e-AWB Nordic - 2016
Standard Operating Procedure – Nordic & Baltic
Single process in Copenhagen

Objective: Define the Standard Operating Process for Import, Export and Transit e-AWB (Electronic Air Waybill) shipments. This document is intended only for the Single Process Operations in the Nordic Countries.

IMPORT SHIPMENTS

Pre-conditions	
Responsibility	**Task**
Consignee or its agent	Is ready to operate paperless AWB or to accept a locally produce print-out of the AWB from Electronic Shipment Data
Carrier	Sends to GHA 1- FWBs in version 16 or higher 2- and FHL (version 4 or higher is preferred) 3- a valid FFM for each flight for each incoming shipment at least 4 hours before arrival or latest at departure of the flight
All parties	The Carrier has informed/trained all operational staff on the subject. Commits to inform and train all local operational staff about the e-AWB SOP and Messaging
GHA/**Airline**	Has a system capable of reading and processing Electronic Shipment Data from FWB version 16 and FHL (version 4 or higher is preferred) and storing it electronically for 2 years (minimum). 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 for claim reasons. The Carrier is responsible to store the FWB for 7 years for accounting purposes. GHA has informed/trained all operational staff on the subject.
All parties	Specifications and helpful standards can be found under the IATA e-AWB page: http://www.iata.org/whatwedo/cargo/e/eawb/Pages/index.aspx Cargo pouch label specifications: http://www.iata.org/whatwedo/cargo/e/eawb/Documents/rp1600u-march2013.pdf

Day-to-day Operations	
Responsibility	**Task**

Carrier	Airline provides GHA with
	    - FWB
	    - FHL
	    - FFM (Electronic Flight Manifest)
	From the origin airport for any EAP/EAW shipment loaded on the flight, before arrival of the flight (Ideally not later than 30 minutes after departure from the origin airport). (Station limits may apply due to short flights)

Carrier	Loads at the origin of the flight a properly labelled Document Pouches for any EAP shipment loaded on the flight.
GHA	Processes Import shipments based on received Electronic Shipment Data for any shipment identified as EAP or EAW in the FWB and/or in the FFM.
GHA	Where possible, informs by electronic means the Agent and/or its Customs Broker of the arrival of an e-AWB shipment. In case of EAP shipment, makes the Document Pouch available to the Consignee or its Customs Broker as in a normal paper-AWB shipment.
Consignee or its agent	Makes the necessary efforts to process the incoming e-AWB shipments without paper copies and, informs the Carrier of any problem encountered with EAP/EAW shipments.

Exceptional case: Upon arrival of the flight, the Electronic Shipment Data is not found in GHA's system	
Responsibility	**Task**
GHA	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 pouch is missing, then as today the status "missing docs" is sent. Only applies to EAP shipments.
Carrier	Supports any request from above parties, in order to minimize delay to the shipment flow
Consignee or its agent	Informs the Carrier and/or its Handling Agent of any problem encountered with EAP/EAW shipments.

Exceptional case: Requests for a paper copy of the AWB for an e-AWB shipment by any party if required	
Responsibility	**Task**
GHA	Produces and hands over a print out of the Electronic Shipment Data on Air Waybill format using own system or Carrier system.
Carrier	Reports to IATA any case of un-necessary request for paper documentation by authorities.
Consignee or its agent	Informs the Carrier and/or its Handling Agent of any problem encountered with EAP/EAW shipments.

EXPORT SHIPMENTS

Pre-conditions	
Responsibility	**Task**
Freight Forwarder	Enters a Multilateral e-AWB Agreement with IATA and including all its branches tendering cargo at Nordic Countries Airport and, commits to tender e-AWB shipments for destinations where this is possible on a regular basis (Tendering of e-AWB shipments under older Bilateral EDI Agreements is discouraged).
Freight Forwarder	Delivers cargo labelled in accordance with the specifications of IATA Resolution 606 - Bar Coded Label.
Freight Forwarder Denmark, Sweden, Norway	Will require a listing all awb and MRN numbers as delivery receipt. (In case of delivery by third party without access to digital information, a print of the manifest or the list from the forwarder can be used and signed by the GHA)
IATA	Provides the Freight Forwarder and GHA with information, via Match Maker, updated information of "Live" e-AWB destinations and trade lanes. Information can be found here: http://www.iata.org/whatwedo/cargo/e/Pages/matchmaker.aspx
Carrier	The Carrier will activate the forwarder as an e-AWB partner and will send the activation notice with applicable stations and start date to the forwarder.
Carrier	The Carrier will no longer require a paper Air Waybills copy for Accounting activities with regards to an e-AWB shipments
All parties	Commits to provide proper instruction/training to concerned staff members.
All parties	Exchange FWB messages in version 16 or higher and FHL version 4, 100% correct in quality and quantity For "Secure Cargo" the transmission must be compliant with the eCSD specification, provided on a separate document or as an OCI in the FWB as done today. Some Carriers use the OSI field for this information. GHA needs to clarify with each carrier handles what applies for that Carrier. All parties to take the necessary measures within own system and processes to be compliant with the latest Security requirements.
All parties	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. Updates after this deadline will have to be addressed via a manual CCA . All receiving parties should be able to receive and process subsequent FWB as per IATA Recommendation.
All parties	Exchange FSU messages, particularly FSU-FOH and FSU-RCS messages efficiently and with 100% quality
All parties	Under certain conditions exchange of data via Carrier's portal or Community System portals can replace individual EDI messages

Day-to-day Operations	
Responsibility	**Task**
Freight Forwarder	Special handling Code EAP (including paper documents, e.g. certificates) or EAW (without documents) shall be used on e-AWB shipments
Carrier	Provides to GHA information about the booked cargo at regular intervals through FBL messages, FFR or FSUBKD.
Freight Forwarder	Submits a correctly formatted FWB and FHL to the Carrier containing the applicable EAP or EAW code 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 eCSD specification, provided in a separate document or via OSI.
Carrier	Processes the data from the Freight Forwarder, providing acknowledgment via Messaging Provider or Web Portal.(FNA or FMA)
Carrier	Transmits an FWB/16 or higher and FHL/4 to GHA with up to 9 SHC, including EAP or EAW. This is the official pre-advice for e-AWB shipments. Re-transmission to GHA should be sent automatically. If applicable the ECC or ECP code will be added by the Carrier
Freight Forwarder	Tenders the goods labelled according to IATA's Resolution 606, Bar Coded Label to 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 http://www.iata.org/whatwedo/cargo/e/eawb/Documents/rp1600u-march2013.pdf - In case of Consolidation: One copy of House Manifest with Security Status of each individual HAWB including full Shipper/Consignee address information when required by final destination (AEI countries) - Any special paper document for particular cases (Example: Shippers Declaration for Dangerous Goods, Carnet ATA, etc…)
GHA	In case of cargo delivered already "secure", checks the validity of the Security Declaration or the eCSD and certifies this action manually or digitally. In case of cargo delivered "unsecure", performs the Security Check according to current country regulations and, certifies this action digitally. All security related activities to be compliant with the eCSD specification, provided in a separate document. SPX code shall be inserted/updated in the SPH line by the GHA. No reason to resend the complete FWB, only the update to the SPH line.
GHA	Performs the acceptance of the goods by scanning the barcode on the cargo labels and verifying the Electronic Shipment Data previously received via FWB, pcs and weight in FHL´s, and, stored in the system (Paper AWB copy is not requested and not used). Any eventual discrepancy to be communicated as soon as possible to the Carrier and to the delivery person. If all the conditions to take delivery of the physical goods are positive, GHA assigns it to a location in the system (Either temporary or final. E.g. X-Ray, DG, AWS, etc…). This action triggers an immediate FSU-FOH message to the Carrier. Once all required checks have been performed with positive results: Data check, DG check, Security check, Airworthiness check,

	etc… 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. FOH and RCS messages have to be sent in correct sequence.
Carrier	Forwards the FSU-FOH to the Freight Forwarder as soon as received from 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 GHA establishing the Electronic Contract of Carriage
GHA	Manifests the shipment according to verified Electronic Shipment Data present in their system
GHA	When present, includes the shipment Document Pouch into the Flight Pouch.
GHA	Ensures no paper AWB copy is flown with the cargo

Exceptional cases: GHA Detects missing Electronic Shipment Data in own system upon delivery of the goods	
Responsibility	**Task**
GHA	Initiates tracing of Electronic Shipment Data through all own and Carrier's systems available and/or the support of Carrier's staff. If data cannot be retrieved within the systems, informs the delivery person and/or the Carrier that a new transmission is required before Cargo Acceptance can be performed. In case successful EDI transmission can't be executed, shipment will not be accepted.
Carrier	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.
All Parties	Report the case to the Carrier office for investigation and prevention of further occurrence.

Exceptional cases: GHA Detects a discrepancy in pieces and/or weight between Electronic Shipment Data and physical nature of goods delivered	
Responsibility	**Task**
GHA	Informs the delivery person and contacts immediately the Carrier requesting correction of the data by a new correct FWB. 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 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.

ANNEX: Acceptance Guidelines for True Paperless eAWB Shipments:

Condition	Recommended Action	Notes
Mismatching in essential data against physical cargo (E.g. pieces count, destination, AWB number, labeling, etc…)	Stop acceptance, inform all parties.	Request a new FWB
Missing, wrong or mismatching Security Information as per security acceptance table	Perform acceptance and, screen cargo at Agent expenses.	
Missing or wrong non-essential data (E.g. Consignee address or part of it, dimension/volume information, accounting data)	Stop acceptance, inform all parties.	Request a new FWB

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