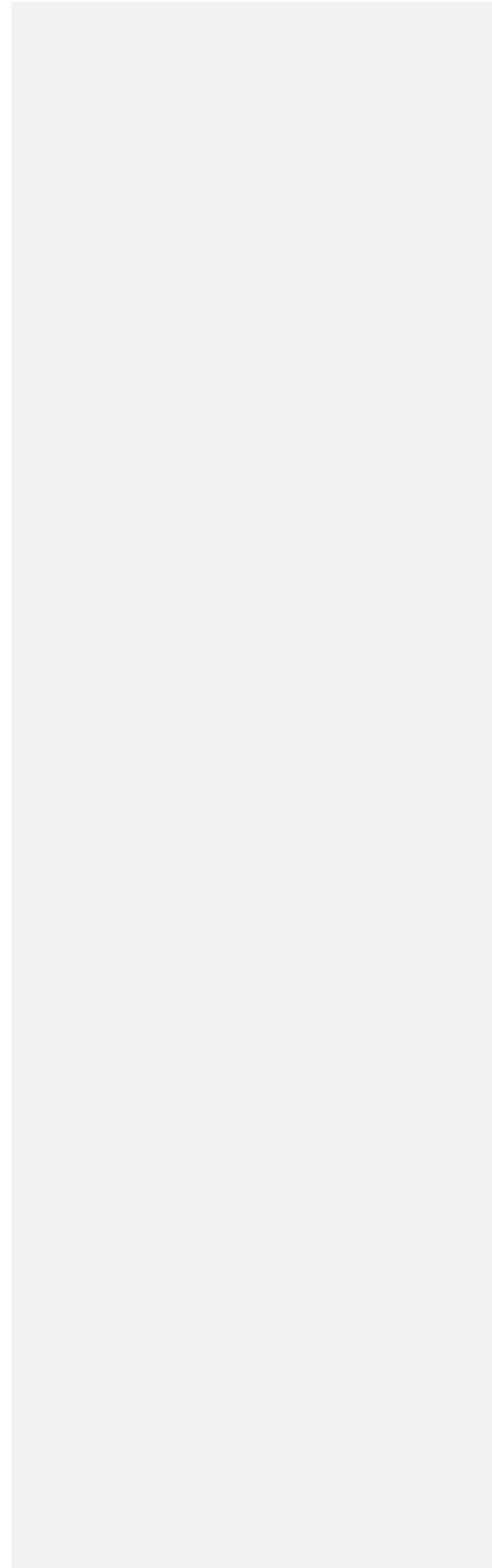


e-AWB SOP

**e-AWB Standard Operating
Procedures at Abu Dhabi**



Revision Tracking

Version	Date	Updated By	Changes Made
0.1	DD MMM YYYY	IATA	
0.2	16Jun2016	EY additions of notes, etc. QR addition of an exception	

Introduction

This e-AWB SOP document contains the operational steps that stakeholders of the air cargo supply chain can follow when shipping air cargo in compliance with the e-AWB functional specifications at the e-Airports.

These procedures are not location specific. In addition, these are generic procedures, stakeholders will also have to comply with any rule that may have been defined for the specific origin and destination locations from and to which they do e-AWB.

It is important to note that stakeholders may feel that they need to adjust their procedures not only based on specific location rules, but also based on their internal procedures and systems or to comply with any local practice or agreement they may have with their partners, suppliers and customers.

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SECTION 1: EXPORT – CARRIER SELF HANDLED

This section describes the e-AWB operational procedures for export shipments, when Carrier is self-handled at the airport.

Note: Since in Abu Dhabi there is no carrier doing self-handling for Export, therefore, this section has been entirely removed

Commented [PW1]: Section 1 is not required as AUH does not have Carrier Self Handled.

SECTION 2: EXPORT – CARRIER USING GROUND HANDLING AGENT

This section describes the operational procedures at the 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 the 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 FSU-FOH and FSU-RCS messages (or Cargo-XML equivalent).
Freight Forwarder	Capable of archiving the EDI messages for required duration.
Carrier	Joined the IATA Multilateral e-AWB Agreement and listed the Airport under the Agreement.
Carrier	Activated the IATA Multilateral e-AWB Agreement with Freight Forwarder (including all its branches that tender cargo at the 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, 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.
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	Capable of archiving the EDI messages for required duration.
Carrier	Commits to implementing the Single Process ¹ , 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).
GHA	Capable of archiving the EDI messages for required duration.
All parties	<p>Ensure that for "secured cargo" the transmission is compliant with the IATA e-Consignment Security Declaration specifications.</p> <p>Note: currently in AUH, CSD is done using Paper AWB. For ACC3 Countries EAS will stamp the A4 or Paper AWB with an SPX Stamp. The Cargo is screened and the details are written on the AWB. For US bound cargo, Abu Dhabi Police require the A4 AWB for stamping after screening.</p>
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.

Commented [PW2]: Currently in AUH CSD is done using Paper AWB. For ACC3 Countries EAS will stamp the A4 or Paper AWB with an SPX Stamp. The Cargo is screened and the details are written on the AWB. For US bound cargo, Abu Dhabi Police require the A4 AWB for stamping after screening.

Section 1.2 Operations process steps

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¹ Guidelines for Single Process: <http://www.iata.org/whatwedo/cargo/e/eawb/Documents/eawb-single-process-guideline.pdf>

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	<p>Sends the FWB (or XFWB) message to the Carrier, at least 30 minutes before delivery of the goods. Alternatively, the e-AWB data can be submitted to Carrier via web portal.</p> <p>Notes:</p> <p>1. For shipments without accompanying paper pouch and tendered as e-freight, 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.</p> <p>Note: the Forwarder to enter either EAW or EAP in the FWB so that GHA know whether there is a physical pouch to avoid any doubt.</p> <p>2. For "secured cargo" the transmission must be compliant with the IATA e-Consignment Security Declaration specifications.</p> <p>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.</p>
4.	Carrier	<p>Processes the e-AWB data message received from the Freight Forwarder, and:</p> <p>a) 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>Note: 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> <p>a) In case there is an accompanying document pouch, ensure it is properly labelled according to IATA Recommended Practice 1600u or using an A4 AWB copy.</p>

Commented [PW3]: Recommend that the Forwarder enters either EAW or EAP in the FWB so that GHA know whether there is a physical pouch to avoid any doubt. This is the line that EY will be proposing in it's e-AWB process.

		b) Any applicable supporting documents (Example: Shippers Declaration for Dangerous Goods, etc.)
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>Note: 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> <p>a) GHA assigns it to a location in the system</p> <p>b) Provides a Cargo Receipt/ Warehouse Receipt to the person delivering the cargo.</p> <p>Note: The Cargo Receipt/Warehouse Receipt can also be provided using electronic means (for example, via e-mail)</p> <p>c) Confirms "Freight on Hand" status to Carrier, including weight, volume, and number of pieces received along with the acceptance date and time.</p>
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>Note 1: 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> <p>Note 2: Currently, EAS does not send the FSU/FOH. The system is able to send, but operationally it's not sent.</p>
11.	GHA	<p>Performs checks necessary to confirm shipment as "ready for carriage".</p> <p>Notes:</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>Note: CSD information is written on the Paper AWB. EY and EAS does not support e-CSD, it will be supported in the new Etihad Cargo Management System (CMS) to be completed by 2018.</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	After all required checks are completed with positive results, confirms the shipment as "Ready for Carriage" in the GHA system.
13.	Carrier	Confirms "Ready for Carriage" status to Freight Forwarder:

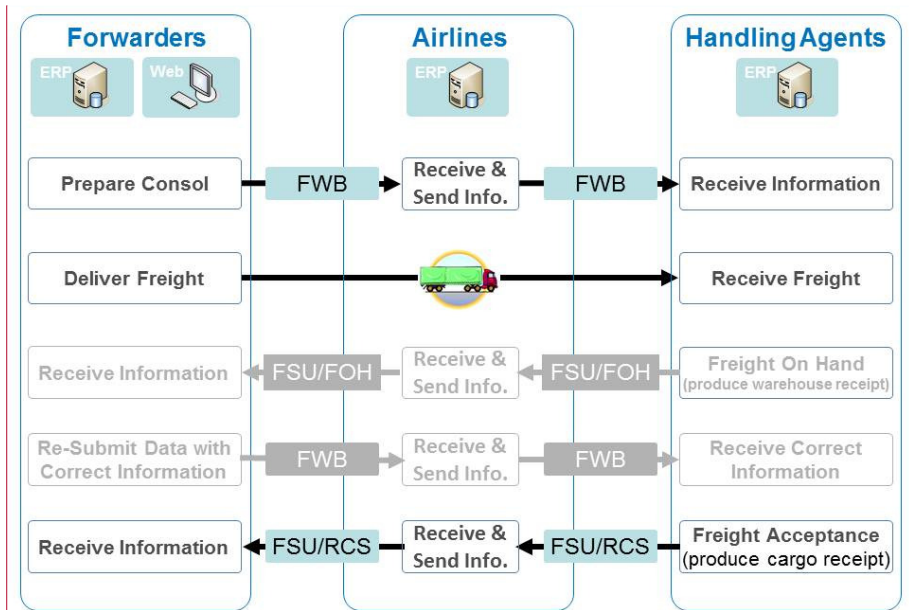
Commented [PW4]: Currently, EAS does not send the FSU/FOH. The system is able to send, but operationally it's not sent.

Commented [PW5]: CSD information is written on the Paper AWB. EY and EAS does not support e-CSD, but it will be supported in the new Etihad Cargo Management System (CMS) to be completed by 2018.

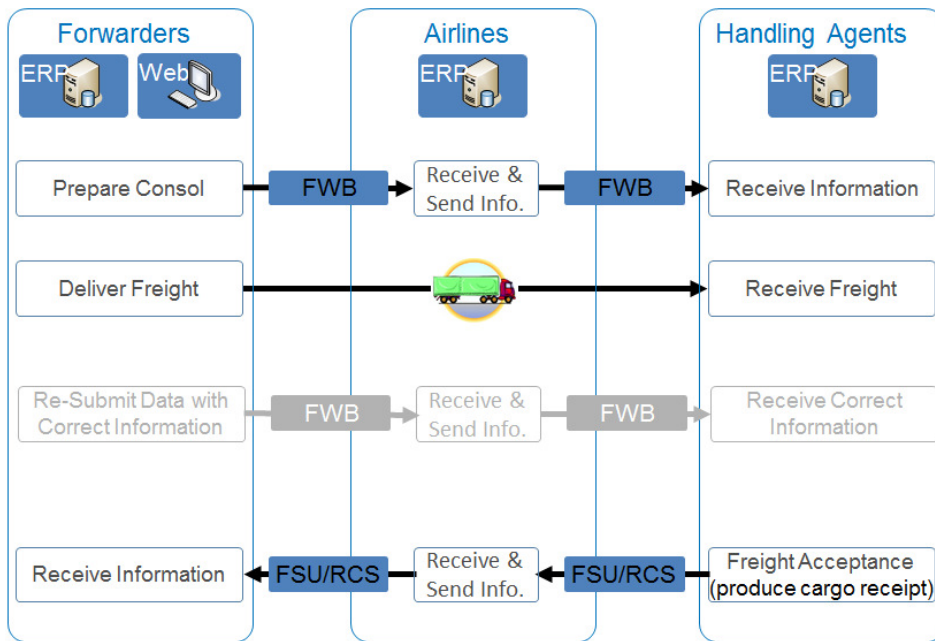
		<p>a) Sends FSU-RCS (or XFSU-RCS) message to Freight Forwarder, or alternatively sends the “ready for carriage” confirmation to Freight Forwarder via web portal.</p> <p>b) Provides the Cargo Receipt (in accordance with IATA Resolution 600g) to Freight Forwarder by electronic means (example: downloadable PDF posted on Carrier website).</p>
14.	GHA	Manifests the shipment according to verified electronic shipment data in their system.
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.



Commented [PW6]: FOH is not part of the EAS/GHA process.



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	<p>Scenario 1 :</p> <ol style="list-style-type: none"> Initiates tracing of electronic shipment data through its own system and Carrier system 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. 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). <p>Scenario 2 (Security Information) :</p> <p>If missing or wrong => Perform acceptance and screen cargo.</p> <p>Scenario 3 (House manifest data) :</p> <p>If missing electronic House Manifest Data for Consolidated shipment => Accept shipment under paper House Manifest and continue with RCS according to carrier</p>

Commented [PW7]: Require Forwarder to provide FHL for ACI otherwise there will be delays or fines. What EAS can do is enter the HAWB information into their system to create the FHL. This will be a chargeable service.

	<p>requirements.</p> <p>Note: Freight Forwarder should provide FHL for ACI otherwise there will be delays or fines. What EAS can do is enter the HAWB information into their system to create the FHL. This will be a chargeable service.</p>
	<p><u>Scenario 4 (Missing AWB data) :</u></p> <p>Stop acceptance , inform all parties</p>
Carrier	Promptly reacts to the request from GHA to avoid delay to cargo and delivery driver schedule.
Freight Forwarder	Promptly responds to the request from GHA/Carrier to avoid delay to cargo and delivery driver schedule.

Exception management 2: GHA detects a discrepancy in number of pieces, weight, dimensions or volume between electronic shipment data and physical goods delivered		
Responsibility	Task	
GHA	Scenario 1	Scenario 2
	1. Informs the delivery person and contacts immediately the Freight Forwarder (by telephone or e-mail), informing of required correction to data. Note: In case EAS can't contact the Freight Forwarder, but freight still has to be uplifted, in this case EAS will amend the information in it's system and send a copy of the FWB to the Airline and XFWB to Customs.	Accept shipment under FOH, continue with RCS according to Carrier requirements. Note: FOH not being used by EAS
	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	<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. This should contain the correct number of pieces and weight matching the physical goods received by the GHA.</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>	
Freight Forwarder	Supports any request from above parties, in order to minimize delay to the shipment flow.	

Commented [PW8]: There is also the Scenario where the Freight Forwarder cannot be contacted (e.g. office is closed in the middle of the night), but freight still has to be uplifted. In this case EAS will amend the information in it's system and send a copy of the FWB to the Airline and XFWB to Customs.

Commented [PW9]: FOH not being used by EAS

SECTION 3: IMPORT – CARRIER SELF HANDLED

This chapter describes the operational procedures at the airport for import shipments, when Carrier is self-handled at the Airport.

Note: ince in Abu Dhabi there is no carrier doing self-handling for Import, therefore, this section has been entirely removed

Commented [PW10]: Don't need this section as no carrier is self-handled in Abu Dhabi.

SECTION 4: IMPORT – CARRIER USING GROUND HANDLING AGENT

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

Section 4.1 Pre-requisites

Pre-conditions	
Actor	Task
Freight Forwarder	Ready to operate paperless, 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 and Freight Forwarder	Capable of archiving the EDI messages for required duration.
GHA	Capable of receiving and processing EDI messages: FWB version 17 (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 4.2 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	Notifies the Freight Forwarder and/or its Customs Broker of the arrival of the shipment (Example: by using FSU-NFD message). Note: 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.
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 4.3 Exception management

This section lists the standard exceptions management procedures.

Exception management 1: Upon arrival of the flight, the Electronic Shipment Data is not found in GHA's system	
Responsibility	Task
GHA	<ol style="list-style-type: none"> 1. Initiates tracing of electronic shipment data through agreed procedure with Carrier. 2. Sends a request for AWB Data to the Carrier. 3. Informs the Consignee of the irregularity. <p>Note: 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.

Exception management 2: Paper copy of the AWB for an e-AWB shipment is requested by any party	
Responsibility	Task
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.
QR	QR does not require AWB copy to be flown with ECP shipments. QR's GHA (QAS) at Doha Airport under the Single process will print and forward the AWB to the e-AWB non-compliant destinations.

Commented [AHM11]: This exception by QR.

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 e-AWB agreement
EDI	Electronic Data Interchange
EAW	e-freight consignment with no Accompanying Documents.
EAP	Partial e-freight consignment with Accompanying Document. Not considered as e-freight shipment anymore .
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

