

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

**IMPORT SHIPMENTS**

<b>Pre-conditions</b>	
<b>Responsibility</b>	<b>Task</b>
<b>Consignee or its agent</b>	Is ready to operate paperless or to accept a locally produce print-out of the AWB from Electronic Shipment Data
<b>Carrier</b>	Sends to GHA a valid FFM for each flight and FWBs in version 16 or higher for each incoming shipment at least 60minutes, 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.
<b>GHA</b>	Has a system capable of reading and processing Electronic Shipment Data from FWB version 16 or higher, storing it electronically. 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. GHA has informed/trained all operational staff on the subject.

### Day-to-day Operations

Responsibility	Task
<b>Carrier</b>	Sends to GHA an Electronic Flight Manifest (FFM) latest <b>60 minutes</b> after departure from the origin airport and sends an FWB message with the Electronic Shipment Data of any EAW or ECC/ECP shipment loaded on the flight, latest 60 minutes before arrival of the flight (Ideally not later than 60 minutes after departure from the origin airport).
<b>Carrier</b>	Provides GHA, Consignee, Agents and Authorities full support for e-AWB related questions upon request.
<b>GHA/Carrier</b>	Processes Import shipments based on received Electronic Shipment Data for any shipment identified as EAW in the FWB and/or in the FFM.
<b>GHA/Carrier</b>	Informs by electronic means the Consignee and/or its Customs Broker of the arrival of an e-AWB shipment. In case of shipment, makes the Document Pouch available to the Consignee or its Customs Broker as in a normal paper-AWB shipment.
<b>Consignee or its agent</b>	Makes the necessary efforts to process the incoming e-AWB shipments without paper copies and, informs the Carrier of any problem encountered with EAW shipments.

**Exceptional case: Upon arrival of the flight, the Electronic Shipment Data is not found in GHA's system**

<b>Responsibility</b>	<b>Task</b>
<b>GHA</b>	<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. 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>
<b>Carrier</b>	<i>Supports any request from above parties, in order to minimize delay to the shipment flow</i>
<b>Consignee or its agent</b>	<i>Informs the Carrier and/or its Handling Agent of any problem encountered with EAW shipments.</i>

**Exceptional case: Requests for a paper copy of the AWB for an e-AWB shipment by any party if required**

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

## EXPORT SHIPMENTS

<b>Pre-conditions</b>	
<b>Responsibility</b>	<b>Task</b>
<b>Freight Forwarder</b>	<p>Enters a Multilateral e-AWB Agreement with IATA and, activates it with the “Carrier” for origin (<b>NBO</b>) Airport, including all its Local branches tendering cargo at (<b>NBO</b>) 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).</p> <p>Must be able to send electronic AWB data FWB version 16 or higher messages to GHA/Carrier</p> <p>Must be able to process incoming FSU messages received from carrier</p> <p>Change their operational processes to support a paperless environment.</p> <p>Train all admin and operational staff accordingly</p>
<b>Freight Forwarder</b>	Delivers cargo labelled in accordance with the specifications of IATA Resolution 606
<b>Freight Forwarder</b>	Will no longer require a time stamped paper document as delivery receipt. (In case of delivery by third party without access to digital information, a Warehouse Receipt can be requested from GHA)

<b>Carrier</b>	<p>Enters a Multilateral e-AWB Agreement with IATA and, activates it with the “Freight Forwarder” for origin (<b>NBO</b>) Airport, including all its I branches tendering cargo at (<b>NBO</b>) 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).</p> <p>Must be able to send electronic AWB data FWB version 16 or higher messages to GHA/Carrier</p> <p>Must be able to process incoming FSU messages received from carrier</p> <p>Change their operational processes to support a paperless environment.</p> <p>Train all admin and operational staff accordingly</p>
<b>Carrier</b>	<p>Commits to inform and train all local operational staff about the e-AWB SOP and Messaging</p> <p>Must be able to send electronic RCS FSU to agent concluding the E-AWB contract for the accepted shipment.</p> <p>Must be able to include ECC/ECP on FWB and FFM</p> <p>Must be able to auto forward FSU RCS received from GHA to agent</p> <p>Must be able to print the RCS receipt on request</p> <p>Signed the Multi-lateral agreement</p>
<b>Carrier</b>	<p>For e-AWB shipments, will no longer require a paper Air Waybills copy for Accounting or operation activities</p> <p>Commits to engage in e-AWB pilots, providing proper instruction/training to concerned staff members.</p>

<b>GHA</b>	<p>Commits to engage in e-AWB pilots, providing proper instruction/training to concerned staff members.</p> <p>GHA must be able to forward RCS FSU to Handling carriers</p> <p>Must be able to print the RCS receipt on request</p>
<b>All parties</b>	<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 <b>e-CSD</b> specification.</p> <p>All parties to take the necessary measures within own system and processes to be compliant with the latest Security requirements.</p>
<b>All parties</b>	<p>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.</p>
<b>All parties</b>	<p>Exchange FSU messages, particularly FSU-FOH and FSU-RCS messages efficiently and with high quality</p>
<b>All parties</b>	<p>Under certain conditions exchange of data via Carrier’s portal or Community System portals can replace individual EDI messages</p>

<b>Day-to-day Operations</b>	
<b>Responsibility</b>	<b>Task</b>

<b>Freight Forwarder</b>	Declares e-AWB shipments at time of booking with the Carrier including applicable Special Handling Code EAW.
<b>Carrier</b>	Provides to GHA information about the booked cargo at regular intervals through FBL messages.
<b>Freight Forwarder</b>	Submits a correctly formatted FWB to the Carrier containing the applicable 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 e-CSD specification, provided in a separate document.
<b>Carrier</b>	Processes the data from the Freight Forwarder, providing acknowledgment via Messaging Provider or Web Portal.
<b>Carrier</b>	Transmits an FWB/16 or higher to GHA with up to <b>9 SHC</b> , including <b>EAW/ECC/ECP</b> . This is the official pre-advice for e-AWB shipments. Re-transmission to GHA should take place within few minutes of correctly processing the incoming data.
<b>Freight Forwarder</b>	Tenders the goods labelled according to IATA's Resolution 606, to GHA cargo acceptance facilities with the following eventual documents: <ul style="list-style-type: none"> <li>- In case of <b>non EAW</b>: A Document Pouch, properly labelled according to IATA's Recommended Practice 1600u</li> <li>- In case of <b>Consolidation</b>: One copy of House Manifest with Security Status of each individual HAWB including full <b>Shipper/Consignee</b> address</li> </ul>



	<p>information when required by final destination (<b>AEI countries</b>) FHL message to be sent to Carrier</p> <ul style="list-style-type: none"> <li>- Any <b>special paper document</b> for particular cases (Example: Shippers Declaration for Dangerous Goods, Carnet ATA, etc...)</li> </ul>
<b>GHA</b>	<p>Performs the acceptance of the goods by checking the cargo labels and verifying the Electronic Shipment Data previously received via FWB and, stored in the system (<b>Paper AWB copy is not requested and not used</b>). Any eventual discrepancy to be communicated immediately to the Carrier and to the delivery person.</p> <p>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, Test weigh/dimensions 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.</p> <p>Note: <b>An FSU-FOH</b> 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>
<b>Carrier</b>	<p>Forwards <b>the FSU-FOH</b> to the Freight Forwarder as soon as received from GHA to certify the handover of the goods. The time stamped <b>FSU-FOH</b> effectively</p>

	replaces the <b>time stamp on a copy of paper AWB</b> 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
<b>GHA</b>	In case of cargo delivered already “secure”, checks the validity of the Security Declaration in the electronic data and certifies this action digitally. In case of cargo delivered “ <b>unknown</b> ”, performs the Security Check according to current country regulations and, certifies this action digitally. <b>All security related activities to be compliant with the e-CSD specification, provided in a separate document.</b>
<b>GHA</b>	In case of Consolidated Shipment, 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.
<b>GHA</b>	Manifests the shipment according to verified Electronic Shipment Data present in their system
<b>GHA</b>	When present, includes the shipment Document Pouch into the Flight Pouch.
<b>GHA</b>	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**

<b>Responsibility</b>	<b>Task</b>
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<b>GHA</b>	<p><i>Initiates tracing of Electronic Shipment Data through all own and Carrier's systems available and/or the support of Carrier's staff.</i></p> <p><i>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.</i></p> <p><b><i>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 EAW codes need to be deleted from the system.</i></b></p>
<b>Freight Forwarder</b>	<p><i>Promptly reacts to the request from GHA to avoid delay to cargo and delivery driver schedule.</i></p>
<b>Carrier</b>	<p><i>Supports any request from above parties, in order to minimize delay to the shipment flow.</i></p>
<b>All Parties</b>	<p><i>Report the case to the Carrier office for investigation and prevention of further occurrence.</i></p>

**Exceptional cases: GHA Detects a discrepancy in pieces and/or weight between Electronic Shipment Data and physical nature of goods delivered**

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

### **ANNEX: Acceptance Guidelines for True Paperless e-AWB Shipments:**

<b>Condition</b>	<b>Recommended Action</b>	<b>Notes</b>
Electronic Data (FWB) completely missing	<b>Stop acceptance, inform all parties.</b>	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...)	<b>Stop acceptance, inform all parties.</b>	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	<b>Perform acceptance and, screen cargo at Agent expenses.</b>	
Missing or wrong non-essential data (E.g. Consignee address or part of it, dimension/volume information, accounting data)	<b>Accept shipment under FOH. Continue with RCS according to individual Carrier requirements.</b>	
Missing electronic HAWB data for Consolidated Shipment	<b>Accept shipment under paper Consolidation Manifest (Still mandatory)</b>	

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