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ACCS for Freight Forwarders: The ROI is Already Proven





By Kalé in partnership with Transport Intelligence

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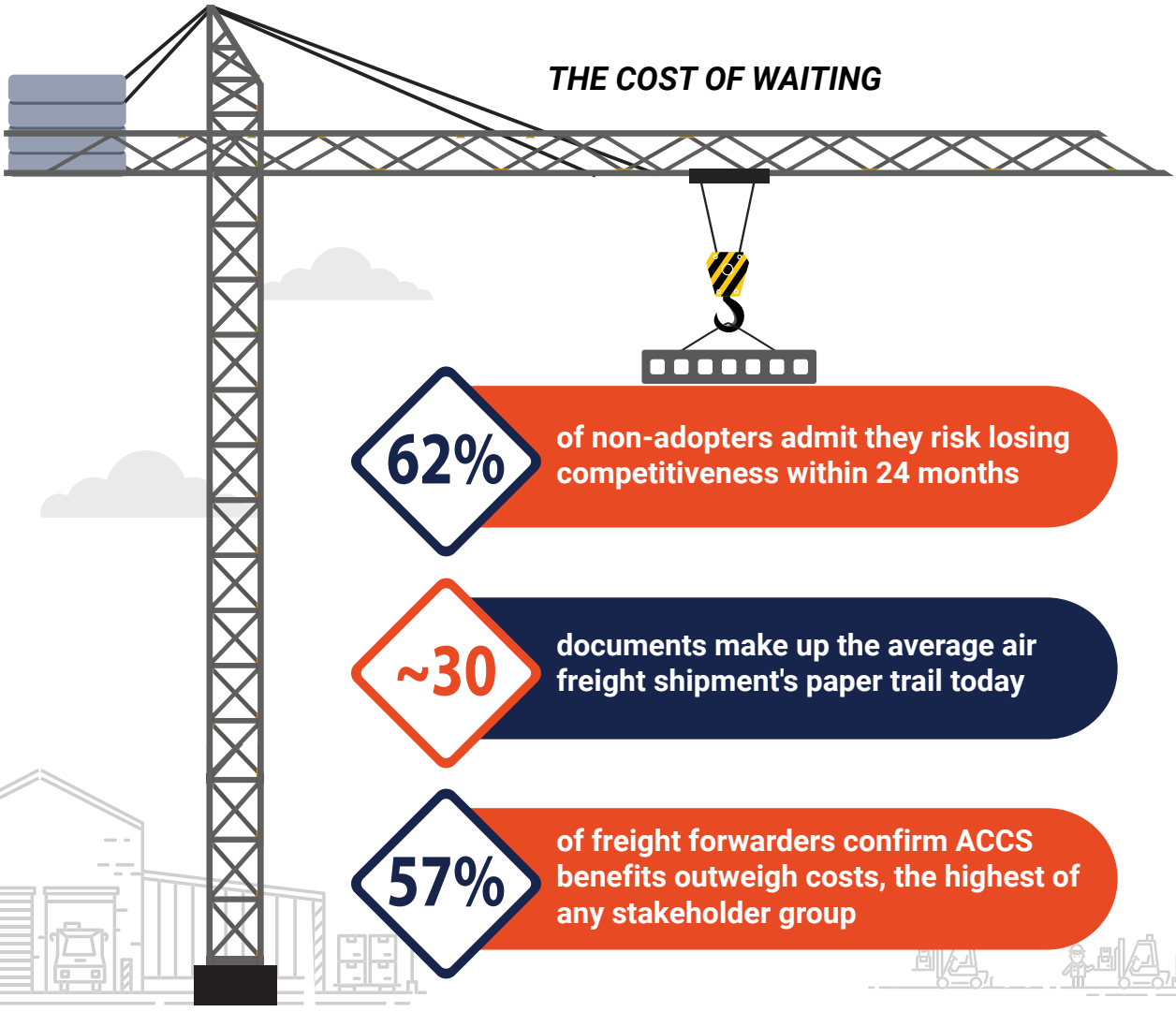
57% of Freight Forwarders Say the ROI is Already Proven. Are You Still Waiting?

180 air cargo professionals across 15+ countries already vouch for ACCS.

Freight forwarding runs on being first. First to flag a delay, first to update the customer, first to reroute when something goes wrong. That edge disappears the moment your visibility depends on logging into twenty different airline portals and hoping nothing was missed. A growing share of your peers have replaced that patchwork with a single, real-time view built on Airport Cargo Community Systems (ACCS), and the data shows they are winning back the two things that matter most in a commoditised market: margin and differentiation.

Think of this as a status report on where forwarders stand today in that shift, and how much of your competitive positioning is still riding on manual work your competitors have already automated.



THE COST OF WAITING

62% of non-adopters admit they risk losing competitiveness within 24 months

~30 documents make up the average air freight shipment's paper trail today

57% of freight forwarders confirm ACCS benefits outweigh costs, the highest of any stakeholder group

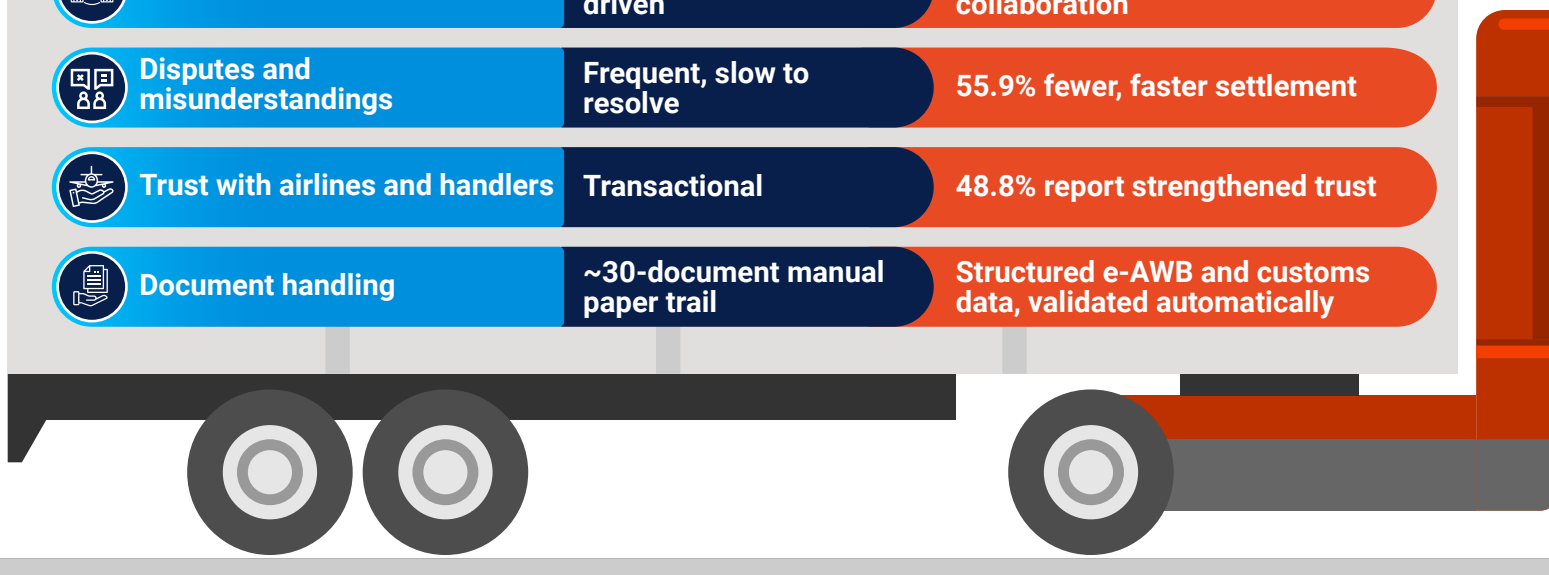
"The question facing the air cargo community is not whether to adopt a community-based operating model. It is whether to lead that transition, or be left behind by it."

What's Already Live in Forwarding Operations Today

Forwarders who've adopted ACCS have stopped assembling shipment status by hand. The shift below is already live at forwarding desks not so different from yours.

BEFORE	AFTER
Status assembled by logging into a different airline portal for every carrier	**Real-time milestone tracking across the whole community platform**
~30-document paper trail; one missing field stalls the shipment	**Electronic AWBs, manifests, release messages, and customs data**
Exceptions surface reactively; the customer often finds out first	**Automated alerts; proactive exception management**
No digital differentiation; margin erodes in a commoditised market	**Digital positioning on high-value corridors; a genuine competitive edge**

Metric	Before ACCS	After ACCS
Benefits vs. cost (forwarder reported)	Unclear ROI cited as barrier	57% confirm benefits outweigh costs, highest of any group
Shipment visibility	Assembled manually, portal by portal	59.1% confirm improved end-to-end visibility
Stakeholder collaboration	Ad hoc, phone and mail driven	68.2% report improved collaboration
Disputes and misunderstandings	Frequent, slow to resolve	55.9% fewer, faster settlement
Trust with airlines and handlers	Transactional	48.8% report strengthened trust
Document handling	~30-document manual paper trail	Structured e-AWB and customs data, validated automatically

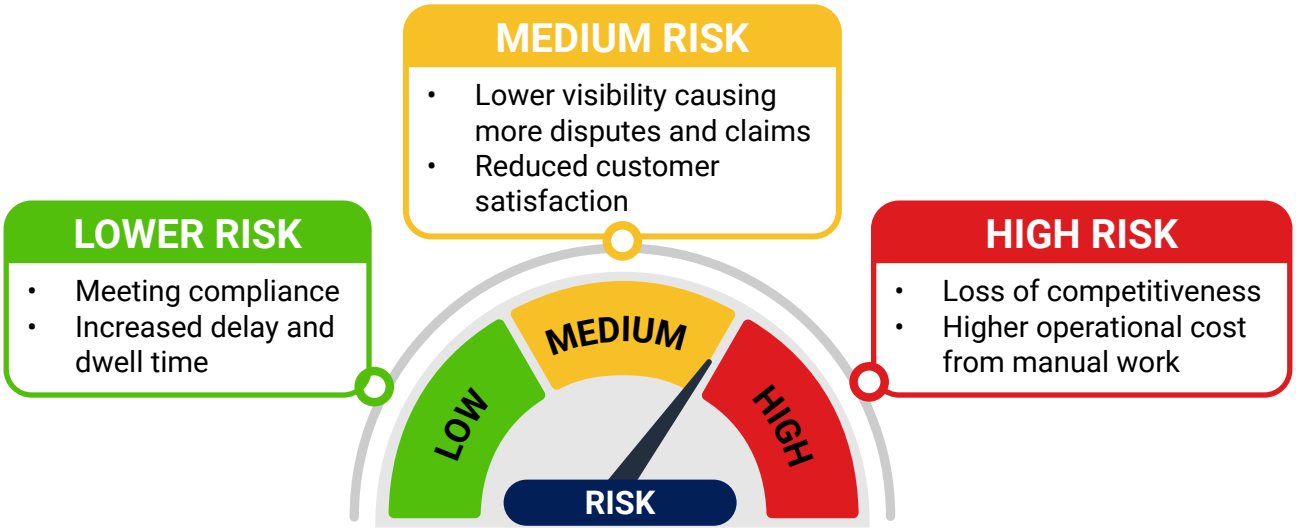


**57% is forwarder-specific and the strongest single proof point in the survey. Other figures are community-wide and reflect benefits forwarders share in as participants.*

If your view of a shipment still depends on how many portals you're willing to log into today, how long before your customer's own tracking page beats you to the delay?

Every Month You Wait, the Margin Keeps Eroding

The organisations that haven't adopted ACCS know the risk well. Forwarders who remain outside the system rated their own exposure as follows:



The Network-Effect Trap

ACCS works as a community you join, not a tool you adopt in isolation, and communities have a tipping point.

40.3% will only commit once 50% of cargo volume is functional on ACCS

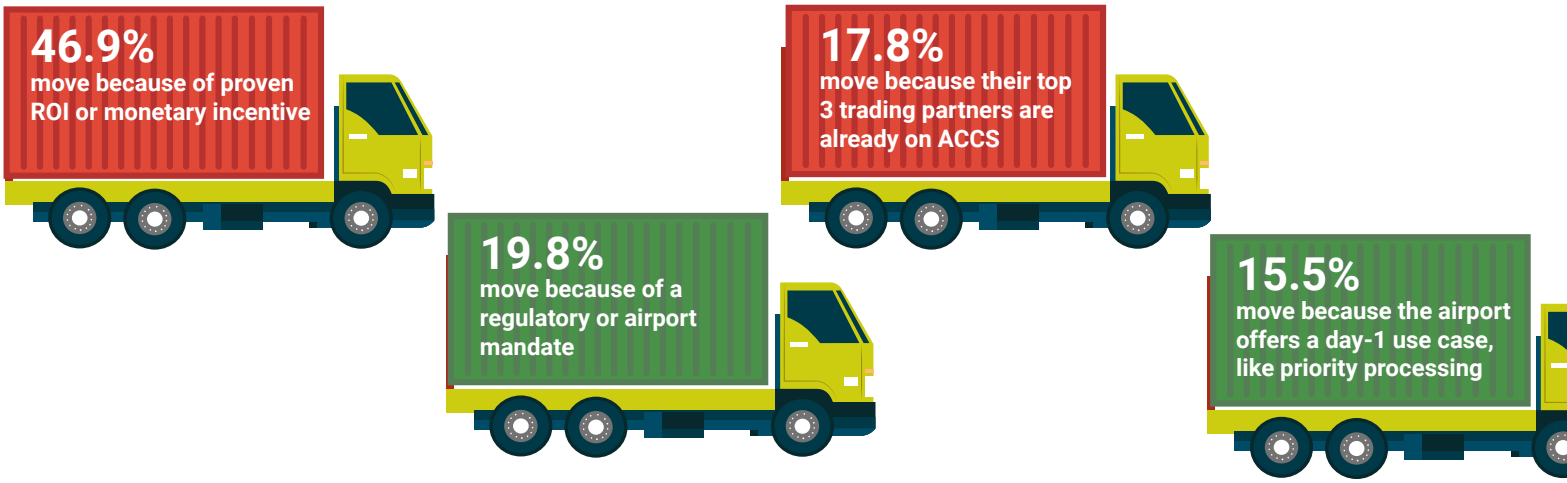
36.1% are waiting for 70% of cargo volume

23.6% are holding out for 90% of cargo volume

For a forwarder, that threshold usually arrives faster than it looks. You don't need every stakeholder in your network on the platform, you need your top shippers and airline partners to be, and plenty already are.

"Move now, and you help set the standard. Move late, and you comply with someone else's."

What actually pushes a forwarder off the fence? Survey data says it's rarely the technology itself.



Don't wait till your top shippers or airline partners ask. Get there before they do.

Digital Differentiation isn't Optional in a Commoditised Market

"Our margins are too thin to justify the investment."

It's tempting to think the cost of joining outweighs the benefit. The data says something different: forwarders already on ACCS report the highest positive verdict of any stakeholder group surveyed. ACCS doesn't replace your existing systems. It connects to them via open APIs and standard EDI, so your TMS and your internal tools stay exactly as they are. You simply stop rebuilding shipment status by hand for every carrier, every time.

- Smaller and larger forwarders alike are already active users
- Phased rollouts start small: e-AWB quality, milestone visibility, exception alerts
- Early ROI shows up in 90 days, not years

Every forwarder on ACCS today started exactly where you are, assembling status from a patchwork of portals and absorbing margin loss that never showed up as a line item. The difference is that they moved. The window to move on your own terms, rather than being pulled in later by shipper or airline mandates, is open. It will not stay open indefinitely.

Talk to us before your competitors talk to your shippers.



About Kalé

Kalé is a global vertical SaaS company, providing a suite of software solutions for the logistics industry. It counts several Fortune 500 companies including large airports and seaports as its customers. Kalé has offices in India, UAE, Kenya, Netherlands, Australia, Indonesia, Saudi Arabia, Benin, Ivory Coast, Republic of Congo, Colombia, Japan, Canada and USA. Engaging with 5500+ clients in 50 countries, Kalé is a major player in the logistics industry. Kalé has been the champion and flag-bearer of paperless trade in the logistics industry with initiatives like the world's most comprehensive cargo community systems for both Air (Airport Cargo Community System) and Maritime (Port Community System).

About Ti

Transport Intelligence (Ti) is one of the world's leading providers of expert research and analysis dedicated to the global logistics industry. Utilising the expertise of professionals with many years of experience in the express, road freight and logistics industries, Transport Intelligence has developed a range of market-leading web-based products, reports, profiles and services used by many of the world's leading logistics suppliers, consultancies, banks and users of logistics services.

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