

e-AWB Standard Operating Procedure at Shanghai

上海电子运单标准操作流程

Version 3.1

Note: This standard operating procedure herewith are generic procedure for Shanghai only.

Document Status

Versions

Version	Date	Authors	Notes
Ver 1.0	Aug 21, 2015	↗ Shanghai e-Cargo Working Group	↗ For internal discussion
Ver 2.0	Jan 27, 2016	↗ Shanghai e-Cargo Working Group	↗ Finalized in English version
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SECTION 1: Introduction

1.1 What is e-AWB?

The Air Waybill (AWB) is the Contract of Carriage between the “shipper” (e.g. forwarder) and the “carrier” (airline). It is also called the paper AWB. This is governed by IATA Resolution 600a “The Air Waybill”. The “Air Waybill Conditions of Contract” are printed on the reverse side of the AWB as per IATA Resolution 600b. The Warsaw Convention of 1929 mandates the paper AWB.

The e-AWB is defined as:

- (a) a consignment moving with an electronically-concluded Contract of Carriage with no accompanying paper air waybill proof of the contract; and,
- (b) No paper AWB transported in the aircraft to destination.

To ship via e-AWB, either a Bilateral Agreement or IATA Multilateral e-AWB Agreement is required.



电子运单的定义?

Definition from the e-AWB Advisory Group:

- A Consignment moving with an Electronically Concluded Contract of carriage with no accompanying paper air waybill proof of the contract
- AND
- No paper AWB transported in the aircraft to destination.

It is acceptable in an e-AWB environment to print out by exception the AWB data contained in the electronic record.

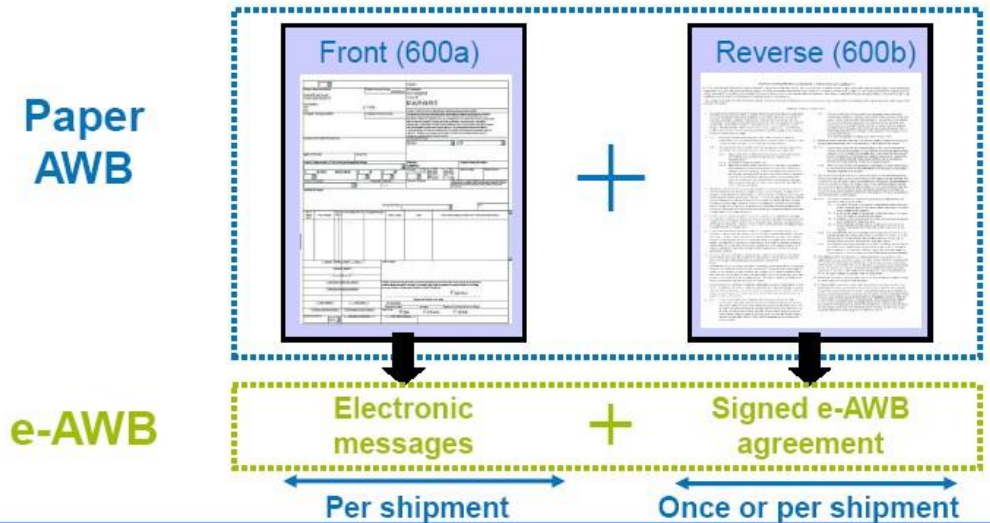
电子运单咨询工作组对电子运单的定义:

- 货物以电子运输契约进行运输, 没有作为运输契约的纸质货运单随附。
- 同时
- 纸质货运单没有同机运往目的地。

在电子运单环境下, 可以接受例外情况下, 根据电子记录打印货运单信息。



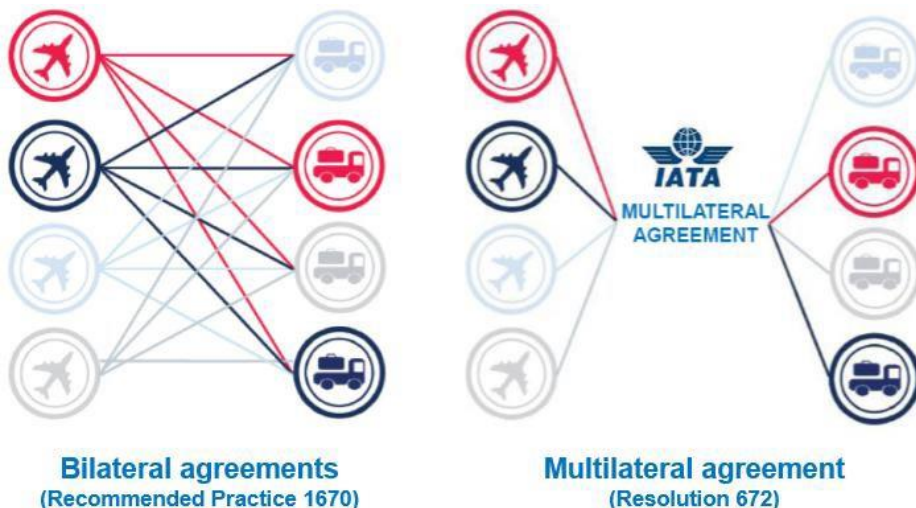
The e-AWB has 2 key components



1.2 EDI Agreements

1.2.1 Bilateral Agreement: IATA Recommended Practice 1670 (RP1670) – Require both headquarters of the Carrier and Freight Forwarder to sign the RP1670 and will be cover all locations where both parties are operating.

1.2.2 Multilateral e-AWB Agreement (MeA): IATA Resolution 672 – An Airline and a Freight Forwarder signs the MeA only one, and are can immediately start moving e-AWB shipments with their partner, provided that both have mutually “activated” a location where they have operations.



1.2.3 Multilateral e-AWB Agreement has two parts for freight forwarders to adopt e-AWB.

- ✓ Main body of agreement: Signed by HDQ of freight forwarders as “Parent”
- ✓ Submission Form E: To register e-AWB capable branch offices as “Affiliate”

1.3 Pre-requisites

1.3.1 Freight Forwarders

- Signed the IATA Multilateral e-AWB Agreement, including all branches tendering cargo at the airport.
- Commits to delivering cargo “ready for carriage” (in accordance with IATA Resolution 833, including appropriate labelling and packaging).
- Accepts to receive electronic Cargo Receipt as delivery receipt (in case of delivery by third party without access to electronic information, a paper Cargo Receipt or Warehouse Receipt can be requested).
- Capable of transmitting e-AWB data to Carrier, by means of EDI messages, or via a web portal.
- When using EDI messages to transmit AWB data to Carrier, will use Cargo-IMP FWB version 16 or higher (or Cargo-XML equivalent).
- Capable of sending House manifest data to Carrier, by using EDI message or via a web portal.
- Capable of receiving AWB status updates from Carrier, by means of EDI messages, or via a web portal.
- When using EDI messages, is able to receive FSU messages, particularly FSU- FOH and FSU-RCS messages (or Cargo-XML equivalent).

1.3.2 Carriers

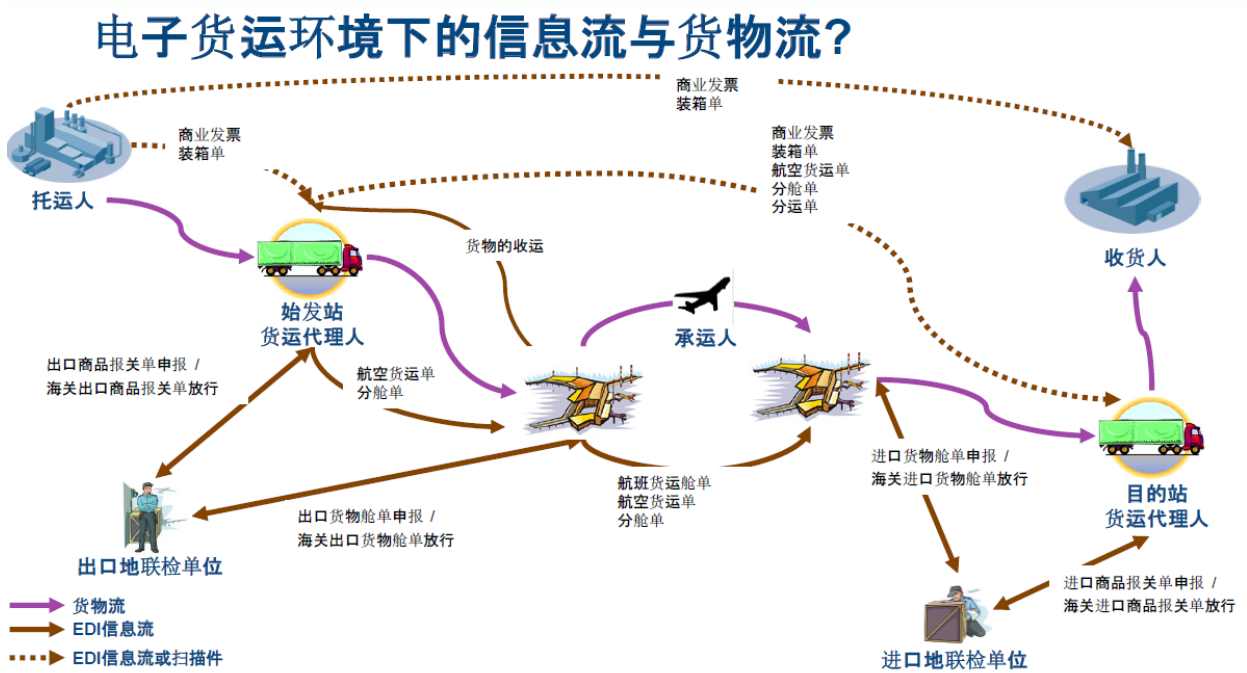
- Joined the IATA Multilateral e-AWB Agreement and listed the Airport under the Agreement.
- Activated the IATA Multilateral e-AWB Agreement with Freight Forwarder (including all its branches that tender cargo at the Airport).
- Capable of receiving e-AWB data from Freight Forwarder, by means of EDI messages or via a web portal, and also capable of processing and storing it electronically.
- When using EDI messages, is able to receive Cargo-IMP FWB version 16 or higher (or Cargo-XML equivalent).
- Capable of sending Status updates, by using EDI message or via a web portal.

- When using EDI messages to send Status updates, is able to send FSU messages, particularly FSU-FOH and FSU-RCS messages (or Cargo-XML equivalents).
- Capable of receiving House manifest data from Freight Forwarder, by using EDI message or via a web portal.
- Commits to providing proper instructions/training to all concerned staff.
- Updated internal processes to no longer require paper AWB copies for Accounting activities with regards to e-AWB shipments.

1.3.3 Ground Handling Agent(GHA)

- Commits to engage in e-AWB, providing proper instruction/training to concerned staff members.
- Capable of receiving e-AWB data from Carrier by means of EDI messages, in particular Cargo-IMP FWB version 16 or higher (or Cargo-XML equivalent).
- Capable of sending Status update (FSU) messages, particularly FSU-FOH and FSU-RCS messages (or Cargo-XML equivalents).

1.4 Business Process Overview



- 1.4.1 **Export Goods Declaration to Customs and Customs Release Export**
 The origin freight forwarder prepares and sends an export goods declaration to Customs. Customs releases the goods for export and notifies the origin freight forwarder by electronically sending a Customs release for export.
- 1.4.2 **Export Cargo Declaration to Customs and Customs Release Export**
 The origin aircraft operators/GHAs transmit to export Customs an export cargo declaration and receives an electronic response from export Customs to release the cargo for departure.
- 1.4.3 **E-AWB Message Flow**
 The origin freight forwarder prepares the house manifest as well as the master air waybill and sends them to the origin aircraft operator. The origin freight forwarder presents the shipment to the origin aircraft operator/GHA who performs the necessary checks before receiving the freight as ‘ready for carriage’.

1.5 IATA Recommended Operation Process

1.5.1 Export – Carrier Using Ground Handling Agent

Step 1: Freight forwarder

books the e-AWB shipment with Carrier.

Step 2: Carrier

provides to GHA information about the booked cargo at regular intervals through FBL messages.

Step 3: Forwarder

sends FWB / XFWB and FHL / XFHL (for consolidations) electronic messages to the Airline prior to tendering the shipment, at least 30mins before delivery of the goods.

Step 4: Forwarder

shall insert Special Handling code “EAW” in the FWB (or XFWB) message sent to Carrier, or in the e-AWB data submitted via web portal, for shipments without accompanying paper pouch.

Step 5: Forwarder

In case of Consolidation, forwarder sends FHL (or XFHL) message to Carrier, or transmit the House Manifest data to Carrier via web portal,. It should contain the Security Status of each individual HAWB, including full Shipper/ Consignee address information when required by final destination.

Step 5: Carrier

Processes the e-AWB data message received from the Freight Forwarder
(a) If no errors are found, sends FMA (or XFMA) to Freight Forwarder acknowledging receipt of the e-AWB data message. Alternatively, Carrier can send the acknowledgement via web portal.

Or

(b) If errors are found, sends FNA (or XFNM) to Freight Forwarder notifying Freight Forwarder about the errors. Alternatively, Carrier can send the error notification via web portal.

Note:

Upon receiving error notification, Freight Forwarder shall re-send the corrected e-AWB data to Carrier.

Step 6: Carrier

Inserts Special Handling code “ECC” (if e-AWB route) or “ECP” (if paper AWB needs to be printed from the data), taking into account applicable International Convention, regulatory requirements and network constraints.

Step 7: Carrier

Transmits the e-AWB data to GHA, including the Special Handling codes. Also, transmits the House Manifest data, if it is a consolidation shipment.

Step 8: Forwarder

Tenders the goods to GHA cargo acceptance facilities, ready for carriage (in accordance with IATA Resolution 833, including appropriate labelling and packaging) with the following:

- (a) In case there is an accompanying document pouch, ensure it is properly labelled according to IATA Recommended Practice 1600u.
- (b) Any applicable supporting documents (Example: Shippers Declaration for Dangerous Goods).

Step 9: GHA

Receives the goods and matches the physical goods with the electronic shipment data in the GHA system (Paper AWB copy is not requested and not used).

Note:

If any discrepancy is found between physical goods and the electronic shipment data, it shall be communicated to the delivery person immediately, and the shipment shall be handled according to Carrier's exception procedures, or as agreed with the Freight Forwarder.

Step 10: GHA

After all the conditions to take delivery of the goods are positive:

- (a) GHA assigns it to a location in the system
- (b) Provides a Cargo Receipt/ Warehouse Receipt to the person delivering the cargo.

Note: The Cargo Receipt/Warehouse Receipt can also be provided using electronic means (for example, via e-mail)

- (c) Confirms "Freight on Hand" status to Carrier, including weight, volume, and number of pieces received along with the acceptance date and time.

Step 11: Carrier

Sends FSU-FOH (or XFSU-FOH) message to Freight Forwarder, or alternately sends "Freight on Hand" confirmation to Freight Forwarder via web portal.

Note: The FSU-FOH (or XFSU-FOH) message or "freight on hand" confirmation should be sent even if the shipment could be declared "ready for carriage" right away.

Step 12: GHA

Performs checks necessary to confirm shipment as "ready for carriage".

Step 13: GHA

After all the required checks are completed with positive results, confirms the shipment as “Ready for Carriage” in the GHA system.

Step 14: Carrier

- (a) Sends FSU-RCS (or XFSU-RCS) message to Freight Forwarder, or alternatively sends the “ready for carriage” confirmation to Freight Forwarder via web portal.
- (b) Provides the Cargo Receipt (in accordance with IATA Resolution 600g) to Freight Forwarder by electronic means (example: downloadable PDF posted on Carrier website or web portal).

Step 15: GHA

Manifests the shipment according to verified electronic shipment data in their system.

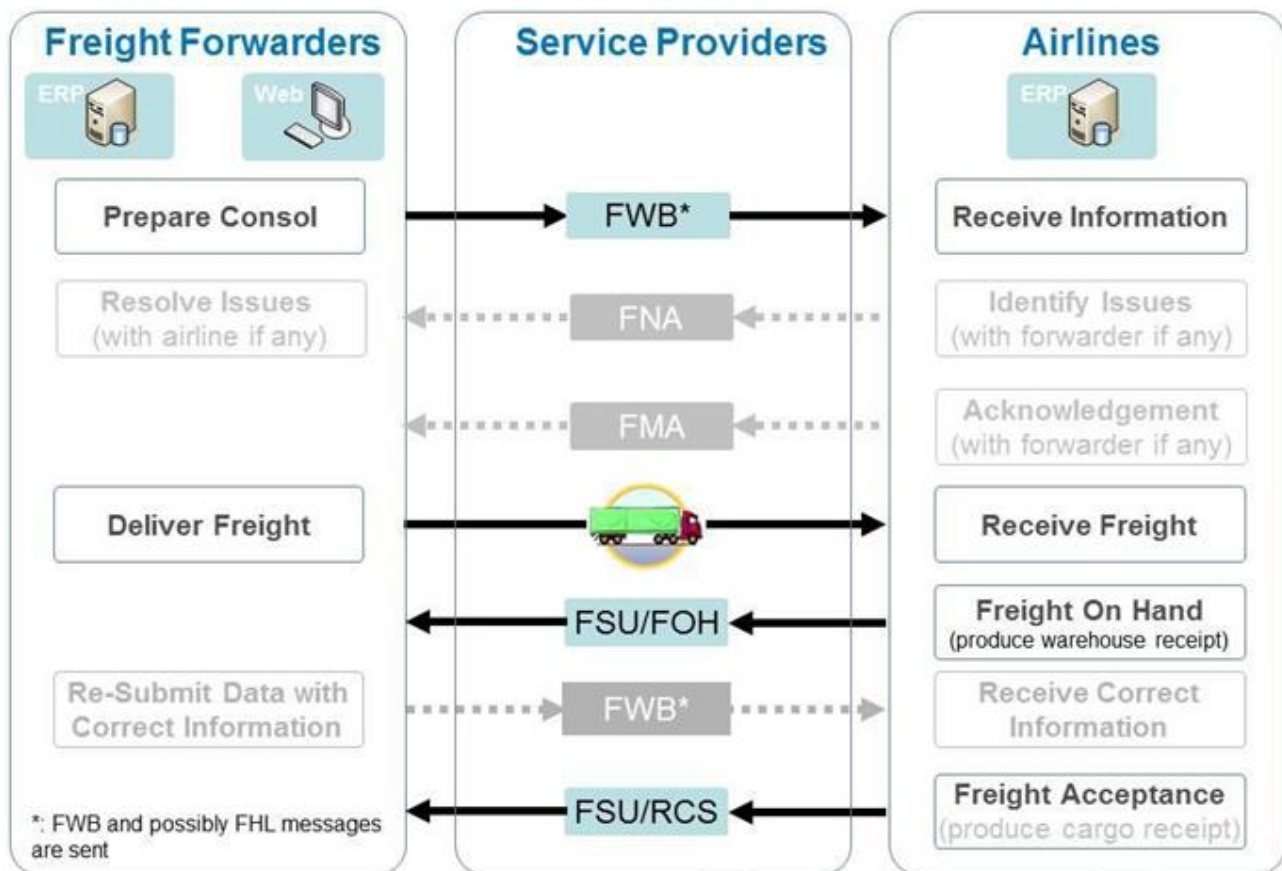
Step 16: GHA

Prepares the physical shipment for transportation:

- a) Loads the shipment onto a ULD (pallet, container, etc).
- b) When present, includes the shipment document pouch into the flight pouch
- c) Ensures paper AWB copy is flown with the cargo (for ECP shipments)

- Message flow

The following illustrates the message flow between the parties



1.5.2 Import – Carrier Using Ground Handling Agent

Step 1: Carrier

Receives FFM (or XFFM) message from Origin station along with all corresponding FWB (or XFWB) and FHL (or XFHL) messages.

Step 2: 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

Step 3: GHA

Receives from Carrier the FFM (or XFFM) message, along with all corresponding FWB (or XFWB) and FHL (or XFHL) messages.

Step 4: GHA

Processes the shipments based on the FWB (or XFWB) and FHL (or XFHL) messages received from Carrier.

Step 5: 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.

Step 6: Freight Forwarder

Makes the necessary efforts to process the import shipments without paper AWB copies and, informs the GHA of any problem encountered.

Step 7: GHA

Handover shipment to Freight Forwarder, and records completion of delivery (Example: by using FSU-DLV message).

Step 8: Carrier

Provides GHA, Freight Forwarder and Authorities full support for e-AWB related questions upon request.

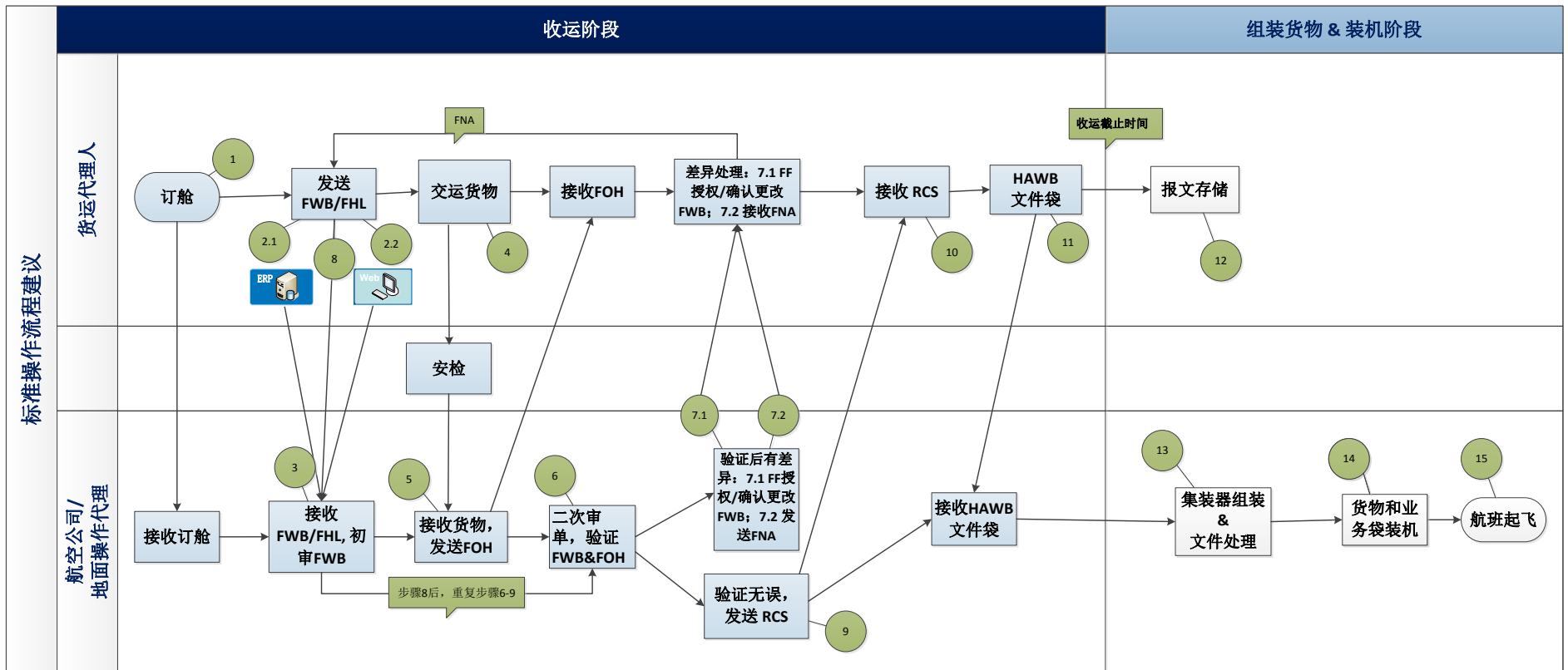
SECTION 2: Scope

- No physical Master Air Waybill (MAWB) or House Manifest (FHL) will be tendered by the forwarder to any Airline from the origin station of uplift
- The physical MAWB is to be replaced by the electronic message equivalent – the FWB
- Freight Forwarder shall transmit the FWB / XFWB and FHL / XFHL (for consolidations) for all shipments on the Airline's flight prior to lodging-in their cargo at the acceptance counter.
- There will be an e-AWB Standard Operating Procedure for Forwarders and will cover all cargo categories and destinations, unless otherwise stated.
- For cargo acceptance, FF may continue to tender their document pouch containing shipping documents (e.g. consolidation manifest, house AWB, commercial invoices, packing list, etc.)
- To meet customs and regulatory requirements at destinations, other paper documents (e.g. health certificates, etc.) shall continue to be tendered at cargo acceptance, if necessary
- In case the customers (shippers/consignees) need to have paper to satisfy customs/ legal/tax/issuance requirement, FF shall bring a copy of the paper AWB to meet these local requirement.
- EAW and EAP codes should be entered in the FWB / XFWB by the Freight Forwarder, to indicate if there is pouch containing original shipping documents going with the shipment.
- ECC and ECP codes should be entered in the FWB / XFWB by the Airline, to identify if an e-AWB shipment has a paper AWB included in the pouch.

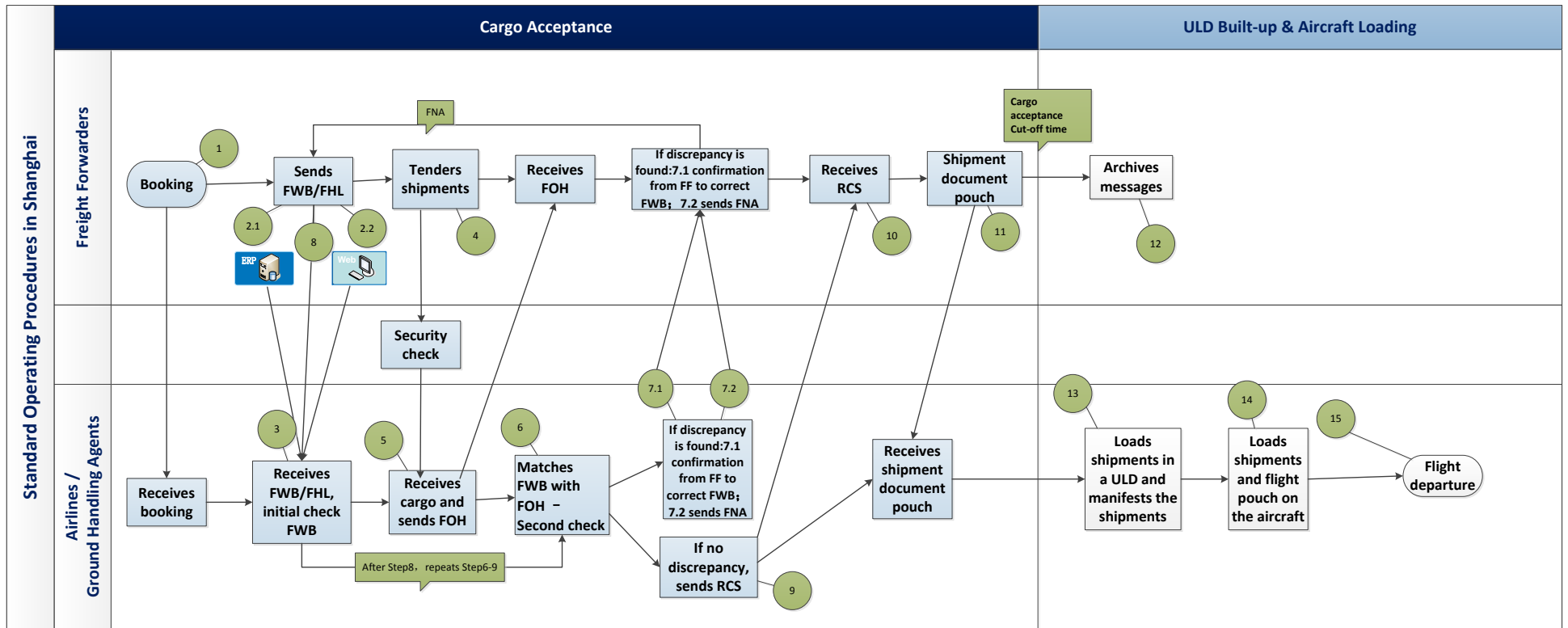
SECTION 3: The e-AWB Operational Process in Shanghai

3.1 The e-AWB Acceptance Process

1. Recommended Handling Procedure to start e-AWB trial run



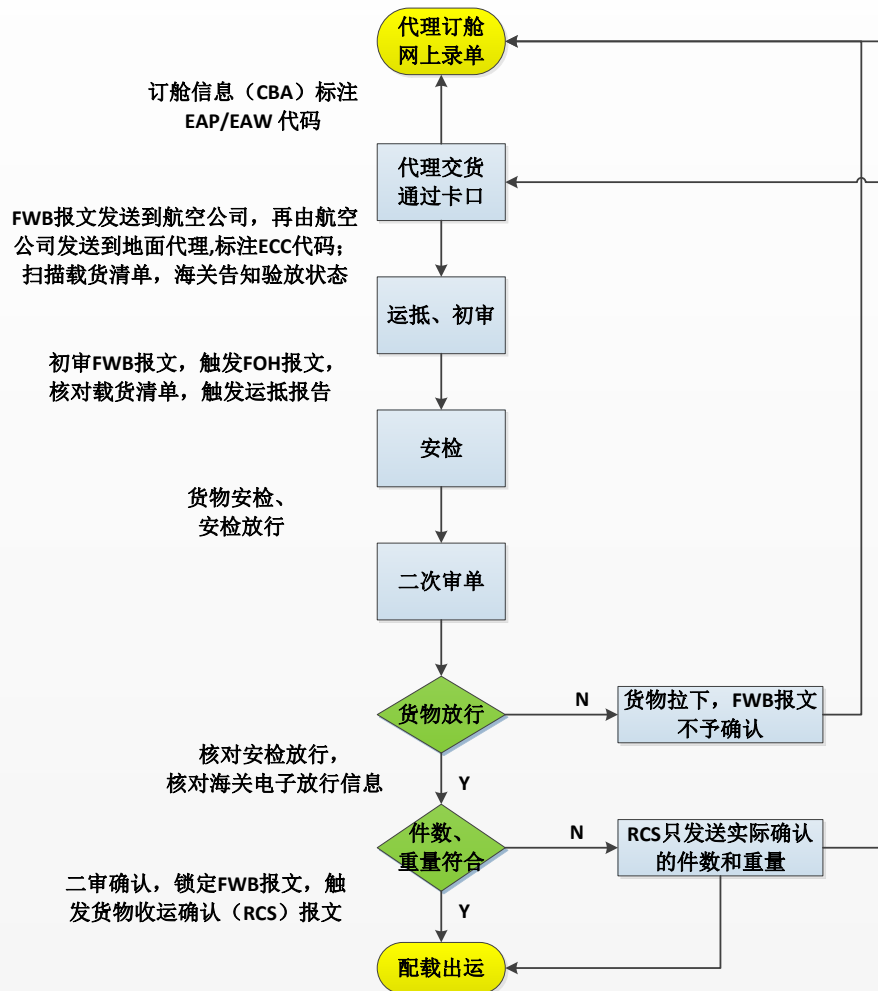
步骤	
1	FF向航空公司订舱
2.1	FF 向A/L 发送 FWB&FHL 报文信息 (系统对接)
2.2	FF 向 A/L 发送 FWB&FHL 报文信息 (第三方数据平台或A/L外网)
3	A/L接收FWB&FHL 报文信息，初审FWB
4	FF 交运货物给 A/L
5	A/L接收货物，发送FOH
6	A/L二次审核FWB，验证FWB与FOH，确认海关/安检放行
7.1	若验证有差异，则A/L得到FF确认，更改FWB（若验证无误，则可直接进行步骤9）
7.2	若验证有差异，或者由A/L要求FF重新发送正确的FWB
8	FF 重新发送正确的FWB, 重复步骤6， A/L再次验证FWB&FOH
9	A/L验证无误, 向FF发送RCS，确认货物呈待运状态
10	FF接收RCS
11	FF递送随机文件袋
12	FF 存储报文信息
13	A/L集装箱组装及文件处理
14	A/L 货物和文件袋装机
15	A/L航班起飞



Steps	
1	FF makes reservation with A/L
2.1	FF sends FWB&FHL message to A/L(in-house system)
2.2	FF sends FWB&FHL message to A/L(web portal)
3	A/L Processes the e-AWB data message received from the Freight Forwarder
4	FF tenders cargo to A/L
5	A/L receives cargo and sends FOH
6	A/L matches physical goods record(FOH) with electronic shipment data(FWB), makes sure Customs release and Security release
7.1	If any discrepancy is found between physical goods and the electronic shipment data, requests confirmation from Freight Forwarder to proceed with the correction (If no discrepancy, then go to Step9)
7.2	If any discrepancy is found between physical goods and the electronic shipment data, asks Freight Forwarder to re-send the corrected FWB (or XFVB) message or the corrected e-AWB data via web portal.
8	FF corrects and resends FWB, then A/L repeats Step6-9
9	Upon receiving confirmation (or corrected data) from Freight Forwarder, confirms the shipment as “Ready for Carriage”
10	FF receives RCS
11	FF sends shipment document pouch to A/L
12	FF archives the electronic shipment data
13	A/L loads shipment onto a ULD and manifests the shipment according to verified electronic shipment data in their system.
14	A/L loads shipments and flight pouch on the aircraft
15	A/L flight departure

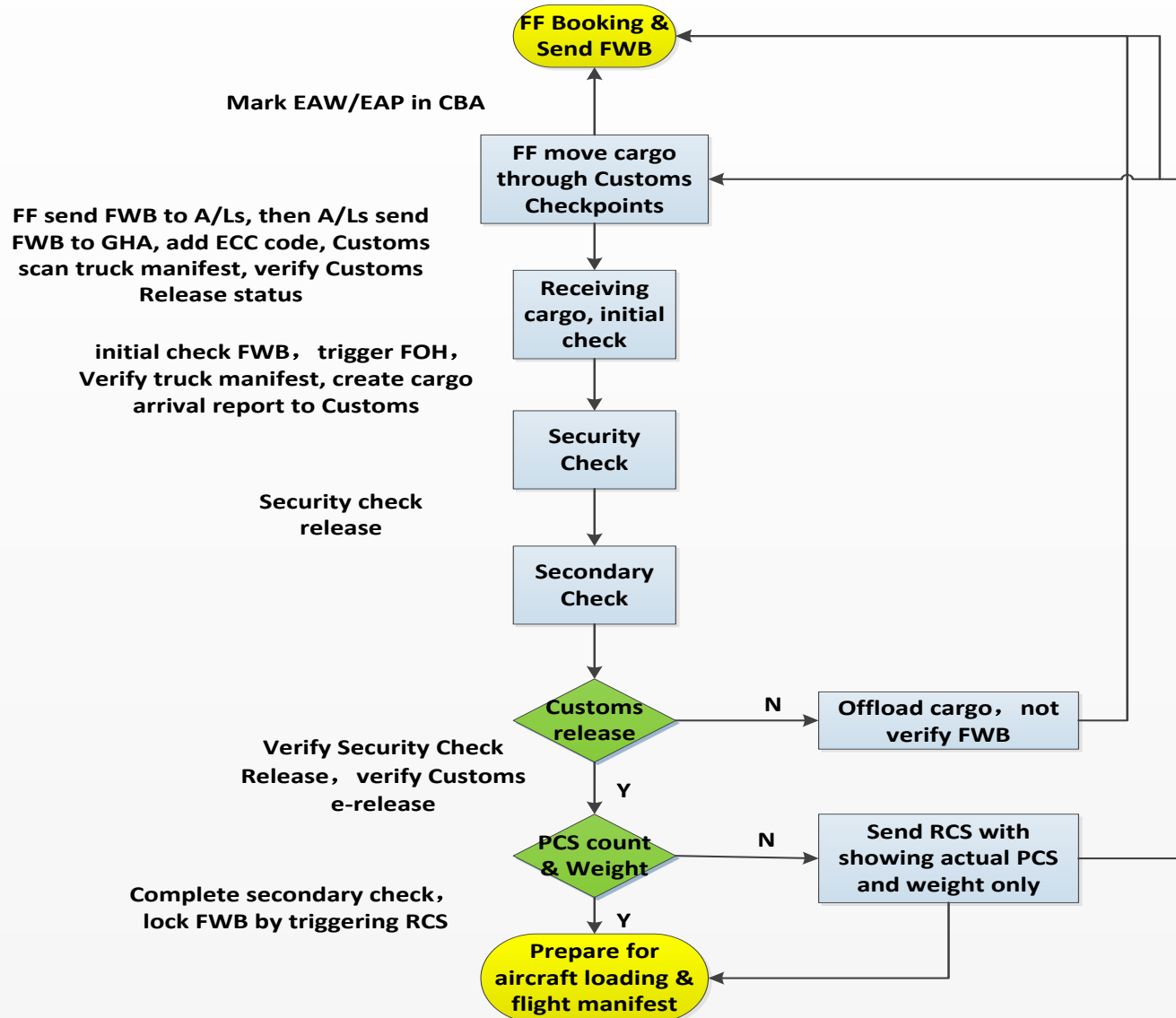
浦东机场出港电子运单货物建议操作流程

电子运单试运行环境下的建议出港流程



Phase

Recommended Operation Process for e-AWB for Export in PVG

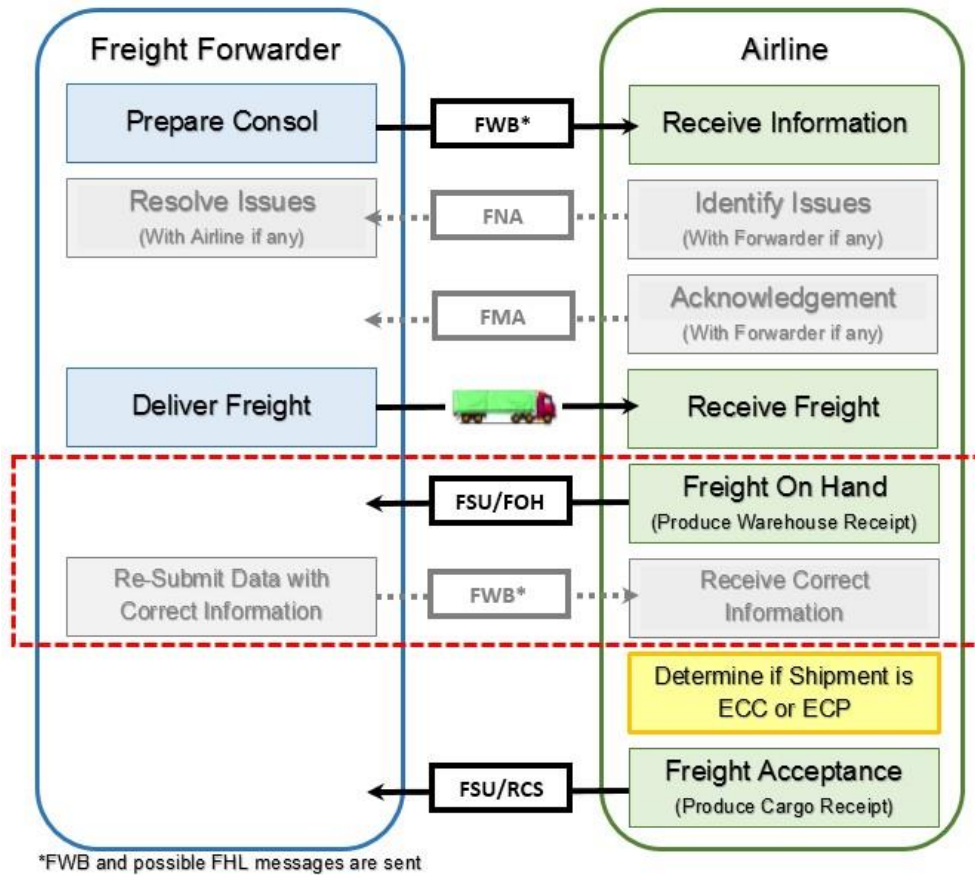


电子运单试运行环境下的建议流程

1. 货运代理人向航空公司订舱。
2. 货运代理人向航空公司或其地面服务代理发送电子运单数据（FWB）。如果电子运单货物没有随附随机文件袋，则在电子运单数据（FWB）中注明 EAW 代码。
3. 航空公司录入特殊操作代码“ECC（电子运单航线）”或“ECP（无纸化收运单一流程）”。
4. 货运代理人卡车载运货物送入海关监管区。
5. 如无需查验，货运代理人凭载货清单及货物随机文件标签（Cargo Pouch Label）（如需要时）至地面代理收运柜台初审，核对主运单电子信息 and 货物入库信息。如需查验，待货物全部查验放行后，流程同前，进行初审。如查验后扣货（某个分运单被扣），需更改主运单，此时将转为有纸模式操作。
6. 地面代理收运柜台在地面代理海关接口系统中发送运抵报告，并发送货物状态报文 FSU-FOH 信息给航空公司，包括重量、体积、件数，以及收运日期和时间。
7. 航空公司发送货物状态报文 FSU-FOH 信息给货运代理人
8. 货运代理人通过安检验放货物。
9. 委托地面代理组装或货运代理人自行组装等两种方式进行组板作业。
10. 货运代理人至地面代理收运柜台进行二次审单，复核内容包括：核对海关电子放行信息、核对安检放行、核对重量、核对交货人员资质等。如无海关电子放行信息或无安检放行信息，则不予收运。如重量不符，需要更改运单数据。
11. 如果以上检查无误，航空公司/地面代理在其系统中确认“呈待运状态（FSU-RCS: Ready for

Carriage) ”, 同时发送货物状态报文 FSU-RCS 信息给货运代理人, 由此完成电子运输合同。

12. 配载出运。



3.2 Special Handling Code ECC/ECP Process

Step 1: Airline confirms that the Forwarder is authorized to deliver freight without paper AWB (an e-AWB agreement is in place).

Step 2: Airline determines whether the Shipment is ECC (e-AWB) or ECP (paper AWB), taking into account applicable International Convention, regulatory requirements and network constraints.

For ECP shipments:

- Airline prints the paper AWB pursuant to Resolution 600a, including the Conditions of Contract, based on the FWB / XFWB sent by the Forwarder.
- Airline signs the paper AWB on behalf of the Forwarder.

Step 3: Airline enters the appropriate code in the Special Handling Code field.

3.3 Exception Management

3.3.1 Exception Management for Export

3.3.1.1 In case of missing FWB / XFWB prior to freight delivery:

Approach 1: GHA/Airline rejects the freight delivery

Approach 2: GHA/Airline verbally informs forwarder to send out FWB

- GHA/Airline informs forwarder of missing FWB and/or FHL message
- FF needs to send the FWB
 - (a) within 30 minutes after the verbal advice was given, or
 - (b) before flight closure, whichever comes first. Otherwise, fall back to a paper AWB.

Approach 3: GHA/Airline informs forwarder to send out FWB / XFWB

- GHA/Airline informs forwarder of missing FWB / XFWB and/or FHL / XFHL message

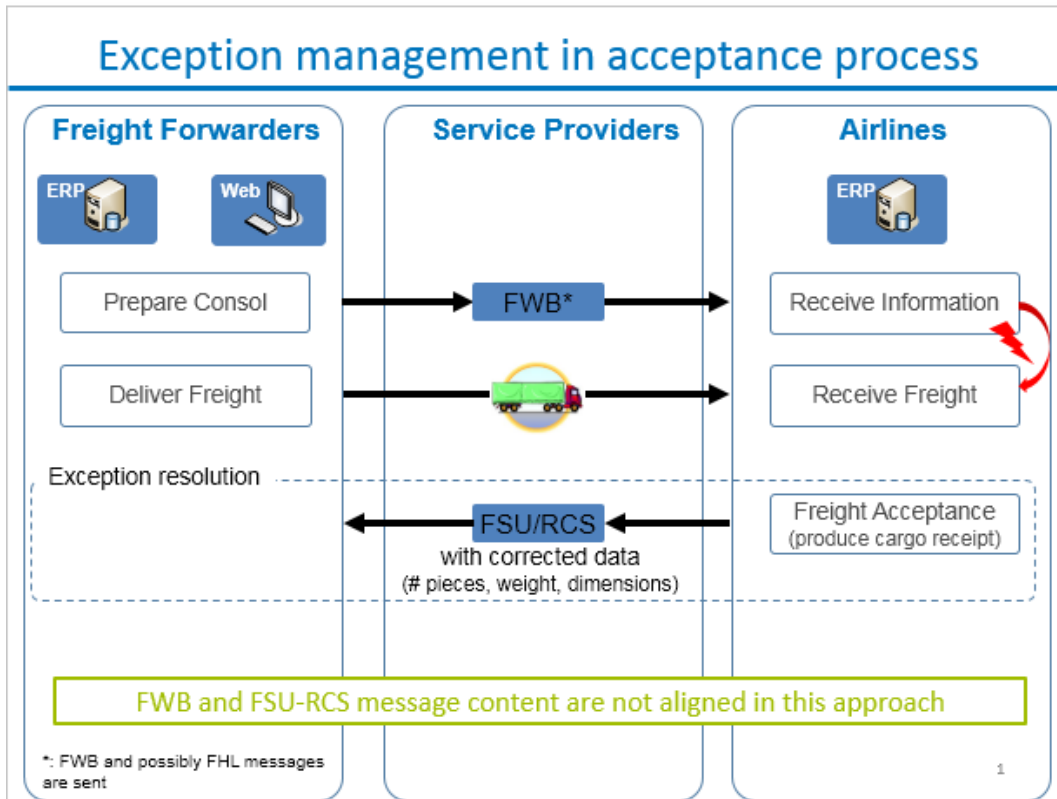
Approach 4: Fall back to a paper AWB

The above approaches need to be agreed upon between the two parties.

3.3.1.2 In case of mismatch between FWB / XFWB and received cargo:

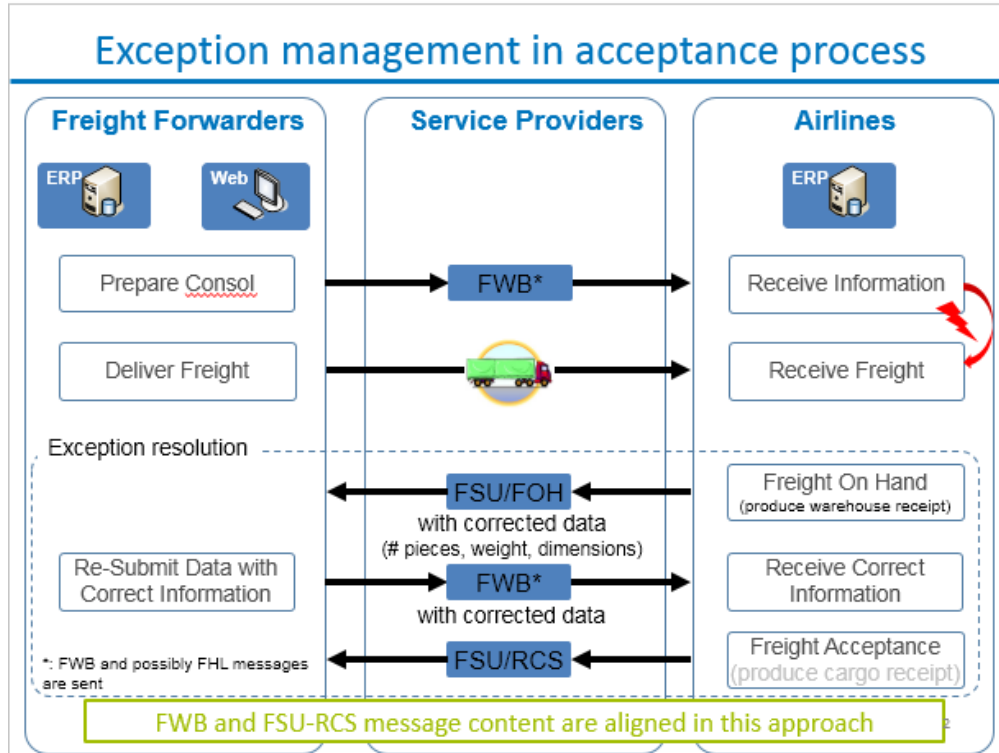
Approach 1: GHA/Airline sends FSU/RCS with corrected data

Note: FWB and FSU/RCS message content are not aligned in this approach.



Approach 2: GHA/Airline sends FSU/FOH, waits for the corrected FWB / XFWB from the Forwarder, then sends the FSU/RCS

Note: FWB and FSU/RCS message content are aligned in this approach.



Approach 3: Airline sends FSU/RCS with incorrect data and a paper CCA.

Note: This implies incorrect shipment data in the FWB / XFWB, be aware of the impact on the authorities that may access this document.

3.3.2 Exception Management for Import

3.3.2.1 Upon arrival of the flight, the Electronic shipment Data is not found in GHA's system

- GHA
 - Initiates tracing of electronic shipment data through agreed procedure with Carrier.
 - Sends a request for AWB Data to the origin station.
 - Informs the Consignee of the irregularity.

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.

- 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.

3.3.2.2 Paper copy of the AWB for an e-AWB shipment is requested by any party

- GHA/Carrier
 - Produces and hands over a print out of the electronic shipment data.
- Freight Forwarder
 - Informs the Carrier and/or GHA of any problem encountered.

SECTION 4: Recommended Practice

Below are the recommended practices to be followed by local stakeholder in the implementation of the e-AWB process:

- Forwarders to provide the correct FWB if possible at all times
- Use the following recommended codes:
 - MY – Fuel Surcharge Code
 - XB – Security Surcharge Code
- FWB Completion
 - For loose cargo – need to populate at least one of the following FWB fields:
 - a. Shipment dimensions
 - b. Shipment volume weight
 - For BUP cargo – need to indicate “BUP” in SPH field



Definitions

- Shipment Record – any record of the Cargo Contract preserved by the carrier, evidenced by means other than an AWB.
- Cargo Contract – a term used in the e-AWB Agreement and means a contract between the forwarder and carrier, for the transportation and settlement of a specific cargo shipment.
- Cargo Receipt – a document which is provided to the forwarder by the carrier electronically or in paper form, evidencing the Shipment Record as a substitution for the issuance of an AWB and which permits identification of the shipment that has been accepted and deemed “Ready for Carriage” (RCS).

Shipper Name		Shipment Identification			Cargo Receipt Issued By	
Day/Month/Time (of Shipment Acceptance)		Airport/City Code (of Shipment Acceptance)				
No. of Pieces	Gross Weight	K / L	Volume	Airport/City Code (of Origin)	Airport/City Code (of Destination)	Airport/City Code (of Routing)

- Warehouse Receipt – an electronic FSU message or paper document provided to the shipper by the carrier acknowledging the receipt of the cargo shipment as “Freight on Hand” (FOH) for carriage by air. At a minimum, the Warehouse Receipt must have:
 - The weight and number of pieces of the cargo shipment;
 - The date, time and place received by the Carrier; and,
 - Reference the shipment identification number covering the specific cargo shipment.

To the extent is readily available, an indication of the places of departure, destination and, if applicable, agreed stopping places should also be specified.

- ↗ EAW – special handling code indicating that e-freight consignment with No Accompanying Documents
- ↗ EAP – special handling code indicating that e-freight consignment with Accompanying Documents
- ↗ ECC – Consignment established with an Electronically Concluded Contract with no accompanying paper air waybill. ECC code should be entered by the Airline
- ↗ ECP – Consignment established with a paper air waybill contract being printed under an e- AWB agreement. ECC code should be entered by the Airline
- ↗ Cargo-IMP – IATA Cargo Interchange Message Procedures
- ↗ Cargo-XML – IATA Cargo-XML Messages
- ↗ FFM – Cargo-IMP Airline Flight Manifest Message
- ↗ FHL – Cargo-IMP House Manifest Data Message
- ↗ FMA – Cargo-IMP Acknowledgment Message
- ↗ FNA – Cargo-IMP Rejection (Error) Message
- ↗ FOH – Cargo-IMP Freight on Hand
- ↗ FSU – Cargo-IMP Status Update Message
- ↗ FWB – Cargo-IMP Air Waybill Data Message
- ↗ RCS – Cargo and Documents are Received Ready for Carriage
- ↗ XFFM – Cargo-XML Airline Flight Manifest Message
- ↗ XFHL – Cargo-XML House Manifest Data Message
- ↗ XFNM – Cargo-XML Notification Message
- ↗ XFSU – Cargo-XML Status Update Message
- ↗ XFWB – Cargo-XML Air Waybill Data Message