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Electronic Shipper's Declaration for Dangerous Goods (e-DGD)

Implementation Guide





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Version control

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1. Introduction

1.1. General Introduction

Digitization currently is a focus topic for the air transport supply chain. There is a strong momentum of major stakeholders heading for digitizing the supply chain partially or holistically. The implementation of the digital processes for dangerous goods (DG) is considered to be promising in terms of benefits.

The current approach to digitize the Shipper's Declaration for Dangerous Goods (DGD) is community-driven – it is not based on airlines, forwarders or shippers engagement solely. As this can only be successful when all stakeholders participate, this starting point seems most fitting for an effective implementation. The goal of these activities by the stakeholders of the supply chain is to provide a digital environment for DG shipments, where DG data is created once and then shared throughout the supply chain. In addition to many other bene-fits, this solution will prevent re-capturing of DG data at any stage and raise data quality with extensive quality checks.

The airline industry's task is to support the community approaches with in-depth know-how about airline's processes and experience gathered in digitization of the cargo documents.

1.2. Background

The IATA e-DGD initiative began at the end of 2016 with the establishment of the Electronic Shipper's Declaration for Dangerous Goods (e-DGD) Proof of Concept Focus Group including three airlines and one ground handling agent (Air France Cargo, Lufthansa Cargo, SWISS World Cargo and Cargologic), who had recognized the momentum of the industry to move forward. These actors see the need for the paperless process among various stakeholders in the air cargo supply chain and are contributing to three non-related DG-community driven projects:

- e-DGD by Cargo Information Network (CIN) in CDG;
- INFr8-DGD by Dakosy / Fraport in FRA;
- e-DG App by IGAC Switzerland in ZRH.

1.3. Objectives

The goal of this document is to define requirements and provide a guide for data sharing platforms, airlines, shippers, freight forwarders, ground handling agents (GHA) and other stakeholders that want to integrate an e-DGD functionality. The document is based on the learnings from

the e-DGD pilot projects during their runtime in 2018. The standard will be updated continuously to adopt new requirements and integrate further improvements.

In terms of standardization, this implementation guide will ensure the consistency of the business processes, define the data flow and validate the XML e-DGD (XSDG) message.

The content of this e-DGD implementation guide is intended to be used as guidance material for stakeholders who wish to implement the use of the e-DGD. This document complements Resolution 618, IATA Dangerous Goods Regulations (DGR) Manual and all of the existing regulations therein remain applicable.

2. e-DGD principles

The e-DGD principles are intended to provide a guideline to the basic approach of e-DGD.

2.1. Business process

The set of the business process rules aims to clarify the e-DGD process and enforce a compliant process.

2.1.1. Strictly paperless process

If a shipment uses the electronic transmission for submitting the DGD (based on the existence of an electronic e-DGD message), a paper version of the DGD shall not be accepted or considered.

2.1.2. Single process

Should the routing (transit, destination) require a paper version of the DGD, the airline or the GHA on behalf of the airline shall print the document (Single Process). The format of the printed document shall comply with the IATA standard set out in DGR Section 8.

2.1.3. No mixed consolidated shipments

When consolidating dangerous goods shipments, the forwarder shall not mix shipments with paper DGD and e-DGD. It shall be either a consolidation of shipments with paper DGD only or shipments with e-DGD only.

2.2. e-DGD Data platform

The digitization of the DGD requires collaboration of the supply chain stakeholders through participation on a data platform, whether local, national, regional or international.



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2.2.1. Roles and responsibilities

e-DGD creation, modification, cancellation and use shall be restricted to parties according to permissions (shipper / freight forwarder / airline / GHA / 3rd party). The data platform should validate the training expiration of the users for all parties acting with it and shall be administered by each party.

2.2.2. Print of e-DGD Data

An electronic copy of the e-DGD (non-editable pdf) should be made available based on the latest version of the data. The signature(s) may be electronic signature(s) or may be re-placed by the name(s) (in capitals) of the person authorized to sign, unless facsimile signature is required by the local applicable laws and regulations.

2.2.3. Data freeze

The shipper will be able to modify the signed/finalized e-DGD data until the point where the next party has started to work with the data. After this point, a recall mechanism can only be carried out outside of the portal by other means of communication.

All the mandatory e-DGD data supplied on the data platform must be frozen prior to the dangerous goods acceptance check. The XFSU-FOH message (Freight On Hand status) triggers automatically a data freeze on the e-DGD data platform. In case of shipment rejection, data shall be made editable again. After goods acceptance (RCS status), the data shall be definitely frozen.

2.2.4. e-DGD update or marking data as void

If an e-DGD cannot be modified if necessary, the e-DGD needs to be recalled (marked as void) and a new e-DGD shall be issued with the corrected data. Whenever an e-DGD has been cancelled by the shipper, the corresponding data is flagged as "recalled" and considered as void (the data still exists in the system).

2.2.5. Data quality

e-DGD data must achieve highest data quality with automated checks at data entry or data import.

2.2.6. Legal agreement

Terms and conditions of e-DGD data platform shall cover legal agreement between stake-holders (according to IATA DGR Section 8).

2.2.7. Transparency on shipment status

Any e-DGD rejected during the DG acceptance check shall be reported back to the data platform with the shipper's reference number of the affected e-DGD and a reason for rejection.

2.3. Identification and data exchange practice

For full traceability, each e-DGD shall be identifiable and authenticated. Industry communication standard should be favored in order to ensure that the data platforms and systems are compatible and interoperable.

2.3.1. Unique identifier

The shipper's reference number shall be unique and used to identify an e-DGD. It should be set up according to the agreed definition (see 4.1 below).

2.3.2. Use of standard message formats

The preferred means for communication should be IATA Cargo XML messaging standards (XSDG, XFSU, XFNM).

3. Business Process Requirements

3.1. Standard Process

The data should be made available to any authorized stakeholder in the supply chain, preferably directly from the platform. As a scope, the role of the three major stakeholders will be considered in detail here: shipper, forwarder and airline. The role of one or more of the involved parties might be fulfilled by a subcontractor (GHA, trucking company, packing companies, third party providers, etc.), who might also need access to the data.

3.1.1. Shipper: prepare DG shipment and data for export

The shipper provides the data, either with web based data capture, or via an interface connected to their in-house system. The shipper then assigns the shipment to a forwarder. In assigning the shipment to a forwarder, the shipper's active part of the process in the platform is finished. In addition to the required marks and labels on



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packages and overpacks, the shipper shall print and affix a QR code giving access to the direct link (i.e. no need to login or register) to the e-DGD lookalike in PDF format. This QR code will be provided by the platform (see chapter 3.3.2).

After the shipment has been prepared, the shipper can have full transparency on the acceptance process status and send updates in case of irregularities.

3.1.2. Forwarder: assign shipment to airline for transport

The forwarder is informed by the platform that a DG shipment has been attributed to them. The forwarder assigns the shipment to an airline for transportation by adding an AWB number. That can either be done with web based data capture, or via an interface connected to their in-house system. The assignment of the shipment to the airline triggers the data transmission to the airline's system based on the AWB number prefix. The forwarder should also add the airport of departure as mentioned in the AWB.

Requirement: It is essential that the platform prevents the forwarder from changing the e-DGD data other than AWB number, airport of departure and air-port of destination.

3.1.3. Airline: perform acceptance check based on e-DGD data and transport shipment

The airline receives the data from the platform and performs the dangerous goods acceptance check based on that data. No paper will be accepted. The result of the acceptance check will be reported back to the platform.

Requirement: It is essential that the platform prevents the airline from changing e-DGD data other than AWB number, airport of departure and airport of destination.

Requirement: When applicable, the airline needs to make sure that the e-DGD data is made available to the GHA at a given station.

3.1.4. Import agent role

For the import process a paper DGD copy might be needed to be provided to the consignee or their agent. To replace the paper DGD and digitize the import process, various solutions can be implemented to provide the relevant information. For example:

- the platform could provide an option to access the e-DGD lookalike in PDF format via a short URL link and/or through a QR code, or

- the forwarder hands over the DG data to the subcontractor. This can be made in many ways, e.g. with sending an e-DGD lookalike in PDF format via email, or giving the agent access to the forwarder's document management system.

Only as a workaround, the airline might provide an option for getting a paper copy of the e-DGD lookalike, either by the staff or with a self-service terminal. This solution should only be a last fallback solution, and not be used on a regular basis. If the airline provides a paper copy, it will always be a black and white paper copy.

3.2. Process variations

3.2.1. Shipper working in the platform but not forwarder ("directly assign"-process)

If a shipper works in an e-DGD platform and has an AWB number for the shipment, but their forwarder is not working in the e-DGD platform, the platform must provide an option for the shipper to directly assign the e-DGD to an airline. On using this option, the XSDG of each consignment must be sent to the airline according to the AWB prefix.

The shipper will then use the paper process with their forwarder. The shipper will print the paper DGD based on the latest data in the platform and provide the paper DGD to the forwarder. The forwarder will then deliver the shipment with the paper DGD to the airline. The airline will find the e-DGD data in the system based on the AWB number and reject the paper DGD, according to the rule that no paper is taken into account if the e-DGD data has been submitted by the shipper on the platform.

Requirement: it is essential that any changes to the DG data by the shipper is done in the platform in the "directly assign"-process.

If the AWB number is not known to the shipper, and the forwarder doesn't work in the platform, the shipment will be handled completely based on a paper DGD. It will not be an e-DGD shipment.

3.3. Additional requirements

3.3.1. Airport of departure should be entered and should be station of freight delivery

The platform will need a mechanism for each airline to configure each station as enabled or not enabled for e-DGD. If an airline, the authorities or other major stakeholders at the origin of a shipment are not capable of handling e-DGD shipments, this must be made transparent to the shipper and / or the forwarder.



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As a precondition for this, the airport of departure should be inserted in the e-DGD data and should be the station/airport, where the goods will be delivered and accepted by the airline. For example if Johannesburg is open for e-DGD by Air France Cargo and Cape Town is not, there will be a problem if an e-DGD shipment with an origin Johannesburg is delivered by the forwarder at Cape Town, which doesn't support e-DGD.

3.3.2. Platform function to provide short URL link and QR code to e-DGD lookalike in PDF format without login

The platform is expected to provide a short URL link to have direct access to the e-DGD lookalike in PDF format. Along with the link, the platform is also expected to provide the corresponding QR code that will be on a shipment label. The mention "e-DGD shipment" should appear on the QR code label. The link will always point to the latest version of the e-DGD lookalike.

3.3.3. DG Data freeze

In terms of e-DGD, there must be a preliminary and a permanent data freeze. Data freeze requirements of the forwarder are not in the scope of this guide, only airline requirement is covered.

- **3.3.3.1 Preliminary data freeze**

Preliminary data freeze in a platform should be performed as soon as another party further down in the supply chain starts to work on the shipment or the data (e. g. dangerous goods acceptance checks by airlines or DG checks by the forwarder). As soon as one of these conditions is met, the platform must prevent the shipper from updating / signing an updated version of the e-DGD. Until that point, any change in the DG data will automatically update the e-DGD lookalike in PDF format to the latest version.

Preliminary data freeze by the airline side is triggered by the airline with the FOH status message or a message rejection on an XSDG update. There is no option for the shipper or the forwarder to send updates during the DG acceptance check process.

Preliminary data freeze can be released in many ways: e.g. bilateral communication, a failed DG acceptance check or stop work on the shipment. This communication is not yet covered electronically, and this option is taken up in the chapter "Improvement potential" below.

- **3.3.3.2 Permanent data freeze in platform**

Permanent data freeze is performed once the shipment has been successfully accepted (RCS status) by the airline. The

data then should switch to freeze and no modification should be possible anymore.

3.3.4. Display feedback / updates / status changes for supply chain stakeholder

Platforms must inform the users (shipper / forwarder) about updates / status changes / rejections when they are logged in the platform or working with an integrated in-house system. For example if an update message is rejected by the airline, all stakeholders must be informed according to their self-administration in the platform (e.g. notification).

3.3.5. e-DGD information must be completely in English

For e-DGD shipments the English version of the DGD must be transmitted and used. In case a local language is also required due to regulations / deviations, a local solution must be adopted to be compliant.

4. Technical specification of message and data fields

4.1. Shipper's Reference ID

The Shipper's Reference ID is unique and used to identify an e-DGD globally. It is mandatory for the e-DGD process.

It consists of a:

- **Platform identifier:** it reflects the entity, that guarantees the fulfillment of the underlying business rules; this is a combination of 3 characters (alphanumeric);
- **Digital / Paper - process indicator:** this informs whether the message originates from a digital process (D) or a paper process (P). These letters are identical with the <ram:ProcessType> in the XSDG message;
- **Shipper's Reference component:** this is a combination of alphanumeric characters to ensure uniqueness within a platform; the Shipper's Reference component shouldn't be longer than 15 characters.

The structure of the Shipper's Reference ID is:



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“Platform identifier”-“Digital / Paper - process indicator”-
“Shipper’s Reference component”

between DGR units and code used in the XSDG XML Schema.

The components are separated with the character MINUS “-”.

Example: “CIN-D-COCO55562378”, where:

- “CIN” is the platform identifier;
- “D” is the Digital / Paper - process indicator;
- “COCO55562378” is the Shipper’s Reference component.

In the specific case where the shipment is tendered with a paper DGD and as a non e-DGD shipment, the airline may want to capture the DGD data for their own use.

In that case the airline will capture the DG data in his system and assign a Shipper’s Reference ID as follow:

- Platform identifier: as the data has not been initiated through a platform but captured by the airline, the platform identifier will consist of the AWB prefix of the airline (3 digits);
- Digital / Paper - process indicator: The letter P will be used to identify the data has been capture from the paper DGD;
- Shipper’s Reference component: This will be the shipper’s reference number of the paper DGD if available, or any other unique identifier within the airline otherwise.

But in that case, the shipment will still need to fly with the original paper DGD tendered with the shipment.

4.2. XSDG

If used for data transmission, the XSDG should be used as per the Cargo XML standard.

4.2.1. DGR Requirements vs Cargo XML code

The units of measurement to be used in the transport of dangerous goods by air are those specified by the International System (SI) as modified for international civil aviation by Annex 5 to the Chicago Convention on International Aviation. This units of measurement are described in the appendix B of the Dangerous Goods Regulations. The table below provide the correspondence



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Translation table: UNECE annex 20 Common Codes / Technical Abbreviations - DGR Appendix B

Name	UNECE annex 20 Common Codes	Technical Abbreviations - DGR Appendix B
metre	MTR	m
centimetre	CMT	cm
millimetre	MMT	mm
micrometre	4H	µm
inch	INH	in
kilogram	KGM	kg
gram	GRM	g
milligram	MGM	mg
hour	HUR	h
second	SEC	s
hertz	HTZ	Hz
kelvin	KEL	K
degree Celsius	CEL	°C
degree Fahrenheit	FAH	°F
square metre	MTK	m ²
square centimetre	CMK	cm ²
millimetre squared per second	C17	mm ² /s
litre	LTR	L
millilitre	MLT	mL
gallon (US)	GLL	gal
kilopascal	KPA	kPa
pascal	PAL	Pa
kilogram per square metre	28	kg/m ²
gram per square metre	GM	g/m ²
bar	BAR	bar
newton	NEW	N
kilogram-force	B37	kgf
newton per square millimetre	C56	N/mm ²
megaelectronvolt	B71	MeV

kiloelectronvolt	B29	keV
ohm per metre	H26	Ω/m
ampere per metre	AE	A/m
joule per kilogram	J2	J/kg
gigabecquerel	GBQ	GBq
becquerel	BQL	Bq
curie	CUR	Ci
millicurie	MCU	mCi
microcurie	M5	µCi
sievert	D13	Sv
millisievert	C28	mSv
microsievert per hour	P72	µSv/h
gray	A95	Gy
watt per square metre	D54	W/m ²

4.3. XFNM

The XFNM should be used as per the Cargo XML standard to confirm the XSDG message has been received (acknowledgement), processed or rejected. In case an electronic DGD is rejected by the receiving system due to failure of one or more system validation, an XFNM message should be triggered, containing the applicable rejection code/s as per the MIP Error Code list.

Additionally the following content should be added into the following fields:

<rs:BusinessHeaderDocument> <ram:ID>: This field should be filled identical with the same field in the XSDG.

4.4. FSU/XFSU-FOH (Freight on Hand at airline)

An FSU-FOH or XFSU-FOH must be issued for all e-DGD shipments at the time of cargo delivery, and prior to DG acceptance check. The FOH status is sent to and used by the platform to prevent changes to the DGD data while the acceptance check is being performed.



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4.5. FSU/XFSU-RCS (Ready for Carriage at airline)

Once the DG acceptance check and all other ready for carriage checks have been successfully completed, the accepting party must issue a formal FSU/XFSU-RCS containing the AWB number. The RCS status is sent to and used by the platform to freeze the DGD data.

4.6. FSU/XFSU-DIS (Airline Dangerous Goods acceptance check failed)

4.6.1. Data transmission format

Manual rejections due to a failed DG Acceptance check will be transmitted via XFSU with a new shipment status code "Shipment rejected". This message will be transmitted directly to the platform from the airline.

4.6.2. General fields

Generally, the use of most data fields should be according to the standard requirements. Additionally the following content should be added into the following fields:

`<rsm:BusinessHeaderDocument><ram:ID`

This field should be filled with the **AWB number**.

`<rsm:MasterConsignment><ram:ReportedStatus><ram:AssociatedStatusConsignment><ram:DiscrepancyDescriptionCode>`

It should be "ACCF" for Acceptance Check Failed; this Discrepancy Description Code "ACCF" is not endorsed by IATA yet, but still should be implemented in the first version.

4.6.3. Rejection information

The free text information, the rejection reason code, and the effected Shipper's Reference ID(s) should be transmitted

in the OSI-part of the XFSU-DIS according to the following schema:

First repetition of

`<rsm:MasterConsignment><ram:ReportedStatus><ram:AssociatedStatusConsignment><ram:HandlingOSIInstructions><ram:Description>`

Block should contain the **free text rejection information** as entered by the DG checker describing the reason why the shipment was rejected plus any additional relevant information for all stakeholder.

Second repetition of

`<rsm:MasterConsignment><ram:ReportedStatus><ram:AssociatedStatusConsignment><ram:HandlingOSIInstructions><ram:Description>`

Block should contain the **rejection reason code** according from the "Discrepancy Code list" as described in the next section. Also this code should be entered / selected by the checker.

Third and any further repetition of

`<rsm:MasterConsignment><ram:ReportedStatus><ram:AssociatedStatusConsignment><ram:HandlingOSIInstructions><ram:Description>`

Block should contain the shipper reference number as entered / selected by the DG Checker.

The use of hard coded

`<ram:DescriptionCode>OSI</ram:DescriptionCode>` in the `<rsm:MasterConsignment><ram:ReportedStatus><ram:AssociatedStatusConsignment><ram:HandlingOSIInstructions>`

Block is required here.



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One example for the content of the OSI-fields:

```

<rsm:MasterConsignment>
  <...>
  <ram:ReportedStatus>
    <ram:AssociatedStatusConsignment>
      <ram:HandlingOSIInstructions>
        <ram:Description>The flammable liquid labels on pieces #1 and #15 are missing</ram:Description>
      <ram:DescriptionCode>OSI</ram:DescriptionCode>
    </ram:HandlingOSIInstructions>
    <ram:HandlingOSIInstructions>
      <ram:Description>2019DG13.00</ram:Description>
      <ram:DescriptionCode>OSI</ram:DescriptionCode>
    </ram:HandlingOSIInstructions>
    <ram:HandlingOSIInstructions>
      <ram:Description>InF-D-1203912</ram:Description>
      <ram:DescriptionCode>OSI</ram:DescriptionCode>
    </ram:HandlingOSIInstructions>
    <ram:HandlingOSIInstructions>
      <ram:Description>InF-D-1203913</ram:Description>
      <ram:DescriptionCode>OSI</ram:DescriptionCode>
    </ram:HandlingOSIInstructions>
    <ram:HandlingOSIInstructions>
      <ram:Description> .....</ram:Description>
      <ram:DescriptionCode>OSI</ram:DescriptionCode>
    </ram:HandlingOSIInstructions>
  </ram:AssociatedStatusConsignment>
</ram:ReportedStatus>
</rsm:MasterConsignment>

```



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4.6.4. Discrepancy Code list

The discrepancy code list is set up following the logic of the IATA standard DG - / RA-acceptance check sheet. As a schema for the code list, the following wording should be used:

YYYYTyQQ.QQ

Where:

- "YYYY" is the version of the checklist used (e.g. 2018)
- "Ty" is the type of checklist ("DG" for dangerous goods checklist for a non-radioactive shipment; "RA" for dangerous goods checklist for a radioactive shipment)
- "QQ.QQ" are the question and sub-question numbers.

Example 1:

"2019DG13.00" would refer to question 13 on the 2019 for dangerous goods checklist for a non-radioactive shipment.

Example 2:

"2019DG16.01" would refer to question 16, first sub question ("Compatible according to Table 9.3.A") on the 2019 for dangerous goods checklist for a non-radioactive shipment.

Quantity and Type of Packing

- 13. Number and Type of Packages [8.1.6.9.2, Step 6]
- 14. Quantity and unit of measure (net, or gross follow limit [8.1.6.9.2, Step 6].....
- 15. For Class 1, the net quantity supplemented with tf measurement [8.1.6.9.2, Step 6]
- 16. When different dangerous goods are packed in or with:
 - 16.1 – Compatible according to Table 9.3.A.
 - 16.2 – Conditions met for UN packages containing D
 - 16.3 – Wording "All packed in one (type of packaging
 - 16.4 – Calculation of "Q" value which must not excee

4.7. Digital accompanying documents

4.7.1. Types of accompanying documents

For each XSDG message, there can be one or more additional accompanying documents shared from the DG platforms. There will always be an e-DGD lookalike in PDF format (that may include a facsimile signature if required by the local applicable laws and regulations), but an unlimited number of additional documents can be attached as well. All digital accompanying documents are expected in PDF format.

In addition to the e-DGD lookalike, the following accompanying documents types can be attached:

- Packaging Certificate
- State Approval
- Operator Approval
- Exemption
- Template Airline Acceptance Check Sheet
- Completed Airline Acceptance Check Sheet
- Other

The contribution to the type is transmitted in the meta-file accompanying each PDF document (see below).

4.7.2. Data transmission

- 4.7.2.1. Setup and file name convention

The transmission standard for accompanying digital documents is based on the simultaneous transmission of two files: The PDF file and an XML metadata file. The filenames of both files should be identical with "Shipper´sReferenceID_AWBNo_CounterID", as used in the message header of the XSDG (Example: CIN-D-COCO55562378_020-25864658_01); so the filenames would be InF-D-1203912_020-25864658.pdf and InF-D-1203912_020-25864658_01.xml).



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- 4.7.2.2. XML meta data file

Element	Description	Purpose	Example
ShipmentPrefix	Shipment Prefix of AWB	To identify AWB No.	020
AWBSerialNumber	AWB Serial Number	To identify AWB No.	77077011
ShipperReferenceNumber	shipper reference Number	optional, mandatory in digital process	
DocumentType	Constant. Always DGRDOC	To clear correlation to DG-process	DGRDOC
DocumentSubType	Type of DG Associated document.	As described in the list above	Operator Approval
ConversationID	ConversationID passed from DG Portal. Should be matching with the conversationID in XSDG.	To correlate with XSDG message	2
TotalFileCount	Total count of Documents to be expected in this conversation ID.		

5. Airline´s requirements to platform

5.1. Station configuration list

The airline must be able to configure for each station the e-DGD status (station-whitelist). This will provide transparency for all stakeholders on the capability of the airline at that station to handle e-DGD shipments at export. If a shipper or a forwarder attributes a shipment to a station that is not on the station-whitelist, the shipper or the forwarder will receive a warning so that they need to print the e-DGD lookalike. It should be possible for airlines to upload or download the station configuration list to/from the data platform. The file should be in XLS format and contain basic information such as: IATA three letter airport code, IATA two letter airline code and e-DGD capability.

This configuration option should be taken as minimal requirement by the carrier to the platform.

6. Irregularities process

6.1. Change of AWB Number by forwarder in the "directly assign"-process

The "directly assign"-process is only used when the forwarder doesn't use the platform, and the AWB number has been provided to the shipper (see 3.2.1 above). If the forwarder changes the AWB number on the paper DGD, the e-DGD data will not be updated. At the acceptance check, the data will not be available under the new AWB number.

Two solutions are available:

- update of e-DGD data by shipper with new AWB number;
- paper process is used, based on the paper DGD print presented by the forwarder and this shipment will not be considered as an e-DGD shipment (the paper DGD tendered by the forwarder will fly with the shipment)

6.1.1. Possibility for cancelling DG data (mark as void)

The shipper must have the option to cancel e-DGD data already transmitted to the platform. The platform still should keep a history of the recalled data.

6.1.2. Shipper or forwarder have triggered a transmission with a wrong / incomplete data

If a shipper or a forwarder has triggered a transmission to the airline with wrong / incomplete data, it is the sender's responsibility to either:

- update their data, or
- trigger a cancellation request.

7. Improvement potential

7.1. Communication of reopening of update channel

Currently there is no electronic communication to the platform by the airline in case a shipment has achieved FOH status or was rejected, but the update channel was opened again on the airline side. As FOH already triggered a temporary freeze of data in the platform, the required unfreezing is not communicated electronically. This communication could be de-fined and added to increase transparency.

7.2. Using the IATA matchmaker infrastructure for carrier capabilities

The IATA matchmaker infrastructure is a shared repository for station and airline specific capabilities at export. It would connect an airline specific station-whitelist of capable stations at export, maintained by airlines, with the transparency requirements of all stakeholders. For platforms, this is the single source of information on the airline's capabilities.