

e-AWB BANGKOK SINGLE PROCESS Standard Operating Procedure (SOP)

Objective: Define the Standard Operating Process for Export/Import e-AWB (Electronic Air Waybill) shipments for single process. This document is intended only for the Operations at BKK.

Pre-conditions	
Responsibility	Task
Freight Forwarder	<ul style="list-style-type: none"> - Has entered into a Multilateral e-AWB Agreement with IATA and has included its branches tendering cargo at BKK - Has followed each Carrier's internal process and pre-requisite - Commit to tender all e-AWB shipments without printed AWB where possible and once activated by the airline - Commit to deliver cargo "ready for carriage" (in accordance with IATA Resolution 833, including appropriate labelling and packaging) - Is able to label cargo in accordance with the specifications of IATA Resolution 606 - Bar Coded Label - Capable of transmitting e-AWB data to Carrier and of receiving AWB status updates from Carrier by means of EDI messages, or via a web portal
Carrier	<ul style="list-style-type: none"> - Has entered into a Multilateral e-AWB Agreement with IATA and has included it branch at BKK - Has activated the forwarder as an e-AWB partner and has sent the activation notice* with start date to the forwarder and received a confirmation from the forwarder. Please refer to Guidelines for Activating the Multilateral e-AWB Agreement (MeA)** - Capable of receiving e-AWB data and from Freight Forwarder by means of EDI messages or via a web portal and also capable of processing and storing it electronically - Capable of sending Status updates by using EDI messages or via a web portal - Commit to implanting the Single Process***, enabling Freight Forwarder to tender all shipments without paper MAWB
GHA	<ul style="list-style-type: none"> - Capable of receiving e-AWB data from Carrier by means of EDI messages - Capable of sending Status update (FSU) messages
All parties	<ul style="list-style-type: none"> - Commit to provide proper instruction/training to concerned staff members - Are able to exchange messages with high quality: FWB in version 16 or higher and FHL version 4 (when transmitted), or Cargo-XML equivalent - Support e-AWB special handling codes (SHC) - Support FSU messages, in particular the FSU-RCS (or Cargo-XML equivalents). The FSU-FOH may be supported as agreed bilaterally between parties - Ensure that security information in the electronic message is compliant with the IATA eCSD specifications or be able to provide the printed CSD document on a separate document (IATA Resolution 651) <p style="margin-left: 40px;">- In case of changes to the AWB data after the transmission of the initial FWB (or XFVB), the same can be updated by the freight forwarder with a subsequent FWB (or XFVB) until the shipment reaches RCS status. Updates after this deadline will be addressed by sending a Charges Correction Advice (CCA)</p>

*Resolution 672: Activation Notice to Freight Forwarder, <https://www.iata.org/whatwedo/cargo/e/eawb/Documents/multilateral-activation-notice-form.doc>

**Guidelines for Activating the MeA: <http://www.iata.org/whatwedo/cargo/e/eawb/Documents/e-awb-multilateral-agreement-guidelines-for-activation-web.pdf>

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

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Day-to-day Operations	
Responsibility	Task
Freight Forwarder	<ul style="list-style-type: none"> - Book the e-AWB shipment with the Carrier - Submit a correctly formatted FWB (or XFWB) and FZB (or XFZB) in case of import consolidated shipment as required by TH customs authority and FHL (if required by the Carrier) to the Carrier containing the applicable e-AWB code, at least 60 minutes before the Carrier cut-off time. Alternatively, data can be submitted to Carrier via web portal - Enter the correct EAW or EAP in the FWB (or XFWB) as agreed with the airline and delivers any accompanying documents 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 - 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 local requirement - Security information transmitted in the electronic message must be compliant with the IATA Resolution 651 requirements for eCSD. Forwarders unable to perform eCSD should use the IATA CSD form - In case of a Consolidation, the Security information in the MAWB, the regulated agent gives the Consolidation a unique identifier and indicates the Security status - In the case that the FWB (or XFWB) is rejected by the provider or airline with an FNA message, the forwarder makes corrections and resends the message
Carrier	<ul style="list-style-type: none"> - Process the data from the Freight Forwarder - Provide acknowledgment (FMA or XFMA) or, if errors are found, FNA or via Messaging Provider or Web Portal - Provide to GHA information about the booked cargo at regular intervals through FBL messages, FFR or FSU/BKD - Transmit an FWB 16 or higher including EAP or EAW (as received from the freight forwarder) to the GHA
Freight Forwarder	<ul style="list-style-type: none"> - 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 - Tender the goods to GHA ready for carriage (in accordance with IATA Resolution 833, including appropriate labelling and packaging) - Perform the acceptance of the goods by suitable electronic means (barcode scanner, handheld device, tablet, etc.) and verifies that the MAWB data previously received and stored in the system. Any eventual discrepancy to be communicated immediately to the Carrier and to the delivery person
GHA	<ul style="list-style-type: none"> - If all the conditions to take delivery of the physical goods are positive, the GHA sends an FSU-FOH message to the Carrier if the carrier requests the FOH - Once all required checks have been performed with positive results, the GHA declares the shipment Ready for Carriage on behalf of the Carrier. This will be performed in the system and, will trigger an automated FSU-RCS message to the carrier - Upon request, a Warehouse Receipt or Acceptance Notice can be provided by the GHA to the delivery party by means of a printout from their system (or via electronic means, for example, via e-mail)
Carrier	<ul style="list-style-type: none"> - Confirm shipment "ready for carriage" and sends the FSU/RCS (or XFSU-RCS) message to the Freight Forwarder or, alternatively, sends the confirmation to Freight Forwarder via web portal. This concludes the Electronic Contract of Carriage

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Exceptional cases: GHA Detects incorrect EAP or EAW code in the FWB / XFVB message	
Responsibility	Task
GHA	- If the EAP code has been transmitted and no accompanying documents are delivered, proceed according to operation procedures as agreed with the individual airline - If the EAW code has been transmitted and a pouch is delivered proceed according to operation procedures as agreed with the individual airline
Freight Forwarder	- Promptly react to the request from GHA / Carrier to avoid delay to cargo and delivery driver schedule
Carrier	- Support any request from above parties, in order to minimize delay to the shipment flow
All Parties	- Report the case to the Carrier office for investigation and prevention of further occurrence

Recommended Practice	
Freight Forwarder	- Forwarders to provide the correct FWB if possible at all times - FF should only use the standard IATA's Other Charge Codes. Refer to Appendix B for the standard IATA's Other Charge Codes - Forwarders to identify actual "Rate/Charge" in house air waybill for import shipment as required by TH customs regulation

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Appendix A: 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
FBL	Freight Booked List
FFM	Cargo-IMP Airline Flight Manifest Message
FFR	Booking 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
FSU/BKD	Consignment booked on a specific flight
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

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Appendix B: Recommended Practice

A. Forwarders to provide the correct FWB if possible at all times

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

- MA: Miscellaneous -due agent
- MY : Fuel Surcharge Code
- XB : Security Surcharge Code
- 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

Example: OTH/P/MYC262.50/XBC67.50

*IATA TACT Rules

C. 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

D. FHL / FZB Completion for Import Shipment

- Actual freight rate is a mandatory field to complete as required by TH Customs regulation. Failure to comply or false declaration may result in fine and/or imprisonment.