

64% of Air Cargo Professionals Are Already Live on ACCS. Is Your Dock Still on the Sidelines?

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

Ground handling has always run on tight margins and tight timelines. Dock congestion, paper acceptance, and SLA disputes that drag on for weeks have simply been part of the job. What's changed is that a growing share of your peers have stopped accepting this as how it works. They've moved to Airport Cargo Community Systems (ACCS), and the data shows they're pulling ahead in cost, speed, and the trust of the airlines and forwarders they serve.

Think of this as a status report on where the ground handling industry stands *today*, and how much runway is left before the gap becomes permanent.

THE COST OF WAITING

62%

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

61%

already report rising operational costs from manual coordination

63%

of current ACCS users confirm benefits already outweigh the costs

"The question facing the ground handling 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 at Handling Ground Ops Today

Ground handlers who've adopted ACCS have moved past pilots and are now banking results. The efficiency gains below are being measured today, at docks not so different from yours.

BEFORE

- 🕒 Instructions arrive late, by fax, email, or bilateral EDI
- ⚠️ Trucks arrive unannounced; docks run first-come, first-served
- 📄 Paper-based acceptance; discrepancies surface at build-up
- ✚️ SLA performance tracked manually, if at all

AFTER

- ✓ Cargo pre-advice arrives ahead of the truck
- ✓ Dock doors allocated proactively, not reactively
- ✓ Digital QR gate passes; no paper, no landside bottleneck
- ✓ SLA backed by community-verified milestone data that protects you in disputes

Metric	Before ACCS	After ACCS
Truck dwell time	2–3 hours	Under 30 min (45% report this drop)
Manpower cost	Baseline	15% reduction
Stakeholder collaboration	Ad hoc, phone-driven	68.2% report improvement
Shipment disputes	Frequent, slow to resolve	55.9% fewer misunderstandings
End-to-end visibility	Siloed per handler	59.1% confirm improved visibility
Trust with airlines / forwarders	Transactional	48.8% report strengthened trust

If your dock is still running on phone calls and paper gate passes, how many of your competitors are already offering airlines something you can't?

Every Month You Wait, the Gap Gets Harder to Close

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

HIGH RISK

- Loss of competitiveness
- Higher operational cost from manual work

MEDIUM RISK

- Lower visibility causing more disputes and claims
- Reduced customer satisfaction

LOWER RISK (FOR NOW)

- Meeting compliance
- Increased delay and dwell time

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

In other words, the moment your key airline and forwarder partners cross that threshold, you won't be considering ACCS anymore. You'll be catching up to a system your partners already expect you to be on.

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

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

46.9%

move because of proven ROI or monetary incentive

19.8%

move because of a regulatory or airport mandate

17.8%

move because their top 3 trading partners are already on ACCS

15.5%

move because the airport offers a day-1 use case, like priority truck slots

Don't wait till your top trading partners ask. Get there before they do.

Just Digital Maturity Won't Be Enough. You Need to Take Action.

"We're not digital enough to join."

It's tempting to think the missing piece is more internal infrastructure. The data says something different: what stands between you and Stage 2 ROI isn't your digital maturity, it's the decision to move. ACCS doesn't replace your existing systems. It connects to them via open APIs and standard EDI, so your TMS, your WMS, and your internal tools stay exactly as they are. You simply stop losing information the moment cargo crosses your dock boundary.

- ✓ **Smaller and larger handlers alike** are already active users
- ✓ **Phased rollouts start small:** e-AWB quality, truck slot booking, milestone visibility
- ✓ **Early ROI shows up in 90 days**, not years

Every ground handler on ACCS today started exactly where you are, with paper queues, phone-driven dock schedules, and SLA disputes they couldn't win with data. The difference is that they moved. The window to move on your own terms, rather than being pulled in later by partner mandates, is open. It will not stay open indefinitely.

Talk to us before your competitors talk to your customers.