e-AWB Handling Guideline
Singapore

Version 6.0

Note: This guideline and recommendations herewith are general information only.

e-AWB Working Group
Singapore

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Revision History			
Version	Date	Updated by	Changes made
1.0 (Original)	1 Sep 2014		
2.0	6 Nov 2014	Janet Ma	**Added:** • Note after 1.3.6 • 1.3.4 Direct/Walk-in Shipments **Removed:** • 1.4.4 Walk-in Shipments • 3.2 Walk-in Shipments **Amended:** • Section 2 Scope • 3.1.1 e-AWB Acceptance Process • Paging **Moved:** • 1.3 Definition to Appendix F
3.0	12 Dec 2014	Janet Ma	**Amended:** • Section 2 Scope on EAW/EAP and ECC/ECP Handling **Added:** • Appendix F EAW/EAP definition
4.0	16 Jan 2015	Janet Ma	**Added:** • XFWB and XFHL (XML message standards) • Note after 1.4 of Step 8 **Amended:** • Appendix A • 1.3.3 • 2.5 • 3.1 • 3.3.1 • 5.1 and 5.2 **Removed:** • 5.4 and 5.5

5.0 (Endorsed Copy)	09 Apr 2015	Janet Ma	**Added:** • 3.3 Shipper's Security Status (KC/UC) Declaration in FWB **Amended:** • 4.6
6.0	08 Oct 2015	Janet Ma	**Amended:** • 1.3.2

SECTION 1: Introduction

1.1   <u>What is e-AWB?</u>

The Air Waybill (AWB) is the <u>Contract of Carriage</u> between the "shipper" (e.g. forwarder) and the "carrier" (airline). It is also called the paper AWB. This is governed by IATA Resolution 600a "The Air Waybill". The "Air Waybill Conditions of Contract" are printed on the reverse side of the AWB as per IATA Resolution 600b. The Warsaw Convention of 1929 mandates the paper AWB.

The e-AWB is defined as:
(a)   a consignment moving with an electronically-concluded Contract of Carriage with no accompanying paper air waybill proof of the contract; and,
(b)   No paper AWB transported in the aircraft to destination.

To ship via e-AWB, either a Bilateral Agreement or IATA Multilateral e-AWB Agreement is required.
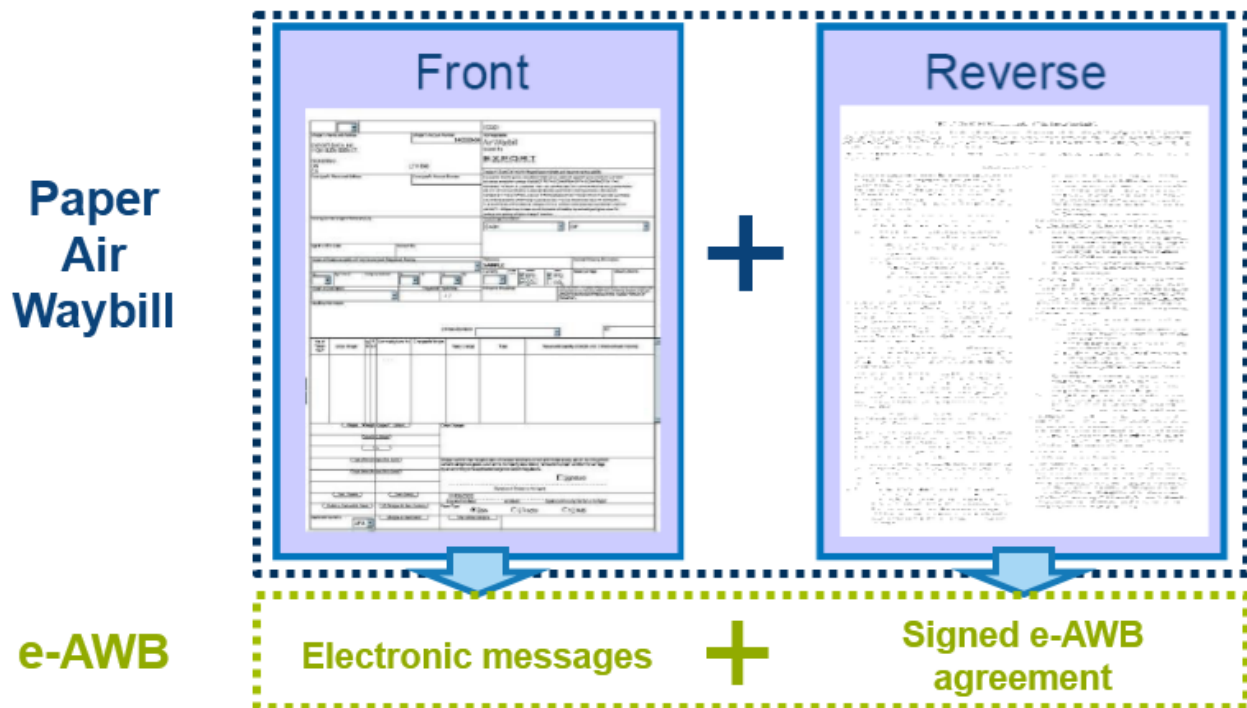
1.2   <u>EDI Agreements</u>
1.2.1   Bilateral Agreement: IATA Recommended Practice 1670 (RP1670) – Require both headquarters of the Carrier and Freight Forwarder to sign the RP1680 and will be cover all locations where both parties are operating.

1.2.2 Multilateral e-AWB Agreement (MeA): IATA Resolution 672 – An Airline and a Freight Forwarder signs the MeA only one, and are can immediately start moving e-AWB shipments with their partner, provided that both have mutually "activated" a location where they have operations.

Bilateral agreements
(Recommended Practice 1670)

Multilateral agreement
(Resolution 672)

1.3   Types of Shipments in Scope

1.3.1 General Cargo/Consolidations with no accompanying shipping documents.

1.3.2 Special Cargo (Live Animals/Perishables) may require the original declaration and health/quarantine certificates. For such cases, forwarders may submit and inc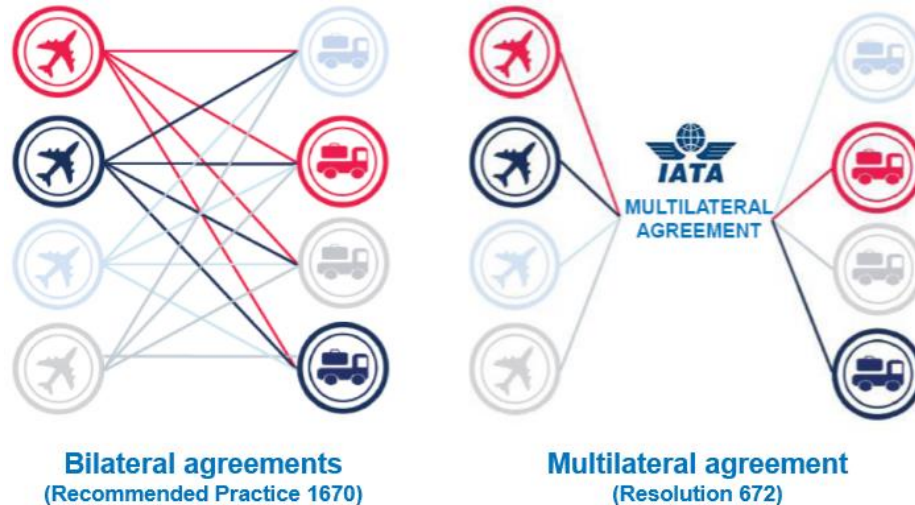lude the original documents inside the document pouch, and enter the below statement in the OSI or SSR field of the FWB indicating the cargo as such.
   - For Live Shipment:
     "Shipper's Certificate for Live Animal/s attached"
   - For Lithium Ion Batteries (as an example):
     "lithium metal batteries in compliance with Section II of PI 970".

1.3.3 Dangerous Goods (DG) Shipments may require the original SDDG. For such cases, forwarders may submit and include the original documents inside the document pouch, and enter the below statement in the OSI or SSR field of the FWB indicating the cargo as such.
   - For DG Shipment:
     "Dangerous Goods as per attached DGD"; or
     "Dangerous Goods as per attached DGD-CAO"
   - For consolidation containing both DG and Non-DG:
     "XX Packages Dangerous Goods as per attached DGD"; or
     "XX Packages Dangerous Goods as per attached DGD-CAO"

1.3.4 Direct/Walk-in Shipments will be handled according to each Airlines' current individual processes.

1.4 How does e-AWB work?

Step 1: Both parties (Airline and Forwarder) must have an EDI Agreement prior to implementing the e-AWB

Step 2: Forwarder makes reservations with the Carrier and advise if shipment will move as e-AWB or specify in FWB message according to agreed procedure between Airline and Forwarder

Step 3: Forwarder sends FWB / XFWB and FHL / XFHL (for consolidations) electronic messages to the Airline prior to tendering the shipment

Step 4: Forwarder checks for FMA or FNA message

Step 5: Forwarder tenders the shipment to the Airline prior to flight departure/cut-off

Step 6: Airline receives the shipment as "Freight on Hand" or FSU/FOH

Step 7: If there are no discrepancies, Airline accepts shipment in their system as "Ready of Carriage" or FSU/RCS to the Freight Forwarder, concluding the Cargo Contract

Step 8: If there are discrepancies, Airline accepts shipment with accepted information in their system as "Freight on Hand" or FSU/FOH, and request Forwarder to re-send the FWB / XFWB with the corrected information. *(Please refer to 3.3 of Exception Management).*

Step 9: Forwarder re-sends the FWB/ XFWB with the corrected information

Step 10: In the information is correct, the Airline responds with the FSU/RCS electronic message to the Forwarder, concluding the Cargo Contract

1.5 e-AWB Implementation Requirements for a Forwarder
- Capability to send out FWB / XFWB and FHL / XFHL messages
- Capability to receive FSU/FOH, FSU/RCS, FMA (Acknowledgement) and FNA (Reject) messages
- Electronic archival capability of the FWB/ XFWB and FSU/RCS messages (these two messages constitute the Shipment Record)

SECTION 2: Scope

o No physical Master Air Waybill (MAWB) or House Manifest (FHL) will be tendered by the forwarder to any Airline from the origin station of uplift

o The physical MAWB is to be replaced by the electronic message equivalent – the FWB

o Freight Forwarder must transmit the FWB / XFWB and FHL / XFHL (for consolidations) for all shipments on the Airline's flight prior to lodging-in their cargo at the acceptance counter.

o There will be an e-AWB Standard Operating Procedure for Forwarders and will cover all cargo categories and destinations, unless otherwise stated.

o For cargo acceptance, FF may continue to tender their document pouch containing shipping documents (e.g. consol manifest, house AWB, commercial invoices, packing list, etc.)

o To meet customs and regulatory requirements at destinations, other paper documents (e.g. health certificates, etc.) shall continue to be tendered at cargo acceptance, if necessary

o In case the customer (consignee/ shippers) need to have paper to satisfy customs/ legal/tax/issuance requirement, FF shall bring a copy of the paper AWB to meet these local requirement.

o EAW and EAP codes should be entered in the FWB / XFWB by the Freight Forwarder, to indicate if there is pouch containing original shipping documents going with the shipment.

o ECC and ECP codes should be entered in the FWB / XFWB by the Airline, to identify if an e-AWB shipment (if feasible) has a paper AWB included in the pouch.

SECTION 3: The e-AWB Operational Process

3.1   The e-AWB Acceptance Process

*FWB and possible FHL messages are sent
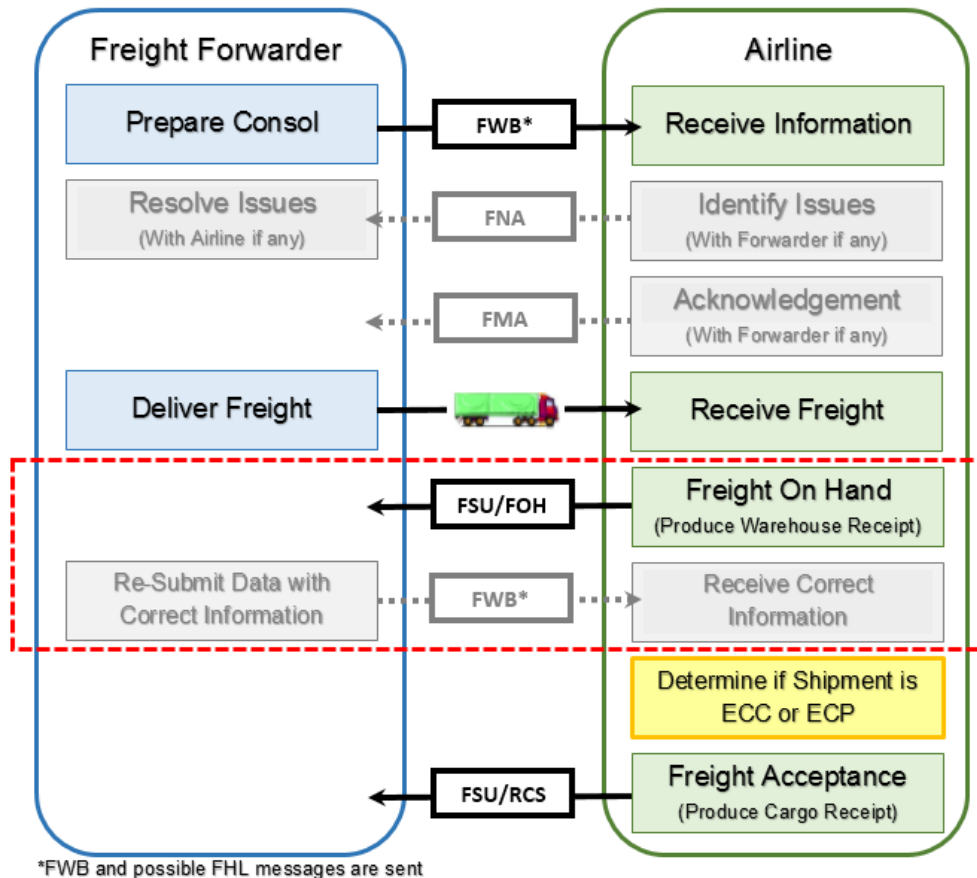
Step 1:   Freight Forwarder (or their co-loaders) must transmit the electronic AWB (FWB / XFWB) and FHL / XFHL (for consolidations) for all shipments, regardless of destination, and prior to the freight presentment at the acceptance counter.

The FWB and FHL may be sent via:
- CCNhub portal at URL http://www.ccnhub.com/en/
- Airline's individual e-AWB platform site
- Forwarder's in-house computer system with gateway connections to CCNhub
- Direct host-to-host connection between airline and forwarder systems
- Direct host-to-host connection between airline and forwarder host system gateway IT provider

Forwarder should only transmit an accurate FWB / XFWB and FHL / XFHL message to the Airline before tendering their shipment at cargo acceptance.

Step 2:   Airline will send out:
- FMA to acknowledge receipt of the processed FWB / XFWB; or,
- FNA if the FWB / XFWB contain business data errors.

The FMA or FNA will be sent almost instantly after system checks against the Airline's list of FWB data validation rules. Forwarder to resolve issues with the Airline, if any.

Step 3:   Forwarder tenders their shipment to the Airline, and may include a pouch containing documents for carriage to final destination at the point of cargo acceptance.

Step 4:   Airline compares the FWB / XFWB and FWB / XFWB against the actual shipment tendered. If there are discrepancies, the Carrier will:
- Send the FSU/FOH message to the Forwarder informing of the discrepancies; and,
- Produce the Warehouse Receipt, if necessary.

Forwarder to amend and re-send the FWB containing the corrected information.

Step 5:   Airline to determine whether the Shipment qualifies as e-AWB, and act accordingly (*please refer to Section 3.3 for the process*).

Step 6:   Once the FWB data matches the actual shipment, Airline will send out FSU/RCS to conclude the contract.

3.2   Special Handling Code ECC/ECP Process
Step 1:   Airline confirms that the Forwarder is authorized to deliver freight without paper AWB (an e-AWB agreement is in place).

Step 2:   Airline determines whether the Shipment is ECC (e-AWB) or ECP (paper AWB), taking into account applicable International Convention, regulatory requirements and network constraints.

For ECP shipments:
- Airline prints the paper AWB pursuant to Resolution 600a, including the Conditions of Contract, based on the FWB / XFWB sent by the Forwarder.
- Airline signs the paper AWB on behalf of the Forwarder.

Step 3:   Airline enters the appropriate code in the Special Handling Code field.

3.3   Shipper's Security Status (KC/UC) Declaration in FWB
- FWB message in KC/UC Status in SSR Line.
- Forwarders must indicate RCAR-KC or RCAR-UC in the first SSR Line.
  Example: SSR/RCAR-KC or SSR/RCAR-UC
- Refer to Section 4.6 SSR: Special Service Request

3.4   Exception Management
3.4.1   In case of missing FWB / XFWB prior to freight delivery:

Approach 1: Airline rejects the freight delivery

Approach 2: Airline verbally informs forwarder to send out FWB
- Airline informs forwarder of missing FWB and/or FHL message
- FF needs to send the FWB (a) within 30 minutes after the verbal advise was given, or (b) before flight closure, whichever comes first. Otherwise, fall back to a paper AWB.

Approach 3: Airline informs forwarder to send out FWB / XFWB
- Airline informs forwarder of missing FWB / XFWB and/or FHL / XFHL message

Approach 4: Fall back to a paper AWB

The above approaches need to be agreed upon between the two parties.

3.4.2   In case of mismatch between FWB / XFWB and received cargo:

Approach 1: Airline sends FSU/RCS with corrected data

Note: FWB and FSU/RCS message content are not aligned in this approach.

Approach 2: Airline sends FSU/FOH, waits for the corrected FWB / XFWB from the Forwarder, then sends the FSU/RCS

Note: FWB and FSU/RCS message content are aligned in this approach.

Approach 3: Airline sends FSU/RCS with incorrect data and a paper CCA.

Note: This implies incorrect shipment data in the FWB / XFWB, be aware of the impact on the authorities that may access this document.

SECTION 4: FWB / XFWB Validation Rules

FWB / XFWB message quality is a pre-requisite for e-AWB implementation.

To avoid delays at freight presentment, Forwarder must take immediate action to re-send the amended FWB / XFWB to the Airline if they received an FNA message. For the detailed guidelines, Forwarders should carefully note the following information and contents to convey in their FWB messages to the Carriers:

Terms used are defined as follows:

M	Element is mandatory
O	Element is optional
C	Element is conditional
a	Alphabetic character or letter (A-Z)
n	Numeric character or number (0-9)
m	Alpha-numeric
t	Either a letter, number or another acceptable character e.g. full stop, dash and space
p	Could include a decimal point

4.1   AWB Consignment Details

AWB Number	t[…12]	12 characters	M
Origin Airport Code	[aaa]	3 characters	M
Destination Airport Code	[aaa]	3 characters	M
Total Pieces	[nnnn]	4 numeric	M
Weight Code in Kilogram	[a]	"K"	M
Weight	n[…7]	7 numeric	M
Example: FWB/1 618-37257861AMSBNE/T9K510.0			

4.2   FLT: Flight Bookings

Carrier Code	[mm]	2 characters	M
Flight Number	[nnn(n)(a)]	5 characters	M
Example: 618-3725861AMSBNE/T9K510.0 FLT/SQ323/29			

4.3   RTG: Routing

Airport Code	[aaa]	3 characters	M
Carrier Code	[mm]	2 characters	M
Example: FLT/SQ323/29 RTG/SINSQ/BNESQ			

Only valid IATA codes should be used.

4.4 SHP: Shipper Details / CNE: Consignee Details

Name	t[…35]	35 characters	M
Street Address	t[…35]	35 characters	M
Place	t[…17]	17 characters	M
State/Province	t[…9]	9 characters	O
ISO Country Code	[aa]	2 characters	M
Postal Code	t[…9]	9 characters	M
Contact Identifier	m[…9]	3 characters	O
Contact Number	m[…25]	25 characters	O
Example: RTG/SINSQ/BNESQ SHP /ABC INTL SG PVT LTD /210 LEVEL – 1 ABC 1A /SINGAPORE /SG/238164 CNE /ABC INTL OF WA INC /425 ROAD DRIVE /BRISBANE/QLD /AU/4000			

Forwarders are to ensure that the shipper and consignee names and addresses which are populated in the FWB (limited by 35 characters) are an exact match with their shipping details.

Full Shipper/Consignee name without abbreviation is required for those not exceeding 35 characters.

In case the Shipper/Consignee name exceeds 35 characters, only then is it allowed to abbreviate the company name.
- Use only commonly understood abbreviations should be used;
- Avoid any ambiguity in understanding the abbreviated addresses; and,
- Optimize the use of the 35 characters available.

Due to customs requirements in many countries, it is suggested to have the correct Postal Code as mandatory.

4.5 AGT: Agent Details

IATA Agent Code	n[…7]	7 characters	M
IATA Agent CASS Code	[nnnn]	4 characters	O
Name	t[…35]	35 characters	M
Issuing Place (Airport Code)	t[…17]	17 characters	M
Example: AGT//7847311/0811 /XYZ LOGISTICS /SIN			

4.6 SSR: Special Service Request

SSR (x 3 lines)	t[…65]	65 characters	C

Example:
AGT//7847311/0811
/XYZ LOGISTICS
/SIN
SSR/RCAR-KC/STORE TO -8 DEGREE CELSIUS

Forwarders must indicate RCAR-KC or RCAR-UC in the first SSR Line.
Forwarders may input any specific handling information required in this field.

4.7 ACC: Accounting Information

ACC	t[…34]	34 characters	O

Example:
SSR/RCAR-KC/STORE TO -8 DEGREE CELSIUS
ACC/GEN/SPL RATE 500K

Forwarders may input data indicated at the Accounting Information Box.

4.8 CVD: Charge Declaration

Currency Code	[aaa]	3 characters	C
P/C (2 fields)	[a]	P(repaid) or C(ollect)	C
Declared value for Carriage	m[…12]	NVD=No Value Declared	C
Declared value for Customs	m[…12]	NCV=No Customs Value	C
Amount of Insurance	t[…11]	XXX=No Value	C

Example:
ACC/GEN/SPL RATE 100K
CVD/SGD//PP/NDV/NCV/XXX

4.9 RTD: Rate Description

AWB Rate Line Number	[nn]	2 characters	M
No of Pcs or Rate Comb Pt	[nnnn]	4 characters	M
Weight Code	[a]	"K"	M
Weight	n[…7]p	7 characters	M
Rate Class Code	[a]	"C" "M" "N" "Q"	M
Commodity Item Number	[nnnn]	4 characters	C
Chargeable Weight	n[…7]p	7 characters	M
Rate or Charge	n[…8]p	8 characters	M
Total Charge Amount	n[…12]p	12 characters	M

Example:
CVD/SGD//PP/NDV/NCV/XXX
RTD/1/P30/K510.0/CC/S0315/W510.0/R3.75/T1912.50

When Rate Class Code of "C" is entered, the Commodity Item Number will be required.

4.10 Nature and Quantity of Goods

Forwarder must provide accurate, specific and complete "Nature of Quantity of Goods" information as generic terms are not accepted in most countries."

Although space available for inputting the handling in formation in the FWB is 20 characters x 11 lines, "Manifest description of foods" in the Airline Flight Manifest (FFM) is limited to 15 characters, and the commodity description in the FFM is extracted from the first 15 characters of the first line of the NG field of the FWB.

As such the Forwarder must provide accurate and valid commodity description in the FWB, capped at 15 characters for the first line in the NG field, as this will have an impact on the FFM message.

For example:
"Aircraft spare parts" inputted in the first line of the NG field of the FWB will be truncated to 15 characters as "Aircraft spare", when the FFM is generated.

Following are the handling identifiers in the FWB:

NG	Nature of Quantity of Goods for non-consol cargo	t(…20)	O
NC	Nature of Quantity of Goods for consol cargo	t(…20)	O
ND	Dimension		C
NV	Volume		C
NU	ULD information (if any)		C
NS	SLAC (if any)		C

Forwarder may input the description of "Nature of Goods" in either the "NG" or "NC" data field, and should not contain phrases such as "Said to Contain" on the first line of the NG field of the FWB. As per Cargo-IMP requirement, data for either the Dimension (ND) or Volume (NV) must be inputted.

4.11   OTH: Other Charges
Forwarders should only use the standard IATA's Other Charge Codes. Following is a list of the common codes used:

OTHER CHARGE CODES	DESCRIPTION
MY	Fuel Surcharge
XB	Insurance & Security Surcharge
CG	Electronic processing or transmission of data for customs processing
CC	Manual data entry for customs purposes
RA	Dangerous Goods Fee
Example:	
OTH/P/MYC262.50/XBC67.50	

4.12   Shipper's Certification

Signature	t[…20]	20 characters	M

Forwarder is required to enter the name of the "Shipper or his Agent" in CAPITAL letters.

4.13 Carrier's Execution

Signature	t[…20]	20 characters	M

Forwarder is required to enter the name of the "Issuing Carrier or its Agent" in CAPITAL letters.

4.14 OSI: Other Service Information

OSI (x 3 lines)	t[…65]	65 characters	M

Example:
OSI/DANGEROUS GOODS AS PER ATTACHED DGD-CAO

Forwarders may input any other handling information required in this field.

4.15 SPH: Special Handling Codes

OSI (x 9)	[aaa]	3 characters	O

Example:
SPH/ECC/PER

Forwarders may input the correct standard handling codes (SHC) listed in the IATA TACT Rules manual.

For e-AWB SHCs (ECC/ECP), these are to be inputted by the Airline.

4.16 Summary of required FWB data

ELEMENT NAME	LINE	AWB BOX	USE	COMMENTS
AWB Number		1A/1B	M	
Origin Airport Code		1	M	
Destination Airport Code		11A	M	
Flight Bookings	FLT	19A/19B	M	
Routing	RTG	11B/11D/11F	M	
Agent	AGT	06/07/08	M	
Total Pieces	RTD	22A	M	
Gross Weight	RTD	22B	M	
Weight Code	RTD	22C	M	"K"
Rate Class Details	RTD	22D	M	"C" "M" "N" "Q"
Commodity Item Number	RTD	22E	C	
Chargeable Weight	RTD	22F	M	
Rate or Charge	RTD	22G	M	
Total Charge Amount	RTD	22H	M	
Goods Description	NG/NC	22I	C	Cap at 15 characters for the 1st line Should not contain "Said to contain"
Dimensions/Volume	ND/NV	22I	C	Either should be present
Other Charges	OTH	23	C	
Handling Information	SSI/OSI	21	C	
Accounting	ACC	10	O	
Shipper's Certification	CER	31	M	
Carrier's Execution	ISU	32C	M	

(1A) (1) (1B)			(99)		(1A) (1B)	

Shipper's Name and Address (2) | Shipper's Account Number (3)

Not Negotiable (99) (1C)

Air Waybill
Issued by (99)

Copies 1, 2 and 3 of this Air Waybill are originals and have the same validity. (1D)

(99)

Consignee's Name and Address (4) | Consignee's Account Number (5)

It is agreed that the goods described herein are accepted in apparent good order and condition (except as noted) for carriage SUBJECT TO THE CONDITIONS OF CONTRACT ON THE REVERSE HEREOF. ALL GOODS MAY BE CARRIED BY ANY OTHER MEANS INCLUDING ROAD OR ANY OTHER CARRIER UNLESS SPECIFIC CONTRARY INSTRUCTIONS ARE GIVEN HEREON BY THE SHIPPER, AND SHIPPER AGREES THAT THE SHIPMENT MAY BE CARRIED VIA INTERMEDIATE STOPPING PLACES WHICH THE CARRIER DEEMS APPROPRIATE. THE SHIPPER'S ATTENTION IS DRAWN TO THE NOTICE CONCERNING CARRIER'S LIMITATION OF LIABILITY. Shipper may increase such limitation of liability by declaring a higher value for carriage and paying a supplemental charge if required.

Issuing Carrier's Agent Name and City (6)

Accounting Information (10)

(11D) (11F) (13) (14B) (15B) (15B) (1E)
(11C) (11E) (12) (14A) (15A)
(34A) (34B) (34C)

Agent's IATA Code (7) | Account No. (8)

Reference Number | Optional Shipping Information

Airport of Departure (Addr. of First Carrier) and Requested Routing (9)

| To (11A) | By First Carrier Routing and Destination (11B) | to | by | to | by | Currency (12) | CHGS Code | WT/VAL PPD COLL | Other PPD COLL | Declared Value for Carriage (16) | Declared Value for Customs (17) |

Airport of Destination (18) | Requested Flight/Date (19A) (19B) | Amount of Insurance (20)

INSURANCE — If carrier offers insurance, and such insurance is requested in accordance with the conditions thereof, indicate amount to be insured in figures in box marked "Amount of Insurance". (20A)

Handling Information (21) (21A) SCI

No. of Pieces RCP	Gross Weight	kg lb	Rate Class / Commodity Item No.	Chargeable Weight	Rate / Charge	Total	Nature and Quantity of Goods (incl. Dimensions or Volume)
(22A)	(22B)		(22E)	(22F)	(22G)	(22H)	(22I)
			(22D)				
	(22C)		(22Z)				
(22J)	(22K)					(22L)	

| Prepaid (24A) | Weight Charge | Collect (24B) | Other Charges (23) |

Valuation Charge (25A) (25B)

Tax (26A) (26B)

Total Other Charges Due Agent (27A) (27B)

Total Other Charges Due Carrier (28A) (28B)

Shipper certifies that the particulars on the face hereof are correct and that **insofar as any part of the consignment contains dangerous goods, such part is properly described by name and is in proper condition for carriage by air according to the applicable Dangerous Goods Regulations.**

(29A) (29B)

(31)

Signature of Shipper or his Agent

| Total Prepaid (30A) | Total Collect (30B) |
| Currency Conversion Rates (33A) | CC Charges in Dest. Currency (33B) |

(32A) (32B) (32C)

Executed on (date) at (place) Signature of Issuing Carrier or its Agent

For Carrier's Use only at Destination (33) | Charges at Destination (33C) | Total Collect Charges (33D)

(1A) (1B)

ORIGINAL 3 (FOR SHIPPER)

SECTION 5: Recommended Practice

Below are the recommended practices to be followed by local stakeholder in the implementation of the e-AWB process:

- o Forwarders to provide the correct FWB if possible at all times

- o Use the following recommended codes:
  - MY – Fuel Surcharge Code
  - XB – Security Surcharge Code

- o FWB Completion
  - For loose cargo – need to populate at least one of the following FWB fields:
    a. Shipment dimensions
    b. Shipment volume weight
  - For BUP cargo – need to indicate "BUP" in SPH field

Singapore e-AWB Working Group – Terms of Reference

1.   Objectives

1.1   e-AWB Singapore Penetration Support Group (hereinafter referred to as the Support Group) is established as an action group reporting to the e-AWB Advisory Group.

1.2   The objective of the e-AWB Singapore Support Group is utilize the industry participation to support the overall efforts done by the individual stakeholder to further increase the e-AWB penetrations at Singapore.

1.3   The Support Group shall:

1.3.1.   Agree on the location deliverables, actions, and plans to jointly support the e-AWB penetration rate growth in Singapore, subject to, practical to the Singapore environment.

1.3.2.   Demonstrate that joining the IATA Multilateral e-AWB Agreement will remove the legal burden of signing multiple bilateral e-AWB agreements and will help to promote e-AWB adoption in the industry.

1.3.3.   Lead by example, to show cases the benefits and commitment to implemented 80% e-AWB penetration in Singapore by the end of 2015.

2.   Composition

2.1   The Support Group shall consist of 16 members (stakeholders) with relevant knowledge of e-AWB, and can be expanded when necessary.

2.2   The Support Group shall ideally include members from the following stakeholders:
- Airlines
- Freight Forwarders
- Ground Handling Agent
- CAAS and IDA (as observers)

2.3   Affiliates of Freight Forwarder and additional airlines to allowed joining beyond the Support Group Members.

2.4   Membership of the Support Group shall reflect as much as possible a fair geographical representation.

2.5   Members of the Support Group shall be nominated for the duration of the working group.

2.6 The IATA Cargo Committee members shall appoint their Singapore based staff for their involvement in the e-AWB support group initiative.

2.7 When appropriate, the Support Group shall invite the participation of industry experts (e.g. Legal, Regulators) at the group meetings from time to time for consultation purposes.

2.8 Observers from IATA Members, IATA Strategic Partners and industry stakeholders may be invited to attend the Support Group meetings upon concurrence of IATA Secretariat.

3. Rules and Procedures

3.1 The Support Group shall be established for duration of twelve (12) months or less if the penetration rate of e-AWB is above 80% for Singapore overall statistics declared effective by IATA prior to the twelve months period.

3.2 Meetings of the Support Group shall be conducted by regular teleconferences or, when required, face-to-face meetings may be organized upon acceptance of the majority of the members of Support Group.

3.3 The Support Group shall limit its activity to providing industry support and actions to drive up the e-AWB penetration in Singapore.

3.4 All meetings shall be conducted in accordance with IATA's Competition Law Guidelines for IATA Traffic Conferences.

4. Roles and Responsibilities

4.1 The Support Group shall report to the e-AWB Advisory Group.

4.2 Each member of the Support Group shall participate in his or her capacity as a representative of the industry with required (relevant) knowledge.

4.3 Members of the Support Group shall identify the required and/ or necessary business information needed to propose recommendations.

4.4 The Support Group shall consult with the relevant industry bodies when needed.

4.5 IATA shall provide the Secretary, who will support and facilitate the meetings of the Support Group.

4.6 The Secretary of the Support Group shall liaise with other IATA groups such as CBPP, CPCMG, IFCC and CSC.

4.7 From time to time, IATA may appoint a member of the Support Group as Facilitator for the teleconferences or the face-to-face meetings.

5. **Deliverables**

5.1 The Support Group shall be responsible to help reach 80% e-AWB penetration.

5.2 Develop a joint industry plan and road map to support the 80% target.

5.3 Contribute its resource to support the joint plan and road map.

Airline Submission Form Completion Guidelines

- Airlines need to complete and submit the Airline Submission Form to join the IATA Multilateral e-AWB Agreement

- Type into the grey shaded fields in the Submission Form, then print and sign

- In the Submission Form:

  - ✓ Ensure to specify the Designated Contact (section A)

  - ✓ Ensure to specify the Airport locations (section B)

  - ✓ Ensure to enter the Airline Reference and Signatory details (page 4)

- For list of Airports, an Excel sheet template is also available; please contact IATA cargo at cargo@iata.org

- Send completed Airline Submission Form to:

  IATA Cargo
  Attn: Ben Behanan
  Manager, e-AWB Standard Multilateral Agreement
  International Air Transport Association
  33 Route de l'Aéroport
  1215 Geneva 15 Airport
  Switzerland

- Please send a soft copy of the **filled-in** Submission Form (and filled-in Excel Sheet, if applicable) by e-mail to IATA Cargo at cargo@iata.org

- In case of any questions, please contact IATA Cargo at cargo@iata.org

<u>Multilateral e-AWB Agreement Completion Guidelines – Freight Forwarders</u>

- To join the IATA Multilateral e-AWB Agreement, complete and sign the <u>Agreement</u> and the <u>Submission Form</u>

- Type into the grey shaded fields in the Agreement and Submission Form, then print and sign

- In the Agreement, enter the details on Page 1 and Page 12

- In the Submission Form:

- Send the signed Original Agreement (2 copies) and Submission Form (1 copy) to:
  IATA Cargo
  Attn: Ben Behanan
  Manager, e-AWB Standard Multilateral Agreement
  International Air Transport Association
  33 Route de l'Aéroport
  1215 Geneva 15 Airport
  Switzerland

New MeA Paperless Process for Freight Forwarders

A new paperless process using e-signatures is now available for freight forwarders to join the Multilateral e-AWB Agreement. The new process is legally binding, secure, efficient, and environmentally friendly – removing the need for parties to print, sign and mail paper documents.

Join in four easy steps:

1. Review the standard Multilateral e-AWB Agreement

2. Complete and submit the Online Joining Form (takes approx. 10-15 minutes)

3. Receive your Agreement by e-mail from IATA Cargo

4. e-sign the Agreement

Next steps: IATA will counter sign the Agreement and you will receive the final signed PDF by e-mail. Your company will be listed to the IATA Multilateral e-AWB Agreement and you will receive a joining confirmation message from IATA advising the effective date and next steps.

Click for more information:

- Introduction to paperless process (pdf)

- About e-signatures (including demo on how to e-sign)

FWB Error Reference

Starting with MIP Strategy v4 and currently in effect, improvement via a new simplified error code set (short format-XXX99) and error types are redefined as follows:
- D – Data error; e.g. invalid or missing data in a specific field
- R – Rejected; e.g. message rejected for the reason described in the error definition
- S – Syntax error; e.g. the format of the message id invalid resulting in the inability to use the message and therefore its rejection

The table below explains the meaning of the column headings used.

Column Heading	Description
Error Code	New MIP Error Code
Error Type	D – invalid Data error R – message Rejected S – Syntax error
Error Description	Description of the error

Note: all errors shown below applies to FWBs only.

Error Code/s	Error Type	Error Description
Accounting Information Errors		

ACC00
ACC01
ACC02
	D	Invalid or missing accounting information details
		    - accounting information identifier
		    - accounting information

Agent Errors		

AGT00
AGT01
AGT02
AGT03
AGT04
AGT05
AGT06
	D	Invalid or missing agent details
		    - account number
		    - IATA cargo agent numeric code
		    - IATA cargo agent CASS address
		    - participant identifier
		    - name
		    - place

Agent Reference Data Errors		
ARD00 ARD01	D	Invalid or missing agent reference data - file reference
AWB Consignment Detail Errors		

AWB00
AWB01
AWB02
	D	Invalid or missing AWB consignment details
		    - airline prefix
		    - AWB serial number

Error Code/s	Error Type	Error Description
AWB Consignment Detail Errors (continuation)		
AWB03 AWB04 AWB05 AWB06 AWB07 AWB08 AWB09 AWB10 AWB11 AWB12	D	- airport/city code of origin - airport/city code of destination - shipment description code - number of pieces - weight code - weight - volume code - volume amount - density indicator (DG) - density group
AWB13	R	Message rejected - AWB serial number blacklisted
AWB14	R	Message rejected - AWB serial number not allocated to forwarder
CC Charges in Destination Currency Data Errors		
CDC00 CDC01 CDC02 CDC03 CDC04 CDC05	D	Invalid or missing CC charges in destination currency details - destination currency details ISO currency code - currency conversion rate - rate of exchange - CC charges in destination currency - charge amount - charges at destination - charge amount - total collect charges - charge amount
Shipper's Certification Errors		
CER00 CER01	D	Invalid or missing shippers certification details - signature
Consignee Errors		
CNE00 CNE01 CNE02 CNE03 CNE04 CNE05 CNE06 CNE07 CNE08 CNE09	D	Invalid or missing consignee details - account number - name - street address - place - state/province - ISO country code - post code - contact identifier - contact number
CNE10	S	Syntax error - consignee details – total characters of country code, post code, contact id and contact number cannot exceed 69
Commission Information Errors		
COI00 COI01 COI02 COI03	D	Invalid or missing commission information details - no commission indication - CASS indicator - commission amount - CASS settlement factor - commission percentage - CASS settlement factor
Collect Charge Summary Errors		
COL00 COL01 COL02 COL03 COL04 COL05 COL06 COL07 COL08	D	Invalid or missing collect charge summary details - total weight charge - charge identifier - total weight charge - charge amount - valuation charge - charge amount - taxes - charge amount - total other charges due agent - charge amount - total other charges due carrier - charge amount - charges summary total - charge amount - charges collect not allowed to this destination

Error Code/s	Error Type	Error Description
Customs Origin Errors		
COR01	D	Invalid or missing customs origin code details
Charge Declaration Errors		

CVD00
CVD01
CVD02
CVD03
CVD04
CVD05
CVD06
CVD07
	D	Invalid or missing charge declarations details
		  - ISO currency code
		  - charge code
		  - p/c indicator (Weight/Valuation)
		  - p/c indicator (Other charges)
		  - declared value for carriage
		  - value for customs declaration
		  - value for insurance declaration

Flight Booking Errors		

FLT00
FLT01
FLT02
FLT03
	D	Invalid or missing flight booking details
		  - carrier code
		  - flight number
		  - day

FWB Errors		
FWB01	R	Message rejected - FWB data differs significantly from that contained in the booking
FWB02	R	Message rejected - FWB routing differs from that contained in the shipment booking
FWB03	S	Syntax error - SSR+NFY+OSI+COR total character length too long - total characters cannot exceed 216
Carrier's Execution Errors		

ISU00
ISU01
ISU02
ISU03
ISU04
ISU05
	D	Invalid or missing carriers execution details
		  - day
		  - month
		  - year
		  - place or airport/city code
		  - signature

Message Errors		
MSG01	S	Syntax error - message envelope syntax error
MSG02	S	Syntax error - invalid or no end of message character
MSG03	S	Syntax error - unable to use the (data contained in the message cannot be used to update the carrier's system)
MSG04	R	Message rejected - data already created in carrier's system (too late to be of any use; message received after the carrier has created the data in its system)
MSG05	R	Message rejected - the originator's TTY address is not recognized by the carrier
MSG06	R	Message rejected - the originator's TTY address is recognized but not configured to accept this message type
MSG07	R	Message rejected - message version number not supported by carrier
Also Notify Errors		

NFY00
NFY01
NFY02
NFY03
NFY04
	D	Invalid or missing notify details
		  - name
		  - street address
		  - place
		  - state/province

Error Code/s	Error Type	Error Description
Also Notify Errors (continuation)		
NFY05 NFY06 NFY07 NFY08	D	- ISO country code - post code - contact identifier - contact number
NFY09	S	Syntax error - also notify details - total characters of country code, post code, contact id and contact number cannot exceed 69
Nominated Handling Party Errors		
NOM00 NOM01 NOM02	D	Invalid or missing nominated handling party details - name - place
Other Customs Information Errors		
OCI00 OCI01 OCI02 OCI03 OCI04	D	Invalid or missing other customs information details - ISO country code - information identifier - customs information identifier - supplementary customs information
Other Participant Information Errors		
OPI00 OPI01 OPI02 OPI03 OPI04 OPI05 OPI06 OPI07 OPI08	D	Invalid or missing other participant information details - name - participant office message address - airport/city code - participant office message address - office function designator - participant office message address - company designator - other participant information- file reference - other participant identification - participant identifier - other participant identification - participant code - other participant identification - airport/city code
Other Service Information Errors		
OSI01	D	Invalid or missing other service information
Other Charges Errors		
OTH00 OTH01 OTH02 OTH03 OTH04	D	Invalid or missing other charge details - p/c indicator - other charge code - entitlement code - charge amount
Prepaid Charge Summary Errors		
PPD00 PPD01 PPD02 PPD03 PPD04 PPD05 PPD06 PPD07	D	Invalid or missing prepaid charge summary details - total weight charge - charge identifier - total weight charge - charge amount - valuation charge - charge amount - taxes - charge amount - total other charges due agent - charge amount - total other charges due carrier - charge amount - charge summary total - charge amount
Sender Reference Errors		
REF00 REF01 REF02 REF03 REF04	D	Invalid or missing sender reference details - sender office message address - airport/city code - sender office message address - office function designator - sender office message address - company designator - sender office message address - file reference

Error Code/s	Error Type	Error Description
Sender Reference Errors (continuation)		
REF05		- sender office message address - participant reference
REF06	D	- sender office message address - participant code
REF07		- sender office message address - participant airport/city code
Rate Description Errors		
RTD00		Invalid or missing rate description details
RTD01		- AWB rate line number
RTD02		- AWB column identifier
RTD03		- number of pieces/rate combination point details
RTD04		- gross weight details - weight code
RTD05		- gross weight details - weight
RTD06		- gross weight details - rate class code
RTD07		- commodity item number/ULD rate class type/rate class code class rate
RTD08		- chargeable weigh details - weight
RTD09		- rate charge details - rate or charge or discount
RTD10	D	- total details - charge amount or discount amount
RTD11		- goods description - goods data identifier
RTD12		- goods description - nature and quantity of goods
RTD13		- consolidation - nature and quantity of goods
RTD14		- dimensions - weight code
RTD15		- dimensions - weight
RTD16		- dimensions - measurement unit code or no dims available code
RTD17		- dimensions - length dimension
RTD18		- dimensions - width dimension
RTD19		- dimensions - height dimension
RTD20		- dimensions - no of pieces
RTD21	S	Syntax error - rate description details - total number of characters of unit code, length, width, height and no of pieces cannot exceed 20
RTD22		- volume - volume code
RTD23		- volume - volume amount
RTD24		- ULD number - ULD type
RTD25		- ULD number - ULD serial number
RTD26		- ULD number - ULD owner code
RTD27		- shippers load and count - SLAC
RTD28		- harmonized commodity code
RTD29		- country of origin of goods - ISO country code
RTD30		- service code details - service code
Routing Errors		
RTG00		Invalid or missing routing details
RTG01		- 1st destination/carrier airport city code
RTG02	D	- 1st destination/carrier code
RTG03		- onward destination/carrier airport city code
RTG04		- onward destination/carrier code
Shipper Errors		
SHP00		Invalid or missing shipper details
SHP01		- account number
SHP02		- name
SHP03		- street address
SHP04	D	- place
SHP05		- state/province
SHP06		- ISO country code
SHP07		- post code

Error Code/s	Error Type	Error Description
SHP08 SHP09	D	- contact identifier - contact number
SHP10	S	Syntax error - shipper details - total characters of country code, post code, contact id and contact number cannot exceed 69
Sales Incentive Information Errors		

SII00
SII01
SII02
	D	Invalid or missing sales incentive information details
		  - charge amount
		  - CASS indicator

Special Handling Details Errors		
SPH01	D	Invalid or missing special handling code
Shipper Reference Information Errors		

SRI00
SRI01
SRI02
	D	Invalid or missing shipment reference information details
		  - reference number
		  - supplementary shipment information

Sales Service Request Errors		
SSR01	D	Invalid or missing Special Service Request
Free Text Description of Goods Errors		
TXT01	D	Invalid or missing free text description of goods details
TXT02	S	Syntax error - free text description of goods details - total characters cannot exceed 545

IATA

Definitions

↗ Shipment Record – any record of the Cargo Contract preserved by the carrier, evidenced by means other than an AWB.

↗ Cargo Contract – a term used in the e-AWB Agreement and means a contract between the forwarder and carrier, for the transportation and settlement of a specific cargo shipment.

↗ Cargo Receipt –a document which is provided to the forwarder by the carrier electronically or in paper form, evidencing the Shipment Record as a substitution for the issuance of an AWB and which permits identification of the shipment that has been accepted and deemed "Ready for Carriage" (RCS).

Shipper Name	Shipment Identification		
		Cargo Receipt Issued By	
Day/Month/Time (of Shipment Acceptance)	Airport/City Code (of Shipment Acceptance)	Carriage is subject to Carrier's Conditions of Contract previously made available to Shipper	
No. of Pieces	Gross Weight	K/L	Volume	Airport/City Code (of Origin)	Airport/City Code (of Destination)	Airport/City Code (of Routing)

↗ Warehouse Receipt – an electronic FSU message or paper document provided to the shipper by the carrier acknowledging the receipt of the cargo shipment as "Freight on Hand" (FOH) for carriage by air. At a minimum, the Warehouse Receipt must have:
- The weight and number of pieces of the cargo shipment;
- The date, time and place received by the Carrier; and,
- Reference the shipment identification number covering the specific cargo shipment.

To the extent is readily available, an indication of the places of departure, destination and, if applicable, agreed stopping places should also be specified.

↗ EAW – special handling code indicating that there is no document pouch to be tendered by the freight forwarder and carrier by the carrier to destination

↗ EAP – special handling code indicating that there is a document pouch to be tendered by the freight forwarder containing original shipping documents which are required by customs at destination

↗ ECC – special handling code indicating that there is no paper AWB accompanying the shipment to the destination; ECC code should be entered by the Airline

↗ ECP – special handling code indicating that there is a copy of the paper AWB accompanying the shipment to the destination merely in compliance of local customs regulations/requirements.