

# e-AWB MAD Single Process Standard Operating Procedure (SOP)

**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 MAD (Madrid Airport). Note: GHA = Airline for airlines with self-handling.

Pre-conditions	
Responsibility	Task
Freight Forwarder	<ul style="list-style-type: none"> <li>• Has entered into a Multilateral e-AWB Agreement with IATA and has included its branches tendering cargo at MAD</li> <li>• Commits to tender all e-AWB shipments without printed AWB where possible and once activated by the airline.</li> <li>• Commits to deliver cargo “ready for carriage” (in accordance with IATA Resolution 833, including appropriate labelling and packaging)</li> <li>• Is able to label cargo in accordance with the specifications of IATA Resolution 606 - Bar Coded Label.</li> <li>• Capable of transmitting e-AWB data to Carrier and of receiving AWB status updates from Carrier by means of EDI messages, or via a web portal.</li> </ul>
Carrier	<ul style="list-style-type: none"> <li>• Has entered into a Multilateral e-AWB Agreement with IATA and has included it branch at MAD.</li> <li>• Has activated the forwarder as an e-AWB partner and has sent the activation notice with start date to the forwarder and received a confirmation from the forwarder.</li> <li>• Capable of receiving e-AWB data and from Freight Forwarder by means of EDI messages or via a web portal and also capable of processing and storing it electronically.</li> <li>• Capable of sending Status updates by using EDI messages or via a web portal.</li> <li>• Commits to implanting the Single Process<sup>2</sup>, enabling Freight Forwarder to tender all shipments without paper MAWB</li> </ul>
GHA	<ul style="list-style-type: none"> <li>• Capable of receiving e-AWB data from Carrier by means of EDI messages.</li> <li>• Capable of sending Status update (FSU) messages.</li> </ul>
All parties	<ul style="list-style-type: none"> <li>• Commit to provide proper instruction/training to concerned staff members.</li> <li>• Are able to exchange messages with <b>high quality</b>:               <ul style="list-style-type: none"> <li>- FWB in version 16 or higher and FHL version 4 (when transmitted), or Cargo-XML equivalent</li> <li>- Supports e-AWB special handling codes (SHC)</li> <li>- Supports FSU messages, in particular the FSU-RCS (or Cargo-XML equivalents). The FSU-FOH may be supported as agreed bilaterally between parties.</li> </ul> </li> <li>• Ensure that security information in the electronic message is compliant with the IATA eCSD specifications or be able to provide the printed CSD document on a separate document (IATA Resolution 651).</li> <li>• 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 deadline will be addressed by sending a Charges Correction Advice (CCA).</li> </ul>

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

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Day-to-day Operations	
Responsibility	Task
Freight Forwarder	<ul style="list-style-type: none"> <li>• Books the e-AWB shipment with the Carrier.</li> <li>• Submits a correctly formatted FWB (or XFWB) to the Carrier containing the applicable e-AWB code, at least 60 minutes before delivery of the goods. Alternatively, data can be submitted to Carrier via web portal.</li> <li>- Enters the correct EAW or EAP in the FWB (or XFWB) as agreed with the airline and delivers any accompanying documents where applicable.</li> <li>- Security information transmitted in the electronic message must be compliant with the IATA Resolution 651 requirements for eCSD. Forwarders unable to perform eCSD should use the IATA CSD form.</li> <li>- In case of a Consolidation, the security information in the MAWB, the regulated agent gives the consolidation a unique identifier and indicates the security status.</li> <li>• In the case that the FWB (or XFWB) is rejected by the provider or airline with an FNA message, the forwarder makes corrections and resends the message.</li> </ul>
Carrier	<ul style="list-style-type: none"> <li>• Provides to GHA information about the booked cargo at regular intervals through FBL messages, FFR or FSU BKD.</li> </ul>
Carrier	<ul style="list-style-type: none"> <li>• Processes the data from the Freight Forwarder</li> <li>- Provides acknowledgment (FMA or XFMA) or, if errors are found, FNA or XFNA) via Messaging Provider or Web Portal.</li> <li>• Transmits an FWB 16 or higher including EAP or EAW (as received from the freight forwarder) to the GHA.</li> <li>- This is the official pre-advice for e-AWB shipments. Re-transmission to GHA should be sent automatically.</li> <li>- If applicable, the ECC or ECP code will be added by the Carrier before he sends the message to the GHA and – according to single process – the airline or his GHA prints in case of ECP.</li> </ul>
Freight Forwarder	<ul style="list-style-type: none"> <li>• Tenders the goods to GHA ready for carriage (in accordance with IATA Resolution 833, including appropriate labelling and packaging):</li> <li>- In case of EAP: If documents are in a pouch, the Document Pouch is properly labelled according to IATA's Recommended Practice 1600u OR labelled as agreed with the airline or GHA.</li> <li>- Any special paper document for particular cases (Example: Shippers Declaration for Dangerous Goods, Carnet ATA, etc...)</li> <li>- In case of Secure Cargo: An official IATA CSD form if the Freight Forwarder is unable to comply with eCSD requirements</li> </ul>

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GHA	<ul style="list-style-type: none"> <li>• Performs the acceptance of the goods by suitable electronic means (barcode scanner, handheld device, tablet, etc.) and verifies that the MAWB data previously received and stored in the system. Any eventual discrepancy to be communicated immediately to the Carrier and to the delivery person.</li> <li>• If all the conditions to take delivery of the physical goods are positive, the GHA sends an FSU-FOH message to the Carrier if the carrier requests the FOH.</li> <li>• Once all required checks have been performed with positive results, 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.</li> <li>• Upon request, a Warehouse Receipt or Acceptance Notice can be provided by the GHA to the delivery party by means of a printout from their system (or via electronic means, for example, via e-mail). The airline or their GHA may accept the forwarder's delivery receipt.</li> <li>• Manifests the shipment according to verified electronic shipment data in their system.</li> <li>• For EAP shipments, includes the shipment accompanying documents in the Flight Pouch.</li> </ul>
Carrier	<ul style="list-style-type: none"> <li>• Confirms shipment "ready for carriage" and sends the FSU/RCS (or XFSU-RCS) message to the Freight Forwarder or, alternatively, sends the confirmation to Freight Forwarder via web portal. This concludes the Electronic Contract of Carriage.</li> </ul>

Exceptional cases: GHA Detects incorrect EAP or EAW code in the FWB / XFWB message	
Responsibility	Task
GHA	<ul style="list-style-type: none"> <li>• If the EAP code has been transmitted and no accompanying documents are delivered, contacts the forwarder requesting documents.</li> <li>• If the EAW code has been transmitted and a pouch is delivered proceed according to operation procedures as agreed with the individual airline.</li> </ul>
Freight Forwarder	<ul style="list-style-type: none"> <li>• Promptly reacts to the request from GHA / Carrier to avoid delay to cargo and delivery driver schedule.</li> </ul>
Carrier	<ul style="list-style-type: none"> <li>• Supports any request from above parties, in order to minimize delay to the shipment flow.</li> </ul>
All Parties	<ul style="list-style-type: none"> <li>• Report the case to the Carrier office for investigation and prevention of further occurrence.</li> </ul>

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Exceptional cases: GHA Detects missing electronic shipment data in own system upon delivery of the goods	
Responsibility	Task
GHA	<ul style="list-style-type: none"> <li>• Initiates tracing of Electronic Shipment Data through all own and Carrier's systems available.</li> <li>• 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.</li> <li>• In case successful EDI transmission can't be executed, the GHA requests a printed AWB. If the printed AWB must be used, the EAP or EAW code is deleted from the FWB if the code was received. Note: the paper AWB can be produced by the GHA with information provided by Freight Forwarder by telephone or e-mail.</li> <li>• If neither the electronic data nor a printed AWB is available, the shipment will not be declared "ready for carriage (RCS)</li> </ul>
Freight Forwarder	<ul style="list-style-type: none"> <li>• Promptly reacts to the request from GHA to avoid delay to cargo and delivery driver schedule.</li> </ul>
Carrier	<ul style="list-style-type: none"> <li>• Supports any request from above parties, in order to minimize delay to the shipment flow.</li> </ul>
All Parties	<ul style="list-style-type: none"> <li>• Report the case to the Carrier office for investigation and prevention of further occurrence.</li> </ul>