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ETIHAD CARGO LAUNCHES NEW HERMES CARGO MANAGEMENT SYSTEM

Etihad Cargo, the freight division of United Arab Emirates (UAE) flag carrier Etihad Airways, has successfully cutover to a new cargo management system to provide its customers with greater communication and improved handling processes that reinforce its world-class cargo products and services.

The new state-of-the-art air cargo management system was developed in partnership with Hermes Logistics Technologies to meet Etihad Cargo's specific requirements and provides a complete and integrated IT solution that encompasses all the physical handling, documentation and messages, in real-time.

A key benefit of implementing the new system is that it ensures customers are better informed through real-time shipment tracking across Etihad Cargo's global network, with updates being automatically forwarded to them on a regular basis.

The handling and tracking of cargo shipments across the hub in Abu Dhabi is also enhanced and has become more efficient, with hand-held terminals being used to identify, track and verify all shipment details.

David Kerr, Vice President, Etihad Cargo, said: "The implementation of the new Hermes cargo management system is a very positive customer service enhancement that enables us to handle and transport our customer's shipments more efficiently. It also means that our customers are provided with greater transparency, by being regularly advised and updated on the whereabouts of their shipment across the transportation chain."

To ensure a smooth transition to the cargo management system, Etihad Cargo has been closely monitoring its operation during the cutover stage and proactively advising its customers if there are any changes to their bookings.

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About Etihad Airways

Etihad Airways began operations in 2003, and in 2013 carried 11.5 million passengers. From its Abu Dhabi base, Etihad Airways flies to 111 existing or announced passenger and cargo destinations in the Middle East, Africa, Europe, Asia, Australia and the Americas. The airline has a fleet of 110 Airbus and Boeing aircraft, and more than 200 aircraft on firm order, including 70 Boeing 787s, 25 Boeing 777-X, 62 Airbus A350s and nine Airbus A380s.

Etihad Airways holds equity investments in airberlin, Air Seychelles, Virgin Australia, Aer Lingus, Air Serbia, Jet Airways and Alitalia, and is in the process of formalising an equity investment in Swiss-based Etihad Regional, operated by Darwin Airline. Etihad Airways, airberlin, Air Serbia, Air Seychelles, Jet Airways and Etihad Regional also participate in Etihad Airways Partners, a new brand that brings together like-minded airlines to offer customers more choice through improved networks and schedules and enhanced frequent flyer benefits.

For more information, please visit: www.etihad.com

[About Hermes Logistics Technologies](#)

Operating in air cargo terminals, warehouses and hubs, the Hermes cargo management IT system is used by air cargo ground handlers worldwide. Designed by our team of experts, Hermes is built with the specific needs of air cargo handlers in mind. Our system readily handles anything from perishables to dangerous goods whilst embracing the latest technology available.

[For more information, please visit: www.hermes-cargo.com](http://www.hermes-cargo.com)

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