

e-AWB SOP

**e-AWB Standard Operating
Procedures at
Dammam - Saudi Arabia**

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 to following these 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.

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 | Recommends to deliver cargo "Ready for Carriage" (in accordance with IATA Resolution 833, including appropriate labelling and packaging). |
| Freight Forwarder | Agrees 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 receiving e-AWB status updates from Carrier, by means of EDI messages, or via a web portal. |
| 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 receiving Status updates, 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 for receiving e-AWB data, is able to receive Cargo-IMP FWB version 16 or higher (or Cargo-XML equivalent). |
| Carrier | Capable of sending e-AWB Status updates, by using EDI message or via a web portal. |

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| Carrier | When using EDI messages for providing Status updates, is able to send FSU messages, particularly FSU-FOH and FSU-RCS messages (or Cargo-XML equivalent). |
| Carrier | Capable of receiving House manifest data from Freight Forwarder, by using EDI message or via a web portal. |
| 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. |
| All parties | Ensure that for “secured cargo” the transmission is compliant with the IATA e-Consignment Security Declaration specifications. |
| 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 required after the RCS has been sent 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. |

Section 1.2 Operations process steps

| Day-to-day Operations | | |
|-----------------------|-------------------|---|
| Step | Actor | Task |
| 1. | Freight Forwarder | Books the e-AWB shipment with Carrier. |
| 2. | Freight Forwarder | <p>Sends the FWB (or XFWB) 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 document 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>2. For “secured cargo” the transmission must be compliant with the IATA e-Consignment Security Declaration specifications.</p> <p>3</p> |
| 3. | Carrier | Processes the e-AWB data message received from the Freight Forwarder, and: |

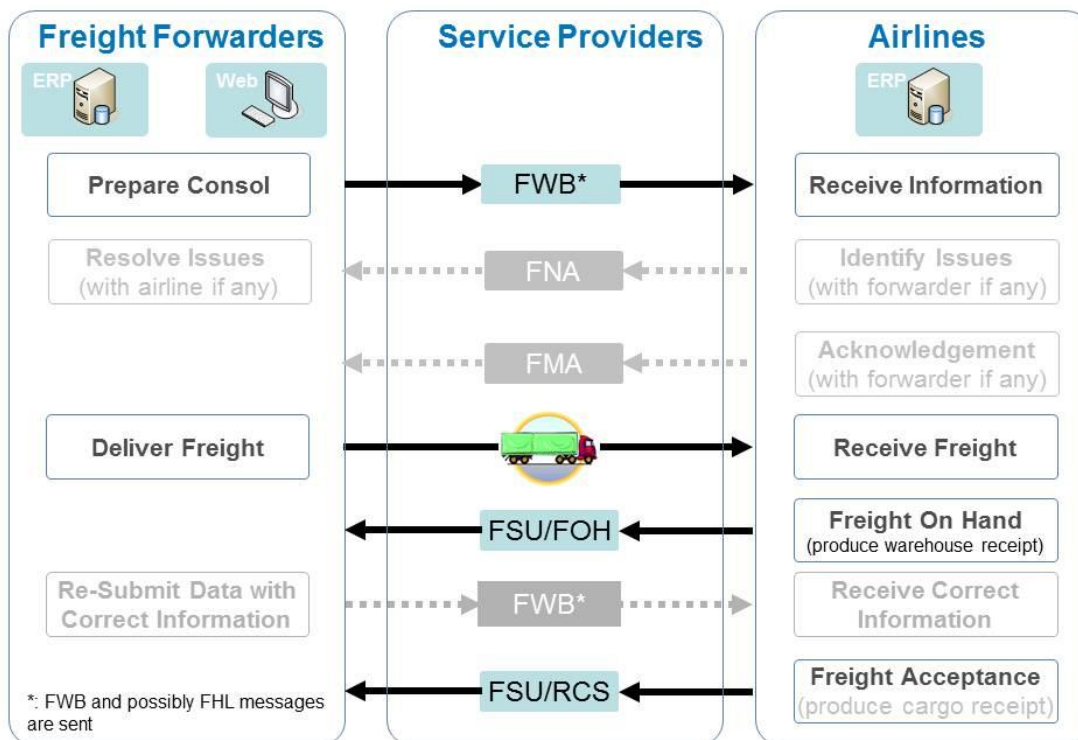
¹ Guidelines for Single Process: <http://www.iata.org/whatwedo/cargo/e/eawb/Documents/eawb-single-process-guideline.pdf>

| | | |
|----|-------------------|--|
| | | <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> |
| 4. | Carrier | <p>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.</p> <p>Note: Printing of AWB (multipage colour coded) to cover ECP shipment is to be done by the Carrier in case of single process carriers.</p> |
| 5. | Freight Forwarder | <p>Tenders the goods to Carrier’s cargo acceptance facilities, 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.</p> <p>b) Any applicable supporting documents (Example: Shippers Declaration for Dangerous Goods).</p> |
| 6. | Carrier | <p>Receives the goods and matches the physical goods with the electronic shipment data in the Carrier 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 put on hold until such time the correct FWB/XFWB has been resent by the freight forwarder.</p> |
| 7. | Carrier | <p>After all the conditions to take delivery of the goods are positive:</p> <p>a) Carrier 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) 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: 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> |
| 8. | Carrier | <p>Performs checks necessary to confirm shipment as “ready for carriage”.</p> |

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| | | <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>c) All security related activities to be compliant with the IATA e-Consignment Security Declaration specifications.</p> |
| 9. | Carrier | <p>After all the required checks are completed with positive results:</p> <p>a) Confirms the shipment as “Ready for Carriage” in the Carrier system.</p> <p>b) 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>c) Provides the Cargo Receipt (in accordance with IATA Resolution 600g) to Freight Forwarder by electronic means (example: downloadable PDF posted on Carrier website or web portal).</p> |
| 10. | Carrier | <p>Manifests the shipment according to verified electronic shipment data in their system.</p> |
| 11. | Carrier | <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 (for ECP shipments)</p> |

Messaging Flow

The following illustrates the messaging flow between the parties.



Section 1.3 Exception management

This section lists the standard exceptions management procedures.

| Exception management 1: Carrier detects missing electronic shipment data in own system upon delivery of the goods | |
|---|---|
| Responsibility | Task |
| Carrier | 1. Initiates tracing of electronic shipment data through its systems |
| | 2. 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. |
| | 3. 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 (Carrier will request Freight Forwarder to provide required information by telephone or e-mail). |
| Freight Forwarder | Promptly responds to the request from Carrier to avoid delay to cargo and delivery driver schedule. |

| Exception management 2: Carrier Detects a discrepancy in number of pieces and/or weight between electronic shipment data and physical goods delivered | |
|--|--|
| Responsibility | Task |
| Carrier | 1. Informs the delivery person and contacts immediately the Freight Forwarder by telephone, informing of required correction to data. |
| | 2. Requests confirmation from Freight Forwarder to proceed with the correction or alternately, 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 Carrier system with the correct number of pieces and weight matching the physical goods received. |
| | 4. Confirms "Ready for Carriage" status to Freight Forwarder: 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. b) Provides the Cargo Receipt (in accordance with IATA Resolution 600g) to Freight Forwarder by electronic means (example: downloadable PDF posted on Carrier website). |
| Freight Forwarder | Promptly responds to the request from Carrier to avoid delay to cargo and delivery driver schedule. |

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 2.1 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 | 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 |

| | |
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| | equivalents). |
| Carrier | Capable of receiving House manifest data from Freight Forwarder, by using EDI message or via a web portal. |
| Carrier | Capable of archiving the EDI messages for required duration. |
| Carrier | Commits to implementing the Single Process ² , 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 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 | Ensure that for "secured cargo" the transmission is compliant with the IATA e-Consignment Security Declaration specifications. |
| All parties | <p>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 need to be studied by the relevant parties. All receiving parties should be able to receive and process subsequent FWB (or XFWB) as per IATA Recommendation.</p> <p>Note: the MeA (resolution 672, article 4, para 4.5: If Carrier (GHA) determine there is a discrepancy between the air waybill data established through Electronic Communication and the weight of, number of pieces, volume of, measurements of, or rate applicable to a cargo shipment then Carrier shall so notify Freight Forwarder; Carrier may receive such cargo shipment by using a Warehouse Receipt (as an interim cargo receipt) and acknowledging through Electronic Communication that the cargo is "freight on hand". Discrepancies shall be governed by the Carrier's exception procedures.</p> |

Section 2.2 Operations process steps

| Day-to-day Operations | | |
|-----------------------|-------------------|--|
| Step | Actor | Task |
| 1. | Freight Forwarder | Books the e-AWB shipment with Carrier. |

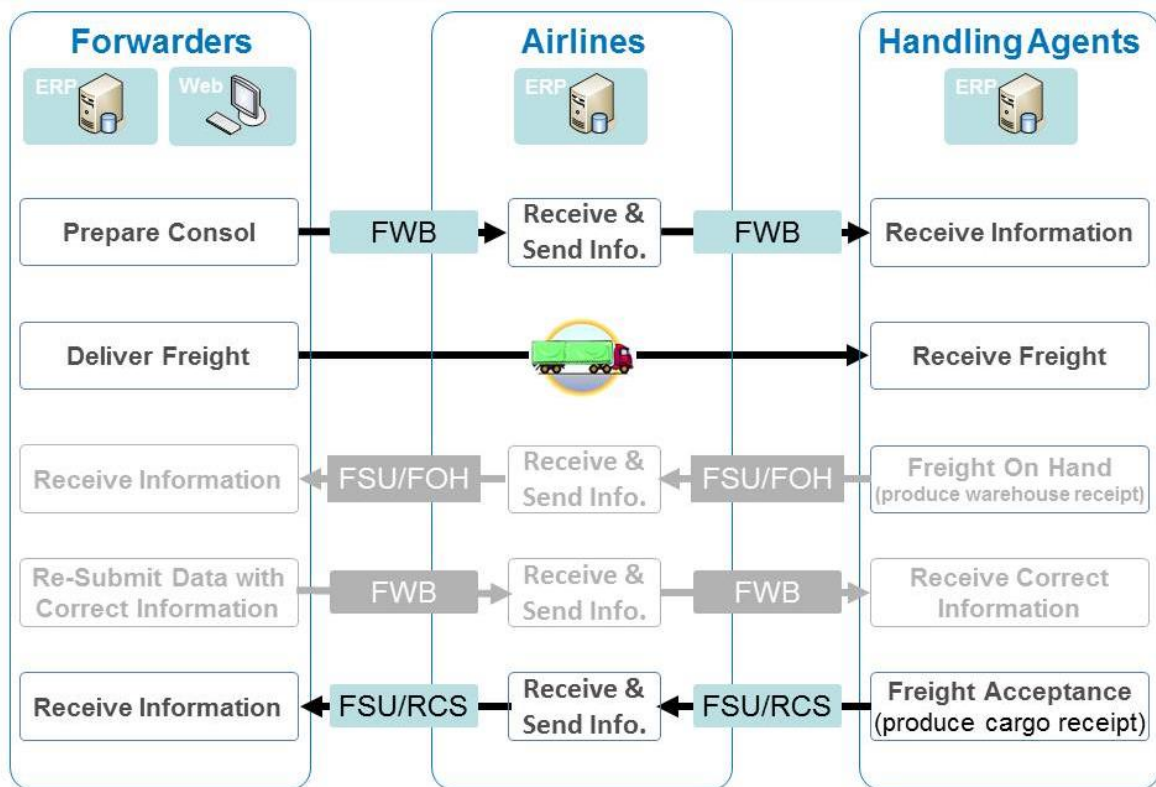
² Guidelines for Single Process: <http://www.iata.org/whatwedo/cargo/e/eawb/Documents/eawb-single-process-guideline.pdf>

| | | |
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| 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>2. For “secured cargo” the transmission must be compliant with the IATA e-Consignment Security Declaration specifications.</p> |
| 4. | Carrier | <p>Processes the e-AWB data message received from the Freight Forwarder, and:</p> <p>b) 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 | <p>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.</p> <p>Note: For shipment under ECP, it is the Carrier responsibility to provide the multipage/multicolour AWB to the GHA at the time of freight acceptance</p> |
| 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.</p> <p>b) Any applicable supporting documents (Example: Shippers Declaration for Dangerous Goods, etc.)</p> |
| 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</p> |

| | | |
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| | | procedures, or as agreed between Carrier and Freight Forwarder. |
| 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: 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> |
| 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>c) All security related activities to be compliant with the IATA e-Consignment Security Declaration specifications.</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 | <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.</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.



Section 2.3 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><u>Scenario 1 :</u></p> <ol style="list-style-type: none"> 1. Initiates tracing of electronic shipment data through its own system and Carrier system 2. 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. 3. 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><u>Scenario 2 (Security Information) :</u></p> <p>If missing or wrong => Perform acceptance and screen cargo.</p> |
| | <p><u>Scenario 3 (House manifest data) :</u></p> <p>If missing electronic House Manifest Data for Consolidated shipment => Accept shipment under paper House Manifest and continue with RCS according to carrier requirements .</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 | |
| | Scenario 1 | Scenario 2 |
| GHA | 1. Informs the delivery person and contacts immediately the Freight Forwarder (by telephone or e-mail), informing of required correction to data. | Accept shipment under FOH , continue with RCS according to Carrier requirements. |
| | 2. Requests confirmation from Freight Forwarder to proceed with the correction or alternately, GHA asks Freight Forwarder to re-send the corrected FWB (or XFVB) 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> | |
| Carrier | Supports any request from above parties, in order to minimize delay to the shipment flow. | |

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.

Section 3.1 Pre-requisites

| Pre-requisites | |
|-------------------------------|---|
| Actor | Task |
| Freight Forwarder | Ready to operate paperless or to accept a locally produce print-out of the AWB from electronic shipment data |
| Carrier | Capable of receiving and processing 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. |
| Carrier | 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. |
| Carrier | Informed/trained all operational staff on handling e-AWB shipments. |

Section 3.2 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) message. |
| 2. | Carrier | Processes the shipments based on the FWB (or XFWB) message received. |
| 3. | Carrier | 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. |
| 4. | Freight Forwarder | Takes necessary steps to process the import e-AWB shipments without paper copies and informs the Carrier of any problem encountered with the shipments. |
| 5. | Carrier | Handover shipment to Freight Forwarder, and records completion of delivery (Example: by using FSU-DLV message). |
| 6. | Carrier | Provides Freight Forwarder and Authorities full support for e-AWB related questions upon request. |

| Exception management 1: Upon arrival of the flight, the electronic shipment data is not found in Carrier system | |
|--|--|
| Responsibility | Task |
| Carrier | <p>Sends a request for AWB data to the Origin station and informs the Freight Forwarder of the irregularity.</p> <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 Origin station.</p> |
| Carrier | Supports any request from above parties, in order to minimize delay to the shipment flow. |

Section 3.3 Exception management

| Exception management 2: Paper copy of the AWB for an e-AWB shipment is requested by any party | |
|--|--|
| Responsibility | Task |
| Carrier | 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. |

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) |
| 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) |
| 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) message. |
| 2. | Carrier | Sends to GHA the FFM (or XFFM) message received from Origin station along with all corresponding FWB (or XFWB) message |
| 3. | GHA | Receives from Carrier the FFM (or XFFM) message, along with all corresponding FWB (or XFWB) message. |
| 4. | GHA | Processes the shipments based on the FWB (or XFWB) message 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 origin station. 3. Informs the Consignee and 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. |

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 |
| 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 |