

# **e-AWB standard operating procedure** **for ACC Airport**

This is the standard operating process for export and import e-AWB (electronic airway bill) shipments at Accra Airport. This document is intended for all carriers using e-AWB operation in Accra airport along with handling agents and freight forwarders.

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# 1. EXPORT

This section describes the operational procedures at ACC airport for export shipments, when Carrier uses a Ground Handling Agent (GHA) to accept, process, and manage its cargo shipments at the Airport.

## Section 1.1 Pre-requisites

Pre-requisites	
Actor	Task
Freight Forwarder	Signed the IATA Multilateral e-AWB Agreement, including all branches tendering cargo at ACC airport.
Freight Forwarder	Commits to tender e-AWB shipments for all destinations.
Freight Forwarder	Commits to delivering cargo “ready for carriage” (in accordance with IATA Resolution 833, including appropriate labelling and packaging).
Freight Forwarder	Accepts to receive electronic Cargo Receipt as delivery receipt (in case of delivery by third party without access to electronic information, a paper Cargo Receipt or Warehouse Receipt can be requested).
Freight Forwarder	Capable of transmitting e-AWB data to Carrier, by means of EDI messages, or via a web portal.
Freight Forwarder	When using EDI messages to transmit AWB data to Carrier, will use Cargo-IMP FWB version 16 or higher (or Cargo-XML equivalent).
Freight Forwarder	Capable of sending House manifest data to Carrier, by using EDI message or via a web portal.
Freight Forwarder	When using EDI messages for sending House Manifest data, is able to send Cargo-IMP FHL version 4 (or Cargo-XML equivalent).
Freight Forwarder	Capable of receiving AWB status updates from Carrier, by means of EDI messages, or via a web portal.
Freight Forwarder	When using EDI messages, is able to receive FSU messages, particularly FSUFOH and FSU-RCS messages (or Cargo-XML equivalent).
Carrier	Joined the IATA Multilateral e-AWB Agreement and listed ACC Airport under the Agreement.
Carrier	Activated the IATA Multilateral e-AWB Agreement with Freight Forwarder (Including all its branches) that tender cargo at ACC Airport.
Carrier	Capable of receiving e-AWB data from Freight Forwarder, by means of EDI messages or via a web portal, and also capable of processing and storing it electronically.

Carrier	When using EDI messages to send Status updates, is able to send FSU messages, particularly FSU-FOH and FSU-RCS messages (or Cargo-XML equivalents).
Carrier	Capable of receiving House manifest data from Freight Forwarder, by using EDI message or via a web portal.
Carrier	When using EDI messages for receiving House Manifest data, is able to receive Cargo-IMP FHL version 4 (or Cargo-XML equivalent).
Carrier	Commits to implementing the Single Process <sup>1</sup> , enabling Freight Forwarder to tender all shipments without paper AWB.
Carrier	Commits to providing proper instructions/training to all concerned staff.
Carrier	Updated internal processes to no longer require paper AWB copies for Accounting activities with regards to e-AWB shipments.
GHA	Commits to engage in e-AWB, providing proper instruction/training to concerned staff members.
GHA	Capable of receiving e-AWB data from Carrier by means of EDI messages, in particular Cargo-IMP FWB version 16 or higher (or Cargo-XML equivalent).
GHA	Capable of receiving House manifest data from Carrier by using EDI messages, in particular Cargo-IMP FHL version 4 (or Cargo-XML equivalent).
GHA	Capable of sending Status update (FSU) messages, particularly FSU-FOH and FSU-RCS messages (or Cargo-XML equivalents).
All parties	Ensure that for “secured cargo” the transmission is compliant with the IATA eConsignment Security Declaration specifications.
All parties	In case of changes to the AWB data after the transmission of the initial FWB (or XFWB), the same can be updated by the freight forwarder with a subsequent FWB (or XFWB) until the shipment reaches RCS status. Updates after this deadline will have to be addressed using a Charges Correction Advice (CCA). All receiving parties should be able to receive and process subsequent FWB (or XFWB) as per IATA Recommendation.
Carrier	When using EDI messages, is able to receive Cargo-IMP FWB version 16 or higher (or Cargo-XML equivalent).
Carrier	Capable of sending Status updates, by using EDI message or via a web portal.

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## Section 1.2 Operations process steps

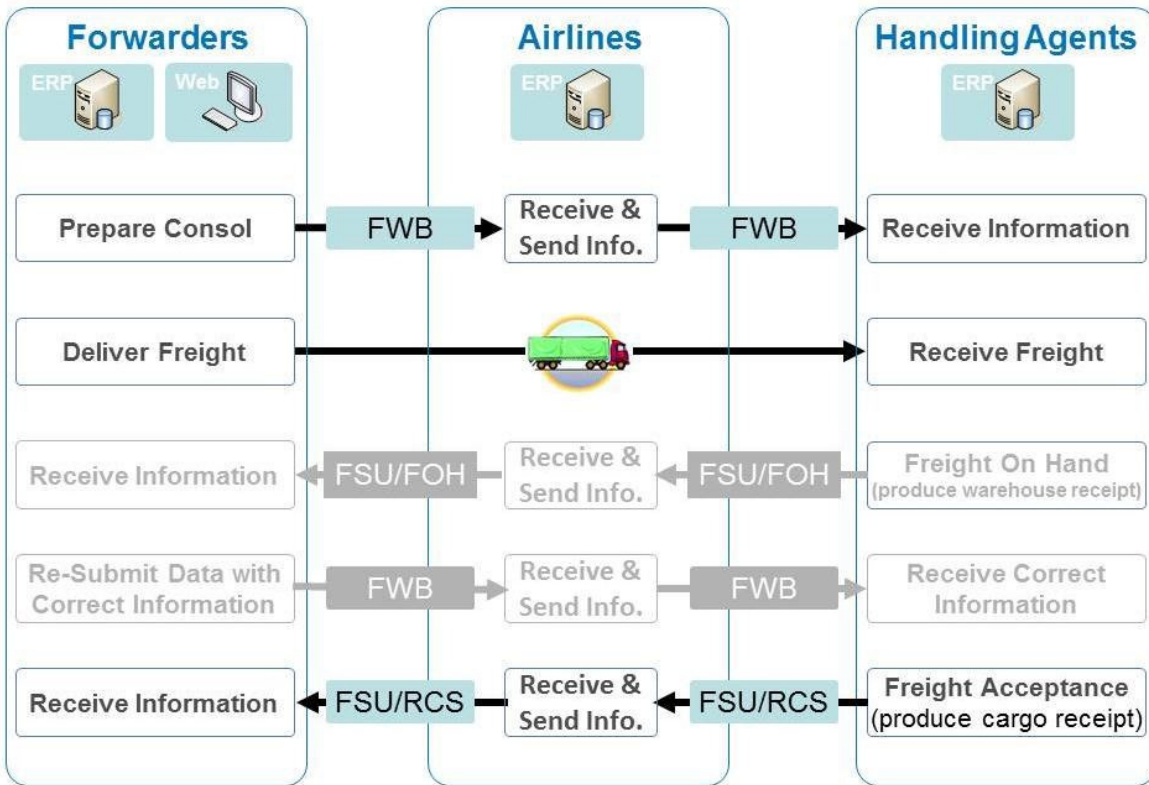
Day-to-day Operations		
Step	Actor	Task
1.	Freight Forwarder	Books the e-AWB shipment with Carrier.
2.	Carrier	Provides to GHA information about the booked cargo at regular intervals through FBL messages.
3.	Freight Forwarder	Sends the FWB (or XFWB) message to the Carrier, at least <b>30 minutes</b> before delivery of the goods. Alternatively, the e-AWB data can be submitted to Carrier via web portal.
		<p><b>Notes:</b></p> <ol style="list-style-type: none"> <li>1. For shipments without accompanying paper pouch, Freight Forwarder shall insert Special Handling code "EAW" in the FWB (or XFWB) message sent to Carrier, or in the e-AWB data submitted via web portal.</li> <li>2. For "secured cargo" the transmission must be compliant with the IATA e-Consignment Security Declaration specifications.</li> <li>3. In case of Consolidation, Freight Forwarder send FHL (or XFHL) message to Carrier, or transmit the House Manifest data to Carrier via web portal. It should contain the Security Status of each individual HAWB, including full Shipper/ Consignee address information when required by final destination.</li> </ol>
4.	Carrier	<p>Processes the e-AWB data message received from the Freight Forwarder, and:</p> <p>b) If no errors are found, sends FMA (or XFMA) to Freight Forwarder acknowledging receipt of the e-AWB data message. Alternatively, Carrier can send the acknowledgement via web portal.</p> <p>or</p> <p>b) If errors are found, sends FNA (or XFNM) to Freight Forwarder notifying Freight Forwarder about the errors. Alternatively, Carrier can send the error notification via web portal.</p> <p><b>Note:</b> Upon receiving error notification, Freight Forwarder shall re-send the corrected e-AWB data to Carrier.</p>
5.	Carrier	Inserts Special Handling code "ECC" (if e-AWB route) or "ECP" (if paper AWB needs to be printed from the data), taking into account applicable International Convention, regulatory requirements and network constraints.

6.	Carrier	Transmits the e-AWB data to GHA, including the Special Handling codes. Also, transmits the House Manifest data, if it is a consolidation shipment.
7.	Freight Forwarder	<p>Tenders the goods to GHA acceptance facility, ready for carriage (in accordance with IATA Resolution 833, including appropriate labelling and packaging) with the following:</p> <ul style="list-style-type: none"> <li>a) In case there is an accompanying document pouch, ensure it is properly labelled according to IATA Recommended Practice 1600u.</li> <li>b) Any applicable supporting documents (Example: Shippers Declaration for Dangerous Goods, etc.)</li> </ul>
8.	GHA	<p>Receives the goods and matches the physical goods with the electronic shipment data in the GHA system (Paper AWB copy is not requested and not used).</p> <p><b>Note:</b> If any discrepancy is found between physical goods and the electronic shipment data, it shall be communicated to the delivery person immediately, and the shipment shall be handled according to Carrier's exception procedures, or as agreed between Carrier and Freight Forwarder.</p>
9.	GHA	<p>After all the conditions to take delivery of the physical goods are positive:</p> <ul style="list-style-type: none"> <li>a) GHA assigns it to a location in the system</li> <li>b) Provides a Cargo Receipt/ Warehouse Receipt to the person delivering the cargo.</li> </ul> <p><b>Note:</b> The Cargo Receipt/Warehouse Receipt can also be provided using electronic means (for example, via e-mail)</p> <ul style="list-style-type: none"> <li>c) Confirms "Freight on Hand" status to Carrier, including weight, volume, and number of pieces received along with the acceptance date and time.</li> </ul>
10.	Carrier	<p>Sends FSU-FOH (or XFSU-FOH) message to Freight Forwarder, or alternately sends "freight on hand" confirmation to Freight Forwarder via web portal.</p> <p><b>Note:</b> The FSU-FOH (or XFSU-FOH) message or "freight on hand" confirmation should be sent even if the shipment could be declared "ready for carriage" right away.</p>

11.	GHA	<p>Performs checks necessary to confirm shipment as “ready for carriage”.</p> <p><b>Notes:</b></p> <p>a) In case of “secured cargo”, checks the validity of the Security Declaration in the electronic data and certifies this action digitally.</p> <p>b) In case of “unsecured cargo”, performs the Security Check according to current country regulations and, certifies this action digitally.</p> <p>c) All security related activities to be compliant with the IATA e-Consignment Security Declaration specifications.</p> <p>d) In case of Consolidated Shipment, checks the FHL (or XFHL) data or the House Manifest for security status of each individual House Waybill.</p>
12.	GHA	<p>After all required checks are completed with positive results, confirms the shipment as “Ready for Carriage” in the GHA system.</p>
13.	Carrier	<p>Confirms “Ready for Carriage” status to Freight Forwarder:</p> <p>a) Sends FSU-RCS (or XFSU-RCS) message to Freight Forwarder, or alternatively sends the “ready for carriage” confirmation to Freight Forwarder via web portal.</p> <p>b) Provides the Cargo Receipt (in accordance with IATA Resolution 600g) to Freight Forwarder by electronic means (example: downloadable PDF posted on Carrier website).</p>
14.	GHA	<p>Manifests the shipment according to verified electronic shipment data in their system.</p>
15.	GHA	<p>Prepares the physical shipment for transportation.</p> <p>a) Loads the shipment onto a ULD (pallet, container, etc).</p> <p>b) When present, includes the shipment document pouch into the flight pouch.</p> <p>c) Ensures paper AWB copy is flown with the cargo when required.</p>

## Messaging Flow

The following illustrates the messaging flow between the parties



## Section 1.3 Exception management

This section lists the standard exceptions management procedures.

Exception management 1: GHA detects missing electronic shipment data in system upon delivery of the goods	
Responsibility	Task
GHA	<ol style="list-style-type: none"> <li>1. Initiates tracing of electronic shipment data through its own system and Carrier system</li> <li>2. If data cannot be retrieved within the systems, informs the delivery person and/or the Freight Forwarder office that a new transmission is required before cargo acceptance can be performed.</li> <li>3. If the shipment data transmission cannot be completed successfully due to any reason, issue a paper AWB with sufficient copies for transit and destination stations (GHA will request Freight Forwarder to provide required information by telephone or e-mail).</li> </ol>



Freight Forwarder	Promptly reacts to the request from GHA to avoid delay to cargo and delivery driver schedule.
Carrier	Supports any request from above parties, in order to minimize delay to the shipment flow.
<b>Exception management 2: GHA detects a discrepancy in number of pieces and/or weight between electronic shipment data and physical goods delivered</b>	
<b>Responsibility</b>	<b>Task</b>
GHA	1. Informs the delivery person and contacts immediately the Freight Forwarder (by telephone or e-mail), informing of required correction to data.
	2. Requests confirmation from Freight Forwarder to proceed with the correction or alternately, GHA asks Freight Forwarder to re-send the corrected FWB (or XFWB) message or the corrected e-AWB data via web portal.
	3. Upon receiving confirmation (or corrected data) from Freight Forwarder, confirms the shipment as “Ready for Carriage” in the GHA system with the correct number of pieces and weight matching the physical goods received.
Carrier	Confirms “Ready for Carriage” status to Freight Forwarder:  a) Sends FSU-RCS (or XFSU-RCS) message to Freight Forwarder, or alternatively sends the “ready for carriage” confirmation to Freight Forwarder via web portal. This should contain the correct number of pieces and weight matching the physical goods received by the GHA.  b) Provides the Cargo Receipt (in accordance with IATA Resolution 600g) to Freight Forwarder by electronic means (example: downloadable PDF posted on Carrier website).
Freight Forwarder	Promptly responds to the request from GHA/Carrier to avoid delay to cargo and delivery driver schedule.

#### 1.4: ACCEPTANCE GUIDELINES

This section describes the acceptance guidelines for Ground Handling Agents (GHAs) when handling e-AWB shipments.

Scenario	Recommended Action	Notes
Missing AWB data	Stop acceptance, inform all parties.	Attempt recovery of data (contact Carrier and/or Freight Forwarder). If not possible revert to paper AWB.

Mismatch between AWB data and physical cargo (Examples: weight, number of pieces, dimensions, volume, Consignee address, accounting data, etc.)	Accept shipment under FOH.	Continue with RCS according to Carrier requirements.
Missing, wrong or mismatching Security Information as per e-CSD acceptance table	Perform acceptance and screen cargo.	Continue with RCS according to Carrier requirements.
Missing electronic House Manifest data for Consolidated shipment	Accept shipment under paper House Manifest	Continue with RCS according to Carrier requirements.

## 2. IMPORT

This section describes the operational procedures at ACC airport for import shipments, when Carrier uses a Ground Handling Agent (GHA) to accept, process, and manage its cargo shipments at ACC Airport.

### Section 2.1 Pre-requisites

Pre-conditions	
Actor	Task
Freight Forwarder	Ready to operate paperless at ACC airport, or to accept a locally produced print-out of the AWB from electronic shipment data.
Carrier	Capable of receiving and transmitting EDI messages: FWB version 16 or higher (or Cargo-XML equivalent) and FHL version 4 (or Cargo-XML equivalent).
Carrier	Capable of archiving the EDI messages for required duration.
GHA	Capable of receiving and processing EDI messages: FWB version 16 (or Cargo-XML equivalent) and FHL version 4 (or Cargo-XML equivalent).
GHA	Capable of providing the shipment data in electronic or AWB print-out form upon request by local authorities, consignee, consignee's agent or any other relevant stakeholder in the import process.
GHA	Capable of archiving the EDI messages for required duration.
Carrier/GHA	Has informed/trained all operational staff on handling e-AWB shipments.

## Section 2.2 Operations process steps

Day-to-day Operations		
Step	Actor	Task
1.	Carrier	Receives FFM (or XFFM) message from Origin station along with all corresponding FWB (or XFWB) and FHL (or XFHL) messages.
2.	Carrier	Sends to GHA the FFM (or XFFM) message received from Origin station along with all corresponding FWB (or XFWB) and FHL (or XFHL) messages
3.	GHA	Receives from Carrier the FFM (or XFFM) message, along with all corresponding FWB (or XFWB) and FHL (or XFHL) messages.
4.	GHA	Processes the shipments based on the FWB (or XFWB) and FHL (or XFHL) messages received from Carrier.
5.	GHA	<p>Notifies the Freight Forwarder and/or its Customs Broker of the arrival of the shipment (Example: by using FSU-NFD message).</p> <p><b>Note:</b> In case of accompanying document pouch, notifies Freight Forwarder or its Customs Broker (Example: by using FSU-AWD message) and makes the documents available for collection.</p>
6.	Freight Forwarder	Makes the necessary efforts to process the import shipments without paper AWB copies and, informs the GHA of any problem encountered.
7	GHA	Handover shipment to Freight Forwarder, and records completion of delivery (Example: by using FSU-DLV message).
8.	Carrier	Provides GHA, Freight Forwarder and Authorities full support for e-AWB related questions upon request.

## Section 2.3 Exception management

This section lists the standard exceptions management procedures.

<b>Exception management 1: Upon arrival of the flight, the Electronic Shipment Data is not found in GHA's system</b>	
<b>Responsibility</b>	<b>Task</b>
GHA	<ol style="list-style-type: none"> <li>1. Initiates tracing of electronic shipment data through agreed procedure with Carrier.</li> <li>2. Sends a request for AWB Data to the origin station.</li> <li>3. Informs the Consignee of the irregularity.</li> </ol> <p><b>Note:</b> In the event of cargo arriving without any document, any electronic data, any mention on Flight Manifest, it will be reported as FDCA (Found Cargo). Paperless nature of the shipment will be determined only when information is transmitted. If the accompanying document pouch is missing, then the status "missing docs" is sent to Carrier.</p>
Carrier	Supports any request from above parties, in order to minimize delay to the shipment flow.
Freight Forwarder	Informs the Carrier and/or GHA of any problem encountered.
<b>Exception management 2: Paper copy of the AWB for an e-AWB shipment is requested by any party</b>	
<b>Responsibility</b>	<b>Task</b>
GHA	Produces and hands over a print out of the electronic shipment data.
Carrier	Reports to IATA any case of un-necessary request for paper documentation by Authorities.
Freight Forwarder	Informs the Carrier and/or GHA of any problem encountered.

## APPENDIX: GLOSSARY OF TERMS

Acronym	Meaning
AWB	Air Waybill
Cargo-IMP	IATA Cargo Interchange Message Procedures
Cargo-XML	IATA Cargo-XML Messages
e-AWB	Electronic Air Waybill
ECC	Consignment established with an electronically concluded cargo contract with no accompanying paper air waybill
ECP	Consignment established with a paper air waybill contract being printed under an eAWB agreement
EDI	Electronic Data Interchange
FFM	Cargo-IMP Airline Flight Manifest Message
FHL	Cargo-IMP House Manifest Data Message
FMA	Cargo-IMP Acknowledgment Message
FNA	Cargo-IMP Rejection (Error) Message
FOH	Freight on Hand
FSU	Cargo-IMP Status Update Message
FWB	Cargo-IMP Air Waybill Data Message
GHA	Ground Handling Agent
IATA	International Air Transport Association
RCS	Cargo and Documents are Received Ready for Carriage
XFFM	Cargo-XML Airline Flight Manifest Message
XFHL	Cargo-XML House Manifest Data Message
XFNM	Cargo-XML Notification Message
XFSU	Cargo-XML Status Update Message
XFWB	Cargo-XML Air Waybill Data Message