



## EXPORT PROCESS SOP e-AWB BOGOTÁ

Colombia

Review: 1

Date of issue: 08/20/2015

### **I. Objective:**

Establish guidelines in export airfreight using e-AWB

### **II. Scope:**

This document delivers a reference for issuing e-AWB in the air export process in Mexico.

### **III. Documentary & references:**

List of documents or laws that require consultation for the fulfillment of export operations by air in Colombia.

- Ley Aduanera de Colombia
- Ley 527 de 1999



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#### IV. Implementation plan and minimum requirements to issue e-AWB.

Once the location (country, airport) is declared e-AWB friendly, either completely or through the implementation of the *Single Process*, the stakeholder will have to check if they comply with the minimum requirements to issue e-AWBs.

E-AWB and e-freight will become the new standard to handle air shipments in the coming months. Many airlines and agents have already modified their processes and we strongly advise all the partners to adopt the change in order to guarantee their business continuity.

#### **COMMUNICATE**

As a major project, it will affect your employees' habits. To ensure the success of your processes, keep all the employees informed from the beginning:

- **Management:**  
Decision makers to nominate a project manager and approve the main topics
- **IT department:**  
Have to understand the standards and message flows
- **Operations:**  
Amend the current processes
- **Warehouse:**  
Understand the new flows and codes specifying if the shipment has to be tendered with, or without paper documents.
- **Sales:**  
E-freight can represent a competitive advantage for your company (better control, security of information, improved transit time, transparent information, real-time based information etc.)
- **Business partners:**  
Talking to other airlines, agents or their corresponding association(s), attending informative sessions, conferences or workshops, you will gather the most updated information regarding standards and best practices.



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### **BASIC REQUIREMENTS FOR THE AIRLINES and/ or AIRLINES' REPRESENTATIVES**

#### **Sign an e-AWB Agreement**

Two options exist:

- **IATA Multilateral e-AWB Agreement (MeA)** – best practice.

The Multilateral e-AWB Agreement (IATA Resolution 672) provides a single standard agreement that airlines and freight forwarders can sign once with IATA, and start doing e-AWB with other parties to the agreement.

<http://www.iata.org/whatwedo/cargo/e/eawb/Pages/multilateral-airlines.aspx>

- Alternatively, a **Bilateral Agreement** with each freight forwarder/ direct shipper.

IATA cannot provide any assistance on the negotiation, handling and storage of the bilateral agreements. Should the airline decide not to be part of the MeA but prefer to sign bilateral e-AWB agreements, it should contact each Agent in order to manage and sign an agreement before issuing any e-AWB (test included).

#### **IMPORTANT: ACTIVATION NOTICE**

You should start doing e-AWB at a location only after sending the Activation Notice to the freight forwarder at that location.

The multilateral e-AWB agreement comes into force between an airline and a freight forwarder at a location only upon airline sending an Activation Notice to freight forwarder (pursuant to Resolution 672, Attachment A, Article 3.1).

#### **Ability to receive and send electronic messages**

This is a basic and mandatory requirement for the Airline to communicate with the cargo agents, Customs, Authorities and Ground Handlers.

Messaging Industry Standards:

- **IATA Cargo-XML**  
*This standard is compatible with the WCO requirements and guarantees an easy flow of information not only between airlines but also with the Authorities, cargo agents and any other business partner.*
- **Cargo-IMP version 32** or higher, which allows the emission of the FWB v16.  
*Cargo-IMP standard was sunset by IATA in December 2014, meaning no further version will be developed. It is highly recommended for everyone to move to Cargo-XML as soon as possible.*

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### **Implement the Single Process**

The single process brings mainly 2 important benefits to both airlines and agents.

- 1. It allows the carrier to implement the e-AWB, in most of the countries where the paper is still legally required.**
  - The cargo agent sends the FWB or XFWB to the carrier or its representative and makes the needed modifications if applies.
  - The driver tenders the shipment to the carrier without any paper MAWB, and the carrier is who decides whether to print or not a paper AWB.
  - If not expressly required by an international convention, the paper AWB is not flown.
  
- 2. Whatever the destination is, the cargo agent has only 1 standard process with the carrier, which makes its operations much easier, and facilitates the e-AWB adoption as 100% of the airline's destinations become e-AWB.**
  - Provide your stations with an up-to-date information on origins and destinations needing a paper document
  - Order the necessary hard material (a dot matrix printer can be required in some countries).

### **Keep the IATA Matchmaker up-to-date!**

The IATA Matchmaker is a web-based tool developed and hosted by IATA.

<https://matchmaker.iata.org/efReport/airlinesAndAirportsAgrReport>

It contains very valuable information for your customers and the whole industry, like:

- Stations where a given airline can legally accept the e-AWB
- Stations where a given airline operates the Single Process

**This information is crucial to facilitate the e-AWB adoption.** It is the carrier's responsibility to ensure its correctness as part of the information to its customers.

- Check the information contained in the matchmaker for your corresponding stations on a regular basis.
- Should you notice any discrepancy, please liaise with the person in charge at your headquarters.
- If you don't know who the person in charge is in your company, please contact your IATA Cargo representative.

### **If you are a GSSA**

Talk to your represented airline's manager to review and agree your processes:

- Information workflow
- Acceptance and handling of the shipment with or without paper documents (Single process, Yes/No?)

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- Connectivity with airline's system or direct access to the airline's computers **BASIC REQUIREMENTS FOR THE CARGO AGENTS**

The e-AWB is an industry initiative. Being IATA accredited and/or CASS participant is not a requirement.

### **Sign an agreement proving the legal framework to the e-AWB issuance**

- **IATA Multilateral e-AWB Agreement (MeA)** – signed once with IATA.

The Multilateral e-AWB Agreement (IATA Resolution 672) provides a single standard agreement that airlines and freight forwarders can sign once with IATA, and start doing e-AWB with other parties to the agreement.

<http://www.iata.org/whatwedo/cargo/e/eawb/Pages/multilateral-forwarders.aspx>

To **check if your partner airline has signed the MeA at a given Airport**, please refer to the web-based tool IATA Matchmaker.

<https://matchmaker.iata.org/efReport/airlinesAndAirportsAgrReport>

➔ **Should you notice a discrepancy, contact your corresponding IATA representative.**

The IATA Matchmaker web-based tool also brings you the possibility to **check which airlines are ready to do e-AWB**, country per country.

### **Ability to, issue electronic messages.**

Issuing an e-AWB is, basically, **sending a FWB or XFWB message** containing all the information usually contained in a paper MAWB to the carrier's system.

### **Different solutions are available to you:**

#### **a. E-AWB issuance option in the Airline's webpage**

This kind of solution is suitable for small companies or to perform test shipments. It does not require investment.

Liaise with the airline's customer care department in order to be granted credentials. This option is generally basic and does not offer any connection with your own computer systems. Check the different options of web portals with the corresponding airline.

#### **b. Ready-to-use Solutions**

Some providers offer cloud-based solutions. Depending on the chosen provider and/or options, the cargo agent will be able to issue e-AWB, create templates, save the records for legal purposes, translate the records in different formats compatibles with your own system, and generate e-freight shipments (i.e. HAWB, House manifest etc.)

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### c. Home-built Solution

This solution usually requires a development of your existing system (if not done already). When choosing this option, the agent shall consider the following important points:

#### ***Messaging Industry Standards:***

The most standard your system is, the most accurate the information will be.

Accuracy and integrity of the information are critical to the success as it save operational costs and transit time.

The air cargo industry commonly uses 2 different messaging standards:

#### - **IATA Cargo-XML**

This standard was developed by IATA with the support of FIATA. Based on the WCO's recommendations it is thought to answer the whole supply chain needs (Airlines, Authorities and Cargo Agents) and to make easier any further updates.

#### - **Cargo-IMP version 32 or higher**, which allows the emission of the **FWB v16**.

This standard is the airlines' legacy standard developed by IATA, still used by many of them. However, Cargo-IMP standard was sunset by IATA in December 2014, meaning that no further updates will be developed.

It is highly recommended to adopt the Cargo-XML. You can purchase the Cargo-XML implementation toolkit through your IATA representative. Should you be an IT provider developing a global solution based on Cargo-XML, IATA will provide you with the information related to the licenses purchase.

#### **Which IT provider to choose?**

- IATA does not provide a list of accredited providers. In our webpage <http://www.iata.org/about/sp/Pages/partners.aspx> you will find a list of the IATA strategic partners (companies working with us on establishing new standards). IATA does not recommend them over other companies. IATA should not be held responsible for their services.
- Contact your current IT provider and talk to them about the Cargo-XML standards or other standards

### **Perform Tests**

#### **a. Contact an airline of your choice and test the data exchange**

An e-AWB with incorrect/ partially received data is like a paper AWB with incorrect/missing information: it may generate delays.

Ask to one of your business partners to **send them FWB or XFWB messages and analyse the quality of reception:**

- Transmission time has to be **fast and consistent**
- Contents have to be **accurate**

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- Agent will check that acknowledgement (FMA/ XFNM)/ correction request (FNAs/XFNM)/ status update (FSU/XFSU) **messages received from the airlines or its representative arrive in due time and complete.**

→ **A shipment is considered safe when the associated message quality is 95% or more.**

### b. Choose a carrier to ship pilot shipments

Day has come to ship your first shipments!

- All your **staff has now been trained on e-Cargo.**
- **Inform internal and external** stakeholders about the pilot (no MAWB accompany the shipment).
- **Track and fix any potential problem** with the corresponding business partner, until your reach the desired quality.
- **Make the e-AWB systematic** as early as possible with the chosen airline.
- Repeat the operation with other airlines.

### V. Paper documents requested by customs authorities to accomplish an export shipment with eAWB:

#### DRY CARGO AND AROMATIC HERBS

- Shipper Security Declaration
- Warehouse Receipt
- Antinarcotic Police Warehouse Receipt
- Copy of Master Airway Bill and House Airway Bill (Laser copy without contract on the reverse)

#### PERECEDEROS

- Shipper Security Declaration
- Warehouse Receipt
- Copy of Master Airway Bill and House Airway Bill (Laser copy without contract on the reverse)



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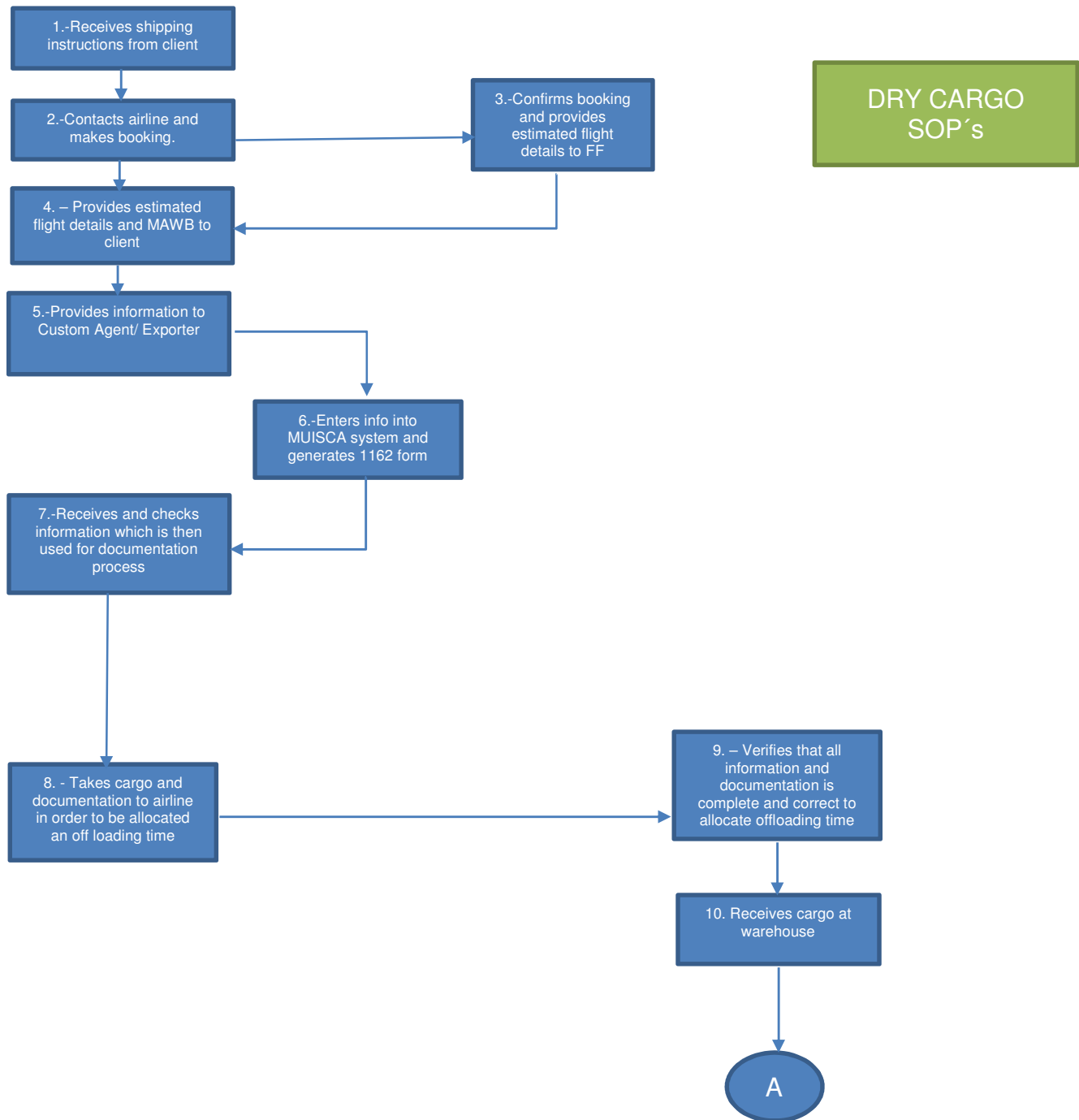
Freight Forwarder

Custom Agent

Airline/GHA

Warehouse

Antinarcotic Police



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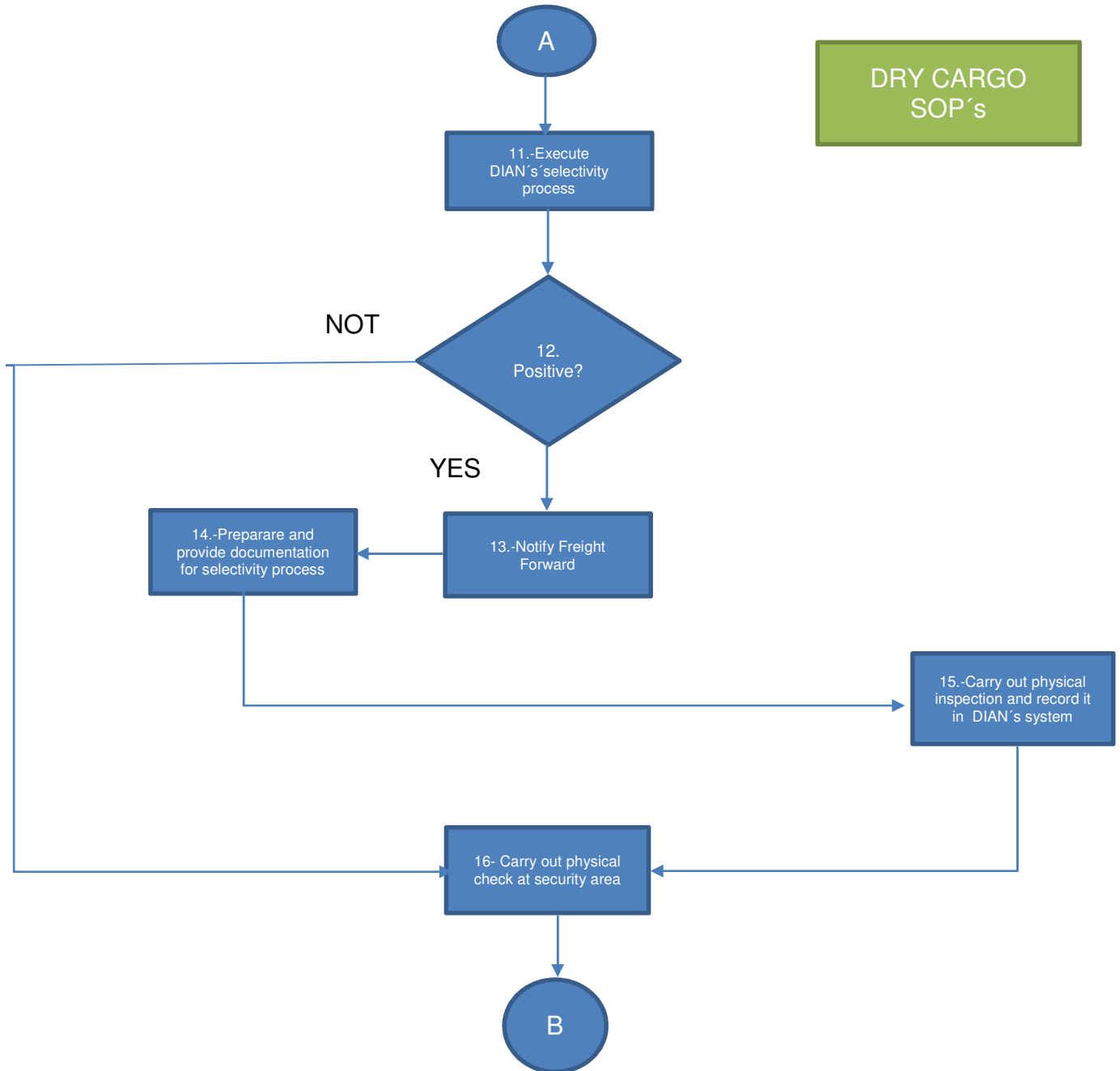
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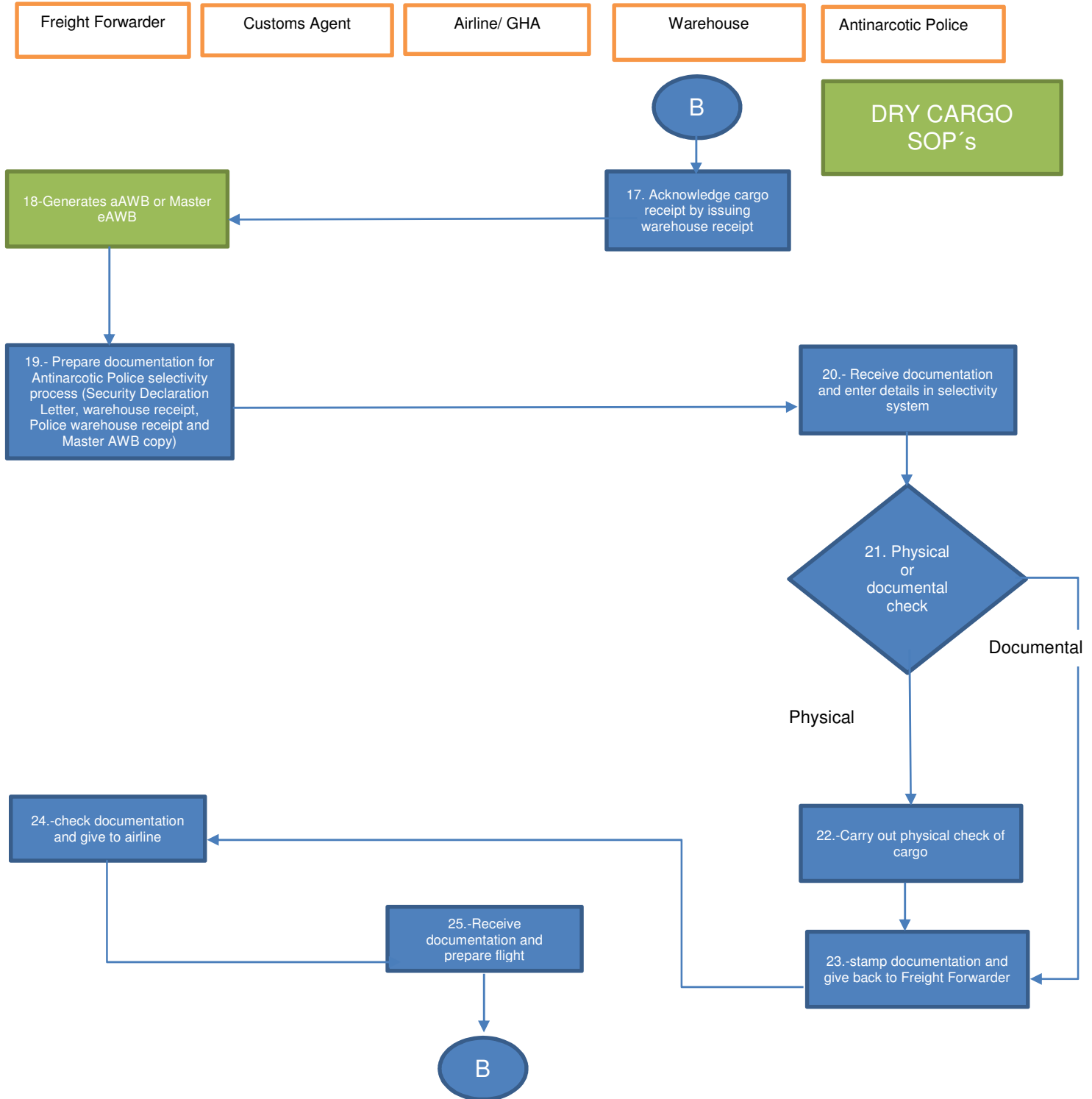


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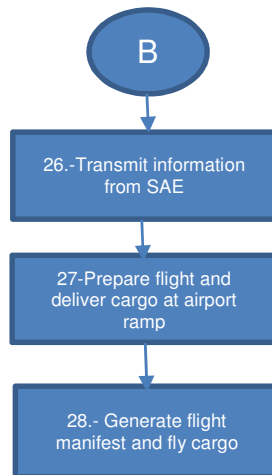
Customs Agent

Airline/ GHA

Warehouse

Antinarcotic Police

DRY CARGO  
SOP's



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**VI. Procedure for DRY CARGO:**

Responsible	Activity
Freight Forwarder	1. Receive shipping instructions from exporter to coordinate the air shipment.
Freight Forwarder	2. Contact airline and makes booking via phone or electronic means, such as: e-mail. FF must ensure all information provided to airline is 100% correct for this process to work, therefore ensuring the information provided matches the final data that goes on the actual AWB.
Airline/ GHA	3. Confirms booking via phone or electronic means to cargo agency.
Freight Forwarder	4. Provides estimated flight details and Master AWB to client for him/her to produce a shipper security declaration.
Freight Forwarder/ Exporter	5. The FF or exporter provides all the necessary information to the customs agency for them to transmit it via Customs' (DIAN) system.
Customs (DIAN).	6. The customs agent checks that all documentation and complete and correct and enters it into the MUISCA (DIAN's) system and generates a 1162 form, they then deliver a copy of the form.
Freight Forwarder	7. Supervise the arrival of the cargo at the airport cargo terminal and ensure that all documentation is complete and accurate.
Freight Forwarder	8. Take shipment to the airline warehouse for its acceptance and to obtain an offloading turn.
Airline/ Warehouse	9. Check that all the documentation and info contained in it is accurate and complete to allocate an offloading turn.
Airline/ Warehouse	10. Accepts and receives cargo as long as it matches the documentation and information provided.
Airline/ GHA	11. Check on Custom's (DIAN) system to find out if the shipment has been selected for custom's physical check. (selectividad)
Airline/ GHA	12. Affirmative: If YES go to 13 if NO go to 16

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Airline/ GHA	13. Notify Freight Forwarder that his shipment has been selected for physical check via phone or e-mail.
Freight Forwarder/ Customs Agent	14. Prepare the necessary documentation so that the shipment can be physically inspected by Customs (DIAN)
Customs	15. Carry out inspection on those shipments that were selected and record inspection in Customs' system (MUISCA)
Airline/ Warehouse	16. Carry out physical check on the shipment according to the airline's processes and procedures.
Airline/ Warehouse	17. Acknowledge shipment receipt and issues and stamps warehouse receipt.
Freight Forwarder	18. Generate eAWB or Master eAWB with confirmed details from the warehouse receipt.
Freight Forwarder	19. Prepare documents for shipment to go through Antinarcotic Police selectivity process. Selectividad de Ponal Responsibility letter Warehouse receive PONAL Warehouse receipt airline Laser copy of the e-AWB
Antinarcotic Police	20. Receive shipment and check accompanying documentation and enter details in their (Police) system
Antinarcotic Police	21. Physical or documental check. If physical go to step 22; if documental go to 23.
Antinarcotic police	22. Perform physical inspection of cargo and prepare minutes, stamp copy of the AWB that allows the output of goods and return documents to the agency.
Antinarcotic Police	23. Stamp copy of the AWB that allows the output of goods and return documents to the agency
Freight Forwarder	24. Check that the returned documentation is complete and stamped by Antinarcotic Police y hand it to airline.

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- |                    |  |
|--------------------|--|
| Airline/ Warehouse | 25. Receive documentation from freight forwarder and prepare shipment to be flown to its destination |
| Airline            | 26. Transmit SAE information (Customs)   |
| Airline            | 27. Prepare flight and deliver shipment to the ramp  |
| Airline            | 28. Do flight manifest and fly shipment  |



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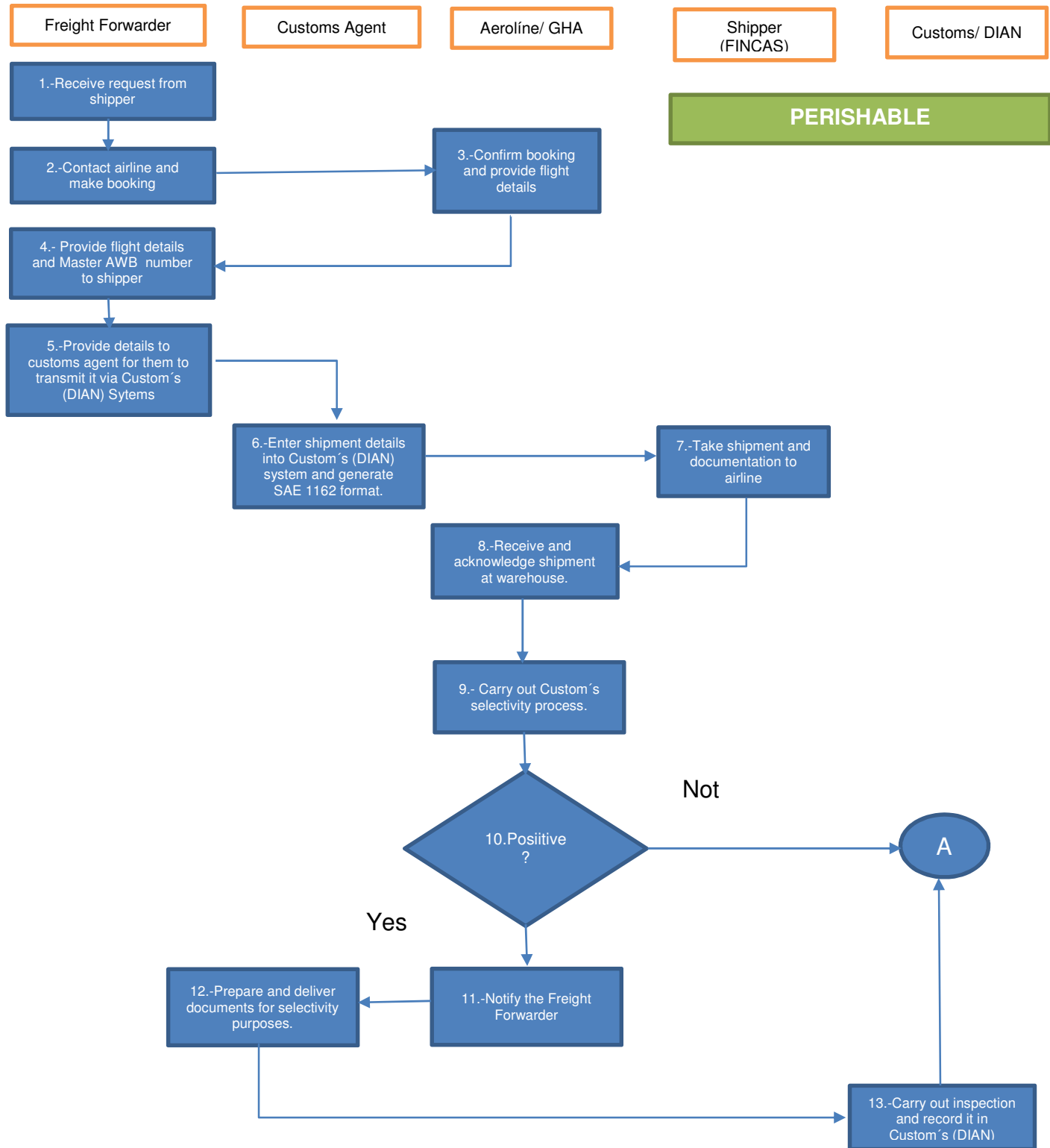


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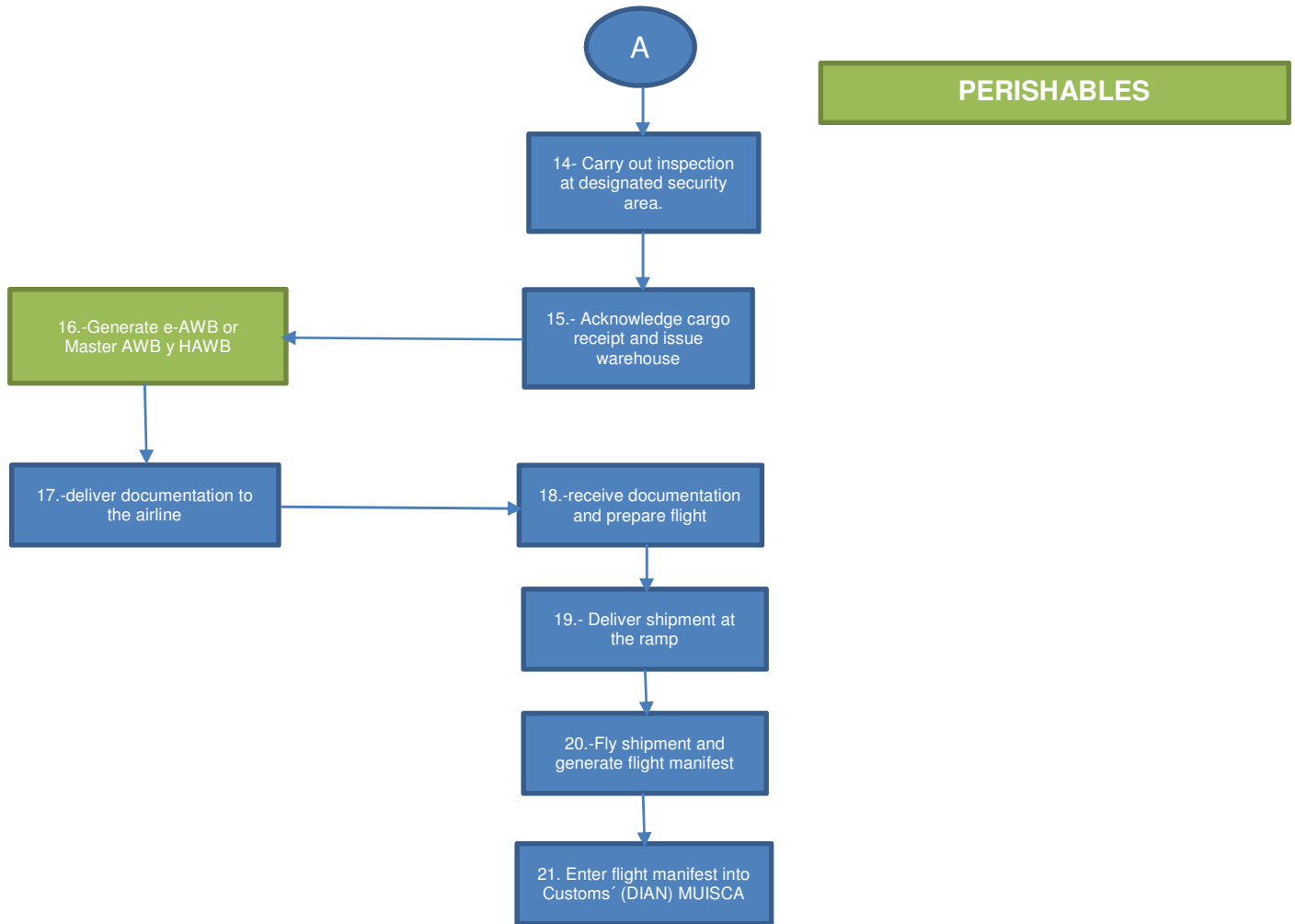
Freight Forwarder

Customs Agent

Airline/ GHA

Shipper/ Fincas

Customs/ DIAN



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### VII. Procedures for PERISHABLE CARGO

- |                             |   |
|-----------------------------|---|
| Freight Forwarder           | 1. Receives shipping instructions from client (Finca) to fly cargo by air   |
| Freight Forwarder           | 2. Contacts airline and makes a booking via phone or electronic means, FF must ensure all information provided to airline is 100% correct for this process to work, therefore ensuring the information provided matches the final data that goes on the actual AWB. |
| Airline/ GHA                | 3. Confirms booking to freight forwarder via phone or electronic means.   |
| Airline/ Warehouse          | 4. Provides estimated flight details and Master AWB to client for him/her to produce a shipper security declaration.  |
| Freight Forwarder/ Exporter | 5. The FF or exporter provides all the necessary information to the customs agent for them to transmit it via Customs (DIAN) system.  |
| Customs Broker              | 6. Checks that all documentation and complete and correct and enters it into the MUISCA system and generates a 1162 form, they then deliver a copy of the form.   |
| Shipper (Finca)             | 7. Deliver documents and cargo on the airline warehouse.  |
| Airline/ GHA                | 8. Receive cargo from Freight Forwarder Vs. documentation.  |
| Airline/ GHA                | 9. Checks on Customs' system and identify those shipments that have been preselected by Customs' (DIAN) for selectivity checks.   |
| Airline/ GHA                | 10. If a given shipment has been selected for checks by Customs go onto step 11. If not, go onto step 14.   |
| Airline/ GHA                | 11. Notifies freight forwarder about customs' check to be done on their shipment, via phone or electronic means.  |
| Custom Broker               | 12. Prepares all necessary documentation for Customs to carry out the selectivity check.  |



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- |                         |  |
|-------------------------|--|
| Customs                 | 13. Carry out physical check on those shipments that were selected by Customs (DIAN) and record it in DIAN's system.             |
| Airline/ Warehouse      | 14. Carry our security inspection on shipment delivered by the Freight Forwarder according to the airline's security procedures. |
| Airline/ Warehouse      | 15. Acknowledge shipment receipt and generate warehouse receipt  |
| Freight Forwarder       | 16. Generate eAWB or Master eAWB with actual data from warehouse receipt.  |
| Freight Forwarder       | 17. Hand documentation to the airline (certificates, copy of Master or House AWB, etc.)  |
| Airline                 | 18. Receive documentation and prepare flight.  |
| Airline/ Ground Handler | 19. Deliver shipment at the ramp   |
| Airline                 | 20. Transmit flight manifest to all customs authorities involved and fly shipment  |
| Airline                 | 21. Send flight manifest to Customs (DIAN) via their system (MUISCA)   |



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Single process:

<http://www.iata.org/whatwedo/cargo/e/eawb/Documents/eawb-single-process-guideline.pdf>

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