



EXPORT PROCESS SOP e-AWB PANAMA

PANAMA

Review: 1

Date of issue: September-21-2015

I. Objective:

Establish the guidelines and references to follow in the process of airfreight exporting using e-AWB

II. Scope:

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

III. Documentary & references:

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

Manual Único de Procedimientos Aduaneros de la Región Centroamericana.



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

Once the location (country, airport) is declared e-AWB “enabled”, 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.

COMMUNICATION

As any other major project, this one will have an effect on your employees’ habits and current procedures. To ensure the success of your processes, keep all 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.

For further reference on this regard, please go to:

<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 once airline sends 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.

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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.

Implement Single Process

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 as applicable.
 - 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 IATA's 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 e-AWB
- Stations where a given airline operates the Single Process

This information is crucial to facilitate 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 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 within your company, please contact your IATA Cargo representative.



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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?)
- Connectivity with airline's system or direct access to the airline's computers



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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 intended 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. If you are 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 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 you 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 e-AWB:

- Export Goods Declaration
- Laser copy of the Air waybill (Master)
- Commercial Invoice
- Certificate of Origin (At the request of destination country)
- Export Permits (Agriculture Quarentine)
- Phytosanitary or Zoosanitary Certificate.
- Foodstuffs export: Ministry of Health (MINSA), Food Protection Department approval.
- Food Industry Certificate, issued by the Panama Ministry of Health.

Note: In case of the shipments that are traveling from the free zone, the clearance and customs procedures can be performed without a custom broker intervention.

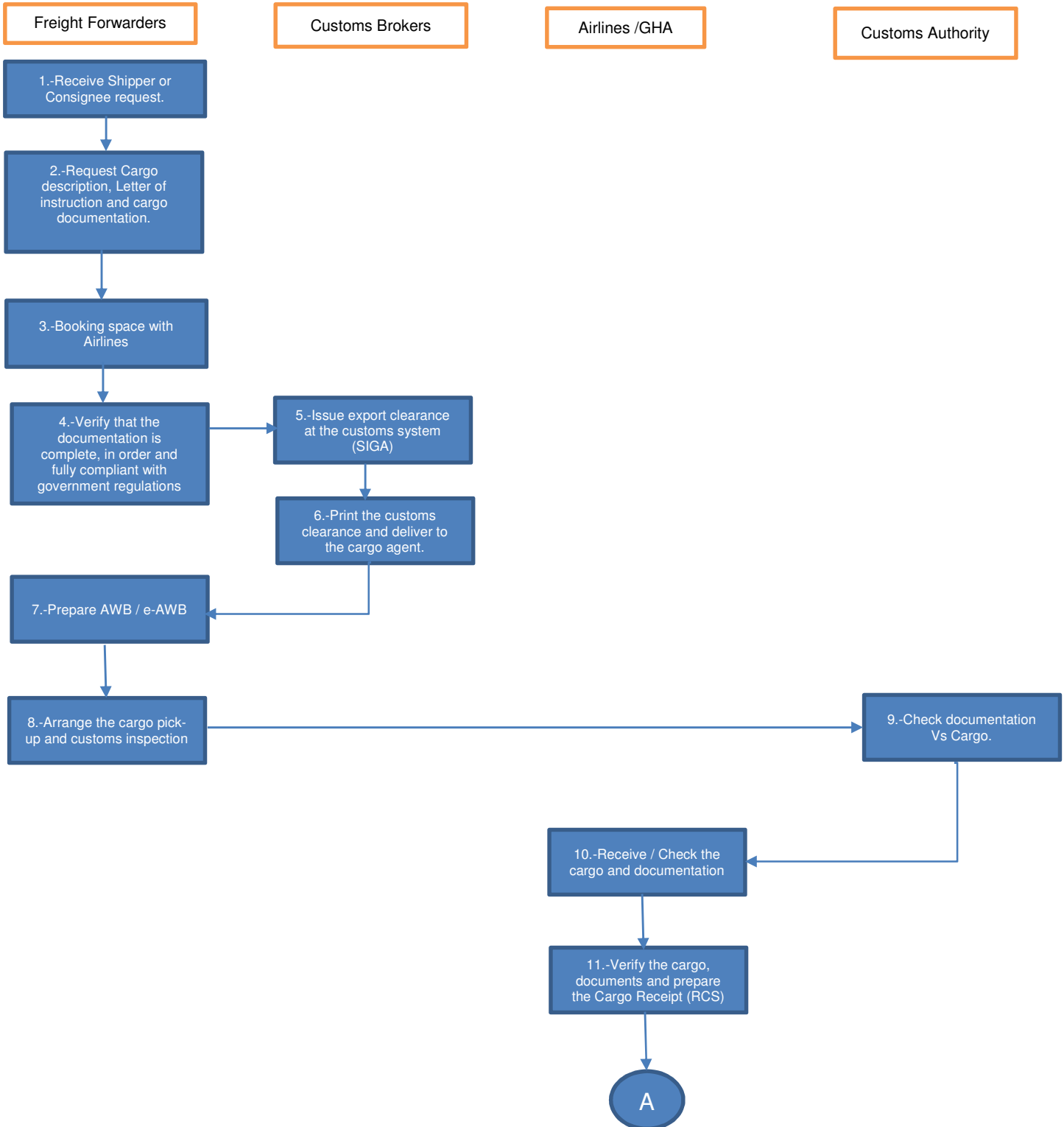


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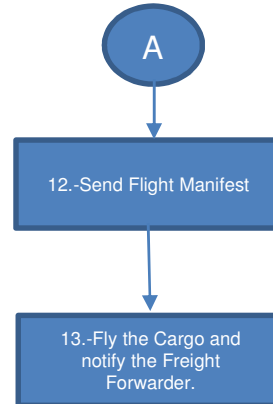
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Freight Forwarders

Customs Brokers

Airlines /GHA

Customs Authority





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VI. Procedure:

Responsible	Activity
Freight Forwarders	1. Receive Consignee/ Shipper's formal request for the cargo air transport.
Freight Forwarders	2. Request the cargo description, Letter of Instructions and any other documentation required to quote service.
Freight Forwarders	3. Contact airline and make reservation, this reservation can be by telephone or through electronic means.
Freight Forwarders	4. Prepare the necessary documentation that covers the goods to be shipped by air (HAWB, commercial invoice, certificates, permits, etc.).
Customs Broker	5. Receive the information from the Freight Forwarder to entry the data in SIGA and process the export customs clearance through their system. Customs Agent will check the detailed information to ensure they comply with all requirements.
Customs Broker	6. Deliver a printed copy of customs clearance to the Freight Forwarder to be shipped with the cargo.
Freight Forwarders	7. Send electronic message to the airline FWB/FHL or include information through airline web portal.
Freight Forwarders	8. Collect the cargo as per Consignee/Shipper's instructions to deliver at the proper warehouse with all the required documentation.
Customs Authority	9. Verifies that the documentation is complete, in order and comply fully with government regulations. Will sealed and sign the documents.
Airlines/ GHA	10. Receive and review at the warehouse the cargo and documentation of the shipments that will be transport by air.
Responsible	Activity
Airline / GHA	11. Verify that documentation and cargo are in order to receive the shipment and send the received message

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	(FNA/FMA o XFNM). In case of discrepancies and if the destination country allows it, the cargo will be received and adjustments will be performed through a CCA; if not allowed the cargo will be rejected and an e-AWB correction will be needed.
Airline / GHA	12. Prepare and submit final flight manifest to customs authority and send the electronic information to all customs that require it.
Airline / GHA	13. Fly the Cargo and notify de Freight Forwarder.

VII. Glossary:

Single process:

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