

# COHESION VALUE PROPOSITIONS

## ■ COHESION WILL ENABLE OUR PARTNER(Shipper) TO :

- Secure Korean Air's Cargo Capacity Credit based on Contract
- Predict Logistics Cost Properly
- Maintain Optimum Stock Level with Timely Supply of Goods
- Set up Immediate Procedures for Urgent Extra Logistics Needs

## ■ COHESION WILL ENABLE OUR PARTNER (Freight Forwarder) TO :

- Provide More Preferred Options to the Shipper Based on Korean Air's Mega Fleet Capacity
- Be More Effectively Engaged in Shipper's Supply Chain with Korean Air's Commitment
- Minimize Procedures in Comparison with Multi Shippers' Consignments
- Be Accredited by Shipper and Korean Air through Consistent Partnership
- Make Easier Access to Korean Air's Cargo Capacity



### KOREAN AIR CARGO

1370, Gonghang-dong, Gangseo-gu, Seoul, Korea, 157-712  
 TEL : +82-2-2656-5881 FAX : +82-2-2656-5900  
<http://cargo.koreanair.com>

## CONTACTS

REGION	PHONE	E-MAIL	ADDRESS
AMERICA	1 888 888 4525	laxdaf@koreanair.com	6101 West Imperial Highway, Los Angeles, CA, 90045
EUROPE	49 69 69503 19	parduf@koreanair.com	Geb. 537, 4. Stock Cargo City S_d, 60549 Frankfurt am Main
KOREA	82 2 751 7284	seldqf@koreanair.com	15F, 41-3, Seosomun-dong, Jung-gu, Seoul, Korea
CHINA	86 10 8468 5255	bjsdcf@koreanair.com	Unit1, 9TH FL Hyundai Motor Tower No38, Xiao Yun Road, Chao Yang District, Beijing, China 100027
JAPAN	81 3 5443 3388	tyodjf@koreanair.com	Tokyo KAL BL 5F, 3-4-15 Shiba, Minato-Ku, Tokyo, Japan Zip code 105-0014*
S.E.A. & OCEANIA	60 3 2144 0200	sindsf@koreanair.com	6TH FL, Menara Hapseng, 1& 3, Jalan P.Ramlee 50250 Kuala Lumpur

Warehouse to Warehouse,  
 Your Value Chains through Korean Air  
 to the Maximum



Express Service | Specialized Care | Contract based Solution | Economic Solution



## WHAT IS COHESION MADE OF ?

## COHESION QUALITY CONTROL

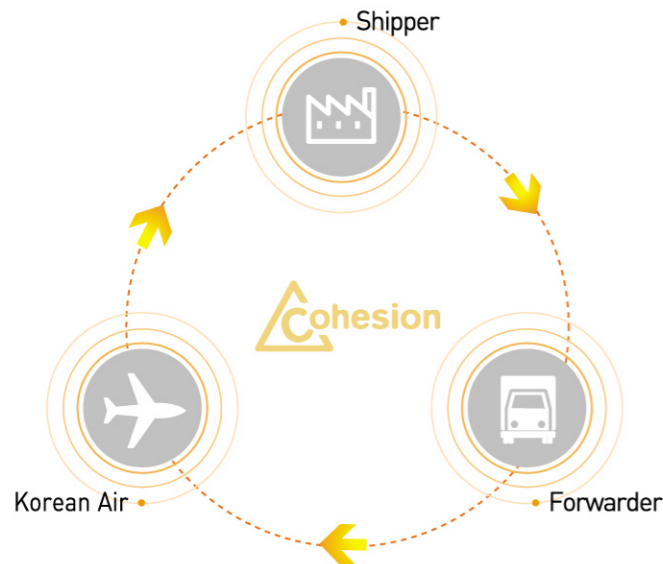


is a specially developed cargo product to provide a customized logistics solution to you.

It offers a perfect scheme where three parties (a shipper, a freight forwarder and a carrier) can work together.

If you seek logistics solution, you can pack your logistics requirements into the agreed Cohesion procedures. Cohesion fits Korean Air's capabilities into your needs to generate your valued output.

Korean Air Cargo's Highly Dedicated "SCS(Special Care Service)" Desk will be conducting very close Cohesion follow-ups.



### ■ CONTRACT (Service Customization)



- Scheduling
  - Routings
  - Flights
  - Agreed Capacity
  - Logistical Timelines
- Descriptions on Caring Points of Freights
- Operational Requirements to Be Added by the Customer

### ■ RESERVATION



- Booking Freights with Special Contract Number.
  - Shipment Information Captured to Draw Handling Duty's Attention
- Coding "VIP"
  - 'VIP' Will Be Coded for Special Attention
  - VIP Shipment Information Alerted and Activated for Further Process

### ■ HANDLING FREIGHTS



- Identifying VIP Customer and Checking up Freights Details
- Labeling 'VIP' on Air Waybills and Freights
- Providing Exclusive Care as VIP ( in Allocating Capacity, Load Planning )
- Loading on Agreed Flights Guaranteed
- Cohesion Monitoring System Will Start Activation

### ■ DELIVERY AT DESTINATION



- Priority Notice to Customers on Freight Arrival
- Freights Ready for Immediate Delivery

### ■ DEDICATED CARE SERVICE BY 'SCS (Special Care Service) DESK' SPECIALIZED IN;



- Consistent Care of Freights to the Final Destination
- Exclusive Track and Tracing
- Immediate Back up Service to Cope with Unexpected Situation
- Analysis on Service Performance for Customers

### ■ COHESION MONITORING SYSTEM (Watchdog for Complete Service)



- Monitors Entire Process until Final Delivery.
- Calls for Proactive Actions against Possible Service Failure and Prompt Follow-ups
- Boosts Interactive Communication among Contracted Parties
- Is Available on <http://cargo.koreanair.com>

