e-AWB SOP
DUBAI

e-AWB Standard Operating Procedures at Dubai

Revision Tracking

Version	Date	Updated By	Changes Made
0.1	DD MMM YYYY	Working group	
0.2	12Apr2016	Mazen from IATA	Comments received from QR, LH & CX.
0.3	09Jun2016	Mazen from IATA	Comments received from Calogi and Dubai Airports
0.4	20Jun2016	Mazen from IATA	Dubai Customs
0.5	20Jun2016	Mazen from IATA	
0.6	Apr/May2019	Through e-Cargo Group meetings and suggestions by members	Many changes have been suggested and accepted by the group.
0.7	12Jun2019	Dubai Customs	Some additions/changes were added as per Dubai Customs request.

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.

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.

As per Dubai Customs, this e-AWB standard operating procedure is a guide, concerned parties must abide to the local laws and regulations at all times.

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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	A FF should have the following in place to do e-AWB: 1- Sign the IATA Multilateral e-AWB Agreement, including all branches tendering cargo at the airport. This is one time agreement signed by the HDQ of the FF with IATA HDQ (electronically) and the FF could include in it all of its branches around the globe. Or the FF could sign a bilateral agreement with each Airline separately. 2- Have a capable system in place to tender e-AWBs to Airlines. This could be either the FF's own system, an Airline Portal or a Cargo Community System (CCS) 3- Have completed the e-AWB Activation Notice. This could be either by using the IATA template or an email exchange between the FF and each Airline the FF wants to do e-AWB with, to state their interests to do e-AWB mentioning a start date and the destinations to do e-AWBs for this particular Airline.
Freight Forwarder	Commits to tender e-AWB shipments for all destinations that are eligible for e-AWB. In case an Airline follows and implemented e-AWB360 Single Process, then FFs should tender e-AWB for all shipments regardless if destination is e-AWB or not and then the Airline will print the AWB on behalf of the FF.
Freight Forwarder	Delivers 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 (or in case of delivery by third party without access to electronic information, will process a paper Cargo Receipt or Warehouse Receipt, whichever is appropriate).
Freight Forwarder	Capable of transmitting FWB version 16 or equivalent XWB data to Carrier, by means of EDI messages, or via a web portal.
Freight Forwarder	Capable of receiving Cargo IMP or Cargo XML equivalent status updates from Carrier, by direct means or via a web portal.
Freight Forwarder	Capable of sending FHL version 4 or Cargo XML equivalent (House Manifest and House detail) to Carrier, either by direct means or via a web portal.
Freight Forwarder	Capable of receiving FMA or XFMA as acknowledge receipt of the e-AWB data message. Capable of receiving FNA or XFNA as a notification about the error .
Freight	Able to receive FSU messages, (or Cargo-XML equivalent) either directly or through a web portal. FSU-FOH and FSU-RCS messages (Cargo IMP or Cargo

Forwarder	XML) are mandatory for the production of the Cargo Receipt.
Freight Forwarder	Capable of archiving the EDI messages for required as per local regulations.
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). Also, Airline should make sure to have completed the e-AWB Activation Notice with each FF.
Carrier	Capable of receiving FWB version 16 or Cargo XML equivalent data from Freight Forwarder by means of EDI messages. Also capable of processing and storing it electronically.
Carrier	Capable of sending receive FSU messages, (or Cargo-XML equivalent), by using EDI message or via a web portal. FSU-FOH and FSU-RCS messages (Cargo IMP or Cargo XML) are mandatory for the production of the Cargo Receipt.
Carrier	Capable of sending FMA or XFMA as acknowledge receipt of the e-AWB data message . Capable of sending FNA or XFNA as a notification about the error .
Carrier	Capable of receiving FHL version 4 or Cargo XML equivalent (House Manifest and House detail) to Carrier, either by direct means or via a web portal
Carrier	Capable of archiving the EDI messages for required duration as per local regulations.
Carrier	Commits to implementing the agreed Single Process for the specific airport of operation[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	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. 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	Books the e-AWB shipment with Carrier. This could be done through different

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

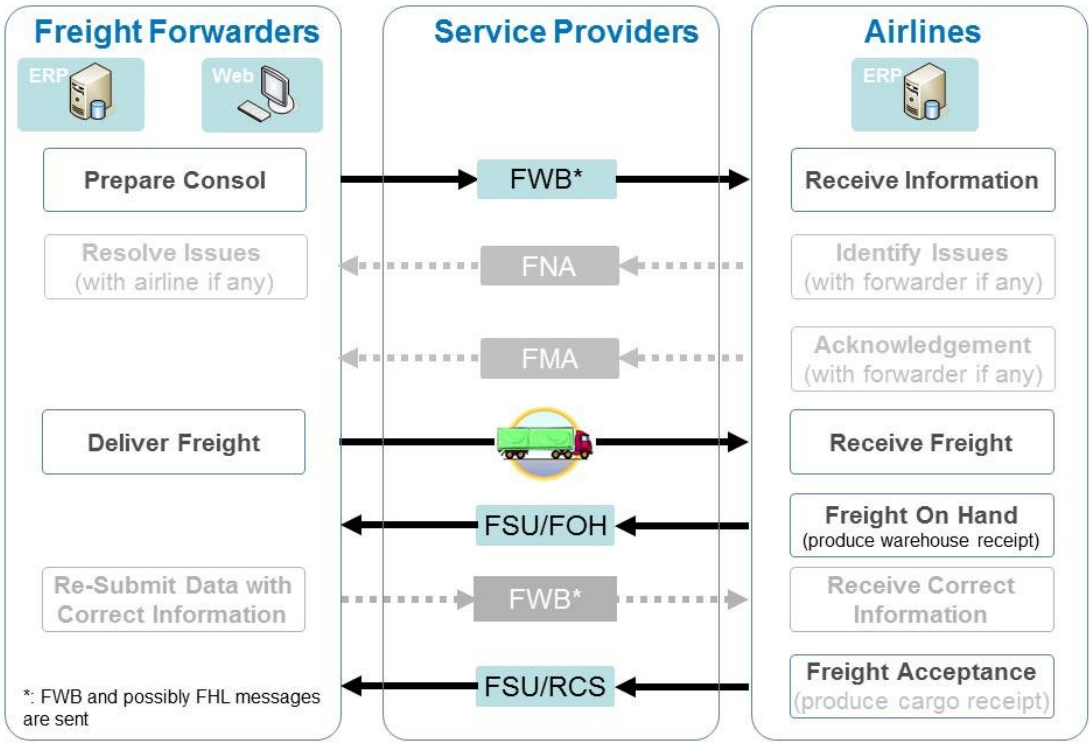
	Forwarder	means, FF's own System, Airline Portal, a CCS.
2.	Freight Forwarder	Sends the FWB (or XFWB) to the Carrier, at least (30) minutes before delivery of the goods. Alternatively, the e-AWB data can be submitted to Carrier via web portal. **Notes:** The codes to be used in the SHC field are as follows: 1- EAW: e-AWB shipment without accompanying documents and no pouch 2- EAP: e-AWB shipment with accompanying documents or pouch
3.	Carrier	Processes the e-AWB data message received from the Freight Forwarder, and: 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. Sending and receiving of FMA, XMA not mentioned as a pre-requisite in the preceding pages. or 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. **Note:** Upon receiving error notification, Freight Forwarder shall re-send the corrected e-AWB data to Carrier.
4.	Carrier	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. Note: Printing of AWB (multipage colour coded) to cover ECP shipment is to be done by the Carrier in case of single process carriers. The airline determines when a paper colour-coded AWB or A4 needs to be produced. When needed, the airline prints the paper colour-coded AWB or A4 or A4 with the conditions of contract on the reverse, on behalf of the freight forwarder, using the exchanged electronic data.
5.	Freight Forwarder	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: a) In case there is an accompanying document pouch, ensure it is properly labelled according to IATA Recommended Practice 1600u. b) Any applicable supporting documents (Example: Shippers Declaration for

		Dangerous Goods). Where as per Customs, any Cargo identified as Dangerous Goods or prohibited and restricted goods should be declared as per local regulations.
6.	Carrier	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). **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 procedures, or as agreed with the Freight Forwarder. If the wrong data was also submitted already to Dubai Customs, then the FF is required to send a cancelation or amendment. If e-AWB is supposed to be a single process then the exception handling should also be a single process. My recommendation would be that if there are any exceptions the carrier reverts to a paper contract.
7.	Carrier	After all the conditions to take delivery of the goods are positive: a) Carrier assigns it to a location in the system b) Provides a Cargo Receipt/ Warehouse Receipt to the person delivering the cargo. **Note:** The Cargo Receipt/Warehouse Receipt can also be provided using electronic means (for example, via e-mail) c) Sends FSU-FOH (or XFSU-FOH) message to Freight Forwarder, or alternately sends "Freight on Hand" confirmation to Freight Forwarder via web portal. **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.
8.	Carrier	Performs checks necessary to confirm shipment as "ready for carriage". **Notes:** a) In case of "secured cargo", checks the validity of the Security Declaration in the electronic data and certifies this action digitally. b) In case of "unsecured cargo", performs the Security Check according to current country regulations and, certifies this action digitally. c) All security related activities to be compliant with the IATA e-Consignment Security Declaration specifications. d) In case of Consolidated Shipment, checks the FHL (or XFHL) data or the House Manifest for security status of each individual House Waybill.
9.	Carrier	After all the required checks are completed with positive results: a) Confirms the shipment as "Ready for Carriage" in the Carrier system. 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.

		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).
10.	Carrier	Manifests the shipment according to verified electronic shipment data in their system.
11.	Carrier	Prepares the physical shipment for transportation: a) Loads the shipment onto a ULD (pallet, container, etc). b) When present, includes the shipment document pouch into the flight pouch c) Ensures paper AWB copy is flown with the cargo (for ECP shipments) if required

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. Once again, I suggest that If the forwarder cannot resend the data, the carrier reverts to a paper contract.
	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. And if the wrong data was also submitted already to Dubai Customs, then the FF is required to send a cancelation or amendment.

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	A FF should have the following in place to do e-AWB: 1- Signed the IATA Multilateral e-AWB Agreement, including all branches tendering cargo at the airport. This is one time agreement signed by the HDQ of the FF with IATA HDQ (electronically) and the FF could include in it all of its branches around the globe. Or the FF could sign a bilateral agreement with each Airline separately. 2- Have a capable system in place to tender e-AWBs to Airlines. This could be either the FF's own system, an Airline Portal or a Cargo Community System (CCS). Have completed the e-AWB Activation Notice. This could be either by using the IATA template or an email exchange between the FF and each Airline the FF wants to do e-AWB with, to state their interests to do e-AWB mentioning a start date and the destinations to do e-AWBs for this particular Airline.
Freight Forwarder	Commits to tender e-AWB shipments for all destinations. In case an Airline follow and implemented e-AWB360 Single Process, then FFs should tender e-AWB for all shipments regardless if destination is e-AWB or not and then the Airline will print the AWB on behalf of the FF.
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	When using EDI messages for sending House Manifest data, is able to send Cargo-IMP FHL version 4 (or Cargo-XML equivalent).
Freight Forwarder	Capable of receiving AWB status updates from Carrier, by means of EDI messages, or via a web portal.
Freight	When using EDI messages, is able to receive FSU messages, particularly FSU-

Forwarder	FOH and FSU-RCS messages (or Cargo-XML equivalent).
Freight Forwarder	Capable of archiving the EDI messages for required duration as per local regulations.
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 equivalents).
Carrier	Capable of receiving House manifest data from Freight Forwarder, by using EDI message or via a web portal.
Carrier	When using EDI messages for receiving House Manifest data, is able to receive Cargo-IMP FHL version 4 (or Cargo-XML equivalent).
Carrier	Capable of archiving the EDI messages for required duration as per local regulations.
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 sending Status update (FSU) messages, particularly FSU-FOH and FSU-RCS messages (or Cargo-XML equivalents) to the carrier.
GHA	Capable of archiving the EDI messages for required duration as per local regulations.
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 after this need to be studied by the relevant parties. All receiving parties should be able to receive and

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

	process subsequent FWB (or XFWB) as per IATA Recommendation. 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. If the wrong data was also submitted already to Dubai Customs, then the FF is required to send a cancelation or amendment.

Section 2.2 Operations process steps

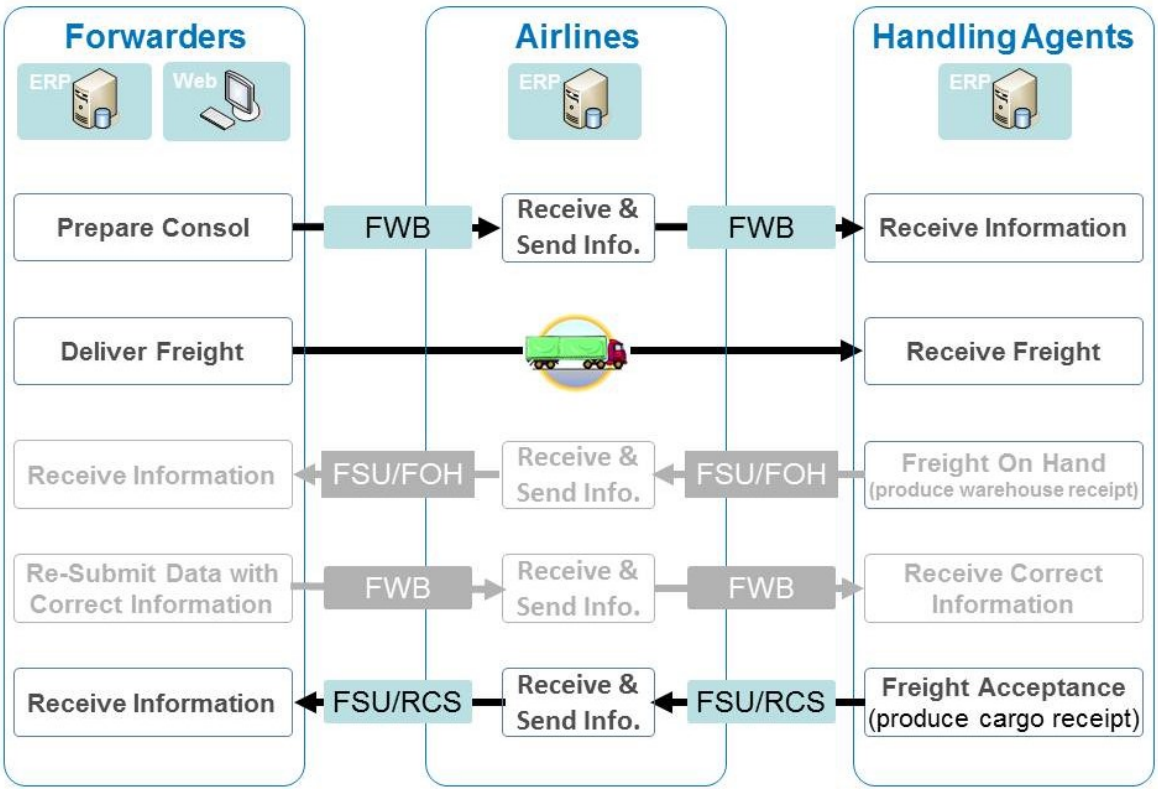
Day-to-day Operations		
Step	**Actor**	**Task**
1.	Freight Forwarder	Books the e-AWB shipment with Carrier.
2.	Carrier	Provides to GHA information about the booked e-AWB shipments (with ECC or ECP special handling codes) at regular intervals through FBL messages. Dnata require the booking information for all shipments, not just e-AWB shipments. Dnata also requires booked FSUs.
3.	Freight Forwarder	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. **Notes:** 1- The codes to be used in the SHC field are as follows: - EAW: e-AWB shipment without accompanying documents and no pouch - EAP: e-AWB shipment with accompanying documents or pouch 2. For "secured cargo" the transmission must be compliant with the IATA e-Consignment Security Declaration specifications. Carriers who have not implemented e-CSD can include CSD in the pouch. 3. In case of Consolidation, Freight Forwarder send FHL (or XFHL) message to Carrier, or transmit the House Manifest data to Carrier via web portal. It should contain the Security Status of each individual HAWB, including full Shipper/ Consignee address information when required by final destination.
4.	Carrier	Processes the e-AWB data message received from the Freight Forwarder, and: 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. or

		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. **Note:** Upon receiving error notification, Freight Forwarder shall re-send the corrected e-AWB data to Carrier.
5.	Carrier	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.
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	Tenders the goods to GHA acceptance facility, ready for carriage (in accordance with IATA Resolution 833, including appropriate labelling and packaging) with the following: a) In case there is an accompanying document pouch, ensure it is properly labelled according to IATA Recommended Practice 1600u. b) Any applicable supporting documents (Example: Shippers Declaration for Dangerous Goods, etc.) Where as per Customs, any Cargo identified as Dangerous Goods or prohibited and restricted goods should be declared as per local regulations.
8.	GHA	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). **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 procedures, or as agreed between Carrier and Freight Forwarder. If the wrong data was also submitted already to Dubai Customs, then the FF is required to send a cancelation or amendment.
9.	GHA	After all the conditions to take delivery of the physical goods are positive: a) GHA assigns it to a location in the system b) Provides a Cargo Receipt/ Warehouse Receipt to the person delivering the cargo. **Note:** The Cargo Receipt/Warehouse Receipt can also be provided using electronic means (for example, via e-mail) c) Confirms "Freight on Hand" status to Carrier, including weight, volume, and number of pieces received along with the acceptance date and time.
10.	Carrier	Sends FSU-FOH (or XFSU-FOH) message to Freight Forwarder, or alternately sends "freight on hand" confirmation to Freight Forwarder via web portal. **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.
11.	GHA	Performs checks necessary to confirm shipment as "ready for carriage". For master level, check the FWB (or XFWB) data for security status of each AWB.

12.	GHA	After all required checks are completed with positive results, confirms the shipment as “Ready for Carriage” in the GHA system and confirms back to carrier
13.	Carrier	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. b) Provides the Cargo Receipt (in accordance with IATA Resolution 600g) to Freight Forwarder by electronic means (example: downloadable PDF posted on Carrier website).
14.	GHA	Manifests the shipment according to verified electronic shipment data in their system.
15.	GHA	Prepares the physical shipment for transportation. a) Loads the shipment onto a ULD (pallet, container, etc). b) When present, includes the shipment document pouch into the flight pouch. c) Ensures paper AWB copy is flown with the cargo when required.

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	**Scenario 1 :** 1. Initiates tracing of electronic shipment data through its own system and Carrier system (only if he has access to the carrier system) 2. If data cannot be retrieved within the systems, informs the Carrier 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).
	Scenario 2 (Security Information) : If missing or wrong (or not applicable) => Perform acceptance and screen cargo.
	Scenario 3 (House manifest data) : If missing electronic House Manifest Data for Consolidated shipment => Accept shipment under paper House Manifest and continue with RCS according to carrier requirements . DNATA does not accept shipments at the HAWB level for Import and Export
	Scenario 4 (Missing AWB data) : Hold acceptance, inform all parties (if agent has copy proceed with acceptance and inform all parties)
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. If the wrong data was also submitted already to Dubai Customs, then the FF is required to send a cancelation or amendment.

<table>
<tr><th colspan="3">Exception management 2: GHA detects a discrepancy in number of pieces, weight, dimensions or volume between electronic shipment data and physical goods delivered</th></tr>
<tr><th>Responsibility</th><th colspan="2">Task</th></tr>
<tr><td rowspan="3">GHA</td><td>Scenario 1</td><td>Scenario 2</td></tr>
<tr><td>1. Informs the delivery person and contacts immediately the Freight Forwarder (by telephone or e-mail), informing of required correction to data.</td><td rowspan="3">Accept shipment under FOH , continue with RCS according to Carrier requirements.</td></tr>
<tr><td>2. Requests confirmation from Freight Forwarder to proceed with the correction or alternately, GHA asks the Carrier to re-send the corrected FWB (or XFWB) message or the corrected e-AWB data via web portal.</td></tr>
<tr><td>Carrier</td><td colspan="2">3. Upon receiving confirmation (or corrected data) from carrier, confirms the shipment as “Ready for Carriage” in the GHA system with the correct number of pieces and weight matching the physical goods received.</td></tr>
<tr><td>Carrier</td><td colspan="2">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 by the GHA.

b) Provides the Cargo Receipt (in accordance with IATA Resolution 600g) to Freight Forwarder by electronic means (example: downloadable PDF posted on Carrier website).</td></tr>
<tr><td>Carrier</td><td colspan="2">Supports any request from above parties, in order to minimize delay to the shipment flow.</td></tr>
</table>

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 as per local regulations.
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) and FHL (or XFHL) messages.
2.	Carrier	Processes the shipments based on the FWB (or XFWB) and FHL (or XFHL) messages 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	Sends a request for AWB data to the Origin station and informs the Freight Forwarder of the irregularity. **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.
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) and FHL version 4 (or Cargo-XML equivalent).
Carrier and Freight Forwarder	Capable of archiving the EDI messages for required duration as per local regulations.
GHA	Capable of receiving and processing EDI messages: FWB version 16 (or Cargo-XML equivalent) and FHL version 4 (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 as per local regulations.
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) and FHL (or XFHL) messages.
2.	Carrier	Sends to GHA the FFM (or XFFM) message received from Origin station along with all corresponding FWB (or XFWB) and FHL (or XFHL) messages
3.	GHA	Receives from Carrier the FFM (or XFFM) message, along with all corresponding FWB (or XFWB) and FHL (or XFHL) messages.
4.	GHA	Processes the shipments based on the FWB (or XFWB) and FHL (or XFHL) messages 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	1. Initiates tracing of electronic shipment data through agreed procedure with Carrier. 2. Sends a request for AWB Data to the origin station.(the GHA must highlight this to carrier to take up with origin and await their revert) 3. Informs the Consignee of the irregularity. **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.
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.

Exception management 3:	
Responsibility	**Task**
Carrier	For all Airlines: For any special cargo, it is subject to respective Airline's requirement. By Lufthansa Cargo: 1. Live Animals, Live Human Organs, Human Remains, Charges Collect and Letter of Credit shpts are at the moment restricted to be transported under eAWB 2. Currently Lufthansa Cargo accepts FWB v17 and lower versions for eAWB shpts 3.

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
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
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