

e-AWB

Standard Operating Procedure (SOP) - Morocco



Introduction to the SOP



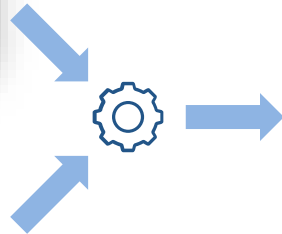
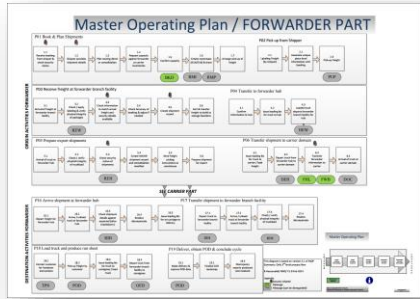
This Standard Operating Procedures (SOP) document contains the operational steps that stakeholders of the air cargo supply chain should follow when using e-AWB.

These procedures are not location specific. In addition to following these generic procedures, stakeholders will also have to comply with any rule that may have been defined for the specific origin and destination locations from and to which they do e-AWB.

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

Framework & Scope

SOP Framework



The foundation of the e-AWB Standard Operating Procedure (SOP) is based on the Industry Master Operating Plan (MOP) and the IATA Cargo Handling Manual, providing the framework of this e-AWB SOP.

Both documents are available here:

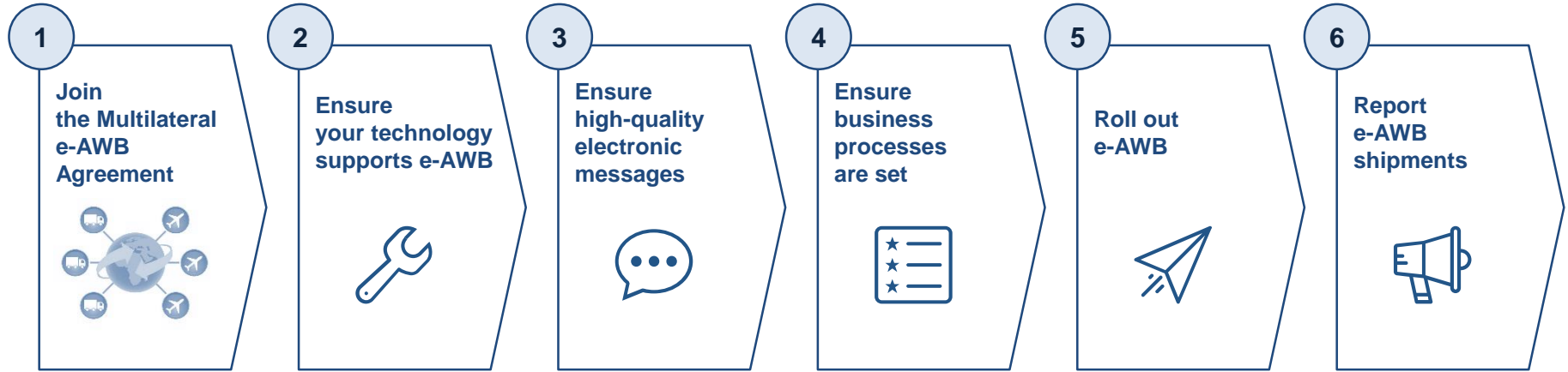
Industry MOP:
<http://www.iata.org/whatwedo/cargo/cargoiq/Documents/cargoq-industry-mop.pdf>

IATA Cargo Handling Manual:
<http://www.iata.org/publications/store/pages/cargo-handling-manual.aspx/>

Prerequisite & Detailed procedures

SOP Prerequisite

IATA developed the e-AWB implementation playbook (pdf) to support the adoption of e-AWB by airlines and forwarders, presenting the different steps to go through for a successful e-AWB implementation



The e-AWB implementation playbook present the prerequisite to onboard a e-AWB process. The document is available here: <http://www.iata.org/whatwedo/cargo/eawb/Documents/e-awb-implementation-playbook.pdf>

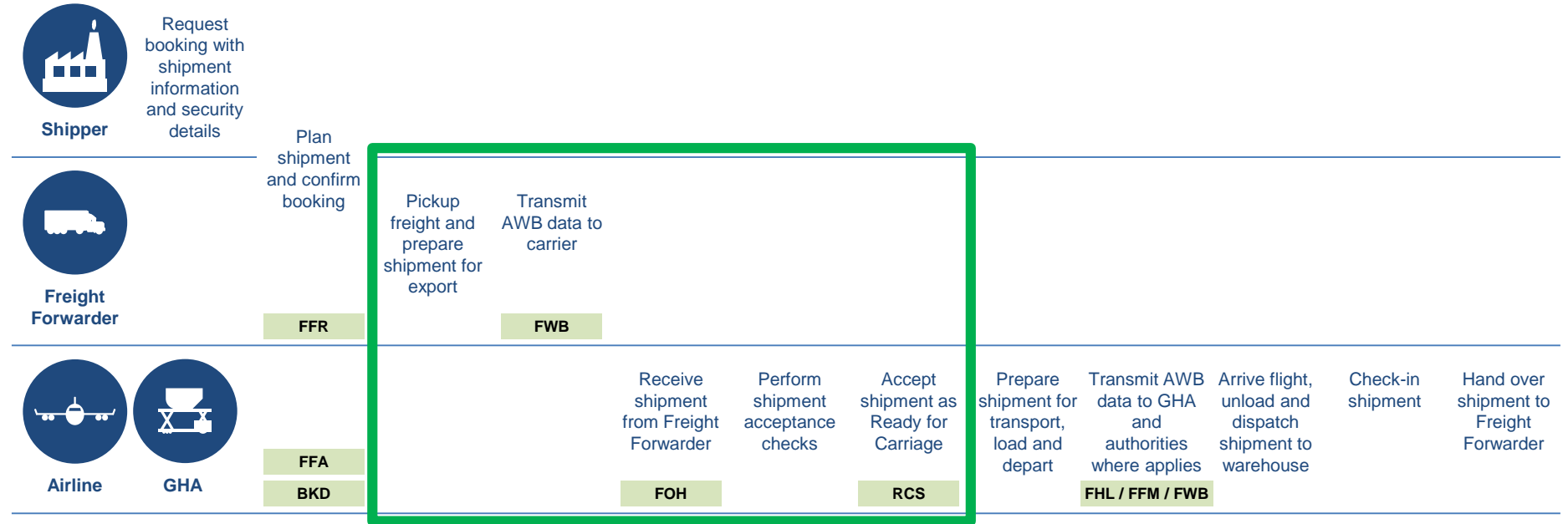
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eAWB SOP - Export

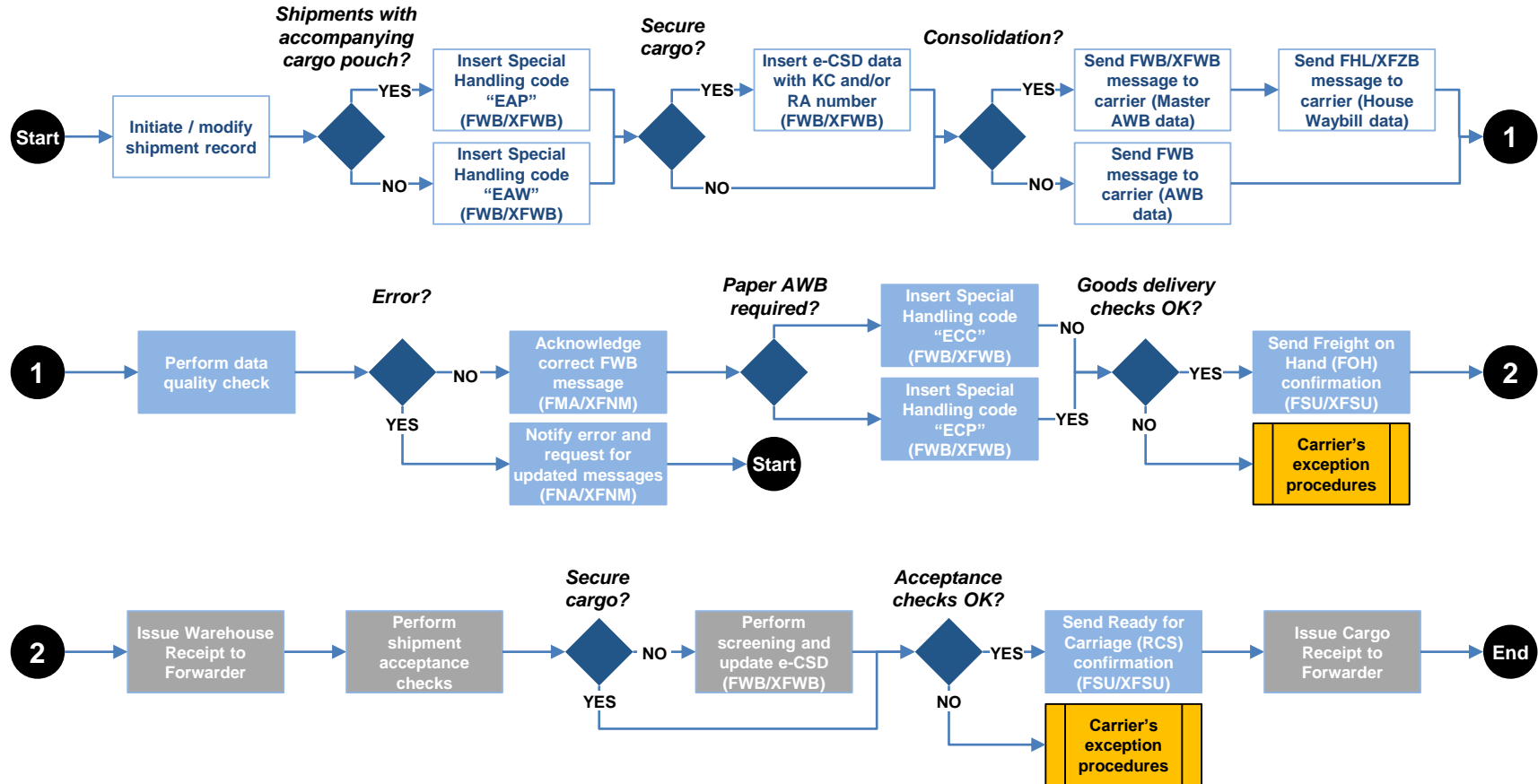
The scope of the SOP

The below chart presents a simplified view of a paperless air cargo process using the main electronic messages

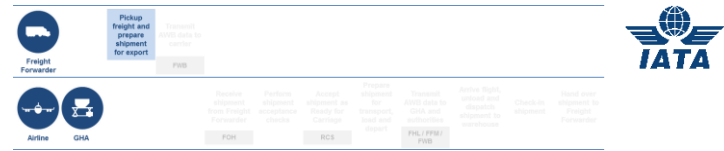


The scope of the SOP (inside the green frame) covers the activities from the shipment export preparation by the Freight Forwarder to the shipment acceptance as “Ready for Carriage” by the Airline. Cargo operations should be conducted as per the IATA Cargo Handling Manual and should be compliant with local regulations and customs rules.

e-AWB activities summary



Prepare shipment for export



DESCRIPTION

- The preparation of the shipment for export shall be conducted as per the IATA Cargo Handling Manual
- The shipment record (FWB/XFWB) shall be created in the freight forwarder's system (or via a web portal)
 - for shipments without accompanying cargo pouch, Forwarder shall insert Special Handling code "EAW"
 - for shipments with accompanying cargo pouch, Forwarder shall insert Special Handling code "EAP"
 - for "secured cargo" the e-CSD shall be incorporated in the OCI field of the FWB/XFWB. If the screening is performed by a third party on behalf of the Freight Forwarder, the Freight Forwarder shall incorporate the e-CSD information (incl. the Regulated Agent number) in the OCI field of the FWB/XFWB before sending it to the Carrier
- In case of consolidation, the House Waybill data (FHL/XFZB) shall be created in the forwarder's system (or via a web portal). It shall contain the Security Status of each individual HAWB, including full Shipper/ Consignee address information when required by final destination

RESPONSIBLE

- Freight Forwarder

CONTRACTUAL IMPACT

- Shipment under the liability of the forwarder (HAWB)

INPUT

- Shipment unloaded from truck arriving to Freight Forwarder hub

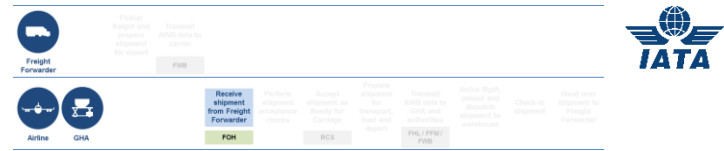
OUTPUT

- Shipment ready for loading on truck and departure from Freight Forwarder hub
- Electronic documentation ready

TIMING

- n/a

Receive AWB data from FF



DESCRIPTION

- The carrier processes the e-AWB data message received from the Freight Forwarder and performs a data quality check:
 - If no errors are found, sends FMA/XFNM to Freight Forwarder acknowledging receipt of the e-AWB data message;
 - If errors are found, sends FNA/XFNM to Freight Forwarder notifying Freight Forwarder about the errors and request for an updated FWB/XFWB message.

Alternatively, Carrier can send the acknowledgment or error notification via web portal.

- The carrier inserts Special Handling code “ECC” (if an electronic contract is sufficient) or “ECP” (if a paper AWB needs to be printed) in FWB/XFWB, taking into account applicable International Convention, regulatory requirements and network constraints.
- If applicable, the full set of data (shipment record) is transferred to the GHA

RESPONSIBLE

- Carrier

CONTRACTUAL IMPACT

- Shipment under the liability of the forwarder (HAWB)

INPUT

- Electronic data sent to from Freight Forwarder to Carrier

OUTPUT

- Electronic data validated by carrier
- ECC /ECP code incorporated to the shipment record
- Shipment record sent to GHA if applicable

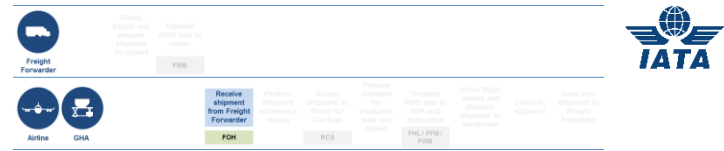


TIMING

The final correct FWB to be received by the GHA , minimum :

- A- Wide body aircrafts : 4 hours before departure.
- B- Narrow body aircrafts : 3 hours before departure.

Receive shipment from FF



DESCRIPTION

- The carrier (or the GHA if applicable) receives the goods and matches the physical goods with the electronic shipment data (shipment record) in the Carrier system (or if the GHA system if applicable). The paper AWB copy will neither be requested/nor used
- If any discrepancy is found between physical goods and the electronic shipment data, it is communicated to the delivery person immediately, and the shipment is handled according to Carrier's exception procedures, or as agreed with the Freight Forwarder
- After all the conditions to take delivery of the goods are positive, the carrier:
 - Assigns it to a location in the system
 - Sends (X)/FSU-FOH message to Freight Forwarder, or alternately sends "Freight on Hand" confirmation to Freight Forwarder via web portal
 - Provides a Warehouse Receipt to the person delivering the cargo. Note: The Warehouse Receipt can also be provided using electronic means

RESPONSIBLE

- Carrier / GHA

CONTRACTUAL IMPACT

- For e-AWB under the multilateral agreement, at the time of Warehouse Receipt/(X)FSU-FOH the cargo contract is deemed concluded and therefore the applicability of limits of liability, whilst carrier is not obliged to transport the shipment unless and until it is subsequently deemed ready for carriage - (X)FSU-RCS

INPUT

- Shipment under Freight Forwarder custody

OUTPUT

- Shipment under Carrier custody

TIMING

- The XFSU-FOH (or FSU-FOH) message or "Freight on Hand" confirmation shall be sent even if the shipment could be declared "Ready for Carriage" right away
- The FOH message will be sent upon delivery of goods

Perform acceptance checks



DESCRIPTION

- The shipment acceptance checks shall be conducted as per the IATA Cargo Handling Manual
- With regard to security checks:
 - In case of “secured cargo”, checks the validity of the Security Declaration in the electronic data and certifies this action digitally
 - In case of “unsecured cargo”, performs the Security Check according to current country regulations and certifies this action digitally

All security related activities to be compliant with the IATA e-Consignment Security Declaration specifications.

- In case of Consolidated Shipment, checks security status of each individual House Waybill.

RESPONSIBLE

- Carrier /GHA

CONTRACTUAL IMPACT

- The shipment is under the liability of the carrier whilst it is not obliged to transport the shipment unless and until it is subsequently deemed ready for carriage - (X)FSU-RCS

INPUT

- Shipment under Carrier custody

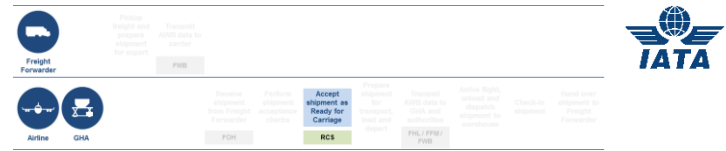
OUTPUT

- Cargo checked and secured

TIMING

xxxx

Accept as Ready for Carriage



DESCRIPTION

- After all the required checks are completed with positive results, the carrier:
 - Confirms the shipment as “Ready for Carriage” in the Carrier system
 - Sends (X)FSU-RCS message to Freight Forwarder, or alternatively sends the “ready for carriage” confirmation to Freight Forwarder via web portal
 - Provides the Cargo Receipt (in accordance with IATA Resolution 600g) to Freight Forwarder. Note: The Cargo Receipt can also be provided using electronic means

RESPONSIBLE

- GHA

CONTRACTUAL IMPACT

- The shipment is under the liability of the carrier/**GHA** and is obliged to transport the shipment deemed ready for carriage (RCS)

INPUT

- Cargo checked and secured

OUTPUT

- Cargo “Ready for Carriage”

TIMING

Upon accepting shipment

eAWB SOP - Import

Carrier Self Handled

Operation Process



Actor	Task
Carrier	Receives FFM (or XFFM) message from Origin station along with all corresponding FWB (or XFWB) and FHL (or XFHL) messages.
Carrier	Processes the shipments based on the FWB (or XFWB) and FHL (or XFHL) messages received.
Carrier	<p>Notifies the Freight Forwarder and/or its Customs Broker of the arrival of the shipment (Example: by using FSU-NFD message).</p> <p>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.</p>
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.
Carrier	Handover shipment to Freight Forwarder, and records completion of delivery (Example: by using FSU-DLV message).
Carrier	Provides Freight Forwarder and Authorities full support for e-AWB related questions upon request.

Carrier Using GHA

Operation Process



Actor	Task
Carrier	Receives FFM (or XFFM) message from Origin station along with all corresponding FWB (or XFWB) and FHL (or XFHL) messages.
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
GHA	Receives from Carrier the FFM (or XFFM) message, along with all corresponding FWB (or XFWB) and FHL (or XFHL) messages.
GHA	Processes the shipments based on the FWB (or XFWB) and FHL (or XFHL) messages received from Carrier.
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.
Freight Forwarder	Makes the necessary efforts to process the import shipments without paper AWB copies and, informs the GHA of any problem encountered.
GHA	Handover shipment to Freight Forwarder, and records completion of delivery (Example: by using FSU-DLV message).
Carrier	Provides GHA, Freight Forwarder and Authorities full support for e-AWB related questions upon request.

Exception Management

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 completion of shipment declaration form , hard or electronic both are accepted).
Freight Forwarder	Promptly responds to the request from Carrier to avoid delay to cargo and delivery driver schedule.

Export – Carrier Self Handled ; cont.



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	<ul style="list-style-type: none">• Shipment to be kept in the acceptance area -• Send FNA, and FOH . Freight Forwarder to proceed sending the correct FWB .• Informs the delivery person of the discrepancy .• Upon receiving confirmation (or corrected data) from Freight Forwarder and if acceptance check is ok,, confirms the shipment as “Ready for Carriage” in the Carrier system with the correct number of pieces and weight matching the physical goods received.
Freight Forwarder	Promptly responds to the request from Carrier to avoid delay to cargo and delivery driver schedule.

Export – Carrier Using GHA



Exception management 1: GHA detects missing electronic shipment data in system upon delivery of the goods

Responsibility	Task
GHA	<p><u>Scenario 1 (Missing AWB data) :</u></p> <ol style="list-style-type: none">1. Initiates tracing of electronic shipment data through its own system and Carrier system (only if he has access to the carrier system, if not, send message FWR to carrier)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 Carrier/ Freight Forwarder to provide required information by completion of shipment declaration form , hard or electronic both are accepted). <p><u>Scenario 2 (House manifest data) :</u></p> <p>If missing electronic House Manifest Data for Consolidated shipment => Accept shipment under paper House Manifest and continue with RCS according to carrier requirements .</p>

Export – Carrier Using GHA ; cont.



Responsibility	Task
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.

Export – Carrier Using GHA ; cont.



Exception management 2: GHA detects a discrepancy in number of pieces, weight, dimensions or volume between electronic shipment data and physical goods delivered

Responsibility	Task
GHA	<ul style="list-style-type: none">• Shipment to be kept in the acceptance area .• Send FNA, and FOH . Freight Forwarder to proceed sending the correct FWB .• Informs the delivery person of the discrepancy .• Upon receiving confirmation (or corrected data) from Freight Forwarder, and if acceptance check is ok, confirms the shipment as “Ready for Carriage” in the GHA system with the correct number of pieces and weight matching the physical goods received.
Carrier	Supports any request from above party, in order to minimize delay to the shipment flow
Freight Forwarder	Supports any request from above parties, in order to minimize delay to the shipment flow.

Import – Carrier Self Handled



Exception management 1: Upon arrival of the flight, the electronic shipment data is not found in Carrier system

Responsibility	Task
Carrier	<p>Shipment declared as MSAW .</p> <p>Note: In the event of cargo arriving without any document, any electronic data, 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.</p>

Exception management 2: Paper copy of the AWB for an e-AWB shipment is requested by any party

Responsibility	Task
Carrier	<p>Produces and hands over a print out of the electronic shipment data.</p>

Import – Carrier Using GHA



Exception management 1: Upon arrival of the flight, the Electronic Shipment Data is not found in GHA's system

Responsibility	Task
GHA	<p>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)</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. If the accompanying document pouch is missing, then the status “missing docs” is sent to Carrier.</p>
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.

Import – Carrier Using GHA ; cont.



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. If Carrier requests the printed AWB, he will be charged for printing the document

THANK YOU



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iata.org/cargo



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