

# e-AWB Geneva Standard Operating Procedure

**Objective:** Define the Standard Operating Process for Import, Export and Transit e-AWB (Electronic Air Waybill) shipments. This document is intended only for Carrier Geneva operations along its partner the GHA.

## IMPORT SHIPMENTS

Pre-conditions	
Responsibility	Task
Consignee or its agent	Is ready to operate paperless or to accept a locally produce print-out of the AWB from Electronic Shipment Data
Carrier	Sends to the GHA a valid FFM for each flight and FWBs in version 16 or higher for each incoming shipment at least 60 minutes before the arrival of the flight and, is able to provide print-out of the AWB from Electronic Shipment Data upon request. The Carrier has informed/trained all operational staff on the subject.
GHA	Has a system capable of reading and processing Electronic Shipment Data from FWB version 16 or higher, storing it electronically. The 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. The GHA has informed/trained all operational staff on the subject.
GHA	In case of shipment with special requirement (CC Fees, Cool Storage, Special Handling, etc.), the GHA is able to display all the essential information on the system screen. In alternative the GHA will produce a Paper AWB copy upon arrival for the scope of visualizing this critical information.

Day-to-day Operations	
Responsibility	Task
Carrier	Sends to the GHA an Electronic Flight Manifest (FFM) latest 30 minutes after departure from the origin airport and sends an FWB message with the Electronic Shipment Data of any EAP/EAW shipment loaded on the flight, latest 60 minutes before arrival of the flight (Ideally not later than 30 minutes after departure from the origin airport).
Carrier	Loads at the origin of the flight a properly labelled Document Pouches for any EAP shipment loaded on the flight.
Carrier	Provides the GHA, Consignee, Agents and Authorities full support for e-AWB related questions upon request.
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	Informs by electronic means the Consignee 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.

<b>Exceptional case: Upon arrival of the flight, the Electronic Shipment Data is not found in the GHA's system</b>	
<b>Responsibility</b>	<b>Task</b>
GHA	<p><i>Inserts the corresponding MSAW dis-remark in the system and, initiates tracing of Electronic Shipment Data through the agreed procedure with the Carrier.</i></p> <p><i>Sends a request for AWB Data to the origin station and, informs the Consignee of the irregularity</i></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.</p>
Carrier	<i>Supports any request from above parties, in order to minimize delay to the shipment flow</i>
Consignee or its agent	<i>Informs the Carrier and/or its Handling Agent of any problem encountered with EAP/EAW shipments.</i>

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

EXPORT SHIPMENTS

Pre-conditions	
Responsibility	Task
Freight Forwarder	Enters a Multilateral e-AWB Agreement with IATA and, activates it with the “Carrier” for all locations in Switzerland (ZRH, GVA, BSL, LUG & BRN) where the freight is tendered to the Carrier and, commits to tender e-AWB shipments on a regular basis (Tendering of e-AWB shipments under older Bilateral EDI Agreements is discouraged).
Freight Forwarder	Labels cargo in accordance with the specifications of IATA Resolution 606 - Bar Coded Label.
Freight Forwarder/ GHA	<p>Agrees to reduce as much as possible accompanying documents. (See alternative communication under FOH and Acceptance Notice).</p> <ul style="list-style-type: none"> <li>- For Valuable Cargo a paper proof of delivery will be produced <b>on request</b> two copies and signed by the FF representative</li> <li>- For General cargo the Handling agent will produce a Warehouse Receipt on request</li> <li>- FOH messages will be in any case transmitted in parallel to any document exchanged at the acceptance</li> <li>- The EA/LA filing stamp on the AWB is replaced by a specific mention in the FWB</li> </ul>
Customs	<p>The freight forwarder must be registered as EA (Expéditeur Agrée) or registered as EA with LA (Lieu Agrée) by the handling agents. Based on the same model as ZRH, the confirmation of registration must appear in the FWB.</p> <p>Those information needs to be captured in the OCI field with following format : OCI/CH/EXP/M/EA FILED</p> <p>e-AWB single process is only possible during office hours from 08H00 to 12H00 and from 13H30 to 18H00.</p>
Carrier	Is able to assign and transmit ECC & ECP (ECX) codes or, provides the GHA with an updated list of “eAWB Live” Freight Forwarders, destinations and trade lanes.
Carrier	Commits to inform and train all local operational staff about the e-AWB SOP and Messaging
Carrier	For e-AWB shipments, will no longer require a paper Air Waybills copy for Accounting activities
GHA	Commits to engage in e-AWB pilots, providing proper instruction/training to concerned staff members.
All parties	<p>Exchange FWB messages in version 16 or higher, efficiently and with high quality (Min. 99% quality and penetration required)</p> <p>For “Secure Cargo” the transmission must be compliant with the eCSD specification, provided on a separate document.</p> <p>All parties to take the necessary measures within own system and processes to be compliant with the latest Security requirements.</p>

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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	In case of changes to a Consolidation, involving the removal of one HAWB after the initial FHL transmission. The obsolete HAWB data will remain appended in the Carrier and GHA systems. Current messaging architecture does not support automated update of such amendment. All parties need to be aware of this and agree to inform each other so Electronic Data can be manually amended in all systems.
All parties	Exchange FSU messages, particularly FSU-FOH and FSU-RCS messages efficiently and with high quality – (Temporary limitations to FOH exist for Lufthansa).
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	Declares e-AWB shipments at time of booking with the Carrier including applicable Special Handling Code EAP or EAW.
Carrier	Provides to the GHA information about the booked cargo at regular intervals through FBL messages.
Freight Forwarder	Submits a correctly formatted FWB to the Carrier containing the applicable EAP or EAW code, at least 30 minutes (Global standard) before delivery of the goods. In alternative data can be captured on the Carrier’s portal. For “Secure Cargo” the transmission must be compliant with the eCSD specification, provided in a separate document.
Carrier	Processes the data from the Freight Forwarder, providing acknowledgment via Messaging Provider or Web Portal.
Carrier	Transmits an FWB/16 or higher to the GHA with up to 9 SHC, including EAP or EAW (Declared by the Freight Forwarder), plus the ECC or ECP code (Assigned by the Carrier based on route and eAWB Agreement status). This is the official pre-advice for e-AWB shipments. Re-transmission to the GHA should take place within few minutes of correctly processing the incoming data.
Customs	The e-AWB is sufficient for the customs. If necessary printed copies can be provided by the GHAs or the respective airlines.
Freight Forwarder	Tenders the goods labelled according to IATA’s Resolution 606, Bar Coded Label to the GHA cargo acceptance facilities with the following eventual documents: <ul style="list-style-type: none"> <li>- In case of EAP: A Document Pouch, properly labelled according to IATA’s Recommended Practice 1600u</li> <li>- Any special paper document for particular cases (Example: Shippers Declaration for Dangerous Goods, Carnet ATA, etc...)</li> <li>- A paper CSD (Consignment Security Declaration) in case the Freight Forwarder is unable to comply with eCSD requirements</li> </ul>

GHA	<p>Performs the acceptance of the goods by any suitable electronic mean (Barcode scanner, handheld device, tablet, etc.) and verifying the Electronic Shipment Data previously received via FWB and, stored in the system (Paper AWB copy is not requested and not used). Any eventual discrepancy to be communicated immediately to the Carrier and to the delivery person. An alternative method for accessing the shipment electronic data is required in case barcodes are not readable (Example: Type AWB number with keyboard). In any case IT equipment must be available within the cargo acceptance area (Not only in office upstairs or around the corner).</p> <p>If the acceptance of the goods can not be performed with electronic means, the back-up solution cover 2 steps : 1<sup>st</sup> step physical acceptance and manual capture of FOH in GHA-System and 2<sup>nd</sup> step capture of RCS after positive check of the goods and the E-AWB. DGR check and security screening of goods will be done before RCS.</p> <p>If all the conditions to take delivery of the physical goods are positive, the 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. When possible in the GHA system, the presence/acceptance of an eventual Document Pouch (EAP) is recorded for tracking purpose.</p> <p>Optionally, upon previous agreement, a Warehouse Receipt or Acceptance Notice can be provided by the GHA to the delivery party by means of an email automatically triggered by the FOH status.</p> <p>Once all required checks have been performed with positive results: Data check, DG check, Security check, Airworthiness check, etc... The GHA declares the shipment Ready for Carriage on behalf of the Carrier. This will be performed in the system and, will trigger an automated FSU-RCS message to the carrier.</p> <p>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.</p>
Carrier	<p>Forwards the FSU-FOH to the Freight Forwarder as soon as received from The GHA to certify the handover of the goods. The time stamped FSU-FOH effectively replaces the time stamp on a copy of paper AWB handed back to the delivery person.</p> <p>Forwards the FSU/RCS to the Freight Forwarder as soon as received from The GHA establishing the Electronic Contract of Carriage</p>
GHA	<p>In case of cargo delivered already “secure”, checks the validity of the Security Declaration in the electronic data and certifies this action digitally. GHA has the right to request the Consignment Security Declaration in paper format prior to acceptance if the electronic declaration is missing, incomplete, mismatching or otherwise unusable.</p> <p>In case of cargo delivered “insecure”, performs the Security Check according to current country regulations and, certifies this action digitally.</p> <p>All security related activities to be compliant with the eCSD specification, provided in a separate document.</p>
GHA	<p>In case of Consolidated Shipment, The GHA collects a copy of the paper Consolidation Manifest from the Freight Forwarder in order to check the Security Status of each individual HAWB. The same document is used to verify/perform the capture of HAWB data for the cases where it is required.</p>

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GHA	Eventual residual copies of AWB, printed on demand or brought by the delivery person (X-Ray for instance) and for all valid eAWB shipments, no Paper AWB copy should be loaded on the outgoing flight/truck to the next point in the routing unless otherwise agreed with the Carrier (Printing under the Single Process.)
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<b>Exceptional cases: The GHA Detects missing Electronic Shipment Data in own system upon delivery of the goods</b>	
Responsibility	Task
GHA	<i>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 corresponding Freight Forwarder office that a new transmission is required before Cargo Acceptance can be performed. In case successful EDI transmission can't be executed, data can be captured from a Laser AWB-copy or a PDF-AWB. In this case the shipment will have to be processed as a traditional Paper-AWB shipment and enough copies of the AWB need to be produced for the needs of Transit and Destination points. Eventual ECC/ECP codes need to be deleted from the system. Shipment will be manifested according to the data stored in the GHA system at time of departure. Only the applicable SHC at the moment of departure should be included in FFM message.</i>
Freight Forwarder	<i>Promptly reacts to the request from the GHA to avoid delay to cargo and delivery driver schedule.</i>
Carrier	<i>Supports any request from above parties, in order to minimize delay to the shipment flow.</i>
All Parties	<i>Report the case to the Carrier office for investigation and prevention of further occurrence.</i>

<b>Exceptional cases: The GHA Detects a discrepancy in pieces and/or weight between Electronic Shipment Data and physical nature of goods delivered</b>	
Responsibility	Task
GHA	<i>Informs the delivery person and contacts immediately the Freight Forwarder (Issuing Agent) by telephone, requesting correction of the data by either a new correct FWB or PDF-AWB by email. The GHA cannot finalize acceptance or send an FSU-RCS till the data is amended to match the physical goods.</i>
Freight Forwarder	<i>Promptly reacts to the request from the GHA to avoid delay to cargo and delivery driver schedule.</i>
Carrier	<i>Supports other parties with communication, messaging and system related questions when required.</i>
All Parties	<i>Report the case to the Carrier office for investigation and prevention of further occurrence.</i>

SWISS TRANSIT SHIPMENTS

Pre-conditions	
Responsibility	Task
All Parties	Same as export – Additionally agree to move all shipments without any paper AWB on Swiss domestic sectors

Day-to-day Operations	
Responsibility	Task
All Parties	Acceptance Process same as Export at the Swiss airport of origin. Transportation within Switzerland is performed without paper AWB for both ECC and ECP shipments.
GHA (Hub Doc Center)	Once the shipment is manifested and ready for the flight. Using the procedures agreed between them, the airline and the GHA determine whether the shipment is ECC (e-AWB) or ECP (paper AWB). For ECP shipments, the GHA makes out the paper AWB, including the conditions of contract, based on the electronic data exchanged with the airline, in the copies and numbers specified by the Carrier. The GHA stamps and signs the Original 2 (for Consignee) Paper AWB with a specific stamp provided by the Carrier. The signatures should read the name of the Issuing Agent (Company name). For ECC shipments no AWB copies are printed and, the shipment is dispatched with the sole Electronic Data.
GHA	When present, includes the shipment Document Pouch into the Flight Pouch for transportation with the shipment.

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**ANNEX: Acceptance Guidelines for True Paperless eAWB Shipments:**

Condition	Recommended Action	Notes
Electronic Data (FWB) completely missing	Stop acceptance, inform all parties.	Attempt recovery of data via support (Internal, Carrier, Agent, etc...). If not possible ask agent to revert to paper AWB.
Mismatching in essential data against physical cargo (E.g. pieces count, destination, AWB number, labeling, etc...)	Stop acceptance, inform all parties.	Attempt recovery of data via support (Internal, Carrier, Agent, etc...). If not possible ask agent to revert to paper AWB.
Missing, wrong or mismatching Security Information as per e-CSD 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)	Accept shipment under FOH. Continue with RCS according to individual Carrier requirements.	
Missing electronic HAWB data for Consolidated Shipment	Accept shipment under paper Consolidation Manifest (Still mandatory)	eHAWB is out of scope for this document due limitation of CargoIMP FHL message