e-AWB Standard Operating Procedure for Zurich Airport

Scope: This is the Standard Operating Process for Export and Import e-AWB (Electronic Air Waybill) shipments at Zurich Airport.
This document is intended for all Carriers using e-AWB operations in Zurich, along with handling partners Cargologic and Dnata.

EXPORT SHIPMENTS

Pre-conditions	
Responsibility	**Task**
Freight Forwarder	Enters a Multilateral e-AWB Agreement with IATA and, commits to tender e-AWB shipments once activated by the Carriers (Tendering of e-AWB shipments under older Bilateral EDI Agreements is discouraged). Labels cargo in accordance with the specifications of IATA Resolution 606 - Bar Coded Label. Agrees to digitalize the following documents: - The Air Waybill in all its paper forms (Replaced by EDI messaging or capture on Carrier's website) - The ZV/LA Filing stamp on the AWB (Replaced by a specific mention in the FWB) - The Consignment Security Declaration on the AWB (Replaced with the eCSD or Paper CSD as per IATA Resolution 651) - Any feasible other document in the eFreight scope (Slim Pouches) Furthermore agrees to provide the following information: - Identification of an eAWB shipment with Pouch yes/no indication (EAP or EAW code in FWB or communicated with booking) - The actual shipment Volume included in the FWB specific formatted field or captured on Carrier's website
Carrier	- Is capable to assign the applicable ECC/ECP/ECX code, upon processing the AWB data for immediate sharing with the handling partner - Commit to inform and train all local operational staff about the e-AWB SOP and Messaging - Commit to engage in e-AWB pilots, providing proper instruction/training to concerned staff members - For e-AWB shipments, will no longer require a paper Air Waybills copy for Accounting activities
GHA	Has an internal eAWB program, possesses the required technical capabilities and commits to the required infrastructure: - FWB16, FWB17 plus FHL4,FHL5 and their CargoXML equivalents as soon as available - FSU-FOH and FSU-RCS with correct sequencing and full data capture - Correct handling of all eAWB/eCSD codes in their system - IT equipment available at the acceptance area including Barcode scanners - Can print AWB and CSD documents in the required format - Is able to track the Document Pouches EAP
All parties	Are able to exchange FWB messages in version 16 or higher, efficiently and with high quality (Min. 99% quality and penetration required).For "Secure Cargo" the transmission must be compliant with the eCSD specification. All receiving parties should be able to receive and process subsequent FWB as per IATA Recommendation. Exchange FSU messages, particularly FSU-FOH and FSU-RCS messages efficiently and with high quality. Under certain conditions exchange of data via Carrier's portal or Community System portals can replace individual EDI messages.

Day-to-day Operations Sequence	
Responsibility	**Task**
Freight Forwarder	Submits a correctly formatted FWB to the Carrier containing the applicable EAP or EAW code, at least 30 minutes (Global standard) before delivery of the goods. In alternative data can be captured on the Carrier's portal. For "Secure Cargo" the transmission must be compliant with the IATA Resolution 651 and BAZL requirements for eCSD. Forwarders tendering Secure Cargo but, unable to perform eCSD can declare the security status in one of below methods: - 1st choice: Official ICAO Consignment Security Declaration form – CSD - 2nd choice: Laser AWB copy for security purpose "ONLY" For Freight Forwarders authorized to deliver outside Customs Office hours, the statement "ZV Filed" or "LA Filed" must be included in the FWB message with one of the following formats according to system capabilities: - OCI/CH/EXP/M/ZV (or LA) FILED - OSI CH EXP M ZV (or LA) FILED - SSR CH EXP M ZV (or LA) FILED This electronic declaration replaces the current "ZV/LA" stamp on the Paper AWB. 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. Updates after this deadline will have to be addressed via a manual CCA. Tenders the goods labelled according to IATA's Resolution 606, Bar Coded Label to GHA cargo acceptance facilities with the following eventual documents: - In case of EAP: A Document Pouch, properly labelled according to IATA's Recommended Practice 1600u Any special paper document for particular cases (Example: Shippers Declaration for Dangerous Goods, Carnet ATA, etc.)
Carrier	Processes the data from the Freight Forwarder, providing acknowledgment via Messaging Provider or Web Portal. Transmits an FWB/16 or higher to GHA with SHC, including EAP or EAW (Declared by the Freight Forwarder), plus the ECC, ECP or ECX code as applicable (Assigned by the Carrier based on route and eAWB Agreement status). This is the official pre-advice for e-AWB shipments. Re-transmission to GHA should take place within few minutes of correctly processing the incoming data. Forwards the FSU-FOH to the 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. Forwards the FSU/RCS to the Freight Forwarder as soon as received from GHA establishing the Electronic Contract of Carriage

	Performs the acceptance of the goods by any suitable electronic mean (Barcode scanner, handheld device, tablet, etc.) and verifies the Electronic Shipment Data previously received via FWB and, stored in the system (Paper AWB copy is not requested and not used except for paper security declaration). Any eventual discrepancy to be handled as explained in the Exceptional Cases. An alternative method for accessing the shipment electronic data is required in case barcodes are not readable (Example: Type AWB number with keyboard). In any case IT equipment must be available within the cargo acceptance area.
	Optionally, upon previous agreement, a Warehouse Receipt or Acceptance Notice can be provided by GHA to the delivery party by means of an email automatically triggered by the FOH status.
	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.
	Note: An FSU-FOH is due even if the shipment can be declared immediately Ready for Carriage.
	For Valuable Cargo a paper proof of delivery will be produced two copies and signed by the FF representative (to be bilaterally agreed with GHA)
GHA	In case of Secure Cargo being delivered, GHA checks the validity of the Security Data, in accordance to the requirements of the Security authority. Both electronic and paper declarations are accepted as specified above in the Forwarder section.
	In case duplicate Paper/Electronic CSD, the paper version supersedes.
	Missing, incomplete, mismatching or otherwise unusable Consignment Security Data will result in re-screening at the Forwarder's expense.
	In case of Consolidated Shipment, GHA collects a copy of the paper Consolidation Manifest from the Freight Forwarder in order to check the Security Status of each individual HAWB. The same document is used to verify/perform the capture of HAWB data for the cases where it is required.
	In case of Unsecure Cargo being delivered, GHA will perform the Security Check according to the applicable regulations. After the Security Check is completed, GHA will communicate the updated Security Status to the Carrier by means of a FSU-OCI message, in compliance with the IATA Resolution 651.
	For Single Process (Printing of the AWB) GHA will follow the specific instructions from the Carrier.
	When present, includes the shipment Document Pouch into the Flight Pouch for transportation with the shipment.

Exceptional cases: GHA Detects missing Electronic Shipment Data in own system upon delivery of the goods	
Responsibility	**Task**
GHA	If data cannot be retrieved within the systems, informs the delivery person and/or the corresponding Freight Forwarder office that a new transmission or a full Paper AWB set is required before Cargo Acceptance can be performed. If the shipment is reverted to Paper, the eAWB codes need to be deleted from GHA system.
Freight Forwarder	Promptly reacts to the request from GHA to avoid delay to cargo and delivery driver schedule.
Carrier	Supports any request from above parties, in order to minimize delay to the shipment flow. Investigates and treats the occurrence as a quality initiative.
All Parties	Report the case to the Carrier office for investigation and prevention of further occurrence.

Exceptional cases: GHA Detects a mismatch in the essential data and the physical nature of goods delivered (E.g. pieces count, destination, AWB number, labelling, etc.)	
Responsibility	**Task**
GHA	Informs the delivery person and contacts immediately the Freight Forwarder (Issuing Agent) by telephone, requesting correction of the data by either a new correct FWB or PDF-AWB by email. GHA cannot finalize acceptance or send an FSU-RCS till the data is amended to match the physical goods.
Freight Forwarder	Promptly reacts to the request from GHA to avoid delay to cargo and delivery driver schedule.
Carrier	Supports other parties with communication, messaging and system related questions when required.
All Parties	Report the case to the Carrier office for investigation and prevention of further occurrence.

Exceptional cases: GHA Detects a mismatch in gross weight between Electronic Shipment Data and physical nature of goods delivered which is above tolerance.	
Responsibility	**Task**
GHA	The weight check should be integrated in the normal acceptance checks and performed after FOH but, before RCS. When the scale weight shows a difference above tolerance compared to the eAWB declared weight. GHA will insert the new weight in the system and send an FSU-RCS with the new "scale" weight. The FSU-RCS makes integral part of the Electronic Contract of Carriage. The tolerance limits for acceptance at ZRH are: _____ e (Common tolerance limits for shipments to be defined) In case of Valuable Cargo procedures to be agreed bilaterally.
Freight Forwarder	Promptly reacts to the request from GHA to avoid delay to cargo and delivery driver schedule.
Carrier	Supports other parties with communication, messaging and system related questions when required.
All Parties	Report the case to the Carrier office for investigation and prevention of further occurrence.

Exceptional cases: GHA Detects a ==discrepancy in the declared EAP/EAW code== against the documents tendered with the goods.	
Responsibility	**Task**
GHA	Shipment declared EAP but no Document Pouch is tendered: Ask the delivery person about the location of the Pouch. Shipment cannot be RCS till the Pouch is located or the status clarified by the issuing Freight Forwarders Shipment declared EAW but, a Document Pouch is tendered: Replace the EAW code with the EAP code in Cargospot and accept the shipment. Shipment declared EAP but the Document Pouch is not correctly labelled: Offer a blank label to be filled and applied on the pouch before shipment can be RCS. GHA to stock LH and LX pouches/labels at the acceptance area
Freight Forwarder	Promptly reacts to irregularities in the document pouches to comply with IATA RP1600u
Carrier	Controls the quality of the us of EAP/EAW via statistics and provides compliant labels to GHA
All Parties	Report the case to the Carrier office for investigation and prevention of further occurrence.

Exceptional cases: GHA Detects a ==discrepancy between the MAWB and the HAWB data==	
Responsibility	**Task**
Freight Forwarder	Consolidation shipments need to be accompanied by one copy of House AWB Manifest for data completeness check and security check.
GHA	Reconciles the HAWB data based on the House AWB Manifest available

IMPORT SHIPMENTS

Pre-conditions	
Responsibility	**Task**
Consignee or its agent	Is ready to operate paperless or to accept a locally produce print-out of the AWB from Electronic Shipment Data
Carrier	Is capable of sending to GHA a valid FFM for each flight and valid FWBs in version 16 or higher for each incoming shipment and, is able to provide print-out of the AWB from Electronic Shipment Data upon request. The Carrier has informed/trained all operational staff on the subject.
GHA	Has a system capable of reading and processing Electronic Shipment Data from FWB version 16 or higher, storing it electronically. GHA must be capable of providing this data in electronic or AWB print-out form upon request by local authorities, consignee, consignee's agent or any other relevant stakeholder in the import process. GHA has informed/trained all operational staff on the subject. In case of shipment with special requirement (CC Fees, Cool Storage, Special Handling, etc.), GHA is able to display all the essential information on the system screen.

Day-to-day Operations	
Responsibility	**Task**
Carrier	Sends to GHA an Electronic Flight Manifest (FFM) latest 30 minutes after departure from the origin airport and sends an FWB message with the Electronic Shipment Data of any eAWB shipment loaded on the flight. Ensures that the Document Pouch of EAP eAWB shipments comply with the IATA Recommended Practice 1600u to avoid loss of documents upon arrival. Provides GHA, Consignee, Agents and Authorities full support.
GHA	Processes Import shipments based on received Electronic Shipment Data for any shipment identified as eAWB in the FWB and/or in the FFM. Eventual paper documents are considered as "support" since the Electronic Data is the Contract of Carriage. Arrival information to Consignee and/or its Customs Broker should be performed by electronic means (E.g. Email). In case of EAP shipment, GHA makes the Document Pouch available to the Consignee or its Customs Broker as in a normal paper-AWB shipment.
Consignee or its agent	Processes the incoming e-AWB shipments without paper copies and, informs the Carrier of any problem encountered with eAWB shipments.

Exceptional case: Upon arrival of the flight, the Electronic Shipment Data is not found in GHA's system	
Responsibility	**Task**
GHA	Occurrence should be treated as Tracing case (MSAW – Missing Air Waybill) and a dealt with according to procedures agreed with the airline.
Carrier	Supports any request from above parties, in order to minimize delay to the shipment flow