

# **Recommended guidelines for e-AWB ex-Mumbai**

Note: This guideline and recommendations herewith are general information only.

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<b>Revision History</b>			
Version	Date	Updated by	Changes made

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## SECTION 1: Introduction

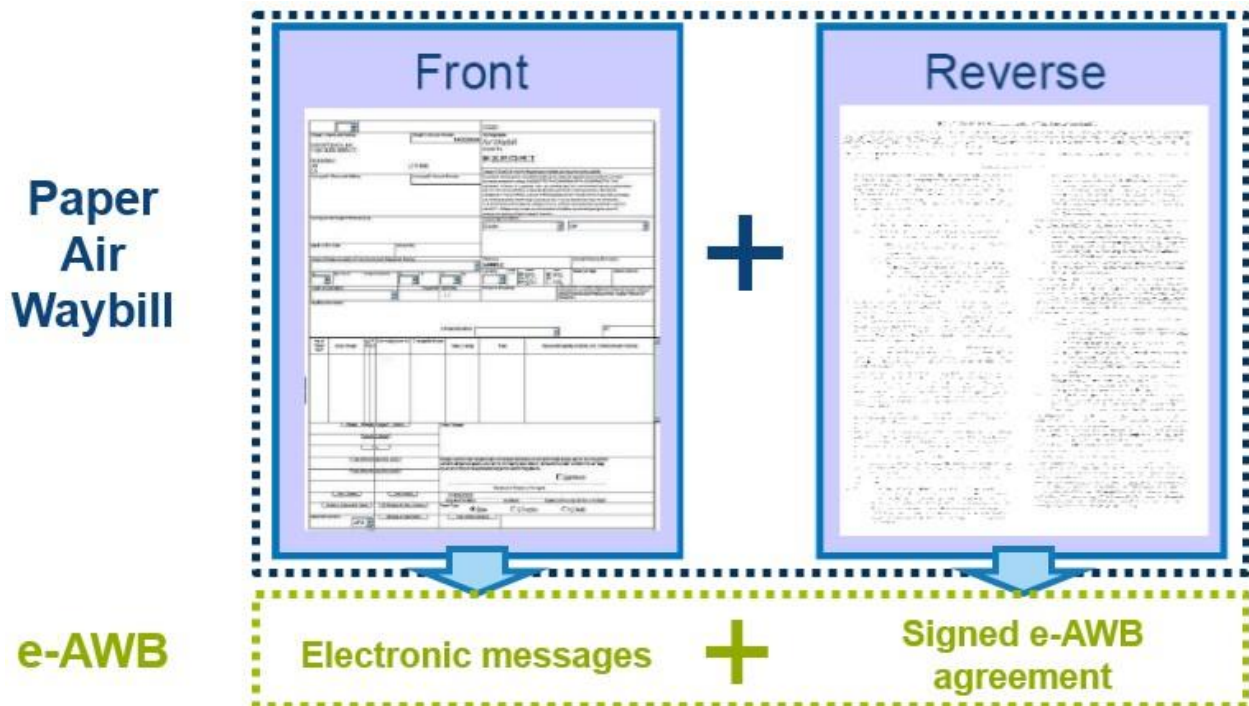
### 1.1 What is e-AWB?

The Air Waybill (AWB) is the Contract of Carriage between the “shipper” (e.g. forwarder) and the “carrier” (airline). It is also called the paper AWB. This is governed by IATA Resolution 600a “The Air Waybill”. The “Air Waybill Conditions of Contract” are printed on the reverse side of the AWB as per IATA Resolution 600b. The Warsaw Convention of 1929 mandates the paper AWB.

The e-AWB is defined as:

- (a) a consignment moving with an electronically-concluded Contract of Carriage with no accompanying paper air waybill proof of the contract; and,
- (b) No paper AWB transported in the aircraft to destination.

To ship via e-AWB, either a Bilateral Agreement or IATA Multilateral e-AWB Agreement is required.

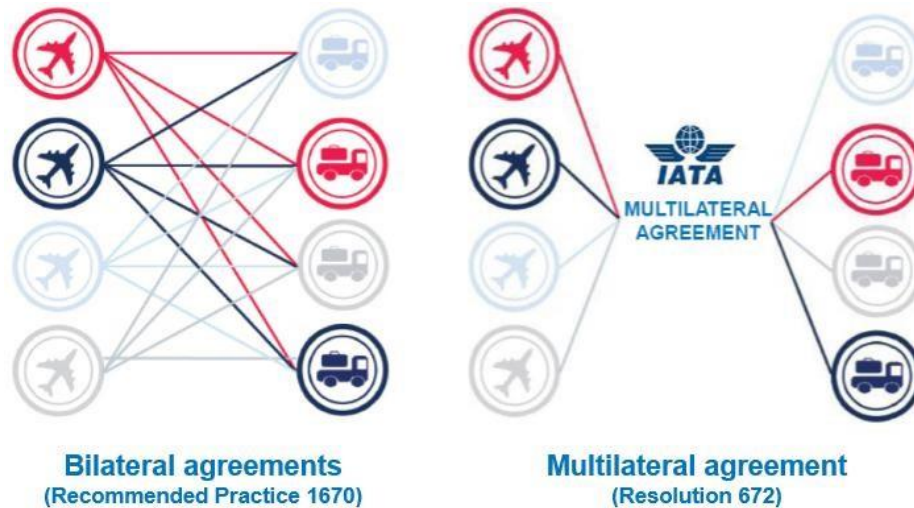


### 1.2 EDI Agreements

- 1.2.1 Bilateral Agreement: IATA Recommended Practice 1670 (RP1670) – Require both headquarters of the Carrier and Freight Forwarder to sign

the agreement and will be cover all locations where both parties are operating.

- 1.2.2 Multilateral e-AWB Agreement (MeA): IATA Resolution 672 – An Airline and a Freight Forwarder signs the MeA only once, and are can immediately start moving e-AWB shipments with their partner, provided that both have mutually “activated” a location where they have operations.



### 1.3 Types of Shipments in Scope

- 1.3.1 General Cargo/Consolidations with no accompanying shipping documents.

- 1.3.2 Special Cargo (Live Animals/Perishables) may require the original declaration and health/quarantine certificates. For such cases, forwarders may submit and include the original documents inside the document pouch, and enter the below statement in the OSI or SSR field of the FWB indicating the cargo as such. □ For Live Shipment:

*“Shipper’s Certificate for Live Animal/s attached”*

- For Lithium Ion Batteries (as an example):

*“Lithium ion batteries, nor restricted per PI970 section II”*

- 1.3.3 Dangerous Goods (DG) Shipments may require the original SDDG. For such cases, forwarders may submit and include the original documents inside the document pouch, and enter the below statement in the OSI or SSR field of the FWB indicating the cargo as such. □ For DG Shipment:

*“Dangerous Goods as per attached DGD”*; or

*“Dangerous Goods as per attached DGD-CAO”* □

- For consolidation containing both DG and Non-DG:

*“XX Packages Dangerous Goods as per attached DGD”*; or

*“XX Packages Dangerous Goods as per attached DGD-CAO”*

1.3.4 Direct/Walk-in Shipments will be handled according to each Airlines' current individual processes.

1.4 How does e-AWB work?

Step 1: Both parties (Airline and Forwarder) must have an EDI Agreement prior to implementing the e-AWB

Step 2: Forwarder makes reservations with the Carrier and will advise if shipment will move as e-AWB or specify in FWB message according to agreed procedure between Airline and Forwarder. It is recommended to add EAP or EAW for the e-AWB at the time of booking by forwarders.

Step 3: Forwarder sends FWB / XFWB and FHL / XFHL (for consolidations) electronic messages to the Airline prior to tendering the shipment

Step 4: Forwarder checks for FMA or FNA message

Step 5: Forwarder tenders the shipment prior to flight departure/cut-off, before Latest acceptance time.

Step 6: Airline receives the shipment as "Freight on Hand" or FSU/FOH, including volumetric weight (CBM), and message is received from the MIAL.

Step 7: If there are no discrepancies, MIAL accepts shipment in their system as "Ready of Carriage" or FSU/RCS to the Airline, concluding the Cargo Contract.

Step 8: If there are discrepancies, MIAL accepts shipment with accepted Information in their system as "Freight on Hand" or FSU/FOH, and the Airline requests Forwarder to re-send the FWB / XFWB with the corrected information. *(Please refer to 3.3 of Exception Management)*. Upon mutual agreement between MIAL and the individual airline, the MIAL will send a FOH/FSU to the airline with the amended data.

Step 9: Forwarder re-sends the FWB/ XFWB with the "corrected" information

Step 10: If the information is correct, the Airline accepts the FWB/XFWB.



#### 1.5 e-AWB Implementation Requirements for a Forwarder

- Capability to send out FWB / XFWB and FHL / XFHL messages
- Capability to receive FSU/FOH, FSU/RCS, FMA (Acknowledgement) and FNA (Reject) messages
- Electronic archival capability of the FWB/ XFWB and FSU/RCS messages (these two messages constitute the Shipment Record)

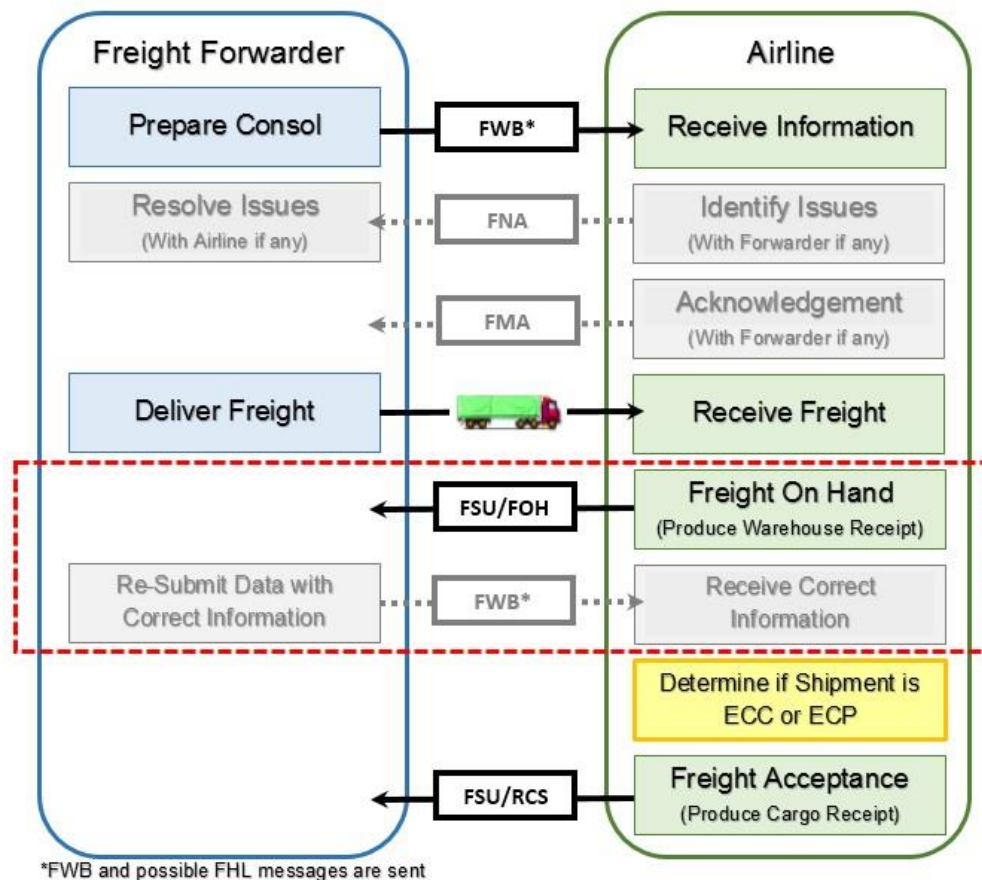
### **SECTION 2: Scope**

- No physical Master Air Waybill (MAWB) or House Manifest (FHL)(as per carrier) will be tendered by the forwarder to any Airline from the origin station of uplift except for the non-MC99 countries.
- The physical MAWB is to be replaced by the electronic message equivalent – the FWB
- Freight Forwarder must transmit the FWB / XFWB and FHL / XFHL (for consolidations as per carrier) for all shipments on the Airline's flight prior to lodging-in their cargo at the acceptance counter.
- There will be an e-AWB Standard Operating Procedure for Forwarders and will cover all cargo categories and destinations, unless otherwise stated.
- For cargo acceptance, the Freight Forwarder may continue to tender their document pouch containing shipping documents (e.g. consol manifest, house AWB, commercial invoices, packing list, etc.) ref to the IATA standard RP1600u.
- To meet customs and regulatory requirements at destinations, other paper documents (e.g. health certificates, etc.) shall continue to be tendered at cargo acceptance, as necessary
- In case the customer (consignee/ shippers) need to have paper to satisfy customs/ legal/tax/issuance requirement, the Freight Forwarder shall bring a copy of the paper AWB to meet these local requirements.
- EAW and EAP codes should be entered in the FWB / XFWB by the Freight Forwarder, to indicate if there is pouch containing original shipping documents going with the shipment.

- ECC and ECP\* codes should be entered in the FWB / XFVB by the Airline, to identify if an e-AWB shipment (if feasible) has a paper AWB included in the pouch.

## SECTION 3: The e-AWB Operational Process

### 3.1 The e-AWB Acceptance Process



Step 1: The Freight Forwarder must transmit the electronic AWB (FWB / XFVB) and FHL / XFHL (for consolidations as per carrier) for all shipments, regardless of destination, and prior to the freight presentment at the acceptance counter. The Freight Forwarder should also check with individual airline, on activation of e-AWB, on the "Single Process".

### Single Process Definition

For some routes, electronic Air Waybills (e-AWBs) cannot be used and paper Air Waybills (AWBs) have to be issued due to regulatory, operational, or other reasons. This was found to be one of the challenges for e-AWB adoption by freight forwarders as they need to determine whether a paper AWB has to be generated, and have to maintain two parallel processes, for electronic and paper.

To release freight forwarders from this complexity, it is recommended that airlines offer a 'Single Process' to the freight forwarders. Under the Single Process, a freight forwarder always sends electronic data to the airline and never delivers a paper AWB with the cargo. The airline determines when a paper AWB needs to be produced. When needed, the airline prints the paper AWB, with the conditions of contract on the reverse, on behalf of the freight forwarder, using the exchanged electronic data.

The FWB and FHL as per carrier may be sent via:

- Airline's individual e-AWB platform site
- Freight Forwarder's in-house computer system with gateway connections through Cargo Community System
- Direct host-to-host connection between airline and Freight Forwarder's systems

The Freight Forwarder should only transmit an accurate FWB / XFWB and FHL as per carrier / XFHL message to the Airline before tendering their shipment at cargo acceptance.

Step 2: Airline will send out:

- FMA to acknowledge receipt of the processed FWB / XFWB; or,
- FNA if the FWB / XFWB contain business data errors.

The FMA or FNA will be sent almost instantly after system checks against the Airline's list of FWB data validation rules. Forwarder to resolve issues with the Airline, if any.

Step 3: The Freight Forwarder tenders their shipment to the MIAL, and may include a pouch containing documents for carriage to final destination at the point of cargo acceptance.

Step 4: The Airline compares the FWB / XFWB and FHL as per carrier / XFHL against the actual shipment tendered. If there are discrepancies, the Carrier will:

- Send the FNA message to the Forwarder informing of the discrepancies; and,
- Produce the Warehouse Receipt, if necessary/mutual bilateral agreement.

The Freight Forwarder to amend and re-send the FWB containing the corrected information.

Step 5: The Airline to determine whether the Shipment qualifies as e-AWB, and act accordingly (*please refer to Section 3.3 for the process*).

Step 6: Once the FWB data matches the actual shipment, the Airline system will be updated for RCS.

### 3.2 Special Handling Code ECC/ ECP\*

(Or as agreed with an individual airline e.g. ECX)

Step 1: The Airline confirms that the Freight Forwarder is authorized to deliver freight without paper AWB (an e-AWB agreement is in place).

Step 2: The Airline determines whether the Shipment is ECC (e-AWB) or ECP\* (paper AWB), taking into account applicable International Convention, regulatory requirements and network constraints.

For ECP\* shipments:

- The Airline prints the paper AWB pursuant to Resolution 600a, including the Conditions of Contract, based on the FWB / XFWB sent by the Forwarder.
- The Airline signs the paper AWB on behalf of the Forwarder.

Step 3: The Airline enters the appropriate code in the Special Handling Code field.

### 3.4 Exception Management

3.4.1 In case of missing FWB / XFWB prior to freight delivery:

#### Approach 1

The Airline verbally informs forwarder to send out FWB/ XFWB

- The Airline informs the Freight Forwarder of missing FWB and/or FHL message

- The Freight Forwarder needs to send the FWB/ XFWB (a) within 45 minutes after the verbal advice was given, or (b) before cut off times of respective airlines, whichever comes first.

#### Approach 2

- Fall back to a paper AWB

The above approaches need to be agreed upon between the two parties.

#### 3.4.2 In case of mismatch between FWB / XFWB and received cargo:

##### Approach 1

- The MIAL sends FSU/FOH, and the Airline waits for the corrected FWB / XFWB from the Freight Forwarder or sends an amended FBL to the MIAL

Note: FWB and FSU/RCS message content are aligned in this approach.

##### Approach 2

- The Airline sends FSU/RCS with correct data and a paper Cargo Correction Advice (CCA).

Note: This implies incorrect shipment data in the FWB / XFWB, be aware of the impact on the authorities that may access this document.

## SECTION 4: FWB / XFWB Validation Rules

FWB / XFWB message quality is a pre-requisite for e-AWB implementation.

To avoid delays at freight presentment, the Freight Forwarder must take immediate action to resend the amended FWB / XFWB to the Airline if they received an FNA message. For the detailed guidelines, the Freight Forwarders should carefully note the following information and contents to convey in their FWB messages to the Carriers:

Terms used are defined as follows:

M	Element is mandatory
O	Element is optional
C	Element is conditional
a	Alphabetic character or letter (A-Z)
n	Numeric character or number (0-9)
m	Alpha-numeric
t	Either a letter, number or another acceptable character e.g. full stop, dash and space
p	Could include a decimal point

### 4.1 AWB Consignment Details

AWB Number	t[...12]	12 characters	M
Origin Airport Code	[aaa]	3 characters	M
Destination Airport Code	[aaa]	3 characters	M
Total Pieces	[nnnn]	4 numeric	M
Weight Code in Kilogram	[a]	"K"	M
Weight	n[...7]	7 numeric	M
<b>Example:</b> FWB/1 618-37257861AMSBNE/T9K510.0			

### 4.2 FLT: Flight Bookings

Carrier Code	[mm]	2 characters	M
Flight Number	[nnn(n)(a)]	5 characters	M
<b>Example:</b> 618-3725861AMSBNE/T9K510.0 FLT/SQ323/29			

### 4.3 RTG: Routing

Airport Code	[aaa]	3 characters	M
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Carrier Code	[mm]	2 characters	M
<b>Example:</b> FLT/SQ323/29 RTG/SINSQ/BNESQ			

Only valid IATA codes should be used.

#### 4.4 SHP: Shipper Details / CNE: Consignee Details

Name	t[...35]	35 characters	M
Street Address	t[...35]	35 characters	M
Place	t[...17]	17 characters	M
State/Province	t[...9]	9 characters	O
ISO Country Code	[aa]	2 characters	M
Postal Code	t[...9]	9 characters	M
Contact Identifier	m[...9]	3 characters	O
Contact Number	m[...25]	25 characters	O
<b>Example:</b> RTG/SINSQ/BNESQ  <b>SHP</b> /ABC INTL SG PVT LTD  <b>/210 LEVEL – 1 ABC 1A</b> /MUMBAI /SG/238164 CNE /ABC INTL OF WA INC /425 ROAD DRIVE /BRISBANE/QLD <b>/AU/4000</b>			

The Freight Forwarders are to ensure that the shipper and consignee names and addresses which are populated in the FWB (limited by 35 characters) are an exact match with their shipping details.

Full Shipper/Consignee name without abbreviation is required for those not exceeding 35 characters.

In case the Shipper/Consignee name exceeds 35 characters, only then is it allowed to abbreviate the company name.

- Use only commonly understood abbreviations

- Avoid any ambiguity in understanding the abbreviated addresses; and,
- Optimize the use of the 35 characters available.

Due to customs requirements in many countries, it is suggested to have the correct Postal Code as mandatory.

#### 4.5 AGT: Agent Details

IATA Agent Code	n[...7]	7 characters	M
IATA Agent CASS Code	[nnnn]	4 characters	O
Name	t[...35]	35 characters	M
Issuing Place (Airport Code)	t[...17]	17 characters	M
<b>Example:</b> AGT//7847311/0811 /XYZ LOGISTICS /SIN			

#### 4.6 SSR: Special Service Request

SSR (x 3 lines)	t[...65]	65 characters	C
<b>Example:</b> AGT//7847311/0811 /XYZ LOGISTICS /SIN SSR/RCAR-KC/STORE TO -8 DEGREE CELSIUS			

The Freight Forwarders must indicate RCAR-KC or RCAR-UC in the first SSR Line.

The Freight Forwarders may input any specific handling information required in this field.

#### 4.7 ACC: Accounting Information

ACC	t[...34]	34 characters	O
<b>Example:</b> SSR/RCAR-KC/STORE TO -8 DEGREE CELSIUS ACC/GEN/SPL RATE 500K			

The Freight Forwarders may input data indicated at the Accounting Information Box.

#### 4.8 CVD: Charge Declaration

Currency Code	[aaa]	3 characters	C
P/C (2 fields)	[a]	P(repaid) or C(ollect)	C



Declared value for Carriage	m[...12]	NVD=No Value Declared	C
Declared value for Customs	m[...12]	NCV=No Customs Value	C
Amount of Insurance	t[...11]	XXX=No Value	C
<b>Example:</b> ACC/GEN/SPL RATE 100K CVD/SGD//PP/NDV/NCV/XXX			

#### 4.9 RTD: Rate Description

AWB Rate Line Number	[nn]	2 characters	M
No of Pcs or Rate Comb Pt	[nnnn]	4 characters	M
Weight Code	[a]	"K"	M
Weight	n[...7]p	7 characters	M
Rate Class Code	[a]	"C" "M" "N" "Q"	M
Commodity Item Number	[nnnn]	4 characters	C
Chargeable Weight	n[...7]p	7 characters	M
Rate or Charge	n[...8]p	8 characters	M
Total Charge Amount	n[...12]p	12 characters	M
<b>Example:</b> CVD/SGD//PP/NDV/NCV/XXX RTD/1/P30/K510.0/CC/S0315/W510.0/R3.75/T1912.50			

When Rate Class Code of "C" is entered, the Commodity Item Number will be required.

#### 4.10 Nature and Quantity of Goods

The Freight Forwarder must provide accurate, specific and complete "Nature of Quantity of Goods" information as generic terms are not accepted in most countries." Although space available for inputting the handling information in the FWB is 20 characters x 11 lines, "Manifest description of goods" in the Airline Flight Manifest (FFM) is limited to 15 characters, and the commodity description in the FFM is extracted from the first 15 characters of the first line of the NG field of the FWB.

As such, the Freight Forwarder must provide accurate and valid commodity description in the FWB, capped at 15 characters for the first line in the NG field, as this will have an impact on the FFM message.

For example:

“Aircraft spare parts” inputted in the first line of the NG field of the FWB will be truncated to 15 characters as “Aircraft spare”, when the FFM is generated.

Following are the handling identifiers in the FWB:

NG	Nature of Quantity of Goods for non-consol cargo	t(...20)	O
NC	Nature of Quantity of Goods for consol cargo	t(...20)	O
ND	Dimension		C
NV	Volume		C
NU	ULD information (if any)		C
NS	SLAC (if any)		C

The Freight Forwarder may input the description of “Nature of Goods” in either the “NG” or “NC” data field, and should not contain phrases such as “Said to Contain” on the first line of the NG field of the FWB. As per Cargo-IMP requirement, data for either the Dimension (ND) or Volume (NV) must be inputted.

#### 4.11 OTH: Other Charges

The Freight Forwarders should only use the standard IATA’s Other Charge Codes. Following is a list of the common codes used:

OTHER CHARGE CODES	DESCRIPTION
MY	Fuel Surcharge
XB	Insurance & Security Surcharge
CG	Electronic processing or transmission of data for customs processing
CC	Manual data entry for customs purposes
RA	Dangerous Goods Fee
<b>Example:</b> OTH/P/MYC262.50/XBC67.50	

#### 4.12 Shipper’s Certification

Signature	t[...20]	20 characters	M
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The Freight Forwarder is required to enter the name of the “Shipper or his Agent” in CAPITAL letters.

#### 4.13 Carrier’s Execution

Signature	t[...20]	20 characters	M
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The Freight Forwarder is required to enter the name of the “Issuing Carrier or its Agent” in CAPITAL letters.

#### 4.14 OSI: Other Service Information

OSI (x 3 lines)	t[...65]	65 characters	M
<b>Example:</b> OSI/DANGEROUS GOODS AS PER ATTACHED DGD-CAO			

The Freight Forwarders may input any other handling information required in this field.

#### 4.15 SPH: Special Handling Codes

OSI (x 9)	[aaa]	3 characters	O
<b>Example:</b> SPH/ECC/PER			

The Freight Forwarders may input the correct standard handling codes (SHC) listed in the IATA TACT Rules manual.

For e-AWB SHCs (ECC/ECP\*), these are to be inputted by the Airline.

#### 4.16 Summary of required FWB data

ELEMENT NAME	LINE	AWB BOX	USE	COMMENTS
AWB Number		1A/1B	M	
Origin Airport Code		1	M	
Destination Airport Code		11A	M	
Flight Bookings	FLT	19A/19B	M	
Routing	RTG	11B/11D/11F	M	
Agent	AGT	06/07/08	M	
Total Pieces	RTD	22A	M	
Gross Weight	RTD	22B	M	
Weight Code	RTD	22C	M	"K"
Rate Class Details	RTD	22D	M	"C" "M" "N" "Q"
Commodity Item Number	RTD	22E	C	
Chargeable Weight	RTD	22F	M	
Rate or Charge	RTD	22G	M	
Total Charge Amount	RTD	22H	M	
Goods Description	NG/NC	22I	C	Cap at 15 characters for the 1st line Should not contain "Said to contain"
Dimensions/Volume	ND/NV	22I	C	Either should be present
Other Charges	OTH	23	C	
Handling Information	SSI/OSI	21	C	
Accounting	ACC	10	O	
Shipper's Certification	CER	31	M	
Carrier's Execution	ISU	32C	M	

<p>1A 1 1B</p> <p>Shipper's Name and Address 2</p> <p>3 Shipper's Account Number</p>	<p>99</p> <p>Not Negotiable 99 1C</p> <p><b>Air Waybill</b> Issued by 99</p> <p>Copies 1, 2 and 3 of this Air Waybill are originals and have the same validity. 1D</p>	<p>1A 1B</p>																																													
<p>99</p> <p>4 Consignee's Name and Address</p> <p>5 Consignee's Account Number</p>	<p>It is agreed that the goods described herein are accepted in apparent good order and condition (except as noted) for carriage SUBJECT TO THE CONDITIONS OF CONTRACT ON THE REVERSE HEREOF. ALL GOODS MAY BE CARRIED BY ANY OTHER MEANS INCLUDING ROAD OR ANY OTHER CARRIER UNLESS SPECIFIC CONTRARY INSTRUCTIONS ARE GIVEN HEREON BY THE SHIPPER, AND SHIPPER AGREES THAT THE SHIPMENT MAY BE CARRIED VIA INTERMEDIATE STOPPING PLACES WHICH THE CARRIER DEEMS APPROPRIATE. THE SHIPPER'S ATTENTION IS DRAWN TO THE NOTICE CONCERNING CARRIER'S LIMITATION OF LIABILITY. Shipper may increase such limitation of liability by declaring a higher value for carriage and paying a supplemental charge if required.</p>																																														
<p>6 Issuing Carrier's Agent Name and City</p>	<p>Accounting Information</p> <p>10 11C 11D 11E 11F 12 13 14A 14B 15A 15B 15C 1E</p>																																														
<p>7 Agent's IATA Code</p> <p>8 Account No.</p>	<p>34A 34B 34C</p>																																														
<p>9 Airport of Departure (Addr. of First Carrier) and Requested Routing</p>																																															
<p>11A To</p> <p>11B By First Carrier</p> <p>11C Routing and Destination</p>	<p>11D to</p> <p>11E by</p> <p>11F to</p> <p>12 by</p>	<p>13 Currency Code</p> <p>14A W/T/VAL</p> <p>14B Other</p> <p>15A Declared Value for Carriage</p> <p>15B Declared Value for Customs</p>																																													
<p>18 Airport of Destination</p>	<p>19A Requested Flight/Date</p>	<p>20 Amount of Insurance</p> <p>20A INSURANCE - If carrier offers insurance, and such insurance is requested in accordance with the conditions thereof, indicate amount to be insured in figures in box marked "Amount of Insurance".</p>																																													
<p>21 Handling Information</p> <p>21A SCI</p>																																															
<table border="1" style="width:100%; border-collapse: collapse;"> <thead> <tr> <th style="width:10%;">No. of Pieces RCP</th> <th style="width:10%;">Gross Weight</th> <th style="width:5%;">kg</th> <th style="width:5%;">lb</th> <th style="width:15%;">Rate Class Commodity Item No.</th> <th style="width:10%;">Chargeable Weight</th> <th style="width:10%;">Rate / Charge</th> <th style="width:10%;">Total</th> <th style="width:25%;">Nature and Quantity of Goods (incl. Dimensions or Volume)</th> </tr> </thead> <tbody> <tr> <td>22A</td> <td>22B</td> <td></td> <td></td> <td>22E</td> <td>22F</td> <td>22G</td> <td>22H</td> <td>22I</td> </tr> <tr> <td></td> <td>22C</td> <td></td> <td></td> <td>22D</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td>22Z</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>22J</td> <td>22K</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>22L</td> <td></td> </tr> </tbody> </table>	No. of Pieces RCP	Gross Weight	kg	lb	Rate Class Commodity Item No.	Chargeable Weight	Rate / Charge	Total	Nature and Quantity of Goods (incl. Dimensions or Volume)	22A	22B			22E	22F	22G	22H	22I		22C			22D									22Z					22J	22K						22L		<p>23 Other Charges</p>	
No. of Pieces RCP	Gross Weight	kg	lb	Rate Class Commodity Item No.	Chargeable Weight	Rate / Charge	Total	Nature and Quantity of Goods (incl. Dimensions or Volume)																																							
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				22Z																																											
22J	22K						22L																																								
<p>24A Prepaid</p> <p>24B Weight Charge Collect</p> <p>25A Valuation Charge</p> <p>25B Tax</p> <p>26A</p> <p>26B</p> <p>27A Total Other Charges Due Agent</p> <p>27B</p> <p>28A Total Other Charges Due Carrier</p> <p>28B</p> <p>29A</p> <p>29B</p> <p>30A Total Prepaid</p> <p>30B Total Collect</p> <p>33A Currency Conversion Rates</p> <p>33B CC Charges in Dest. Currency</p> <p>33C For Carrier's Use only at Destination</p> <p>33C Charges at Destination</p>			<p>31</p> <p>Signature of Shipper or his Agent</p> <p>32A Executed on (date)</p> <p>32B at (place)</p> <p>32C Signature of Issuing Carrier or its Agent</p> <p>33D Total Collect Charges</p>																																												
<p>99</p>			<p>1A 1B</p>																																												

ORIGINAL 3 (FOR SHIPPER)

## SECTION 5: Recommended Practice

Below are the recommended practices to be followed by local stakeholder in the implementation of the e-AWB process:

- Freight Forwarders to provide the correct FWB if possible at all times
- Use the following recommended codes:
  - MY – Fuel Surcharge Code
  - XB – Security Surcharge Code
- FWB Completion
  - For loose cargo – need to populate at least one of the following FWB fields:
    - a. Shipment dimensions
    - b. Shipment volume weight
  - For BUP cargo – need to indicate “BUP” in SPH field

## Appendix A



### **Mumbai e-AWB Working Group – Terms of Reference**

#### **1. Objectives**

- 1.1 e-AWB Working Group (Mumbai) (hereinafter referred to as the “Working Group” is established as an action group.
- 1.2 The objective of the Working Group is utilize the industry participation to support the overall efforts done by the individual stakeholder to further increase the e-AWB penetrations at Mumbai.
- 1.3 The Working Group shall:
  - 1.3.1. Agree on the location deliverables, actions, and plans to jointly support the e-AWB penetration rate growth in Mumbai, subject to, practical to the Mumbai Environment.
  - 1.3.2. Demonstrate that joining the IATA Multilateral e-AWB Agreement will remove the legal burden of signing multiple bilateral e-AWB agreements and will help to promote e-AWB adoption in the industry.
  - 1.3.3. Lead by example, to show cases the benefits and commitment to increase e-AWB penetration in Mumbai by the end of 2015.

#### **2. Composition**

- 2.1 The Working Group shall consist of stakeholders with relevant knowledge of e-AWB, and can be expanded when necessary.
- 2.2 The Working Group shall ideally include members from the following stakeholders:
  - Custodian
  - Airlines
  - Freight Forwarders
  - Ground Handling Agent /Terminal Operators
- 2.3 Affiliates of Freight Forwarder and additional airlines to allowed joining beyond the Working Group members.

- 2.4 Membership of the Working Group shall reflect as much as possible a fair geographical representation.
- 2.5 Members of the Working Group shall be nominated for the duration of the working group.
- 2.6 When appropriate, the Working Group shall invite the participation of industry experts (e.g. Regulators) at the group meetings from time to time for consultation purposes.

### **3. Rules and Procedures**

- 3.1 The Working Group shall be established for duration of twelve (12) months or less if the penetration rate of e-AWB is above 50%

Mumbai overall statistics declared effective by IATA prior to the twelve months period.

- 3.2 The meetings of the Working Group shall be conducted by regular teleconferences or, when required, face-to-face meetings may be organized upon acceptance of the majority of the members of Working Group.
- 3.3 The Working Group shall limit its activity to providing industry support and actions to drive up the e-AWB penetration in Mumbai.
- 3.4 All meetings shall be conducted in accordance and compliance with local Competition Law Guidelines.

### **4. Roles and Responsibilities**

- 4.1 Each member of the Working Group shall participate in his or her capacity as a representative of the industry with required (relevant) knowledge.
- 4.2 The members of the Working Group shall identify the required and/ or necessary business information needed to propose recommendations.
- 4.3 The Working Group shall consult with the relevant industry bodies when needed.
- 4.4 The Custodian shall provide the Secretary, who will support and facilitate the meetings of the Working Group.

### **5. Deliverables**

5.1 The Working Group shall be responsible to help reach 50%+ e-AWB penetration

5.2 Develop a joint industry plan and road map to support the target.



## Appendix B

### **Airline Submission Form Completion Guidelines**

- Airlines need to complete and submit the [Airline Submission Form](#) to join the IATA Multilateral e-AWB Agreement
- Type into the **grey shaded fields** in the Submission Form, then print and sign
- In the Submission Form:
  - ✓ Ensure to specify the Designated Contact (section A)
  - ✓ Ensure to specify the Airport locations (section B)
  - ✓ Ensure to enter the Airline Reference and Signatory details (page 4)
- For list of Airports, an Excel sheet template is also available; please contact IATA cargo at [cargo@iata.org](mailto:cargo@iata.org)
- Send completed Airline Submission Form to:

IATA Cargo  
Attn: Ben Behanan  
Manager, e-AWB Standard Multilateral Agreement  
International Air Transport Association  
33 Route de l'Aéroport  
1215 Geneva 15 Airport Switzerland
- Please send a soft copy of the **filled-in** Submission Form (and filled-in Excel Sheet, if applicable) by e-mail to IATA Cargo at [cargo@iata.org](mailto:cargo@iata.org)
- In case of any questions, please contact IATA Cargo at [cargo@iata.org](mailto:cargo@iata.org)

## Appendix C

### **Multilateral e-AWB Agreement Completion Guidelines – Freight Forwarders**

- To join the IATA Multilateral e-AWB Agreement, complete and sign the [Agreement](#) and the [Submission Form](#)
- Type into the **grey shaded fields** in the Agreement and Submission Form, then print and sign
- In the Agreement, enter the details on Page 1 and Page 12
- In the Submission Form:
- Send the signed Original Agreement (2 copies) and Submission Form (1 copy) to:  
IATA Cargo  
Attn: Ben Behanan  
Manager, e-AWB Standard Multilateral Agreement  
International Air Transport Association  
33 Route de l'Aéroport  
1215 Geneva 15 Airport  
Switzerland

## Appendix D

### **New MeA Paperless Process for Freight Forwarders**

A new paperless process using e-signatures is now available for freight forwarders to join the Multilateral e-AWB Agreement. The new process is legally binding, secure, efficient, and environmentally friendly – removing the need for parties to print, sign and mail paper documents.

Join in four easy steps:

1. Review the standard [Multilateral e-AWB Agreement](#)
2. Complete and submit the [Online Joining Form](#) (takes approx. 10-15 minutes)
3. Receive your Agreement by e-mail from IATA Cargo
4. e-sign the Agreement

**Next steps:** IATA will counter sign the Agreement and you will receive the final signed PDF by e-mail. Your company will be listed to the IATA Multilateral e-AWB Agreement and you will receive a joining confirmation message from IATA advising the effective date and next steps.

Click for more information:

- [Introduction to paperless process](#) (pdf)
- [About e-signatures](#) (including demo on how to e-sign)

## Appendix E

### **FWB Error Reference**

Starting with MIP Strategy v4 and currently in effect, improvement via a new simplified error code set (short format-XXX99) and error types are redefined as follows:

- D – Data error; e.g. invalid or missing data in a specific field
- R – Rejected; e.g. message rejected for the reason described in the error definition
- S – Syntax error; e.g. the format of the message id invalid resulting in the inability to use the message and therefore its rejection

The table below explains the meaning of the column headings used.

Column Heading	Description
Error Code	New MIP Error Code
Error Type	D – invalid Data error R – message Rejected S – Syntax error
Error Description	Description of the error

Note: all errors shown below applies to FWBs only.

Error Code/s	Error Type	Error Description
<b>Accounting Information Errors</b>		
ACC00 ACC01 -	D -	Invalid or missing accounting information details accounting information identifier ACC02 accounting information
<b>Agent Errors</b>		
AGT00 AGT01 AGT02 AGT03 AGT04 AGT05 AGT06	D	Invalid or missing agent details - account number - IATA cargo agent numeric code - IATA cargo agent CASS address - participant identifier - name - place
<b>Agent Reference Data Errors</b>		
ARD00 ARD01	D	Invalid or missing agent reference data - file reference
<b>AWB Consignment Detail Errors</b>		

AWB00 AWB01 AWB02	D	Invalid or missing AWB consignment details - airline prefix - AWB serial number
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Error Code/s	Error Type	Error Description
<b>AWB Consignment Detail Errors (continuation)</b>		
AWB03 AWB04 AWB05 AWB06 AWB07 AWB08 AWB09 AWB10 AWB11 AWB12	D	- airport/city code of origin - airport/city code of destination - shipment description code - number of pieces - weight code - weight - volume code - volume amount - density indicator (DG) - density group
AWB13	R	Message rejected - AWB serial number blacklisted
AWB14	R	Message rejected - AWB serial number not allocated to forwarder
<b>CC Charges in Destination Currency Data Errors</b>		
CDC00 CDC01 CDC02 CDC03 CDC04 CDC05	D	Invalid or missing CC charges in destination currency details - destination currency details ISO currency code - currency conversion rate - rate of exchange - CC charges in destination currency - charge amount - charges at destination - charge amount - total collect charges - charge amount
<b>Shipper's Certification Errors</b>		
CER00 CER01	D	Invalid or missing shippers certification details - signature
<b>Consignee Errors</b>		
CNE00 CNE01 CNE02 CNE03 CNE04 CNE05 CNE06 CNE07 CNE08 CNE09	D	Invalid or missing consignee details - account number - name - street address - place - state/province - ISO country code - post code - contact identifier - contact number
CNE10	S	Syntax error - consignee details – total characters of country code, post code, contact id and contact number cannot exceed 69
<b>Commission Information Errors</b>		

COI00	D	Invalid or missing commission information details
COI01		- no commission indication - CASS indicator
COI02		- commission amount - CASS settlement factor
COI03		- commission percentage - CASS settlement factor
<b>Collect Charge Summary Errors</b>		
COL00	D	Invalid or missing collect charge summary details
COL01		- total weight charge - charge identifier
COL02		- total weight charge - charge amount
COL03		- valuation charge - charge amount
COL04		- taxes - charge amount
COL05		- total other charges due agent - charge amount
COL06		- total other charges due carrier - charge amount
COL07		- charges summary total - charge amount
COL08	- charges collect not allowed to this destination	
Error Code/s	Error Type	Error Description
<b>Customs Origin Errors</b>		
COR01	D	Invalid or missing customs origin code details
<b>Charge Declaration Errors</b>		
CVD00	D	Invalid or missing charge declarations details
CVD01		- ISO currency code
CVD02		- charge code
CVD03		- p/c indicator (Weight/Valuation)
CVD04		- p/c indicator (Other charges)
CVD05		- declared value for carriage
CVD06		- value for customs declaration
CVD07	- value for insurance declaration	
<b>Flight Booking Errors</b>		
FLT00	D	Invalid or missing flight booking details
FLT01		- carrier code
FLT02		- flight number
FLT03		- day
<b>FWB Errors</b>		
FWB01	R	Message rejected - FWB data differs significantly from that contained in the booking
FWB02	R	Message rejected - FWB routing differs from that contained in the shipment booking
FWB03	S	Syntax error - SSR+NFY+OSI+COR total character length too long - total characters cannot exceed 216
<b>Carrier's Execution Errors</b>		
ISU00	D	Invalid or missing carriers execution details
ISU01		- day
ISU02		- month
ISU03		- year
ISU04		- place or airport/city code
ISU05	- signature	
<b>Message Errors</b>		

MSG01	S	Syntax error - message envelope syntax error
MSG02	S	Syntax error - invalid or no end of message character
MSG03	S	Syntax error - unable to use the (data contained in the message cannot be used to update the carrier's system)
MSG04	R	Message rejected - data already created in carrier's system (too late to be of any use; message received after the carrier has created the data in its system)
MSG05	R	Message rejected - the originator's TTY address is not recognized by the carrier
MSG06	R	Message rejected - the originator's TTY address is recognized but not configured to accept this message type
MSG07	R	Message rejected - message version number not supported by carrier
<b>Also Notify Errors</b>		
NFY00 NFY01 NFY02 NFY03 NFY04	D	Invalid or missing notify details - name - street address - place - state/province

Error Code/s	Error Type	Error Description
<b>Also Notify Errors (continuation)</b>		
NFY05 NFY06 NFY07 NFY08	D	- ISO country code - post code - contact identifier - contact number
NFY09	S	Syntax error - also notify details - total characters of country code, post code, contact id and contact number cannot exceed 69
<b>Nominated Handling Party Errors</b>		
NOM00 NOM01 NOM02	D	Invalid or missing nominated handling party details - name - place
<b>Other Customs Information Errors</b>		
OCI00 OCI01 OCI02 OCI03 OCI04	D	Invalid or missing other customs information details - ISO country code - information identifier - customs information identifier - supplementary customs information
<b>Other Participant Information Errors</b>		

OPI00		Invalid or missing other participant information details
OPI01		- name
OPI02		- participant office message address - airport/city code
OPI03		- participant office message address - office function designator
OPI04	D	- participant office message address - company designator
OPI05		- other participant information- file reference
OPI06		- other participant identification - participant identifier
OPI07		- other participant identification - participant code
OPI08		- other participant identification - airport/city code
<b>Other Service Information Errors</b>		
OSI01	D	Invalid or missing other service information
<b>Other Charges Errors</b>		
OTH00		Invalid or missing other charge details
OTH01		- p/c indicator
OTH02	D	- other charge code
OTH03		- entitlement code
OTH04		- charge amount
<b>Prepaid Charge Summary Errors</b>		
PPD00		Invalid or missing prepaid charge summary details
PPD01		- total weight charge - charge identifier
PPD02		- total weight charge - charge amount
PPD03	D	- valuation charge - charge amount
PPD04		- taxes - charge amount
PPD05		- total other charges due agent - charge amount
PPD06		- total other charges due carrier - charge amount
PPD07		- charge summary total - charge amount
<b>Sender Reference Errors</b>		
REF00		Invalid or missing sender reference details
REF01		- sender office message address - airport/city code
REF02	D	- sender office message address - office function designator
REF03		- sender office message address - company designator
REF04		- sender office message address - file reference

Error Code/s	Error Type	Error Description
<b>Sender Reference Errors (continuation)</b>		
REF05		- sender office message address - participant reference
REF06	D	- sender office message address - participant code
REF07		- sender office message address - participant airport/city code
<b>Rate Description Errors</b>		



RTD00		Invalid or missing rate description details
RTD01		- AWB rate line number
RTD02		- AWB column identifier
RTD03		- number of pieces/rate combination point details
RTD04		- gross weight details - weight code
RTD05		- gross weight details - weight
RTD06		- gross weight details - rate class code
RTD07		- commodity item number/ULD rate class type/rate class code class rate
RTD08		- chargeable weigh details - weight
RTD09		- rate charge details - rate or charge or discount
RTD10	D	- total details - charge amount or discount amount
RTD11		- goods description - goods data identifier
RTD12		- goods description - nature and quantity of goods
RTD13		- consolidation - nature and quantity of goods
RTD14		- dimensions - weight code
RTD15		- dimensions - weight
RTD16		- dimensions - measurement unit code or no dims available code
RTD17		- dimensions - length dimension
RTD18		- dimensions - width dimension
RTD19		- dimensions - height dimension
RTD20		- dimensions - no of pieces
RTD21	S	Syntax error - rate description details - total number of characters of unit code, length, width, height and no of pieces cannot exceed 20
RTD22		- volume - volume code
RTD23		- volume - volume amount
RTD24		- ULD number - ULD type
RTD25		- ULD number - ULD serial number
RTD26		- ULD number - ULD owner code
RTD27		- shippers load and count - SLAC
RTD28		- harmonized commodity code
RTD29		- country of origin of goods - ISO country code
RTD30		- service code details - service code
<b>Routing Errors</b>		
RTG00		Invalid or missing routing details
RTG01		- 1st destination/carrier airport city code
RTG02	D	- 1st destination/carrier code
RTG03		- onward destination/carrier airport city code
RTG04		- onward destination/carrier code
<b>Shipper Errors</b>		
SHP00		Invalid or missing shipper details
SHP01		- account number
SHP02		- name
SHP03		- street address
SHP04	D	- place
SHP05		- state/province
SHP06		- ISO country code
SHP07		- post code

Error Code/s	Error Type	Error Description
<b>Shipper Errors (continuation)</b>		
SHP08 SHP09	D	- contact identifier - contact number
SHP10	S	Syntax error - shipper details - total characters of country code, post code, contact id and contact number cannot exceed 69
<b>Sales Incentive Information Errors</b>		
SII00 SII01 SII02	D	Invalid or missing sales incentive information details - charge amount - CASS indicator
<b>Special Handling Details Errors</b>		
SPH01	D	Invalid or missing special handling code
<b>Shipper Reference Information Errors</b>		
SRI00 SRI01 SRI02	D	Invalid or missing shipment reference information details - reference number - supplementary shipment information
<b>Sales Service Request Errors</b>		
SSR01	D	Invalid or missing Special Service Request
<b>Free Text Description of Goods Errors</b>		
TXT01	D	Invalid or missing free text description of goods details
TXT02	S	Syntax error - free text description of goods details - total characters cannot exceed 545

## Appendix F

### Definitions

- Shipment Record – any record of the Cargo Contract preserved by the carrier, evidenced by means other than an AWB.
- Cargo Contract – a term used in the e-AWB Agreement and means a contract between the forwarder and carrier, for the transportation and settlement of a specific cargo shipment.
- Cargo Receipt – a document which is provided to the forwarder by the carrier electronically or in paper form, evidencing the Shipment Record as a substitution for the issuance of an AWB and which permits identification of the shipment that has been accepted and deemed “Ready for Carriage” (RCS).

Shipper Name		Shipment Identification			Cargo Receipt Issued By	
Day/Month/Time (of Shipment Acceptance)		Airport/City Code (of Shipment Acceptance)				
Carriage is subject to Carrier's Conditions of Contract previously made available to Shipper						
No. of Pieces	Gross Weight	H / L	Volume	Airport/City Code (of Origin)	Airport/City Code (of Destination)	Airport/City Code (of Routing)

- Warehouse Receipt – an electronic FSU message or paper document provided to the shipper by the carrier acknowledging the receipt of the cargo shipment as “Freight on Hand” (FOH) for carriage by air. At a minimum, the Warehouse Receipt must have:
  - The weight and number of pieces of the cargo shipment;
  - The date, time and place received by the Carrier; and,
  - Reference the shipment identification number covering the specific cargo shipment.

To the extent is readily available, an indication of the places of departure, destination and, if applicable, agreed stopping places should also be specified.

- ↗ EAW – special handling code indicating that there is no document pouch to be tendered by the freight forwarder and carrier by the carrier to destination
- ↗ EAP – special handling code indicating that there is a document pouch to be tendered by the freight forwarder containing original shipping documents which are required by customs at destination
- ↗ ECC – special handling code indicating that there is no paper AWB accompanying the shipment to the destination; ECC code should be entered by the Airline
- ↗ ECP\* – special handling code indicating that there is a copy of the paper AWB accompanying the shipment to the destination merely in compliance of local customs regulations/requirements.
  - Note : \* Use ECX instead of ECP as agreed with an individual airline.