Multilateral e-AWB Agreement
Paperless Process using e-Signatures
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1. Introduction

- The Multilateral e-AWB Agreement provides a single standard agreement that freight forwarders can sign once with IATA and start doing e-AWB with all airline participants to the Agreement.

- A new paperless process using e-signatures is now available for freight forwarders to join the Multilateral e-AWB Agreement and to update the company information.

- The new process is legally binding, secure, efficient and environment friendly - removing the need to print, sign and mail paper documents.

- More information about e-signatures (including demo to e-sign)
2. E-signature Process Outline

1. Customer completes and submit the Online Joining Form
2. Based on data submitted, the Agreement is generated
3. Agreement is sent by e-mail to customer via Adobe Sign
4. Customer e-signs the Agreement
5. Agreement is automatically routed to IATA
6. IATA counter-signs the Agreement
7. Final signed copy sent to all signatories
3. E-signature Process Illustration
Freight Forwarder completes the online joining form https://www.formstack.com/forms/iata-multilateral
Upon submitting the form, the submitter receives a submission reference number.

Next, the Agreement is sent by e-mail to the signatory for e-signature.

Thank you for your submission.

Your Submission Reference Number is as follows: 137374081

The Agreement will be sent shortly for electronic signature to the specified signatory(ies), within the next 48 hours.

In case of any questions regarding this submission, please contact IATA Cargo at cargo@iata.org, quoting your Submission Reference Number.

The submission reference number will also be sent to you by e-mail.
Signatory receives the e-mail from Adobe Sign

Click the link to open the document
When ready to sign, click the **Start** button.

Review the document.
Click on the yellow box to start signing

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Type your name and then click **Apply**

Alternately, to draw your signature, click **Draw** and then use your mouse to draw your signature.
Click the **Click to sign** button to complete signing.
You have successfully signed the agreement “IATA-Multilateral-e-AWB-Agreement(1) -- IATA Logistics.pdf”.

It has now been sent to IATA Cargo to sign.

Download a copy

The Agreement is sent to IATA for e-signature
IATA receives the document for e-Signature.
After IATA signature, the final Agreement is sent to all parties.
All signatories receive the Final signed PDF Agreement by e-mail.
The Final signed Agreement includes all e-signatures

The Final signed Agreement also includes on each page, the name of the signatories, date and time of signature.
The e-signature audit trail is documented in the last page of the PDF document.
4. Optional: Paper process
Paper Process

To print and sign the agreement on paper, use the following steps:

1. Submit the Online Request Form for paper agreement:
   https://www.formstack.com/forms/iata-multilateral_paper
2. Receive the agreement (PDF) by e-mail from IATA
3. Print and sign the agreement
4. Scan and send the agreement to IATA, as per instructions provided in the e-mail
to represent, lead and serve the airline industry

Questions?

Contact: e-freight@iata.org