

Standard Operating Procedure (SOP) LHR including Single Process e-AWB

Objective

Define the Standard Operating Process for Export e-AWB (Electronic Air Waybill) shipments for single process. This document is intended only for the Operations at LHR.

Responsibility	Task
Freight Forwarder	Enters a Multilateral e-AWB Agreement with IATA and including all its branches tendering cargo, 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) If FF using the Carrier's Portal the they should have to agree to the T&C's.
Freight Forwarder	Will require a listing all awb numbers as delivery receipt. (In case of delivery by third party without access to digital information, a print of the manifest or the list from the forwarder can be used and signed by the GHA)
IATA	Provides the Freight Forwarder and GHA with information, via Match Maker, updated information of "Live" e-AWB destinations and trade lanes.
Carrier	The Carrier will activate the forwarder as an e-AWB partner and will send the activation notice with applicable stations and start date to the forwarder
Carrier	The Carrier will no longer require a paper Air Waybills copy for Accounting activities with regards to an e-AWB shipments
All parties	Commits to provide proper instruction/training to concerned staff members.
All parties	Exchange FWB messages in version 16 or higher and FHL version 4 or XFWB, 100% correct in quality and quantity For "Secure Cargo" the transmission must be compliant with the eCSD specification, provided on a separate document or as an OCI in the FWB or XFWB
All parties	All parties to take the necessary measures within own system and processes to be compliant with the latest Security requirements.
All parties	In case of changes to the AWB data after the transmission of the initial FWB/XFWB, the same can be updated by the freight forwarder with a subsequent FWB/XFWB until the shipment reaches RCS status. Updates after this deadline will have to be addressed via a manual CCA . Recommendation.
All parties	Exchange FSU messages, particularly FSU-FOH and FSU-RCS messages efficiently and with 100% quality.

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Standard Operating Procedure – Single process Day-to-day Operations	
Responsibility	Task
Freight Forwarder	<p>Special handling Code EAP (including paper documents, e.g. certificates) or EAW (without documents) shall be used on e-AWB shipments</p> <p>Submits a correctly formatted FWB and FHL to the Carrier containing the applicable EAP or EAW code before delivery of the goods.</p> <p>Alternatively data can be captured on the Carrier’s portal. For “Secure Cargo” the transmission must be compliant with the eCSD specification, provided in a separate document or via OSI</p>
Carrier	<p>Processes the data from the Freight Forwarder, providing acknowledgment via Messaging Provider or Web Portal.(FNA or FMA).</p> <p>Transmits an FWB/16 or higher and FHL/4 to GHA with up to 9 SHC, including EAP or EAW. This is the official pre-advice for e-AWB shipments. Re-transmission to GHA should be sent automatically.</p> <p>Where applicable the ECC or ECP code will be added by the Carrier</p>
Freight Forwarder	<p>In case of EAP - Paperwork or Pouch identified as EAP or labelled according to IATA Recommended Practice 1600u including any special documents</p> <p>In case of Consolidation - One copy of the House Manifest</p> <p>Shipper/Consignee address information when required by final destination.</p>
Carrier	<p>Forwards the FSU/RCS to the Freight Forwarder as soon as received from GHA establishing the Electronic Contract of Carriage</p>
Carrier/GHA	<p>When present, includes the shipment Document Pouch into the Flight Pouch.</p> <p>Ensures no paper AWB copy is flown with the cargo SINGLE PROCESS</p>
Task - Exceptional cases: GHA Detects missing Electronic Shipment Data in own system upon delivery of the goods	
Carrier/GHA	<p>Initiates tracing of Electronic Shipment Data through all own and Carrier’s systems available and/or the support of Carrier’s staff.</p> <p>If data cannot be retrieved within the systems, informs the delivery person and/or the Carrier that a new transmission is required before Cargo Acceptance can be performed.</p> <p>In case successful EDI transmission can’t be executed, shipment may not be accepted.</p>