



ONE Record

Increase efficiency, create transparency, prevent errors:

How ONE Record is revolutionizing air freight logistics

**Transparency
for everyone:**

**ONE Record in daily
business**

**Opportunities up,
costs down:**

**New business models
and greater efficiency**

**“We can simply
sleep better”**

User testimonials



The new standard in supply chains

Digital air freight? What long sounded like pure wishful thinking is finally becoming reality with ONE Record: A standardized data set puts an end to silos along the supply chain and gives all parties involved direct insight into and access to all information relating to a shipment. The result: problems are identified earlier and errors are avoided. Above all, however, the planning of shipments, freight capacities, and delivery routes can be carried out much more intelligently and efficiently: shipments are faster—and costs are significantly reduced.



Lufthansa Cargo

Know more, act faster: ONE Record explained quickly

Insight into the current status of a shipment at any time—every detail, for everyone involved, across the entire supply chain: that, in a nutshell, is the essence of ONE Record. In an age where real-time communication and always-on connectivity define our everyday lives, it may come as a surprise that global transport companies do not already have a corresponding data standard in place. But the truth is that for logistics, this complete transparency is an absolute novelty.



ONE Record—one solution for everyone and everything

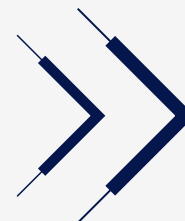
Initiated and promoted by IATA, ONE Record represents something in air freight logistics that simply did not exist before: a new, consistent data standard that replaces the previous hodgepodge of different data, systems, and forms. This creates completely new possibilities:



A necessary revolution on many levels

With all these facets, ONE Record is nothing less than a revolution—but at the same time, it is also a necessity and an indispensable cornerstone for the future of the entire industry. This is because global trade, with its many players, brings with it challenges that can no longer be addressed with the existing systems: the type, quality, and quantity of data are constantly increasing, and new laws and regulations on information transmission must be observed. But ONE Record goes one step further—it revolutionizes our view of logistics. Until now, the focus has been on the freight and the information generated from it. ONE Record turns this way of thinking on its head: as in many other industries, we will be able to think about and plan transportation in terms of data and information in the future—with completely new opportunities, possibilities, and options.

But the best news is that, following intensive development and planning, IATA will officially launch the full run of ONE Record in the first quarter of 2026. The goal is to implement the new data standard as quickly and widely as possible in the market, thereby heralding a new era in air freight.



ONE Record. ONE Opportunity. ONE Vision.

Sharing data means seizing opportunities and reducing costs.

When can my urgent shipment be picked up at the ramp? Is the temperature in my medication container within the specified range? Where exactly is the package containing spare part X within my larger shipment? ONE Record is able to collect, process, and share data in a completely new way. This offers enormous advantages for any company that uses air freight.

The quantum leap in data quality reduces previously time-consuming processes to a minimum, while opening up completely new (business) opportunities. Employees no longer have to deal with standard tasks, but are free to focus on genuine consulting activities, cross-selling, and upselling. The early exchange of information, including with government agencies such as customs authorities, facilitates queries and proactive problem solving, avoids downtime, and significantly shortens transit times. The precise localization of individual items within a larger shipment allows them to be delivered directly to the place of use—an advantage that should not be underestimated when delivering important replacement or assembly parts.

ONE Record ensures service levels within the company

But ONE Record's impact on the future is even more far-reaching: the new data and its quality pave the way for completely new, data-driven logistics products—from proactive control of goods flows and real-time freight space offers to IT-based ULD management. In addition, they play a decisive role in a radically changed employment market: a shortage of

skilled workers and young talent, frequent job changes among younger people, and the simultaneous retirement of experienced employees will soon lead to a loss of know-how or service competence in many companies—a brain drain that can be offset and compensated for by intelligent digital solutions such as ONE Record.

THE DATA MODEL THROUGH A SIMPLIFIED USE CASE



Added value through data

The linchpin of ONE Record is enriched data that can be viewed and updated (automatically) as needed, depending on the permissions granted. The key difference to the previous process is that not every company uses its own formats, but rather all use the same format and share it via an API. ONE Record not only records the basic information about a shipment, but also very specific and up-to-date data.

BASIC INFORMATION

- Sender and consignee
- Size and weight
- Description of goods
- Security status

ADDITIONAL INFORMATION

- Tracking data
- Photos
- Temperature data
- Digital documents
- Complex queries (such as: ULDs with microchips, aircraft with live animals, locations with freight shipments from a specific shipper, etc.)

From Basel to Sao Paulo, everything under control

Vaccines on the move – a visionary story about how ONE Record provides support in practice

Seamless data exchange, absolute transparency—these are the key benefits of ONE Record. But what is behind these buzzwords? What do they mean in practice? We demonstrate this using a practical example—and accompany a shipment of vaccines on its way from Switzerland to South America.



February 22, 12 noon.

The vaccine is ready for shipment:

The pharmaceutical company creates the shipment in ONE Record and generates a digital twin with all the information. The shipper then shares the data via links with the freight forwarder, who in turn passes it on to the airline.¹



The shipment is picked up by the forwarder in a refrigerated truck and heads for Basel Mulhouse Airport, EuroAirport Cargo Terminal. The vaccine is scheduled to depart from there by plane at 4:50 p.m. for Frankfurt.



On the Dreirosenbrücke over the Rhine, a traffic accident occurs directly in front of the transporter. The road is blocked, making it impossible to drive away or reverse.



The real-time information generated via geolocation/GPS, combined with the consistent data compatibility of ONE Record, ensures that the shipment is automatically rebooked onto a flight at 5:50 p.m.



The updated data has been automatically received and checked by Lufthansa Cargo. It shows that the shipment can still fly on the planned flight to Sao Paulo.²



The driver informs the forwarder that the road is expected to be reopened in 45 minutes. Due to this information the feeder flight to Frankfurt is now scheduled for 7:20 p.m.



The data has been automatically updated again in ONE Record; Lufthansa Cargo is aware that the original flight to Sao Paulo can no longer be reached.



The next flight to Sao Paulo is scheduled for the following morning. Lufthansa Cargo updates this information in ONE Record and simultaneously arranges for temporary storage in the refrigerated terminal. The customs authorities in Frankfurt and Sao Paulo automatically receive the new delivery dates and the corresponding updated declarations.³

A clinic in Brazil urgently needs a large quantity of vaccine to combat a local epidemic. The manufacturer is based in Basel, Switzerland—a clear case for air freight. But to ensure that the transport runs smoothly and the life-saving shipment does not get stuck somewhere in customs, complete and timely information is essential. In this case, ONE Record plays to its strengths.



The feeder flight departs from Basel; this is recorded in ONE Record so that all further steps are activated according to the updated schedule.



The feeder flight lands in Frankfurt. Ground handling already has all the information and can therefore transfer the shipment to the refrigerated terminal without delay.



February 23, 6:45 a.m.

The vaccine is taken from the refrigerated terminal to the aircraft. Based on the respective ONE Record Information provided to the loading crew, the vaccine is loaded onto the plane as the last piece of cargo so that it can be unloaded first. This information is simultaneously transmitted to the ground handling crew in Brazil.



The aircraft carrying the vaccine takes off from Frankfurt and heads for South America. As before, the temperature data is monitored continuously during the flight.



(local time). After a flight time of 12 hours and 4 minutes, the plane lands at Aeroporto Internacional de São Paulo/Guarulhos. The outside temperature is 26°C, and ONE Record continues to report a constant 4°C for the vaccine.



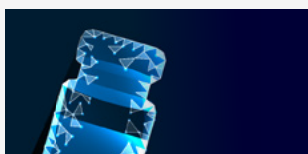
The aircraft has reached its parking position. As planned, the vaccine is the first to leave the aircraft and is immediately taken to customs control.



Brazilian authorities compare the code on the packaging with the data stored in ONE Record using a scanner and release the shipment for collection. The collector receives this information immediately and proceeds to the pick-up area.⁴



Exactly 30 hours and 31 minutes after being picked up by the shipping company in Basel, the vaccine is on its final leg: saving lives in a hospital for tropical viral diseases.⁵



¹ Without ONE Record, it would not be possible to record all parameters completely and obtain confirmation from the other agencies. Errors can then only be detected during a visual inspection on site.

² Without ONE Record, this information would probably have fallen by the wayside—it would have had to be communicated by email or telephone, and only the next point of contact would have been reached.

³ Only through real-time updates does this essential information reach all relevant parties. Without ONE Record, it would have been necessary to improvise or act with a delay; in this case, rescheduling would probably only have taken place after the shipment arrived in FRA.

⁴ Without ONE Record, there could have been two show stoppers here: firstly, manual comparison with (possibly incomplete or incorrect) freight documents. Second, the lack of information that the shipment would arrive on a different flight.

⁵ Without ONE Record, the transport time would probably have increased by 12 to 24 hours. A period of time during which many people would have been left without the necessary medical care.

“Opportunity, quantum leap – but also an unavoidable necessity”

ONE Record from the perspective of logistics professionals

A data model that everyone can work with—in order to successfully implement the ONE Record concept, IATA has focused on one thing from the outset: dialogue. That is why ONE Record does not only reflect the airlines' point of view—forwarders and ground handlers, ULD managers and IT specialists have formulated their own requirements and contributed them into working groups. Their verdict on the result is correspondingly clear, unambiguous, and positive.



Jussi Lemola,
Swissport, Global Operations

“The amount of requested information will further increase.

Why ONE Record – and why now?

The answer is quite simple: because it is high time. If one thing is clear today, it is the fact that the amount of data required will not diminish—on the contrary, it will continue to increase. Against the backdrop of ever-evolving global trade flows, but also often unforeseen changes and challenges, data exchange between all stakeholders is critical for smooth, efficient and safe transportation of shipments. And in this sense, launching the next phase of digital revolution in air cargo is a must. ONE Record provides a perfect opportunity for the industry and entire supply chains to radically improve the way we operate. At the same time as much more information can accompany a shipment, focus must remain on timeliness and quality of data. And it is critical to get everyone onboard. In Swissport, we handled our first ONE

“ONE Record requires a change in mindset – also within companies.

ONE Record is a quantum leap because it finally allows us to exchange all data without restrictions or limitations. But for ONE Record to be successful, we need something very important: a change of mindset within our industry, including the management. It's not just about the quantity of data, but also its quality. It's about accepting that ONE Record is an investment. That we are now prepared to invest time, money, and manpower to make our industry future-proof and resilient. And that we understand one thing above all else: Yes, the switch to ONE Record may involve some effort for some people—but there is no alternative. At least not for those who want to remain involved in logistics in the long term.”



Mary Stradling,
DHL Global Forwarding
Management GmbH

“Yes, ONE Record is an invest. But there's no alternative.”

“International trading of the future means sharing data with authorities in advance”

Record shipment back in 2023. It was a temperature-controlled shipment from Europe to North America. As all needed data was accompanying the shipment, our staff didn't need to fill in any Excel sheets and send separate emails. This is the direction that we need to go: increased transparency, automatically. There is still a lot to be done, but with everyone joining the efforts, ONE Record will make our lives in logistics so much easier.”

“It's like I'm on the plane myself.

The logistics industry orchestrates the flow of goods around the globe. So why shouldn't we also think in terms of data flows? This would make us more productive and increase customer satisfaction—offering in the business environment what end consumers already experience every day. Air freight in particular is the fastest way to transport goods from A to B. And in the future, this should be made as attractive and smooth as possible. Unnecessary stops, due to missing documents, incorrect information, or rapidly changing country-specific regulations, should not slow us and our customers down in our everyday business. In the worst case, a lack of transparency can bring the assembly line to a standstill and cost money. Example: An automobile manufacturer entrusts us with the transport of two

“Real-time data flow—everything at a glance in a matter of seconds”

engines today. These are to be transported on two pallets to the same destination, and there is only one AWB for this. If only one pallet can be transported, no one knows which of the engines is on board. As a result, the car manufacturer cannot coordinate

its supply chain accordingly. With ONE Record, these situations will no longer occur because all parties involved can track the logistics flow in real time—it's as if I were flying on the plane myself.

This is a revolution we should take advantage of. Even though the logistics industry has extensive knowledge and a wealth of complex experience, future competitors are building their businesses on data—and to keep up, we need to take action. ONE Record creates opportunities to do just that.”



Moritz Köhler, Head of Fulfillment Digitization, Lufthansa Cargo

PLAINLY SPOKEN: We must stop viewing logistics from a freight perspective

It sounds paradoxical, but sometimes know-how and long-standing expertise are the biggest obstacles to innovation and business creativity. Take logistics, for example: ever since goods have been shipped, freight has been the focus of all thought and action; information is—in the truest sense of the word—nothing more than a “side effect.” Every piece of freight is surrounded by a veritable cloud of such information, which is growing ever larger—and now weighs more than the freight itself. It is therefore high time to radically change the way we look at logistics. It is no longer freight that drives the market, it is data. Freight only plays a role in the here and now, while data also shapes the future. Logistics from a data perspective can bring together manufacturing, customer needs, and loading capacities in ways never before imagined. It is more forward-looking, more proactive, and therefore more sustainable than any previous model. Above all, however, logistics from a data perspective is not a utopia. It is the economic success model with which Amazon has revolutionized the global market since 1994—and one that the logistics industry should adapt sooner rather than later if it wants to remain competitive in the future.

“ONE Record : The Digital Backbone of Air Cargo

ONE Record is becoming the air cargo industry's common digital language—a shared model that replaces fragmented systems with a single, trusted view of every shipment. By making data accessible and interoperable, it unlocks new value-added services such as predictive routing, CO₂ reporting, digital corridors, and AI-driven analytics. This is why ONE Record will become the platform on which innovation and new revenue streams can flourish.

Skepticism is fading as live pilots worldwide prove that ONE Record works across real shipments and real partners. What once required months of bilateral integration

can now be achieved in days once the standard API is in place. Regulators, customs authorities, and major industry players increasingly recognize that consistent, high-quality data is no longer optional—it is essential for efficiency, compliance, and sustainability.

Within three to five years, ONE Record will be the default method of data exchange across global air cargo. Companies that delay adoption risk higher costs, limited interoperability, and possible regulatory barriers. The message is clear: now is the time to connect, collaborate, and build the digital backbone of our industry—together.”



Jonathan Parkinson, IATA , Head of Cargo Digitalization

Welcome to the winning team

How you can use ONE Record for your company

It feels like it was only yesterday that air waybills were digitized, and today ONE Record is ushering in a whole new world for the logistics industry. But why is that? Wasn't everything working perfectly?

From a software provider's perspective, this question can be answered very quickly and easily: Wisetech Global develops software solutions for freight forwarders and is involved in the creation and establishment of ONE Record in the IATA working group. "As of today, the logistics industry operates with a data system that was developed in the 1960s. Of course, there have been further developments, but these have been based on the old logic and have not taken data any further," explains Lenhard Egger, Product Manager at Wisetech Global.

Even today, the system is no longer able to map modern logistics and is thus hindering the further development of the industry. But so far, the logistics industry has found a solution for every problem—and that is precisely the pitfall here: **"The aim is to create a common solution for everyone and not to work with a bunch of individual masters—**that's how it worked in the past, and we want to change that. The goal is to use ONE Record to create end-to-end transparency across the entire supply chain that all parties involved have access to. ONE Record thus creates a new level of data quality."



This is a project that requires change and causes uncertainty: what happens if you don't go along with it? No one will be left behind, because there will always be solutions. But if we want new data quality for the future, there is no way around ONE Record. If ONE Record is to become a new global standard that benefits everyone and equips logistics for the future, it cannot be limited to just a small part of the industry. **"It is important that the logistics industry now pulls together.**

The more companies are involved from the outset, the more successful ONE Record will be. We need to be sure that ONE Record works for the entire industry and, among other things, we are conducting tests to ensure that no new isolated solutions arise."

Companies have various options for implementing the new standard. "Large companies

can, of course, integrate ONE Record themselves using their own IT systems. However, most turn to their trusted software provider. We have been working with ONE Record from the outset and are gradually integrating it into our system and thus into the existing user concept in the best possible way," explains Egger. "We are focusing on digestible bites rather than giant leaps. This means that our customers can use our software as usual. Our goal is to ensure that almost nothing changes for our customers; they should still feel at home with us."



Lenhard Egger
Wisetech Global

"The more companies get involved from the outset, the more successful ONE Record will be."



ONE Record is ...

The future

An opportunity

Indispensable

A revenue generator

Cool

Connecting the entire airline industry

A revolution

The game changer

A quantum leap

A chance for all of us

Learn more— talk to us

If you have any questions or require further information about ONE Record, please do not hesitate to contact us.

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