

# e-AWB MXP 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 ITA. GHA = Airline for airlines with self-handling.

Pre-conditions	
Responsibility	Task
Freight Forwarder	<ul style="list-style-type: none"> <li>Enters a Multilateral e-AWB Agreement with IATA including all its branches tendering cargo</li> <li>Commits to tender e-AWB shipments for destinations where this is possible on a regular basis (note: tendering of e-AWB shipments under older Bilateral EDI Agreements is discouraged)</li> <li>Delivers cargo labelled in accordance with the specifications of IATA Resolution 606 – Bar Coded Label</li> <li>Requires from Carriers a listing all AWB and MRN 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 forwarder can be used and signed by the GHA)</li> </ul>
IATA	<ul style="list-style-type: none"> <li>Provides stakeholders with information, via Match Maker of “Live” e-AWB destinations and trade lanes.</li> </ul>
Carrier	<ul style="list-style-type: none"> <li>Activates the forwarder as an e-AWB partner and will send him the activation notice with applicable stations and start date</li> <li>The Carrier will no longer require a paper Air Waybills copy for Accounting activities with regards to an e-AWB shipments</li> </ul>
All parties	<ul style="list-style-type: none"> <li>Commits to provide proper instruction/training to concerned staff members.</li> <li>Exchange FWB messages in version 16 or higher and FHL version 4, 100% correct in quality and quantity.</li> <li>The FWB transmission must be compliant with the e-CSD specifications, SOP and processes.</li> <li>Forwarders, Carriers and GHA must not use OSI field for transmitting e-CSD information but comply to the OCI rules.</li> <li>The FWB transmission must be compliant with the e-CSD specifications, SOP and processes.</li> <li>All parties to take the necessary measures within their own system and processes to be compliant with the latest Security requirements.</li> <li>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. Updated after this deadline will have to be addressed via a manual CCA or status update message (e.g. FSU/OCI for the e-CSD). All receiving parties should be able to receive and process subsequent FWB as per IATA Recommendation.</li> <li>Exchange FSU messages, particularly FSU-FOH, FSU-RCS and FSU/OCI messages efficiently and with 100% quality.</li> <li>Exchange of data via Carrier’s portal of Community System portals can replace individual EDI messages.</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>Special handling Code EAP (including paper documents, e.g. certificates) or EAW (without documents) shall be used on e-AWB shipments</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>
Freight Forwarder	<ul style="list-style-type: none"> <li>Submits a correctly formatted FWB and FHL to the Carrier containing the applicable EAP or EAW code before delivery of the goods.</li> <li>In alternative data can be captured on the Carrier's portal.</li> <li>For e-CSD: the FWB transmission must be compliant with the e-CSD specifications, SOP and processes.</li> <li>Forwarders, Carriers and GHA should comply to the OCI rules.</li> </ul>
Carrier	<ul style="list-style-type: none"> <li>Processes the data from the Freight Forwarder, providing acknowledgment via Messaging Provider or Web Portal (FNA or FMA)</li> <li>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.</li> <li>Where applicable the ECC or ECP code will be added by the Carrier</li> </ul>
Freight Forwarder	<ul style="list-style-type: none"> <li>Tenders the goods labelled according to IATA's Resolution 606, Bar Coded Label to 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 1600 u <a href="http://www.iata.org/whatwedo/cargo/e/eawb/Documents/rp1600u-march2013.pdf">http://www.iata.org/whatwedo/cargo/e/eawb/Documents/rp1600u-march2013.pdf</a></li> <li>In case of Consolidation: One copy of House Manifest including full Shipper/Consignee address information when required by final destination (AEI countries)</li> <li>Any special paper document or particular cased (Example: Shippers Declaration for Dangerous Goods, Carnet ATA, etc..)</li> </ul> </li> </ul>
GHA	<ul style="list-style-type: none"> <li>In case of cargo delivered already "secure", checks the validity of the Security Declaration of the e-CSD and certifies this action manually or digitally.</li> <li>In case of cargo delivered "unsecure", performs the Security Check according to current country regulations and, certifies this action digitally. All security related activities must be compliant with the e-CSD specifications, SOP and processes.</li> <li>Forwarders, carriers and GHA must not use OSI field for transmitting e-CSD information but comply to the OCI rules.</li> <li>Performs the acceptance of the goods by scanning the barcode on the cargo labels and verifying the Electronic Shipment Data previously received via FWB, pcs and weight in FHL's, and, stored in the system (Paper AWB copy is not requested and not used).</li> </ul>

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	<ul style="list-style-type: none"> <li>Any eventual discrepancy to be communicated as soon as possible to the Carrier and to the delivery person. 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, Airworthiness 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.</li> </ul>
	<p><b>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</b></p> <ul style="list-style-type: none"> <li>Forwards the FSU-FOH to Freight Forwarder as soon as received from 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.</li> <li>Forwards the FSU/RCS to the Freight Forwarder as soon as received from GHA establishing the Electronic Contract of Carriage.</li> <li>Manifests the shipment according to verified Electronic Shipment Data present in their system.</li> <li>When present, includes the shipment Document Pouch into the Flight Pouch.</li> <li>Ensure no paper AWB copy is flown with the cargo.</li> </ul>

<b>Exceptional cases: GHA Detects missing Electronic Shipment Data in own system upon delivery of the goods</b>	
<b>Responsibility</b>	<b>Task</b>
GHA	<ul style="list-style-type: none"> <li>Initiates tracing of Electronic Shipment Data through all own and Carrier's systems available and/or the support of Carrier's staff.</li> <li>In 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.</li> <li>In case successful EDI transmission can't be executed, shipment will not be accepted.</li> </ul>
Carrier	<ul style="list-style-type: none"> <li>Promptly reacts to the request from GHA to avoid delay to cargo and delivery driver schedule.</li> <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>