GUIDE TO REGISTRATION
European Air Cargo Programme
# TABLE OF CONTENT

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>EUROPEAN AIR CARGO PROGRAMME (EACP)-INTERMEDIARY REGISTRATION</td>
<td>3</td>
</tr>
<tr>
<td>THE EUROPEAN AIR CARGO INTERMEDIARY PROGRAMME</td>
<td>3</td>
</tr>
<tr>
<td>APPLICATION FOR REGISTRATION AS AN EACP INTERMEDIARY</td>
<td>4</td>
</tr>
<tr>
<td>REQUIRED DOCUMENTATION FOR APPLICATION</td>
<td>4</td>
</tr>
<tr>
<td>QUALIFICATIONS REQUIRED OF AN IATA EACP INTERMEDIARY</td>
<td>4</td>
</tr>
<tr>
<td>Staff Qualifications</td>
<td>5</td>
</tr>
<tr>
<td>Financial Requirements</td>
<td>5</td>
</tr>
<tr>
<td>Suitability of Premises &amp; Cargo Handling Equipment</td>
<td>5</td>
</tr>
<tr>
<td>Licence to Trade &amp; Other Requirements</td>
<td>6</td>
</tr>
<tr>
<td>PROCESSING AND PROCEDURES FOR IATA CARGO APPLICATIONS</td>
<td>6</td>
</tr>
<tr>
<td>APPROVAL / DISAPPROVAL / REASSESSMENT</td>
<td>6</td>
</tr>
<tr>
<td>EACP INTERMEDIARY AGREEMENT &amp; APPOINTMENT</td>
<td>7</td>
</tr>
<tr>
<td>FEES</td>
<td>7</td>
</tr>
<tr>
<td>IATA PUBLICATIONS AND SERVICES: EACP HANDBOOK - DANGEROUS GOODS REGULATIONS</td>
<td>8</td>
</tr>
<tr>
<td>CASS</td>
<td>8</td>
</tr>
<tr>
<td>CARGO TRAINING</td>
<td>8</td>
</tr>
</tbody>
</table>
EUROPEAN AIR CARGO PROGRAMME (EACP)-INTERMEDIARY REGISTRATION

Following is general information about the European Air Cargo Programme (EACP) and how to obtain industry accreditation as a registered EACP Intermediary. The qualifications necessary for a freight forwarder to gain and maintain IATA accreditation are outlined. The documentation to be supplied and application procedures are explained. In addition there are details regarding fees, the EACP Intermediary Agreement, appointment by airlines, as well as other services, such as settlement systems (CASS), publications and cargo training.

IATA (International Air Transport Association) is a trade association of the world’s scheduled airlines, to which more than 200 air carriers belong. IATA’s major purpose is to ensure that airline traffic worldwide moves with the greatest possible speed, safety, convenience and efficiency, and with the utmost economy. IATA provides a forum which facilitates interchange and cooperation. Through IATA, airlines work towards developing worldwide industry standards, which ensure safe, speedy and economic international air transportation. IATA simplifies, standardizes and secures the transport of people, cargo and mail throughout a global airline network worldwide.

FIATA (International Federation of Freight Forwarders Associations) is the worldwide federation of forwarder associations. It represents freight forwarder organisations around the world to safeguard and promote common professional and economic interests and improve standards. IATA has regular consultations with FIATA, as well as with national cargo agency associations, working together for the common benefit of the air cargo industry.

THE EUROPEAN AIR CARGO INTERMEDIARY PROGRAMME

No airline can afford to set up offices to market or sell its product throughout the world and therefore the air transport industry has thus grown to rely on agents to act as intermediaries in the marketplace. To date, over 6,000 freight forwarders worldwide have gone through a careful system of vetting and monitoring and are registered with IATA, including those in the USA listed with IATA’s US subsidiary-Cargo Network Services Corporation (CNS). Being registered by IATA has become a hallmark of quality and professionalism for the airlines and shippers. Freight forwarders have traditionally provided the link between the cargo exporter, the shipper and the airlines. However the role of the freight forwarder has developed and expanded. The EACP recognizes the modern role of the forwarders, where they act as a true customer of the airline. The traditional agent and forwarder roles are now combined under a generic description of "Intermediary". In today’s environment, Intermediaries and airlines display their professionalism by working together to provide a seamless distribution service, enabling shippers to move cargo freely from and within the European area.

Representatives of IATA Member Airlines and FIATA associations together constitute the European Air Cargo Programme Joint Council, which is responsible for developing, managing and marketing the EACP. The Joint Council determines objective criteria, necessary for registration and retention as an EACP Intermediary, including requirements for financial standing and professional handling and processing of ‘ready for carriage’ air cargo shipments. The relationship between Airlines and Cargo Intermediaries are administered under a set of rules and IATA Resolutions (contained in the EACP Handbook). These Government-approved rules, establish the rights and obligations of both parties. As the industry’s commercial environment has evolved, so has the accreditation programme with simplified procedures and conditions, without however abandoning the basic principle of setting objective business criteria for recognition within a global industry programme.

The European Air Cargo Programme is covered by Resolution 805zz, which can be found at http://www.iata.org/customer-portal/Pages/LocalResourceCenter.aspx under CASS - Cargo Agent topic as “European Air Cargo Programme (EACP) Handbook".
APPLICATION FOR REGISTRATION AS AN EACP INTERMEDIARY

Any person involved in air cargo transportation as a forwarder, who complies with appropriate licencing and other legal requirements, may apply for registration as an IATA EACP Intermediary. Application forms may be obtained from IATA, contact details are shown at the end of this brochure. Completed applications with supporting documentation should be submitted directly to Agency Management in Madrid. Each application will be acknowledged and processed. If successful, the application will be approved and an EACP Intermediary Agreement signed with the legal entity. A unique IATA a numeric code will be assigned to the Intermediary to identify its cargo activities in respect of acceptance, bookings, preparation, air waybill issuance, delivery of shipments to airlines at airport(s) and settlement. Each Intermediary should also apply to list its branch offices in the same country, or in any other country of the European Aviation Area, so that all places where it accepts consignments or prepares air cargo ready for carriage are identified.

REQUIRED DOCUMENTATION FOR APPLICATION FOR A NEW HEAD OFFICE

Each applicant must apply online via our IATA Customer Portal, and provide details of the forwarder, such as its legal identification, ownership, facilities and staff, company registration, financial standing, sales and promotion, branch office addresses etc.

The following documents should be attached to the application:

- Articles of incorporation/association/registration
- Licence to trade or other special authority, if required;
- Current certified financial statements (Profit & Loss Account and Balance Sheet); independently produced and prepared in accordance with local accounting practices. It may be required to furnish a valid bank guarantee if the result of the financial assessment is unsatisfactory;
- Payment of the appropriate application, registration and initial annual fees;
- Evidence of courses completed by staff handling cargo operations:
  - Certificates of initial air cargo training
  - Recent training in handling Dangerous Goods.
  In case your agency does not handle dangerous goods, kindly note that you can provide the Non-Handling DGR Declaration and two Dangerous Goods Awareness certificates.
  This e-Learning course can be found at: http://www.iata.org/training/courses/Pages/tcgp40.aspx

QUALIFICATIONS REQUIRED OF AN IATA EACP INTERMEDIARY

An applicant must provide evidence to demonstrate that it meets the minimum criteria to be registered as an accredited IATA EACP Intermediary. The main qualifications for a successful application are: competent trained staff; financial requirements, suitability of premises and cargo handling equipment, licence(s) and a satisfactory trading and payment history. Each Intermediary must continue to meet these standards to maintain its registration on the official IATA List and the EACP Directory.
Staff Qualifications

The applicant shall employ at all places where cargo is prepared ready for carriage by air, full-time staff competent and qualified to provide the services and handling functions necessary. Evidence, in the form of training certificates, should be submitted showing that **2 persons** have successfully complete training in respect of:

- **2 persons** a basic or introductory qualification in air cargo (an IATA/FIATA, or an IATA Member Airline's introductory or basic training course, or an acceptable equivalent).
  
  This can be replaced for 2 persons with 2 years of experience handling cargo.

**AND**

- **2 persons** with a recent Dangerous Goods Training course, taken within the previous 18 months (offered by an IATA Member Airline, IATA/FIATA, or an accepted equivalent course).
  
  In case your agency does not handle dangerous goods, kindly note that you can provide the Non-Handling DGR Declaration and two Dangerous Goods Awareness certificates.
  
  This e-Learning course can be found at: [http://www.iata.org/training/courses/Pages/tcgp40.aspx](http://www.iata.org/training/courses/Pages/tcgp40.aspx)

Financial Requirements

IATA EACP Intermediaries are expected have a satisfactory financial and credit standing. For new applicants an evaluation is conducted of the company’s independently produced financial statements, consisting of a current certified Profit and Loss Statement and Balance Sheet, prepared in accordance with local accounting practices. Financial statements will be assessed against established criteria, such as a positive liquidity and a net profit before tax. If the financial criteria are not fully met, then additional financial support may be necessary, such as a bank or insurance guarantee/bond to cover the potential trading risk on an average of two month's turnover.

Suitability of Premises & Cargo Handling Equipment

The Intermediary should have suitable office premises to promote or sale international air cargo transportation and have warehouse or similar facilities, which comply with national security standards, for the acceptance, handling and storage of consignments and preparation of shipments 'ready for carriage' by air.

The Intermediary's premises, staff and equipment should be capable of performing minimum functions such as quoting Member Airlines’ rates, charges and related conditions; assisting customers with formalities associated with the transportation of goods by air, including reservation services; general acceptance of all consignments for carriage and delivery (or arranging delivery) to a Member Airline at an airport ‘ready for carriage’. This includes restricted or potentially hazardous articles in accordance with the applicable Dangerous Goods regulations. The Intermediary will also be responsible for collecting charges from customers and remitting monies due to carriers.
Licence to Trade & Other Requirements

An applicant must have a valid licence to trade as a forwarder, where this is required, and comply with any other national legal requirements in countries where it operates a business. The Intermediary should have adequate insurance to cover its liability for loss or damage to shippers’ cargo.

An applicant may not be approved if a director, shareholder or person in general management has been found guilty of business violations or is an undischarged bankrupt. Nor if any such person has held a similar position with an IATA Agent in default or with outstanding debts to Member Airlines.

PROCESSING AND PROCEDURES FOR IATA CARGO APPLICATIONS

Each applicant must apply online via our [IATA Customer Portal](#).

All applications are acknowledged and applicants are informed should any elements appear incomplete or, already at this stage, appear not to meet the established criteria, so that corrective action can be taken promptly.

Upon receipt of a complete application, investigators acting on behalf of IATA, might contact the Intermediary to visit and inspect the installations indicated. The investigation seeks to ascertain that all the criteria are met, including that the premises, cargo handling equipment and staff meet the requirements to prepare air cargo ready for carriage on behalf of Member Airlines. At the same time, the financial standing of the applicant will be assessed, based on the certified accounts and financial information provided. The Intermediary will be notified should a financial guarantee be required.

When a satisfactory investigation and financial report is received details of the application will be published. If it is confirmed the applicant meets all qualifications soon after publication the application will be finalized and approval granted. The EACP Intermediary’s name, addresses and other contact details will then appear in IATA’s Agency List and EACP Directory.

APPROVAL / DISAPPROVAL / REASSESSMENT

A successful applicant will be sent an approval letter advising of the assigned IATA numeric code and effective date of registration. The duplicate copy of the EACP Intermediary Agreement, counter-signed by IATA, and additional documentation regarding IATA and its Member Airlines will be sent to the Intermediary, together with an IATA crest. In a welcoming email, the newly registered EACP Intermediary receives a link to download the latest edition of the IATA EACP Intermediary’s Handbook and the current Dangerous Goods Regulations.

Disapproved applicants will be notified of the grounds for disapproval. A rejected applicant may, within 30 days, request reconsideration, or, following reconsideration, may invoke the procedures for review by the Agency Ombudsman. A reapplication may be made as soon as the grounds for disapproval have been corrected.

In order to ensure that all registered EACP Intermediaries on the official Agency List continue to meet the criteria, periodic reassessments are conducted. In addition, any
registered Intermediary that changes its financial or legal structure, name, ownership or premises, is required to notify IATA. Certain changes may affect the accredited status of the company and may be subject to review procedures under the EACP Intermediary Rules.

EACP INTERMEDIARY AGREEMENT & APPOINTMENT

An EACP Intermediary Agreement will be sent to applicants for pre-signature and return, to speed up the formalities in anticipation of final approval. Upon approval, the EACP Intermediary Agreement is countersigned by IATA, acting on behalf of its Member Airlines and becomes valid between the parties on the effective date of approval. The original Agreement is kept by IATA, the duplicate copy is sent to the Intermediary. The Agreement is the contractual instrument binding the Agent in its relations with IATA Airlines. The Agreement should therefore be executed by a person legally authorised to sign on behalf of the Intermediary and such signatory witnessed as an authentication.

Once an Intermediary has been registered and has signed an Agreement, IATA Member Airlines may appoint, grant credit facilities and air waybill stocks to the Agent. Most commonly airlines appoint Agents globally by a method known as a Statement of General Concurrence. Otherwise Agents are appointed by means of an individual certificate of appointment. There is no obligation for an individual Member Airline to appoint any Intermediary or provide it with its air waybill stocks and an airline’s individual appointment may be terminated by giving notice in accordance with the Agreement. Air waybills may be withdrawn at any time, since these are the property of the airline. An Agent who considers itself aggrieved following termination of appointment by an airline may seek recourse with the Agency Ombudsman.

FEES

The following fees are payable by EACP applicants. Please note that fees should be paid in Swiss Francs, by credit card.

Non-refundable application fee CHF 1550
Registration fee CHF 385
Annual fee CHF 465
Agency Commissioner/Ombudsman CHF 95

TOTAL CHF 2495

If an Intermediary applies for registration and listing of branch offices additional fees will be due. Please note only the annual fee is due each year, other fees are paid only once upon application. All registered Intermediaries will be invoiced an annual fee each year usually in October, to cover continuing registration for the coming year. Intermediaries which fail to settle their annual fee in due time, despite registered reminders, will have their name removed from the Agency List and EACP Directory.

IATA PUBLICATIONS AND SERVICES: EACP HANDBOOK - DANGEROUS GOODS REGULATIONS

Each successful applicant is provided with a free copy of the EACP Handbook. A free copy of the latest edition of the Handbook (issued annually and available in English, French or Spanish) can be found at http://www.iata.org/customer-portal/Pages/LocalResourceCenter.aspx under CASS - Cargo Agent topic as “European Air Cargo Programme (EACP) Handbook”. The Handbook should be studied and kept for
ready reference, since it contains the IATA Resolutions, which affect EACP Intermediaries and which are binding under the EACP Intermediary Agreement.

The current edition of the Dangerous Goods Regulations Manual (available in English, French, Spanish or German) is also provided free of charge to each head office of registered EACP Intermediaries. Additional copies can be purchased from IATA via the web-site www.iata.org/dgr.

An annual IATA Certificate of Registration is available to confirm the status of your company as an IATA registered cargo agent. The price per certificate is CHF 20.

**CASS**

The Cargo Accounts Settlement System (CASS) is an industry settlement system for the computerized processing of accounting between EACP Intermediaries and airlines. The CASS simplifies airline-forwarder reporting and remittance, saves costs and improves cash flow. Freight forwarders settle amounts due to the various airlines with whom they do business by means of one payment made to a single central accounting office in a country operated neutrally by IATA. The CASS offers various statistical and market intelligence reports to both airlines and forwarders.

**CARGO TRAINING**

IATA/FIATA air cargo training programmes, designed and monitored by training specialists from major international airlines and freight forwarders, are aimed at helping EACP Intermediaries in their efforts to train their staff. The IATA/FIATA home-study courses for initial air cargo training and both initial & refresher Dangerous Goods training are available worldwide with diploma examinations held regularly in most countries. An official Diploma is awarded to successful candidates and holders of this diploma are considered qualified under the terms of the EACP Intermediary Rules. Various other cargo-related courses are offered by both IATA & FIATA.

(refer to the web-sites http://www.iata.org/training/Pages/index.aspx and www.fiata.com)