e-AWB Basel
Standard Operating Procedure

Objective: Define the Standard Operating Process for Import, Export and Transit e-AWB (Electronic Air Waybill) shipments. This document is intended only for the operations at the Swiss side of Basel Euroairport.

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EXPORT SHIPMENTS

Pre-conditions	
Responsibility	**Task**
Freight Forwarder	Enters a Multilateral e-AWB Agreement with IATA and, commits to tender e-AWB shipments once activated by the Carriers (Tendering of e-AWB shipments under older Bilateral EDI Agreements is discouraged). Labels cargo in accordance with the specifications of IATA Resolution 606 - Bar Coded Label. Agrees to digitalize the following documents: - The Air Waybill in all its paper forms (Replaced by EDI messaging or capture on Carrier's website) - Export Customs has to be filed electronically - The traditional Consignment Security Declaration (Replaced with the eCSD or Paper CSD as per IATA Resolution 651) - Any feasible other document in the eFreight scope (Slim Pouches) Furthermore agrees to provide the following information: - Identification of an eAWB shipment with Pouch yes/no indication (EAP or EAW code in FWB or communicated with booking) - The actual shipment Volume included in the FWB specific formatted field or captured on Carrier's website
Carrier	Is capable of receiving the Electronic Shipment Record from the Freight Forwarder, including the relevant eFreight codes (EAP/EAW) and all required Customs and Security information. Is capable of assigning the applicable ECC/ECP/ECX code, upon processing the AWB data for immediate sharing with the handling partner Commit to inform and train all local operational staff about the e-AWB SOP and Messaging Commit to engage in e-AWB pilots, providing proper instruction/training to concerned staff members For e-AWB shipments, will no longer require a paper Air Waybills copy for Accounting activities
Airside Handling Agent (GHA)	Has an internal eAWB program, possesses the required technical capabilities, can handle the IATA eAWB codes and commits to the required infrastructure/training: IT equipment is available within the cargo acceptance area and the staff is able to use it. I able to print on demand AWB and CSD copies in the standard IATA format.

Landside Handling Agent (LHA)	Has an internal eAWB program, possesses the required technical capabilities and commits to engage in electronic communication with the counterparts at Euroairport and its own customers (Freight Forwarders): - Ideally is able to communicate using the IATA standards for eAWB (FWB/FHL/FSU and related messages) or, engages in developing alternative paperless communication methods like PDF images, email exchanges, etc. - Commits to comply with the Customs and Security requirements for eAWB - Commits to deliver the cargo to the Carriers' GHA in a paperless form
All parties	Are able to exchange communicate electronically with their counterparts, efficiently and with high quality (99% of Data Quality is required for a smooth implementation of eAWB).

Day-to-day Operations Sequence	
Responsibility	**Task**
Freight Forwarder	Submits a correctly formatted FWB to the Carrier containing the applicable EAP or EAW code, at least 30 minutes (Global standard) before delivery of the goods. In alternative data can be captured on the Carrier's portal. For "Secure Cargo" the transmission must be compliant with the applicable regulations (IATA e-CSD/CSD Resolution 651, ICAO Security Manual Doc. 8973, Commission Implementing Regulation (EU) 1998/2015 and French Civil Aviation dispositions). The complete Consignment Security Declaration needs be transmitted in the OCI fields of the FWB, along with the Security Code (SPX, SCO or SHR) in the SPH field. Forwarders tendering Secure Cargo but, unable to perform eCSD must produce a paper Consignment Security Declaration using the ICAO/IATA CSD form. Performs Export Customs filing electronically (All Freight Forwarders operating on the Swiss side of Euroairport are already authorized by Customs to file electronically) and communicate to the LHA the positive status of the Customs filing with clear reference to each shipment being handled to allow the LHA to unequivocally move to the International Zone only the shipments that have been cleared for export. In case of changes to the AWB data after the transmission of the initial FWB, the same can be updated by the freight forwarder with a subsequent FWB until the shipment reaches RCS status at the Carrier's facilities. Updates after this deadline will have to be addressed via a manual CCA. Tenders the goods labelled according to IATA's Resolution 606, Bar Coded Label to The GHA cargo acceptance facilities with the following eventual documents: - In case of EAP: A Document Pouch, properly labelled according to IATA's Recommended Practice 1600u Any special paper document for particular cases (Example: Shippers Declaration for Dangerous Goods, Carnet ATA, etc.)

Carrier	Processes the data from the Freight Forwarder, providing acknowledgment via Messaging Provider or Web Portal. Transmits an FWB/16 or higher to the GHA with SHC, including EAP or EAW (Declared by the Freight Forwarder), plus the ECC, ECP or ECX code as applicable (Assigned by the Carrier based on route and eAWB Agreement status). This is the official pre-advice for e-AWB shipments. Re-transmission to The GHA should take place within few minutes of correctly processing the incoming data. In case of Secure Cargo with eCSD. The Carrier receives the Consignment Security Declaration in electronic format and forwards it to the GHA using the applicable OCI & SPH codes. Forwards the FSU-FOH to the Freight Forwarder as soon as received from The GHA to certify the handover of the goods. The time stamped FSU-FOH effectively replaces the time stamp on a copy of paper AWB handed back to the delivery person. Forwards the FSU/RCS to the Freight Forwarder as soon as received from The GHA establishing the Electronic Contract of Carriage
LHA	Accepts and prepares the cargo on behalf of the Freight Forwarder receiving the relevant information in a suitable paperless format as agreed with the Freight Forwarder customer. The use of a Paper AWB copy by the Freight Forwarder to provide essential information to the LHA is discouraged. Upon completion of all applicable procedures partially listed below: - Consolidation of the different HAWB - Labelling according to IATA Resolution 606 - Handling of the EAP pouch - Verification of the airworthiness of the shipment/packages - Verification of the Export Customs Clearance - Security Check and related Consignment Security Declaration according to IATA's Resolution 606 - Etc. Moves the cargo into the International Zone for delivery to the acceptance point of the Carriers' GHA without the traditional Paper AWB set. Ideally, without any AWB copy. Relies on electronic confirmation of the delivery provided by the Carriers' GHA (FOH/RCS messages, Email Warehouse Receipt, etc.)
GHA	- Performs the acceptance of the goods on behalf of the Carrier by any suitable electronic mean (Barcode scanner, handheld device, tablet, etc.) or alternative input device (Keyboard) if the barcodes are unreadable - Compares the shipment to the Electronic Shipment Data previously received via messages (FWB16-17 plus FHL4-5), stored in the system (Paper AWB copy is not requested). - Takes custody of the shipment if all data is matching and declared FOH status. - Handles eventual discrepancies as explained in the Exceptional Cases. - Optionally, upon previous agreement, provides a Warehouse Receipt or Acceptance Notice to the delivery party by means of an email automatically triggered by the FOH status (Cargospot special functionality). Once all required checks have been performed with positive results: Data check, DG check, Security check, Airworthiness check, etc. 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 (Note: An FSU-FOH is due even if the shipment can be declared immediately Ready for Carriage).

In case of Secure Cargo being delivered, the GHA checks the validity of the Security Data, in accordance to the IATA Resolution 651 and DGAC requirements for eCSD (eCSD in OCI field or ICAO/IATA CSD form) Missing, incomplete, mismatching or otherwise unusable Consignment Security Declarations will result in re-screening at the Forwarder's expense. In case of Unsecure Cargo being delivered, the GHA will perform the Security Check according to the applicable regulations and agreements with the Carrier. After the Security Check is completed, the newly issued Consignment Security Declaration will be issued in compliance with the IATA Resolution 651. For eAWB shipments, the Consignment Security Declaration provided on a copy of the Air Waybill is no longer accepted. The CSD must be provided electronically or on separate dedicated paper security document.   ➔ LH Only – Lufthansa Cargo BSL does not accept unsecured shipment. All these shipments have to be secured directly from shipper or its handling agent at BSL airport before delivery to The GHA acceptance office (this will be debited from The GHA / Aviapartner or ACL directly to the shipper).The GHA must amend NSC with SPX, SCO or SHR and send to LH office a FWB update before RCS. When present, includes the shipment Document Pouch into the Flight Pouch for transportation with the shipment. Eventual residual copies of AWB, printed on demand or brought by the delivery person are archived locally. For all valid eAWB shipments, no Paper AWB copy should be loaded on the outgoing flight/truck to the next point in the routing unless otherwise agreed with the Carrier (Printing under the Single Process.)

Terminology/Glossary:

- eAWB   Electronic Air Waybill – IATA
- eFreight   Project aimed at dematerialize all documents used in commercial transportation. The eAWB is part of it.
- Single Process   Commitment/capability by the air Carrier to perform a traditional Paper AWB print for the destination requiring it (Allows the Freight Forwarder to tender all shipments paperless independently from the destination)
- EAP   Euroairport Basel-Mulhouse-Freiburg (Not used in this document to avoid confusion with the EAP handling code
- EAP   eFreight/eAWB shipment including paper documents that can't be dematerialized contained in a properly marked Pouch
- EAW   eFreight/eAWB shipment without attached documents (No Pouch)
- ECC   Electronic Contract of Carriage. Special handling code used by the Carrier to identify shipments that can travel paperless along the entire routing
- ECP   Electronic Contract of Carriage with Print. Special handling code used by the Carrier to identify shipments that require a Paper AWB print out at one point of the routing
- ECX   Alternative code to ECP with same meaning adopted by some Carriers
- GHA   Ground Handling Agent – Company providing handling services to the Carriers
- LHA   Landside Handling agent – Company providing handling service to the Freight Forwarder
- CSD/eCSD   Consignment Security Declaration Generic/electronic
- FWB   IATA standard AWB electronic message
- FHL   IATA standard HAWB electronic message

- FSU   IATA standard Status Update electronic message
- FOH   Type of FSU meaning Freight on Hand (Received but not yet accepted by the Carrier for transportation)
- RCS   Type of FSU meaning Ready for Carriage Shipment – Accepted for transporation

Exception Case : GHA Detects Missing Electronic Shipment Data upon delivery of the goods. Due to missing or failed FWB transmission	
Responsibility	**Task**
GHA	Check if data can be retrieved in the available systems (Message queues, Carrier system access, etc.) If data cannot be found or used, initiate request for a new FWB from the AWB Issuing Agent (Freight Forwarder) via the Airline Sales Representation. If FWB is still not received after a reasonable time, update/capture the data manually if the following conditions are met: - Written agreement is provided by the Forwarder customer (Issuing Agent) - Shipment data is provided by the Forwarder customer with alternative support (AWB-PDF or AWB Laser Copy) - Company affiliation is clear (E.g. Email with name of employee and full company contacts) - The Carrier's office/accounting is informed of the occurrence and the alternative acceptance performed in lieu of eAWB If the Issuing Agent decides to revert the shipment to Paper AWB and tenders a full AWB set, including Originals, the shipment can be accepted but, all eAWB relevant codes should be removed from the systems.
Freight Forwarder	Promptly reacts to the request from The 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. Investigates and treats the occurrence as a quality initiative.
All Parties	Report the case to the Carrier office for investigation and prevention of further occurrence.

Exception case: GHA Detects a mismatch in the essential data and the physical nature of goods delivered (E.g. pieces count, destination, AWB number, labelling, etc.)	
Responsibility	**Task**
GHA	Informs the delivery person and contacts immediately the Freight Forwarder (Issuing Agent) by telephone, requesting correction of the data by either a new correct FWB or PDF-AWB by email. GHA cannot finalize acceptance or send an FSU-RCS till the data is amended to match the physical goods.
Freight Forwarder	Promptly reacts to the request from The GHA to avoid delay to cargo and delivery driver schedule.
Carrier	Supports other parties with communication, messaging and system related questions when required.

All Parties	Report the case to the Carrier office for investigation and prevention of further occurrence.

Exception case: GHA Detects a ==mismatch in gross weight== between Electronic Shipment Data and physical nature of goods delivered which is above tolerance.	
Responsibility	**Task**
GHA	The weight check should be integrated in the normal acceptance checks and performed after FOH but, before RCS. When the scale weight shows a difference above tolerance compared to the eAWB declared weight. The GHA will insert the new weight in the system and send an FSU-RCS with the new "scale" weight. The FSU-RCS makes integral part of the Electronic Contract of Carriage. The Local Carrier's office is informed as per normal Paper shipments The standard weight tolerance is 5% In case of Valuable Cargo other tolerances and procedures exist as agreed with the Carrier.
Freight Forwarder	Promptly reacts to the request from The GHA to avoid delay to cargo and delivery driver schedule.
Carrier	Supports other parties with communication, messaging and system related questions when required.
All Parties	Report the case to the Carrier office for investigation and prevention of further occurrence.

Exception case: GHA Detects a ==discrepancy in the declared EAP/EAW code== against the documents tendered with the goods.	
Responsibility	**Task**
GHA	Shipment is accepted and Special Handling Code is amended in the applicable system/systems: - EAW delivered with accompanying documents/pouch: Change to EAP - EAP delivered without accompanying documents/pouch: Change to EAW The error is reported to the Carrier
Freight Forwarder	Investigates the error and takes all necessary measures to avoid re-occurrence
Carrier	Investigates the error, informs the Issuing Agent and takes all necessary measures to avoid re-occurrence
All Parties	Agree to comply with the IATA Rp1600u providing instructions how to compile the Document Pouch labels

Exceptional cases: GHA Detects a ==discrepancy between the MAWB and the HAWB data==	
Responsibility	**Task**
Freight Forwarder	Consolidation shipments need to be accompanied by one copy of House AWB Manifest for data completeness check and security check.
GHA	Reconciles the HAWB data based on the House AWB Manifest available

Exceptional cases: GHA Detects a <mark>mismatch in gross weight</mark> between Electronic Shipment Data and physical nature of goods delivered which is above tolerance.	
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GHA	The weight check should be integrated in the normal acceptance checks and performed after FOH but, before RCS. When the scale weight shows a difference above tolerance compared to the eAWB declared weight. The GHA will insert the new weight in the system and send an FSU-RCS with the new "scale" weight. The FSU-RCS makes integral part of the Electronic Contract of Carriage. The Local Carrier's office is informed as per normal Paper shipments The standard weight tolerance is 5% In case of Valuable Cargo other tolerances and procedures exist as agreed with the Carrier.
Freight Forwarder	Promptly reacts to the request from The GHA to avoid delay to cargo and delivery driver schedule.
Carrier	Supports other parties with communication, messaging and system related questions when required.
All Parties	Report the case to the Carrier office for investigation and prevention of further occurrence.

Exceptional cases: GHA Detects a <mark>discrepancy in the declared EAP/EAW code</mark> against the documents tendered with the goods.	
Responsibility	**Task**
GHA	Follows the Carriers Cargo Handling Manual instructions. The process for wrong EAP/EAW will be reviewed after statistical data becomes available.
Freight Forwarder	Promptly reacts to irregularities in the document pouches to comply with IATA RP1600u
Carrier	Controls the quality of the us of EAP/EAW via statistics and provides compliant labels to The GHA
All Parties	Report the case to the Carrier office for investigation and prevention of further occurrence.

Exceptional cases: GHA Detects a <mark>discrepancy between the MAWB and the HAWB data</mark>	
Responsibility	**Task**
Freight Forwarder	Consolidation shipments need to be accompanied by one copy of House AWB Manifest for data completeness check and security check.
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IMPORT SHIPMENTS

Pre-conditions	
Responsibility	**Task**
Consignee or its agent	Is ready to operate paperless or to accept a locally produce print-out of the AWB from Electronic Shipment Data
Carrier	Is capable of sending to The GHA a valid FFM for each flight and valid FWBs in version 16 or higher for each incoming shipment and, is able to provide print-out of the AWB from Electronic Shipment Data upon request. The Carrier has informed/trained all operational staff on the subject.
GHA	Has a system capable of reading and processing Electronic Shipment Data from FWB version 16 or higher, storing it electronically. GHA must be capable of providing this 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 has informed/trained all operational staff on the subject. In case of shipment with special requirement (CC Fees, Cool Storage, Special Handling, etc.), GHA is able to display all the essential information on the system screen.

Day-to-day Operations	
Responsibility	**Task**
Carrier	Sends to The GHA an Electronic Flight Manifest (FFM) latest 30 minutes after departure from the origin airport and sends an FWB message with the Electronic Shipment Data of any eAWB shipment loaded on the flight. Ensures that the Document Pouch of EAP eAWB shipments comply with the IATA Recommended Practice 1600u to avoid loss of documents upon arrival. Provides The GHA, Consignee, Agents and Authorities full support.
GHA	Processes Import shipments based on received Electronic Shipment Data for any shipment identified as eAWB in the FWB and/or in the FFM. Eventual paper documents are considered as "support" since the Electronic Data is the Contract of Carriage. Arrival information to Consignee and/or its Customs Broker should be performed by electronic means (E.g. Email). In case of EAP shipment, The GHA makes the Document Pouch available to the Consignee or its Customs Broker as in a normal paper-AWB shipment.
Consignee or its agent	Processes the incoming e-AWB shipments without paper copies and, informs the Carrier of any problem encountered with eAWB shipments.

Exceptional case: Upon arrival of the flight, the Electronic Shipment Data is not found in The GHA's system	
Responsibility	**Task**
The GHA	Occurrence should be treated as Tracing case (MSAW – Missing Air Waybill) and a dealt with according to procedures agreed with the airline.
Carrier	Supports any request from above parties, in order to minimize delay to the shipment flow