I. OBJECTIVE:

Establish guidelines in export airfreight using e-AWB

II. SCOPE:

This document delivers a reference for issuing e-AWB in the air export process in Canada.

III. DOCUMENTS & REFERENCES:

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IV. IMPLEMENTATION PLAN AND MINIMUM REQUIREMENTS TO ISSUE E-AWB

Once the location (country, airport) is declared "e-AWB friendly", either completely or through the implementation of the *Single Process*, the stakeholder will have to check if they comply with the minimum requirements to issue e-AWBs.

E-AWB and e-freight will become the new standard to handle air shipments in the coming months. Many airlines and agents have already modified their processes and we strongly advise all the partners to adopt the change in order to guarantee their business continuity.

1. Communicate

As a major project, it will affect your employees' habits. To ensure the success of your processes, keep all the employees informed from the beginning:

- **Management**:
  Decision makers to nominate a project manager and approve the main topics.

- **IT department**:
  Needs to understand the standards and message flows.

- **Operations**:
  Amend the current processes.

- **Warehouse**:
  Understand the new process flows and codes specifying if the shipment has to be tendered with, or without paper documents.

- **Sales**:

  E-freight can represent a competitive advantage for your company (better control, security of information, improved transit time, transparent information, real-time based information etc.)

- **Business partners**:

  Talking to other airlines, agents or their corresponding association(s), attending informative sessions, conferences or workshops will enable to gather the most updated information regarding standards and best practices.

2. Basic requirements for the Airlines and or Airlines' representatives

a. Sign an e-AWB Agreement

Two options exist:

- IATA **Multilateral e-AWB Agreement (MeA)** – best practice.

The Multilateral e-AWB Agreement (IATA Resolution 672) provides a single standard agreement that airlines and freight forwarders can sign once with IATA, and start doing e-AWB with other parties to the agreement.

http://www.iata.org/whatwedo/cargo/e/eawb/Pages/multilateral-airlines.aspx

- Alternatively, a **Bilateral Agreement** with each freight forwarder/ direct shipper.

IATA cannot provide any assistance on the negotiation, handling and storage of the bilateral agreements. Should the airline decide not to be part of the MeA but prefer to sign bilateral e-AWB agreements, it should contact each Agent in order to manage and sign an agreement before issuing any e-AWB (test included).

N.B.: Activation Notice

You should start doing e-AWB at a location only after sending the Activation Notice to the freight forwarder at that location.

The multilateral e-AWB agreement comes into force between an airline and a freight forwarder at a location only upon airline sending an Activation Notice to freight forwarder (pursuant to Resolution 672, Attachment A, Article 3.1).

b. Ability to receive and send electronic messages

This is a basic and mandatory requirement for the Airline to communicate with the cargo agents, Customs, Authorities and Ground Handlers.

Messaging Industry Standards:

- **IATA Cargo-XML**

  This standard is compatible with the WCO requirements and guarantees an easy flow of information not only between airlines but also with the Authorities, cargo agents and any other business partner.

- **Cargo-IMP FWB/9 minimum, FWB/16 is recommended.**

  Cargo-IMP standard was sunset by IATA in December 2014, meaning no further version will be developed. It is highly recommended for everyone to move to Cargo-XML as soon as possible.

c. Implement the Single Process

The single process brings mainly two important benefits to both airlines and agents.

- **It allows the carrier to implement the e-AWB, in most of the countries where the paper is still legally required.**
  - The cargo agent sends the FWB or XFWB to the carrier or its representative and makes the needed modifications if applies.
  - The driver tenders the shipment to the carrier without any paper MAWB, and the carrier decides whether to print or not a paper AWB.
  - If not expressly required by an international convention, the paper AWB is not flown.

- **Whatever the destination is, the cargo agent has only 1 standard process with the carrier, which makes its operations much easier, and facilitates the e-AWB adoption as 100% of the airline's destinations become e-AWB.**
  - Provide your stations with an up-to-date information on origins and destinations needing a paper document
  - Order the necessary hard material (a dot matrix printer can be required in some countries).

d. Keep the IATA Matchmaker up-to-date!

The IATA Matchmaker is a web-based tool developed and hosted by IATA.

https://matchmaker.iata.org/efReport/airlinesAndAirportsAgrReport

It contains very valuable information for your customers and the whole industry, like:
- Stations where a given airline can legally accept the e-AWB;
- Stations where a given airline operates the Single Process.

This information is crucial to facilitate the e-AWB adoption. It is the carrier's responsibility to ensure its correctness as part of the information to its customers.

- Check the information contained in the matchmaker for your corresponding stations on a regular basis.
- Should you notice any discrepancy, please liaise with the person in charge at your headquarters.
- If you don't know who the person in charge is in your company, please contact your IATA Cargo representative.

If you are a GSSA

Talk to your represented airline's manager to review and agree on your processes:

- Information workflow.
- Acceptance and handling of the shipment with or without paper documents (Single process, Yes/No?).
- Connectivity with airline's system or direct access to the airline's computers.

3. Basic requirements for the Cargo Agents

The e-AWB is an industry initiative. Being IATA accredited and/or CASS participant is not a requirement.

a. Sign an agreement proving the legal framework to the e-AWB issuance

The **Multilateral e-AWB Agreement** (IATA Resolution 672) provides a single standard agreement that airlines and freight forwarders can sign once with IATA, and start doing e-AWB with other parties to the agreement.

http://www.iata.org/whatwedo/cargo/e/eawb/Pages/multilateral-forwarders.aspx

To **check if your partner airline has signed the MeA at a given Airport**, please refer to the web-based tool IATA Matchmaker.

https://matchmaker.iata.org/efReport/airlinesAndAirportsAgrReport

N.B.: Should you notice a discrepancy, contact your corresponding IATA representative.

The IATA Matchmaker web-based tool also brings you the possibility to **check which airlines are ready to do e-AWB,** country per country.

b. Ability to issue electronic messages

Issuing an e-AWB is, basically, **sending a FWB or XFWB message** containing all the information usually contained in a paper MAWB to the carrier's system.

Different solutions are available to you:

▪ **E-AWB issuance option in the Airline's webpage**

This kind of solution is suitable for small companies or to perform test shipments. It does not require investment.

Liaise with the airline's customer care department in order to be granted credentials. This option is generally basic and does not offer any connection with your own computer systems. Check the different options of web portals with the corresponding airline.

▪ **Ready-to-use Solutions**

Some providers offer cloud-based solutions. Depending on the chosen provider and/or options, the cargo agent will be able to issue e-AWB, create templates, save the records for legal purposes, translate the records in different formats compatible with your own system, and generate e-freight shipments (i.e. HAWB, House manifest etc.)

▪ **Home-built Solution**

This solution usually requires a development of your existing system (if not done already). When choosing this option, the agent shall consider the following important points:

Messaging Industry Standards:
The most standard your system is, the most accurate the information will be.
Accuracy and integrity of the information are critical to the success as it save operational costs and transit time.

The air cargo industry commonly uses 2 different messaging standards:

o **IATA Cargo-XML**
This standard was developed by IATA with the support of FIATA. Based on the WCO's recommendations it is thought to answer the whole supply chain needs (Airlines, Authorities and Cargo Agents) and to make easier any further updates.

o **Cargo-IMP FWB/9 minimum, FWB/16 is recommended.**

Cargo-IMP standard was sunset by IATA in December 2014, meaning no further version will be developed. It is highly recommended for everyone to move to Cargo-XML as soon as possible.

It is highly recommended to adopt the Cargo-XML. You can purchase the Cargo-XML implementation toolkit through your IATA representative. Should you be an IT provider developing a global solution based on Cargo-XML, IATA will provide you with the information related to the licenses purchase.

Which IT provider to choose?

o IATA does not provide a list of accredited providers. In our webpage http://www.iata.org/about/sp/Pages/partners.aspx you will find a list of the IATA strategic partners (companies working with us on establishing new standards). IATA does not recommend them over other companies. IATA should not be held responsible for their services.

o Contact your current IT provider and talk to them about the Cargo-XML standards or other standards

c. **Perform Tests**

▪ **Contact an airline of your choice and test the data exchange**

An e-AWB with incorrect/ partially received data is like a paper AWB with incorrect/missing information: it may generate delays.

Ask to one of your business partners to **send them FWB or XFWB messages and analyse the quality of reception**:
- o Transmission time has to be **fast and consistent**
- o Contents have to be **accurate**
- o Agent will check that acknowledgement (FMA/ XFNM)/ correction request (FNAs/XFNM)/ status update (FSU/XFSU) **messages received from the airlines or its representative arrive in due time and complete.**

N.B.: A shipment is considered safe when the associated message quality is 95% or more.

▪ **Choose a carrier to ship pilot shipments**

Some recommendations to ship your first shipments!
- o All your **staff should now be trained on e-Cargo**.
- o **Inform internal and external** stakeholders about the pilot (no MAWB accompany the shipment).
- o **Track and fix any potential problem** with the corresponding business partner, until your reach the desired quality.
- o **Make the e-AWB systematic** as early as possible with the chosen airline.
- o Repeat the operation with other airlines.

V. PAPER DOCUMENTS REQUESTED BY CUSTOMS AUTHORITIES TO ACCOMPLISH AN EXPORT SHIPMENT WITH E-AWB

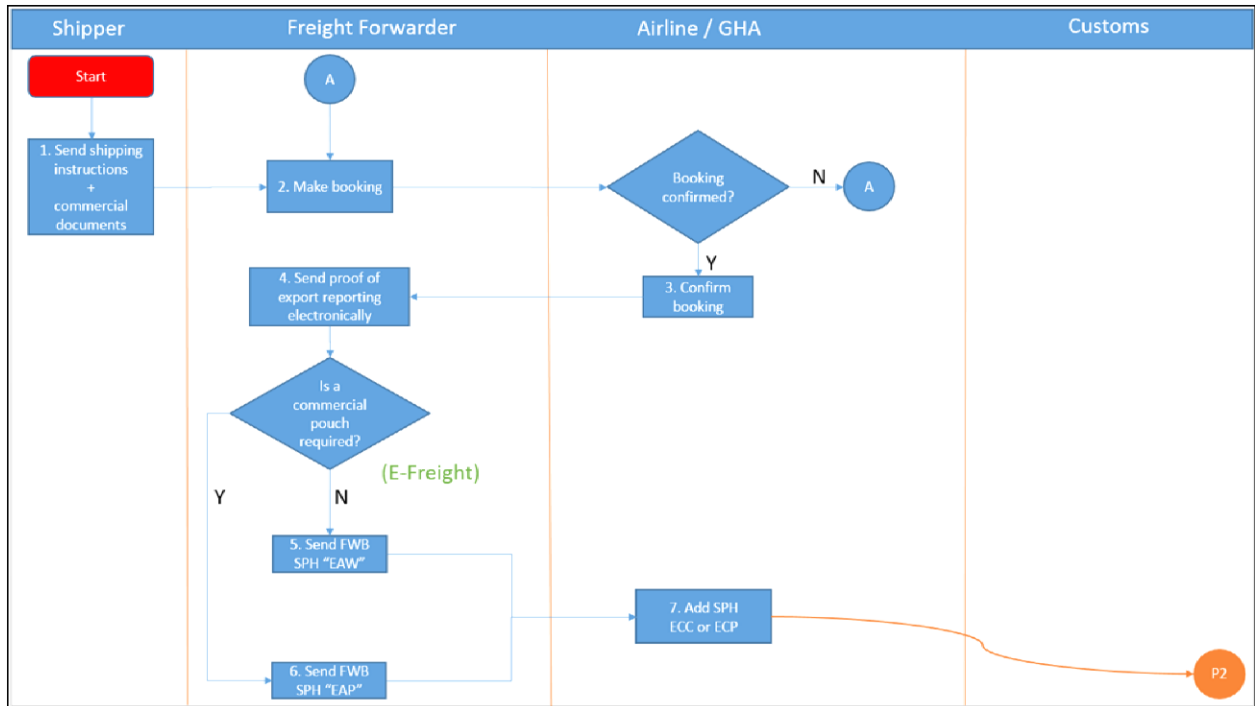Paper AWB facsimile or paper house manifest.

VI.   PROCEDURE
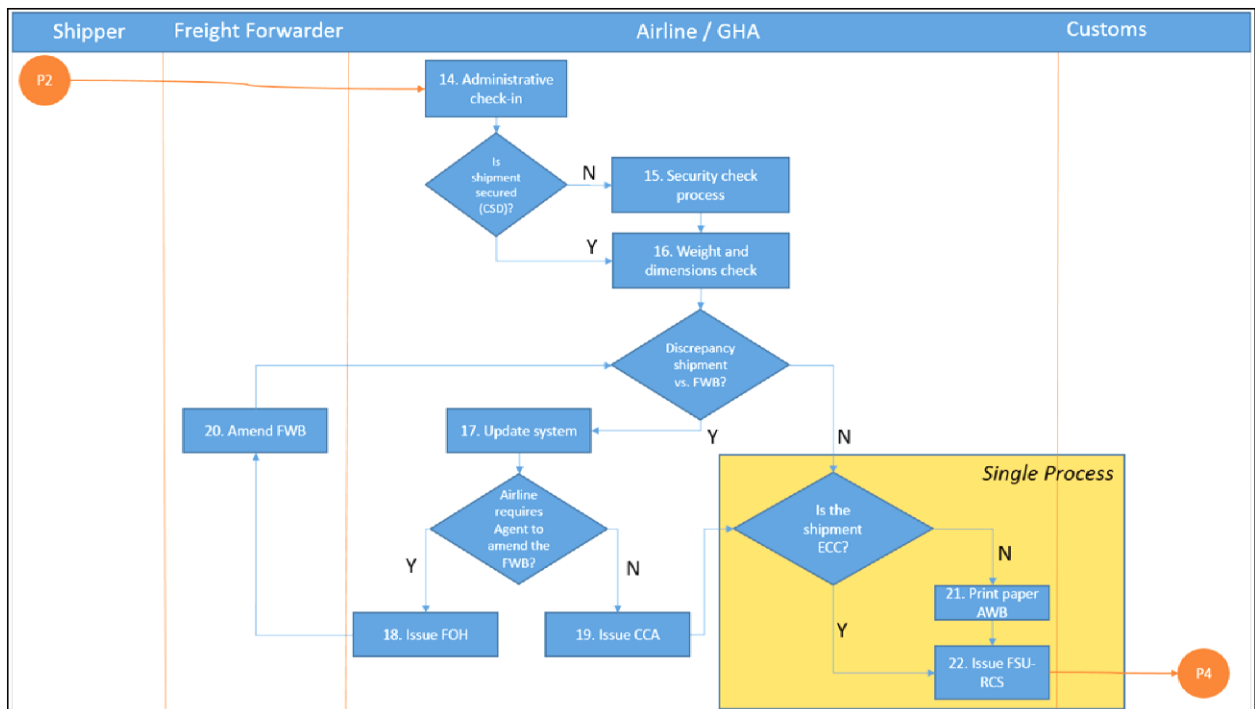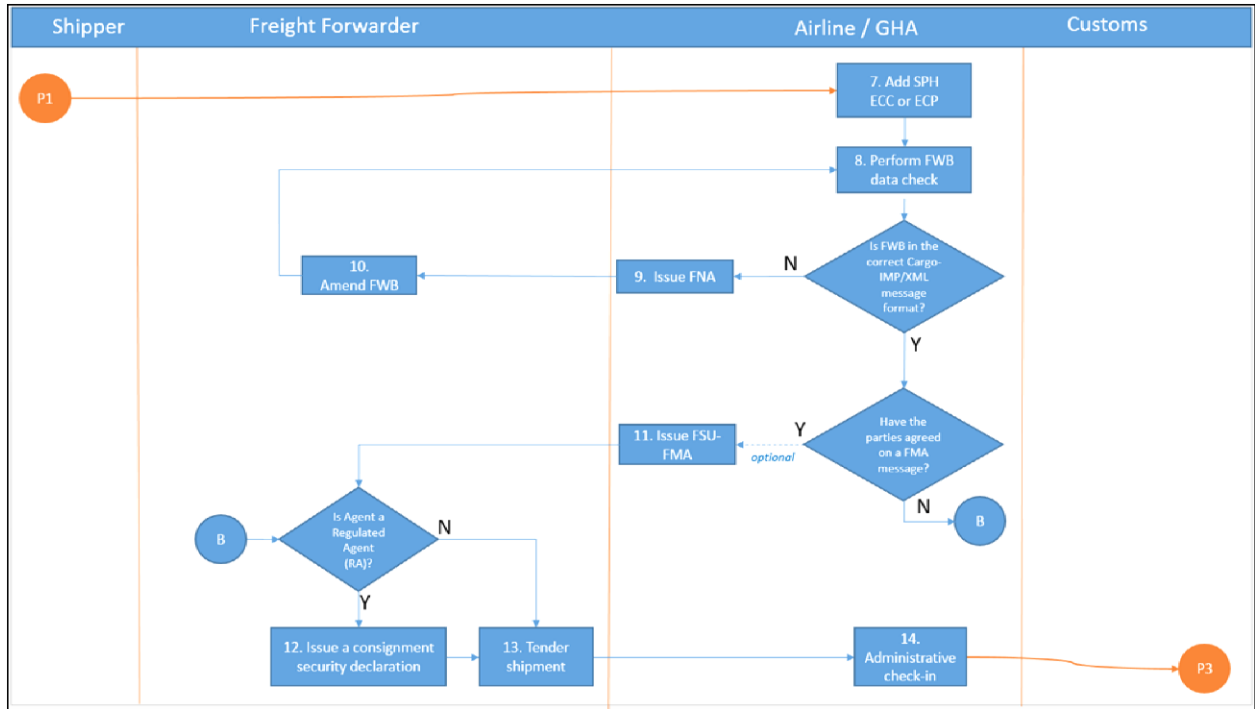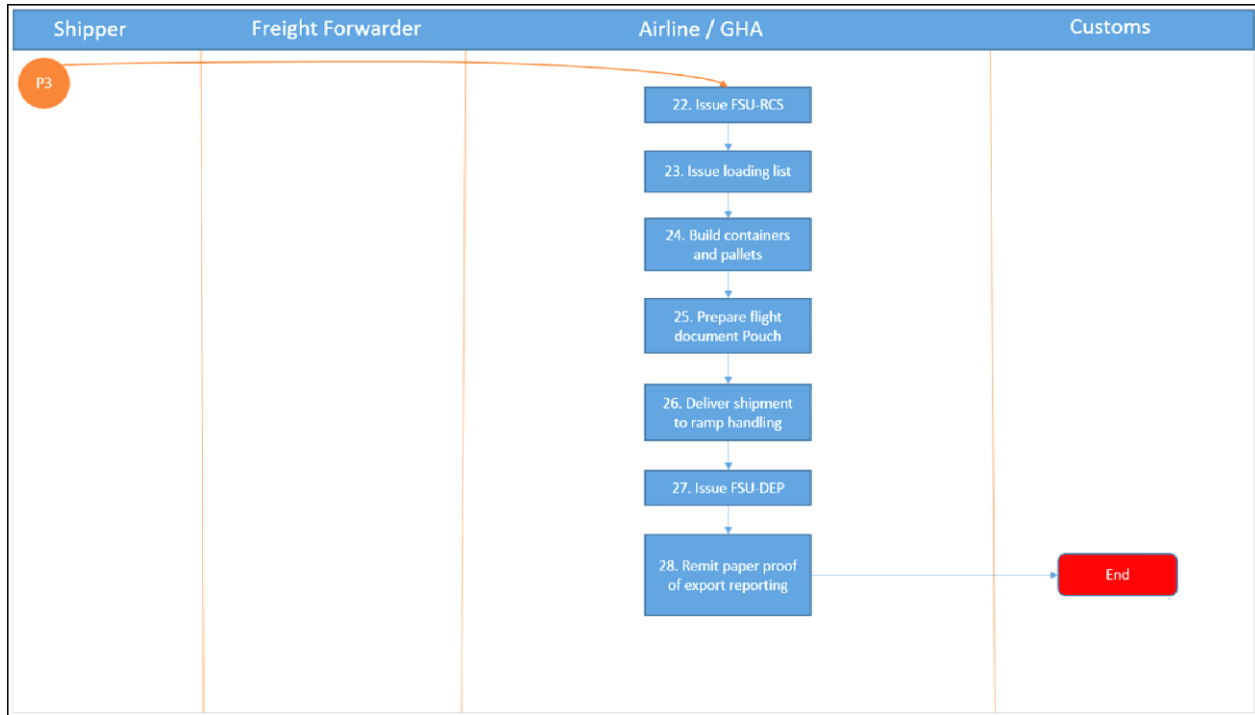
Process No.	Responsible	Description	Associated documents
1	Shipper	**Send shipping instructions and commercial documents** The Shipper sends the shipping instructions to its Freight Forwarder by any available means: orally, in paper or electronically.	Shipper's letter of instructions and any required commercial documents.
2	Freight Forwarder	**Make booking** Any method is acceptable. It is recommended the use of electronic application, e-booking, FFR… The Freight Forwarder may be asked to specify that it is an electronic AWB: (e-AWB). E-Freight Codes (input by Cargo Agent): **EAW:** E-Freight shipment (Cargo Agent does not attach any commercial Pouch) **EAP:** E-Freight Shipment (Cargo Agent attaches a commercial Pouch). **Note: to be considered e-Freight, an EAW/EAP shipment has to be e-AWB too (ECC or ECP).**	FFR message, Portal, Phone, e-mail, Fax
3	Airline / GHA	**Confirm Booking** Sends booking confirmation to the Freight Forwarder. Update the system with the reservation details. Share information with the warehouse. Checks the correct SPH code which applies: E-AWB Codes (input by Carriers): **ECC:** E-Shipment, electronic AWB. **ECP:** E-Shipment, paper AWB.	FFA, e-mail, fax, phone, portal.
4	Freight Forwarder	**Send proof of export reporting electronically** Provide Canada Customs (CBSA) with a copy of an AWB facsimile or a copy of the forwarders house manifest which contains the proof of export reporting numbers.	Paper AWB facsimile or paper house manifest

5	Freight Forwarder	**Send FWB SPH (EAW)** The FWB is issued by the Freight Forwarder via its own system, a Community portal or the Airline's portal. The Special Handling Code (SPH) "EAW" is input by the Freight Forwarder to alert the Airline that no commercial pouch is attached. <u>No paper MAWB</u> is tendered together with the shipment.	FWB
6	Freight Forwarder	**Send FWB SPH (EAP)** The FWB is issued by the Freight Forwarder via its own system, a Community portal or the Airline's portal. The Special Handling Code (SPH) "EAP" is input by the Freight Forwarder to alert the Airline that a commercial pouch is attached. <u>No paper MAWB</u> is tendered together with the shipment.	FWB
7	Airline / GHA	**Add SPH ECC or ECP** The Carrier or its representative are ideally the best positioned to decide if a shipment is e-AWB or not. The carrier adds the SPH **ECC** code. If legal requirements say a paper MAWB is needed, the carrier will input **ECP** code instead.	FWB ECC/ECP
8	Airline / GHA	**Perform FWB data check** Airlines' system or IT solution provider performs a data format control.	n/a
9	Airline / GHA	**Issue FNA** Issue an "FNA" FSU-EDI message to notify the freight forwarder of an issue with the FWB message. An action is needed on the FWB message so the shipment can be accepted Ready For Carriage.	EDI message **FSU/ FNA**
10	Freight Forwarder	**Amend FWB** Based on the FSU/ FNA message, the freight forwarder amends the initial FWB message so it can be processed correctly by the Airlines.	EDI message **FWB**
11	Airline / GHA	**Issue FSU-FMA** If the parties agreed on the issuance and reception, an FSU-FMA message confirms the correct reception of the FWB message into the carrier's server.	FMA

12	Freight Forwarder	**Issue a consignment security declaration** The IATA Resolution 651 says that a CSD form has to be issued as a Security Audit trail. (If the freight forwarder is a Regulated Agent according to the law. To the contrary, the Airline issues it during the security check) CSC37_NormalFAR_ 20140820 FINAL Resolution October2015effectiv CSD (RAKCAO) (blan 651_CSD-eCSD_Expla Information on e-CSD future developments here	CSD form
13	Freight Forwarder	**Tender shipment** The shipment is tendered to the Carrier: - **Without paper MAWB** - **Without paper commercial pouch (EAW) or with 1 commercial pouch (EAP).** *Note:* - *During a **short** implementation period, it is recommended to put a paper MAWB in an envelope placed on the shipment to prevent any problem during the transportation.* - *Should the Carrier had not implemented the single process, the Freight Forwarder is asked to tender a paper MAWB if the local regulations require so.* - *Decision to carry the commercial pouch is at the carrier's discretion.*	CSD - (*optional* 1 commercial pouch)
14	Airline / GHA	**Administrative Check-in** Revise the information provided by the Freight forwarder or its representative upon shipment delivery and allows access to the docks.	Consignment Security Declaration
15	Airline / GHA	**Security Check Process** If the shipment needs to be secured at the airline's premises, apply the necessary controls. Issue the corresponding CSD (Resolution 651).	Consignment Security Declaration
16	Airline / GHA	**Weight and dimensions check** Physical weight and dimensions acceptation check.	Reception Ticket
17	Airline / GHA	**Update system** Update of its system with the correct data and amend the booking if needed.	n/a

18	Airline / GHA	**Issue FOH** In case discrepancies/y exist/s between the information contained in the FWB and the actual shipment, the carrier issues an FOH message to state that the shipment is accepted in the warehouse but is not ready for carriage. The freight forwarder is asked to amend its original FWB.	FOH
19	Airline / GHA	**Issue CCA** The Airlines issues a CCA in presence of the Freight forwarder's representative to notify it about charge discrepancies.	CCA (paper or electronic)
20	Freight Forwarder	**Amend FWB** Amend the FWB so its information reflects the exact shipment physical characteristics.	FWB
21	Airline / GHA	**Print paper AWB** Single Process – If the carrier has implemented the Single Process and the local requirements says so, the carrier prints a paper MAWB based on the electronic record (FWB) issued by the Freight Forwarder.	Paper MAWB
22	Airline / GHA	**Issue FSU-RCS** An RCS issued means that the shipment is accepted by the Carrier. Since that moment, the FWB can no longer be amended. At this moment, the contract between the freight forwarder and the carrier is concluded. The Carrier can optionally issue a Cargo Receipt (electronic as a recommended format, or paper) to the driver/ freight forwarder, as an additional proof of the contract. https://www.iata.org/whatwedo/cargo/e/eawb/Documents/rp1670-june2012-web.pdf	EDI Message RCS - Cargo Receipt (Format is Recommended Practice 1670)
23	Airline / GHA	**Issue loading list** It is recommended to use tablets to transmit the information electronically to and within the warehouse.	n/a
24	Airline / GHA	**Build containers and pallets** It is recommended to use tablets to transmit the information electronically to and within the warehouse.	n/a
25	Airline / GHA	**Prepare flight document pouch**	n/a
26	Airline / GHA	**Deliver shipment to ramp handling**	n/a

27	Airline / GHA	**Issue FSU-DEP** Once it is confirmed that all the parcels have left the airport on board the booked flight, the carrier issue the FSU-DEP (optional).	FSU-DEP
28	Airline / GHA	**Remit paper proof of export reporting** Provide Canada Customs (CBSA) with a copy of an AWB facsimile or a copy of the forwarders house manifest which contains the proof of export reporting numbers.	Paper AWB facsimile or paper house manifest

VII.   GLOSSARY

Acronym	Definition
BKD	Consignment booked on a specific flight
CCA	Charges Correction Advice
CCD	Consignment cleared by Customs
COO	Certificate of Origin Message
CSD	Consignment Security Declaration https://www.iata.org/whatwedo/cargo/security/Pages/csd.aspx
CSN	Customs Status Notification Message
DEP	Consignment departed on a specific flight
DLV	Consignment delivered to the consignee or agent
EAP	E-AWB Shipment with a commercial pouch accompanying the shipment *Special Handling Codes by the Freight Forwarder (e-Freight codes)*
EAW	E-AWB Shipment with no commercial pouch accompanying the shipment *Special Handling Codes by the Freight Forwarder (e-Freight codes)*
ECC	A consignment established with an electronically concluded cargo contract with no accompanying paper master air waybill. *Special Handling Codes by the Carrier (e-AWB codes)*
ECP	A consignment established with an electronically concluded cargo contract. A paper copy of the Master Air Waybill is printed due to local regulations. *Special Handling Codes by the Carrier (e-AWB codes)*
EDI	Electronic Data Interchange
FBL	Freight Booked List Message
FFA	AWB Space Allocation Answer
FFM	Flight Manifest Message
FFR	AWB Space Allocation Request
FHL	House Manifest Message
FMA	Acknowledgement message
FNA	Rejected message notification
FNM	Response Message
FOH	Freight on hand *Used by the warehouse to notify that they accepted the shipment but is not ready for carriage.*
FSU	Freight Status Update Message
FWB	Waybill Message
FZB	House Waybill Message
GRQ	Generic Request Message
INV	Invoice Message
MAN	Consignment manifested on a specific flight
PCL	Packing List Message
RA	Regulated Agent
RCF	Consignment received from a given flight
RCS	Consignment received from shipper or agent *At this stage, shipment is considered as accepted by the carrier and its corresponding FWB message cannot be amended.*

	Any modification can be made through a CCA.
SDG	Shipper Declaration for Dangerous Goods Message
SLI	Shipper´s Letter of Instruction Message
SPH	Special Handling Code

IATA Glossary
http://www.iata.org/whatwedo/cargo/Pages/glossary.aspx

Single process
http://www.iata.org/whatwedo/cargo/e/eawb/Documents/eawb-single-process-guideline.pdf