



Multilateral e-AWB Agreement

Quick reference guide: New online tool for Affiliates and Contacts

For purposes of the IATA Multilateral e-AWB Agreement (Resolution 672), an **AFFILIATE** is defined as any company whom the freight forwarder is authorized to enter into the agreement on their behalf, and to bind them to the obligations set forth therein. It could be branch offices located in the same country, and also associated companies in other countries.

DESIGNATED CONTACT is the freight forwarder's representative to be contacted by airlines and IATA for matters related to multilateral e-AWB agreement (Resolution 672), including receipt of Notices pursuant to Article 3.1 of the IATA Multilateral e-AWB Agreement.

After joining the Agreement, freight forwarders can add/remove affiliates, add/change their designated contacts, and also update their company name/address details.

IATA now offers an automated self-service tool using online forms and integrated e-sign process for the same.

This document outlines the steps for the following:

1. [Add Affiliates](#)
2. [Remove Affiliates](#)
3. [Update Company Details](#)
4. [Add Designated Contact](#)
5. [Change Designated Contact](#)

Add Affiliates

1. Launch the online form: [https:// matchmaker.iata.org/eSign/addAffiliates](https://matchmaker.iata.org/eSign/addAffiliates)
2. Select the Parent company
3. Verify the Address of Parent company and Signatory details

Note: Default signatory is the designated contact of Parent company. To replace signatory, click **New Signatory** and enter the signatory details. Signatory should be from Parent company office (not Affiliate office).

4. In **Section 2**, enter the details of the Affiliate office(s)
 - a. Fields marked with red asterisk (*) are mandatory
 - b. Select Country to populate list of cities; if your city is not listed, select the closest one
 - c. To add new row, click 
 - d. To delete a row, click 
 - e. To clear all data entered, click 

5. Enter your e-mail address (to receive submission confirmation by e-mail)

6. Click  to generate a preview of the form data

7. Click  to complete the submission

8. Form will be sent by e-mail to signatory for e-sign, and then to IATA for approval

9. Once done, the Affiliate office(s) will be registered and listed accordingly in IATA e-Cargo Matchmaker

Remove Affiliates

1. Launch the online form: <https://matchmaker.iata.org/eSign/removeAffiliates>
2. Select the Parent company
3. Verify the Address of Parent company and Signatory details

Note: Default signatory is the designated contact of Parent company. To replace signatory, click **New Signatory** and enter the signatory details. Signatory should be from Parent company office (not Affiliate office).

4. In **Section 2**, select the Affiliate office(s) to be removed
 - a. Fields marked with red asterisk (*) are mandatory
 - b. Enter the Reason for Withdrawal for each Affiliate office(s)

- c. To delete a row, click



- d. To clear all data entered, click

Clear All



5. Enter your e-mail address (to receive submission confirmation by e-mail)
6. Click **Preview** to generate a preview of the form data
7. Click **Submit Form** to complete the submission
8. Form will be sent by e-mail to signatory for e-sign, and then to IATA for approval
9. Once done, the Affiliate office(s) will be de-registered and removed accordingly from IATA e-Cargo Matchmaker

Update Company Details

1. Launch the online form: <https://matchmaker.iata.org/eSign/updateRegistrationDetails>
2. Select the Parent company
3. Verify the Address of Parent company and Signatory details

Note: Default signatory is the designated contact of Parent company. To replace signatory, click **New Signatory** and enter the signatory details. Signatory should be from Parent company office (not Affiliate office).

4. In **Section 2**, select the Affiliate office you wish to update
5. In **Section 3**, edit the required company details

- a. Fields marked with red asterisk (*) are mandatory
- b. Country cannot be changed

- c. To delete a row, click



- d. To clear all data, click

Clear All



6. Enter your e-mail address (to receive submission confirmation by e-mail)
7. Click **Preview** to generate a preview of the form data
8. Click **Submit Form** to complete the submission
9. Form will be sent by e-mail to signatory for e-sign, and then to IATA for approval
10. Once done, the updated Affiliate office details will be registered and listed accordingly in IATA e-Cargo Matchmaker

Add Designated Contact

1. Launch the online form: <https://matchmaker.iata.org/eSign/addDesignatedContacts>
2. Select the Parent company
3. Verify the Address of Parent company and Signatory details

Note: Default signatory is the designated contact of Parent company. To replace signatory, click **New Signatory** and enter the signatory details. Signatory should be from Parent company office (not Affiliate office).

4. In **Section 2**, select the Affiliate office(s)
5. Enter the contact details for the selected Affiliate office(s)

a. Fields marked with red asterisk (*) are mandatory

b. To copy same contact information to all rows, click



c. To delete a row, click



d. To clear all data entered, click



6. Enter your e-mail address (to receive submission confirmation by e-mail)

Your E-mail

TO RECEIVE SUBMISSION CONFIRMATION NUMBER

7. Click **Preview** to generate a preview of the form data
8. Click **Submit Form** to complete the submission
9. Form will be sent by e-mail to signatory for e-sign, and then to IATA for approval
10. Once done, the contact details will be registered and listed accordingly in IATA e-Cargo Matchmaker

Change Designated Contact

1. Launch the online form: <https://matchmaker.iata.org/eSign/changeDesignatedContacts>
2. Select the Parent company
3. Verify the Address of Parent company and Signatory details

Note: Default signatory is the designated contact of Parent company. To replace signatory, click **New Signatory** and enter the signatory details. Signatory should be from Parent company office (not Affiliate office).

4. In **Section 2**, select the office(s) of whose designated contact you wish to update
5. In **Section 3**, edit the designated contact details for the selected office(s)
 - a. Fields marked with red asterisk (*) are mandatory
 - b. Company Name and Company Address cannot be changed

c. To copy same contact information to all rows, click 

d. To delete a row, click 

e. To clear all data, click 

6. Enter your e-mail address (to receive submission confirmation by e-mail)
7. Click  to generate a preview of the form data
8. Click  to complete the submission
9. The form will be sent by e-mail to signatory for e-sign, and then to IATA for approval
10. Once done, the updated contact details will be registered and listed accordingly in IATA Matchmaker