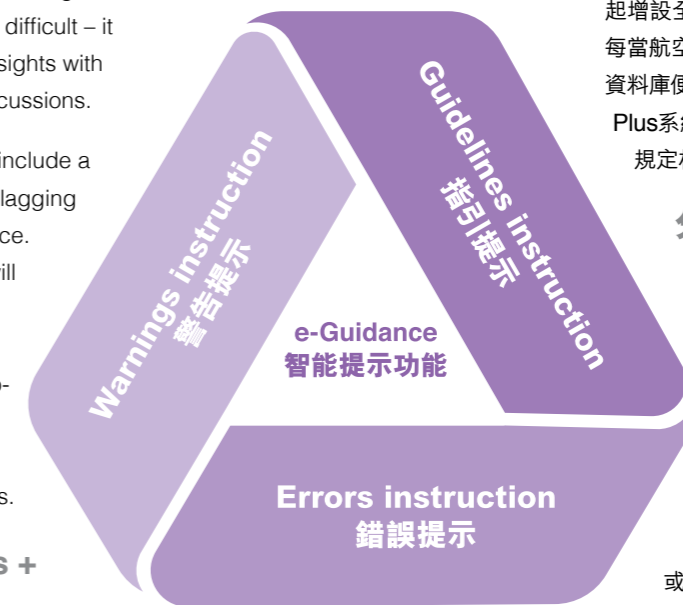
Hactl's airline customers regularly issue instructions about a variety of subjects, including embargoes, temporary weight restrictions, and revised handling procedures for particular commodities. Hactl staff are currently advised of these instructions via a daily update; but, with over 100 live instructions in force at any one time, remembering all these instructions is not only difficult – it can lead to inadvertent oversights with potentially operational repercussions.

From July, COSAC-Plus will include a new, intelligent update and flagging mechanism called e-Guidance. The e-Guidance database will be updated with every new instruction, and these will automatically appear as pop-ups whenever an operator conducts a transaction containing relevant keywords.

Contextual Advices + Regular Updates = Constant Compliance

All instructions will be categorised as “guidelines” (which can be closed after reading), “warnings” (which must be read and acknowledged before closing) or “errors” (which will not allow the operator to proceed further – as in the event of an embargo on a particular commodity or destination).

All current instructions will re-appear daily, even when previously closed by the operator, to ensure staff are regularly reminded about them. Staff can also access the instructions on demand. Instructions with a pre-set end-date are automatically expired and purged from the system.



航空公司客戶經常就禁運、臨時貨物重量限制，以及更新某些貨物的處理程序等發出新指示。現時，貨站員工透過每天的簡佈收到新指示通知。然而，現有的相關新指示數目已有過百項之多，員工每天要謹記此大量指示實不容易，若不慎導致疏忽，可能影響貨站運作。

有見及此，COSAC-Plus系統將由本年七月起增設全新智能提示功能e-Guidance。每當航空公司有新指示時，e-Guidance的資料庫便會立即更新。當員工利用COSAC-Plus系統處理貨物時，系統會自動檢測與新規定相關的文字，並即時顯示有關指示。

分類通知 定期更新 時刻遵守客戶規範

系統會將所有指示歸納為「指引」、「警告」和「錯誤」三個類別。使用者在閱讀「指引」類指示後可隨即關閉視窗，但於閱讀「警告」類指示後，必須確認才可關閉視窗。如遇「錯誤」類指示，通常是某種貨物或目的地的禁運已生效，系統會禁止使用者繼續進行該項交易。

即使員工曾經關閉有關視窗，系統依然會每日重新顯示所有相關航空公司的指示，以不斷提示員工。員工亦可隨時翻查指示，系統亦會在指示生效限期屆滿後自動移除該指示。

e-Guidance可確保員工知悉並遵從所有最新指示處理貨件，使貨站為航空公司客戶提供更優質的處貨服務。