

# Automating the air cargo sales process with Cargospot Quotes

## How LOT Cargo streamlined its booking process to win more business



*“Cargospot Quotes helps us provide quotes faster and in a more friendly way to our clients. This significantly reduces the admin work for our sales team while providing an instant and seamless experience to our customers”*

- Michal Grochowski, Cargo Director

### Challenges

- Need to offer dynamic, ad hoc pricing
- Develop business practices to deliver faster and steadier growth
- A scalable solution that will grow with business needs

### Benefits realized

- Transformed their booking process, providing valuable business management insights
- Clients receive quotes quicker and faster, increasing productivity
- Enhanced customer experience is driving more business

### Solutions used

Cargospot Airline, Cargospot Quotes, Traxon Global Customs



Cargospot Quotes is an optional feature which enhances your Cargospot experience. It streamlines the process of quotes creation, authorization, distribution to your customer and, upon acceptance, automated conversion of the quote into a booking.

Any carrier requires tools to evolve with a dynamically changing cargo market. This has always been one of the main directions of development for the LOT Cargo Team. Listening to its clients and observing the environment around them, LOT Cargo recognized the need to implement solutions that will both meet the needs of its clients and allow it to develop faster and more sustainably.

Implementing Cargospot Quotes was an important step in LOT Cargo's workflow. The main goal was to improve communication with its customers. The solution offers the flexibility of offering non-standard quotes. This feature offers more personalized and clearer messages, combining the commercial and operational side used in everyday tasks. It also enables automatic booking through natural integration with the carrier's Cargospot Airline system. To quote Mr. Grochowski, “We are pleased to say we have gained efficiencies from this implementation.”

CHAMP's dedication to its customers really proved beneficial for further enhancing the off-the-shelf solution for LOT Cargo's more specific requirements. The carrier worked together with CHAMP to make the solution an ideal fit to its business needs.

Cargospot Quotes is more relevant than ever as the market in constant flux in the current pandemic. The model of offering has completely changed to a much greater emphasis on dynamic, ad hoc pricing, thereby making the solution vital to winning ongoing business. Airlines need to adopt these pricing structures to suit when and where cargo is moving today. The solution is a useful tool for meeting that objective.

In the age of COVID-19, it is not enough to simply modify pricing. Airlines, like LOT Cargo must maximize every square meter of capacity available. Cargospot Quotes follows the customized workflows set which reduces process times and fills in those gaps in aircraft capacity.

While LOT Cargo has been using the solution for just over two years, it remains agile and grows more powerful with each improvement made. Having become an integral part of winning new business, Cargospot Quotes has helped LOT Cargo gain crucial insights and automate the sales process - saving crucial manpower for other operations. LOT Cargo is pleased to continue its relationship with CHAMP Cargosystems and its solutions.

