

# Cathay Pacific Cargo & Dragonair Cargo

## e-AWB Handling Procedure for Freight Forwarder (HKG)

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## Section 1) Meaning of Acronyms

Terms	Description
ARR	Arrival
AWD	Document ready for Delivery
Back-to-Back	Shipment with one HAWB associated to one MAWB
CIMP	Cargo Interchange Message Procedures
CTO	Cargo Terminal Operator
DC	Destination Carrier or its GHA
DEP	Departure
DFF	Destination Freight Forwarder
DFF GW	Destination Freight Forwarder Gateway / Hub
EDMP	Easy Data Management Platform
FF	Freight Forwarder
FHL	Consolidation List
FNA	Error Message
FOH	Freight On-Hand (cargoes arrive in warehouse)
FWB	Air Waybill Data Update
GHA	Ground Handling Agent
ICT System	Information and Communication Technology System
NFD	Notification for Delivery
OC	Origin Carrier or its GHA
OFF	Origin Freight Forwarder
OFF BB	Origin Freight Forwarder Booking Branch
OFF EB	Origin Freight Forwarder End Branch
OFF GW	Origin Freight Forwarder Gateway / Hub
RCF	Freight Check-in
RCS	Cargo ready for Carriage (Electronic Cargo Receipt)
PMP	Update Mix-prepacked Cargo List
SPL/SPH	Special Handling Code
TC	Transshipment Carrier

## **Section 2) e-AWB Introduction**

### **2.1 What is e-AWB**

The paper Air Waybill is a critical air cargo document that constitutes the contract of carriage between the Shipper and the Carrier.

The e-AWB is the term IATA uses to describe the interchange of electronic data (EDI) message, in lieu of a paper air waybill, to conclude the contract of carriage.

(Source from IATA)

### **2.2 Objective of e-AWB**

- Removal of paper AWB & replace by electronic AWB.
- Replacing paper contract by electronic contract between CX/KA & Freight Forwarder.
- 100% e-AWB for all export shipments from HKG with effective from 1 January 2011.
- 100% e-AWB rollout to all CX/KA stations by the end of 2016.

### **2.3 Scope of e-AWB**

- Standard process between Freight Forwarder and CX/KA.
- All cargo types.
- All destinations, MC99 or non MC99 (WC/WH).

### **2.4 Specific obligations for shipments on non-MC99 (WC/WH) routes**

- Where a Cargo Contract is concluded in respect of a shipment to be carried on an international route within the meaning of WC/WH, the Freight Forwarder must, immediately after the conclusion of the relevant Cargo Contract (as confirmed to it in one of three methods described in section 6.2), download the copy of the relevant signed AWB from its Ezycargo account.
- If, in relation to any shipment referred to in the previous paragraph, the Freight Forwarder is contracting with CX/KA in the capacity of an agent of the consignor of the shipment, the Freight Forwarder must forward the same to the consignor.

### Section 3) Send & Receive Electronic Data

For e-AWB implementation, Freight Forwarder must have the capability to send electronic data (FWB & FHL) to CX/KA and receive electronic data (FNA & RCS) from CX/KA. The 2 options stated below are available for Freight Forwarder to execute.

#### A) Freight Forwarder In-house System

If Freight Forwarders have their own in-house systems or IT services providers which support the FWB / FHL data submission, they may remain using them to send the electronic data to CX/KA after system enhancement is done.

For system enhancement, Freight Forwarder IT representatives can contact CX/KA for following up.

#### What your system is required to do to cater for e-AWB?

- Send FWB & FHL
- Include Special Handling Codes (e.g. XPS/AVI) as well as all other IATA CIMP code.
- Receive FNA & RCS

#### B) Cathay Pacific's CDMP - Ezycargo

If Freight Forwarders do not have in-house system or their system is not able to enhance to exchange messages with CX/KA system, CX/KA offers Ezycargo for Freight Forwarders as an alternative solution.

##### General Features for Ezycargo:

- Send FWB & FHL
- Include Special Handling Code (both IATA CIMP codes and CX/KA in-house codes)
- Receive FNA & RCS

##### Additional Features for Ezycargo:

- Store the RCS (electronic cargo receipt)
- Airline e-Pouch

Freight Forwarders can upload the scan images of required documents to CX/KA via e-Pouch for cargo acceptance.

## Section 4) Importance of FWB Data Accuracy

Regardless of physical paper or electronic message, precise data entry is essential and important as:

- To avoid spending time on unnecessary clarification
- To avoid delay of Customs Clearance
- To prevent shipments from delay in transit stations due incomplete information

Good data quality makes the transport flow more efficient and shipment will be delivered to customers as expected schedule. Poor data may lead to delay. To ensure data accuracy, CX/KA have developed business restrictions in our system to conduct **“DATA VALIADATION”**.

**FWB / FHL will be rejected if data submitted is not acceptable for air transport.**

The following information (but not limited to) are important points for Freight Forwarders to note:

### 4.1 Shipment Nature

Before shipments are tendered to airline, Freight Forwarders must ensure the commodities are acceptable and can be transported to destinations. Freight Forwarders shall check with airline if there is any doubt.

**For example:**

- 1) Can VAL be transported to Amsterdam?  
NO. VAL is not accepted for AMS via CX at this moment.
  
- 2) Are the product of Endangered Species accepted for the USA?  
NO. Product of Endangered Species is prohibited for the USA. Information could find on TACT.

### 4.2 Invalid Characters in Electronic Message

According to IATA standard, some characters are not accepted in electronic message. If invalid characters are inserted, electronic message will be rejected.

Below are the only 2 punctuation marks acceptable according to IATA standard:

- **Hyphen ( - )**
- **Full stop ( . )**





#### 4.4 Flight Bookings

Input Carrier Code [19A] (2 characters), Flight Number [19A] (5 characters), Day [19A] (2 characters). It can be repeated [19B].

To	By First Carrier	to	By	to	By	Currency	WT/VAL	Class	Declared Value for Carriage	Declared Value for Customs
Airport of Destination		Flight/Date	Flight/Date		Amount of Insurance		INSURANCE - If Carrier offers insurance and such insurance is requested in accordance with conditions on invoice form of invoice, amount to be insured in Agent to be marked "Amount of Insurance."			
Handling Information										SO

#### 4.5 Routing

Input Airport/City Code [11A] (3 characters), Carrier Code [11B] (2 characters) and onward destination/Carrier if applicable, Airport/City Code [11C] (3 characters), Carrier Code [11D] (2 characters). It can be repeated [11E]/[11F].

Agent's IATA Code		Account No.								
Airport of Departure (Addr. of First Carrier) and Requested Routing										
To	By First Carrier	to	By	to	By	Currency	WT/VAL	Class	Declared Value for Carriage	Declared Value for Customs
[11A]	[11B]	[11C]	[11D]	[11E]	[11F]					
Airport of Destination		Flight/Date	Flight/Date		Amount of Insurance		INSURANCE - If Carrier offers insurance and such insurance is requested in accordance with conditions on invoice form of invoice, amount to be insured in Agent to be marked "Amount of Insurance."			
Handling Information										SO

#### 4.6 Address (with Postal code and State code)

Shipper:

Input Name [2] (35 characters), Street Address [2] (35 characters), Place [2] (17 characters), State/Province [2] (9 characters), Country Code [2] (2 characters), Postal Code [2] (9 characters), Contact Identifier [2] (3 characters), Contact Number [2] (25 characters).

Consignee:

Input Name [4] (35 characters), Street Address [4] (35 characters), Place [4] (17 characters), State/Province [4] (9 characters), Country Code [4] (2 characters), Postal Code [4] (9 characters), Contact Identifier [4] (3 characters), Contact Number [4] (25 characters).

Shipper's Name and Address <b>②</b>		Shipper's Account Number	Not Negotiable <b>Air Waybill</b> Issued By  Copies 1, 2 and 3 of this Air Waybill are originals and have the same validity.
Consignee's Name and Address <b>④</b>		Consignee's Account Number	
Issuing Carrier's Agent Name and City			Accounting Information
Agent's IATA Code	Account No.		

The full name and address of shipper / consignee must be clearly inserted in FWB/FHL. Certain countries customs mandate required the correct Postal code & State code to be shown. Invalid format or missing data may result in FWB rejected by Airline or delaying the shipment delivery. Freight Forwarders must pay attention on the local Customs requirement on the address field.

## Shipper or Consignee Address format information

Name

Street address (flat or floor number + street number + street name)

Place + State/Province

Country code + Postal code + Contact Identifier + Contact number

### Examples to illustrate the correct format of Postal Code for some countries:

#### i) USA

- **Postal code** – contains 5-digits of numeric  
e.g. 12345
- **State code** – contains 2 letters  
e.g. NY

#### ii) Canada

- **Postal code** – contains 6-digits with Alpha Numeric/Alpha Numeric/Alpha Numeric  
e.g. K3A6L8
- **State code** – contains 2 letters  
e.g. BC

#### iii) Australia Postal code – contains 4-digits of numeric

e.g. 1234

## Abbreviations for Types of Streets/Roads/etc.

ARC	—	Arcade
AVE	—	Avenue
BVD	—	Boulevard
CL	—	Close
CRES	—	Crescent
DR	—	Drive
ESP	—	Esplanade
GR	—	Grove
HWY	—	Highway
PDE	—	Parade
PL	—	Place
RD	—	Road
SQ	—	Square
ST	—	Street
TCE	—	Terrace

## 4.7 Agent's IATA Code & Issuing Carrier's Agent Name and City

7 digits of IATA Agent Code [7] plus 4 digits of CASS Address [7] are required and follow by Name [6] (35 characters) and Place [6] (Airport code or City code) (17 characters) of Issuing Carrier's Agent. It's not necessary to input address in this field.

Issuing Carrier's Agent Name and City ⑥		Accounting Information
Agent's IATA Code ⑦	Account No.	
Airport of Departure (Addr. of First Carrier) and Requested Routing		

## 4.8 Accounting Information

The following information can be inputted in accounting information [10] field:

- Security charges statement (May be inserted in Handling Information field).  
e.g. Weight Charge includes a Security Charge of HKD \_\_\_ kg.  
Exception: AVI/HUM/VAL & shipments charged at IATA minimum rates.
- XPS or Priority Lift.
- Export License number (for non-consolidation shipment). (Optional)
- Loading information can be inserted if required by the Forwarder in destination. (Optional)

Space available is 34 characters x 6 rows of total 204 characters.

Consignee's Name and Address		Consignee's Account Number		I'm 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 WHICH 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.							
Issuing Carrier's Agent Name and City				<div style="font-size: 48px; border: 2px solid black; border-radius: 50%; width: 60px; height: 60px; display: flex; align-items: center; justify-content: center; margin: 0 auto;">10</div>							
Agent's IATA Code		Account No.									
Airport of Departure (Addr. of First Carrier) and Requested Routing											
To	By First Carrier	to	By								

## 4.9 Charge Declarations

Input Currency Code [12] (3 characters), Select Prepaid or Correct Indicator [14A] [14B] for Weight/Valuation, Select Prepaid or Correct Indicator [15A] [15B] for Other Charges, Declared Value for Carriage [16] (12 characters), Declared Value for Customs [17] (12 characters), Amount of Insurance (XXX) [20].

Issuing Carrier's Agent Name and City				<div style="font-size: 48px; border: 2px solid black; border-radius: 50%; width: 60px; height: 60px; display: flex; align-items: center; justify-content: center; margin: 0 auto;">10</div>							
Agent's IATA Code		Account No.									
Airport of Departure (Addr. of First Carrier) and Requested Routing											
To	By First Carrier	to	By								
Airport of Destination		High/Low	to	By	to	By	Amount of Insurance	INSURANCE - If Goods other insurance and such insurance is requested in accordance with conditions on invoice total of applicable amount to be insured in figures in box marked "Amount of Insurance."			
Handling Information											
											SG

## 4.10 Handling Information (SSR and OSI line)

SSR means Special Service Request [21]. (65 characters x 3 rows = 195 characters)

OSI means Other Service Information [21]. (65 characters x 3 rows = 195 characters)

Information input in SSR and OSI line will be shown on Handling Information field.

Airport of Origin/destination		Flight/Date	Commodity/Rate	Flight/Date	Amount of Insurance	INSURANCE - If Goods offers insurance and such insurance is requested in accordance with conditions of invoice based on value amount to be insured in. Amount to be insured: "Amount of Insurance."
Handling Information						
(21)						OSI
No. of Pieces BOP	Gross Weight	kg lb	Rate Class Commodity Item No.	Chargeable Weight	Rate Charge	Total
						Nature and Quantity of Goods (incl. Dimensions or Volume)

### RA Code

With reference to HK Best Practice, RA Code should be inserted in the beginning of the first Special Services Request (SSR) line. If SSR line is not available, insert the data at the beginning of the first OSI line. For unknown consignor shipment, the wording of "RA-UNK" or for freighter only statement must also be inserted on either SSR line or OSI line. The standard format and examples as illustrated below.

#### Standard Format as below:

RAR-RA12345

The text must be in sequence:

- 1<sup>st</sup> – "RAR-RA";
- 2<sup>nd</sup> – insert with the "Five numeric RA Code"

Note: Do not put any space between the RA code format 'RAR-RA12345'

#### Standard Format for Unknown Consignor as below:

RA-UNK

#### Standard Format for Loading in freighter only as below:

For the sole purpose of HK Aviation Security Programme, the cargo is tendered for cargo aircraft only.

The following information must be inserted in SSR or OSI line if it is DG shipment, live animal shipment, or shipment request special handling:

For Dangerous Goods shipment -

- "Dangerous Goods as per attached DGD"
- "Dangerous Goods as per attached DGD – CAO"

For Shipment containing both Dangerous Goods and non dangerous goods -

- "5 Packages Dangerous Goods as per attached DGD"
- "5 Packages Dangerous Goods as per attached DGD – CAO"

For Lithium ion or Lithium metal batteries not subject to Dangerous Goods Regulations -

- "Lithium ion batteries in compliance with Section II of PI965"
- "Lithium ion batteries in compliance with Section II of PI966"
- "Lithium ion batteries in compliance with Section II of PI967"
- "Lithium metal batteries in compliance with Section II of PI968"
- "Lithium metal batteries in compliance with Section II of PI969"
- "Lithium metal batteries in compliance with Section II of PI970"

For Live Animal shipments -

- "Shippers Certificate for Live Animals attached"

For Special handling shipment information –

e.g. Perishable cargo – "Keep cool" or "Keep freezer"

e.g. Pharma Lift – Handling information

## 4.11 Rate Descriptions

Input AWB Rate Line Number (2 characters),  
 Number of Pieces or Rate Combination Point [22A] (4 characters),  
 Weight Code [22C] in kg (1 character), Weight [22B] (7 characters),  
 Weight Class Code [22D] (1 character),  
 Commodity Item Number Details or Rate Class Code (Basis) Class Rate % [22E],  
 Chargeable Weight [22F] (7 characters),  
 Rate or Charge [22G] (8 characters),  
 Total Charge [22H] (12 characters).

Note: It must be issued IATA published rate of 'M', 'N', 'Q', 'S' or 'R' in "Rate Class".

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	22C	22D 22E	22F	22G	22H	22I

## 4.12 Nature and Quantity of Goods

Space available in goods description field [22I] is 20 characters x 11 rows. It means Goods Description, Dimension, Volume, ULD information, SLAC to share the total of 11 rows.

Goods description must be accurate and specific. Entry of description for licensing items shall take precedence. Some descriptions in generic term may not be accepted by Customs in some countries. Freight Forwarders must ensure States requirements are observed accordingly.

**Example 1:**

General Goods Description is not acceptable for Taiwan. It is required to describe the goods as specific as possible. Below generic terms are not precise enough:

General Description which is not precise enough for Customs Clearance		
Spare Parts	Gift Materials	Electric Goods
General Cargo	Sample	Consumer Commodity

**Example 2:**

U.S. Customs has specific requirements on commodity description.

The following guidelines are illustrative and not exhaustive. They are examples of acceptable and unacceptable descriptions for shipment into U.S. Phrases or words in parenthesis are meant as examples.

Not Acceptable	Acceptable
Apparel Wearing Apparel Ladies' Apparel Men's Apparel	Clothing Shoes Footwear Jewellery (may include watches)
Appliances	Kitchen Appliances Industrial Appliances Heat Pump
Auto parts Parts	New Auto parts Used Auto parts
Caps	Baseball Caps Blasting Caps Bottle Caps Hub Caps
Chemicals, hazardous Chemicals, non-hazardous	Actual Chemical Name (not brand name) or U.N. HAZMAT Code Identifier Number
Electronic Goods Electronics	Computers Consumer Electronics, Telephones Electronic Toys (can include Gameboy Game Cubes, Dancing Elmo Doll etc.) Personal/Household Electronics (i.e. PDA's, VCR's, TV's)
Equipment	Industrial Equipment, Oil Well Equipment Automotive Equipment, Poultry Equipment etc.



Not Acceptable	Acceptable
Flooring	Wood Flooring, Plastic Flooring, Carpet, Ceramic Tile, Marble Flooring
Foodstuffs	Oranges, Fish, Packaged Rice, Packaged Grain, Bulk Grain
Iron	Iron Pipes, Steel Pipes
Steel	Iron Building Material, Steel Building Material
Leather Articles	Saddles Leather Handbags Leather Jackets, Shoes
Machinery	Metal Working Machinery Cigarette Making Machinery
Machines	Sewing Machines Printing Machines
Pipes	Plastic Pipes, PVC Pipes, Steel Pipes, Cooper Pipes
Plastic Goods	Plastic Kitchenware, Plastic Houseware, Industrial Plastics Toys, New/Used Auto Parts
Polyurethane	Polyurethane Threads Polyurethane Medical Gloves
Rubber Articles	Rubber Hoses Tires Toys Rubber Conveyor Belts
Rods	Welding Rods, Rebar, Aluminium Rods, Reactor Rods
Scrap	Plastic Scrap, Aluminium Scrap, Iron Scrap
Tiles	Ceramic Tiles, Marble Tiles
Tools	Hand Tools, Power Tools, Industrial Tools
Wires	Electric Wires, Auto Harness, Coiled Wire (Industrial)
-	Personal Effects, Household Goods
STC (Said to Contain), General Cargo, FAK (Freight of All Kinds), "No Description"	-

Note:

1. Some substances under a general description may contain hazardous articles. If no part of the package contents is dangerous, the wording of "Not Restricted" must be indicated after description.
2. Goods packed with dry ice – Proper Shipping Name, UN number, Class number, Number of packages must be indicated after description.

3. Dangerous goods in Excepted quantities – The statement of “Dangerous Goods in Excepted Quantities” and Number of packages must be indicated after description. UN number and Quantity of substance information may also required by individual Airline.
4. Radioactive Material in Excepted Packages – Proper Shipping Name, UN number and Number of packages must be indicated after description.
5. Infectious Substance of Category B under UN3373 – Proper Shipper Name, UN Number and Number of packages must be indicated.

**Dimension:**

Dimensions of the goods are needed in FWB except shipment for Shipper loaded ULD. If number of dimensions information cannot be included in FWB due to space limitation, then the total volume of the consignment shall be inserted.

The way to input free format of dimension is flexible.

e.g. 20x30x40cm-3 or 3-20x30x40cm

For mix-load pre-built ULD, dimensions are optional.

**Shipper Load and Count (SLAC):**

For shipper loaded ULD under single MAWB, Freight Forwarders are required to enter SLAC information in FWB. For FHL, the SLAC value is required for shipments to US & Canada only.

If Freight Forwarders’ systems are not ready for NS field in FWB, they can update in goods description field.

e.g. Actual total pieces 888 pcs loaded into ULD, suggest format in goods description field as below:

Consolidation as per attached list

SLAC-888

The SLAC field is available in FHL version 3. Therefore, Freight Forwarders need to upgrade their system to FHL version 3, or upload the SLAC information into Airline Pouch as an interim solution.

Shipper-built ULD Loading information on AWB is optional.

For FHL – Loading information on house level for destined USA/Canada is required to upload to Airline Pouch.

**Note for IT enhancement, please be aware the requirement on the following identifiers in FWB Layout such as NC, NG, ND, NV, NU and NS:**

NC and NG are the Goods data identifier and NC is specifically for Consolidation.

For consolidated shipment, insert the goods description in NC field.

For Non-Consolidated shipment, insert the goods description in NG field.

If NC identifier is not available in FWB message, Freight Forwarder can make use of NG identifier to input the wording either of "Consolidation", "Consol", or "Cnsl" for the consolidated shipment as per HKG Best Practice.

ND is for Dimension, NV is for Volume, NU is for ULD, NS is for SLAC.

If ND, NV, NU, NS identifier is not available in FWB message, Freight Forwarder can make use of NG identifier to input information.

**4.13 Other Charges – The correct Charges Code**

Input AW, MC, MY, MW, CG (if any) and RA (if any) charges.

Weight		Weight Charge		Cuboid		Other Charges	
Volume		Volume Charge		ULD		23	
SLAC		SLAC Charge		Description		Description	
Total Other Charges Due Agent		Total Other Charges Due Carrier		Shipper declares that the goods in the box hereof are not and shall not be as any part of the		CONSIGNMENT CONTAINS DANGEROUS GOODS, SUCH PARTS PROPERTY IS DESCRIBED BY NAME AND IS IN PROPER CONDITION FOR CARRIAGE BY AIR ACCORDING TO THE APPLICABLE DANGEROUS GOODS REGULATIONS.	
Total Freight		Total Collect		Signature of Shipper or its Agent		Signature of Shipper or its Agent	
Customs Consolidation Fee		CC Charges in Each Country		Date		at (Place)	
For Carrier's Use Only at Destination		Charges at Destination		Total Collect Charges		Signature of Booking Office or its Agent	

Each individual charge must be clearly indicated onto 'Other Charges' field [23] in FWB.

The standard charges codes under Hong Kong Best practice are specified as below:

Charge codes	Description
MY	Fuel Surcharge
FE	Handling Fee
RA	Dangerous Goods Fee
MA	CC Due Agent Charge
DB	CC Disbursement Fee
LF	HKG AVI Permit Fee
AT	Groom Administration Fee
MW	Security Surcharge

Other than above charges codes, the IATA standard charges code can be referred on the IATA TACT Rules 6.2.19; such as:

Charge codes	Description
AW	Air Waybill fee
MC	Miscellaneous – due carrier (Terminal Charges)
SC	Security charge
CG	Electronic processing or transmission of data for customs purposes
MT	Miscellaneous – due issuing carrier (Miscellaneous at Transit – Security Screening Charge for US Destination Shipment)

#### 4.14 Prepaid Charge Summary

Input Total Prepaid Weight Charge amount [24A] [22L] (12 characters), Prepaid Valuation Charge amount [25A] (12 characters) if applicable, Prepaid Taxes Charge amount [26A] (12 characters) if applicable, Prepaid Total Other Charge amount due Agent [27A] (12 characters) if applicable, Prepaid Total Other Charge amount due Carrier [28A] (12 characters), and Prepaid Charge amount Summary Total [30A] (12 characters).

		22L	
Prepaid Weight Charge	24A	Other Charges	
Prepaid Valuation Charge	25A		
Tax	26A		
Total Other Charge Due Agent	27A	<small>Shipper certifies that the particular or the item hereof are covered and that the OFR AS ARE PART OF THE CONSIGNMENT CONTAINS DANGEROUS GOODS, SUCH PARTS PROPERTY DESCRIBED BY NAME AND IS IN PROPER CONDITION FOR CARRIAGE BY AIR ACCORDING TO THE APPLICABLE DANGEROUS GOODS REGULATIONS.</small>	
Total Other Charge Due Carrier	28A		
Total Prepaid	30A	Signature of Shipper or Its Agent	
Customs Consolidation Fee		Signature of Issuing Carrier or Its Agent	
Charges of Issuer			
Created on: (Date)			
Total Other Charges			
For Goda's Use Only of Destination			

### 4.15 Collect Charge Summary

Input Total Collect Weight Charge amount [24B] [22L] (12 characters), Collect Valuation Charge amount [25B] (12 characters) if applicable, Collect Taxes Charge amount [26B] (12 characters) if applicable, Collect Total Other Charge amount due Agent [27B] (12 characters) if applicable, Collect Total Other Charge amount due Carrier [28B] (12 characters), and Collect Charge amount Summary Total [30B] (12 characters).

		(22L)	
Weight	Weight Charge	Collect	Other Charges
		(24B)	
	Valuation Charge		
		(25B)	
	Tax		
		(26B)	
	Total Other Charges Due Agent		SHIPPER certifies that the contents of the box hereof are correct and that the contents are in PROPER CONDITION FOR CARRIAGE BY AIR ACCORDING TO THE APPLICABLE DANGEROUS GOODS REGULATIONS.
		(27B)	
	Total Other Charges Due Carrier		
		(28B)	
Total Weight	Total Collect		Signature of Shipper or his Agent
		(30B)	
Customs Control/Police	cc Charges & Cost - Customs		
For Carrier's Use Only at Destination	Charges at Destination	Total Collect Charges	Emitted on (Date) at (Place) Signature of Booking Office or its Agent

### 4.16 Signature of Shipper or his Agent

Input the name of Shipper or its agent [31] (20 characters).

		(22L)	
Weight	Weight Charge	Collect	Other Charges
		(24B)	
	Valuation Charge		
		(25B)	
	Tax		
		(26B)	
	Total Other Charges Due Agent		SHIPPER certifies that the contents of the box hereof are correct and that the contents are in PROPER CONDITION FOR CARRIAGE BY AIR ACCORDING TO THE APPLICABLE DANGEROUS GOODS REGULATIONS.
		(27B)	
	Total Other Charges Due Carrier		
		(28B)	
Total Weight	Total Collect		Signature of Shipper or his Agent
		(30B)	
Customs Control/Police	cc Charges & Cost - Customs		
For Carrier's Use Only at Destination	Charges at Destination	Total Collect Charges	Emitted on (Date) at (Place) Signature of Booking Office or its Agent

#### 4.17 Execution Date/Place/Signature of Issuing Carrier or its Agent

Input the Date [32A] (Day - 2 characters, Month - 3 characters, Year - 2 characters),  
Place [32B] (17 characters) and Name [32C] (20 characters) of Issuing Carrier or its Agent

Weight		Volume/Charge		Cubic		Other Charges	
Weight / Pallet		Volume / Pallet		Cubic / Pallet			
Tare							
Total Other Charges Due Agent						Shipper certifies that the particulars on the face hereof are correct and that he certifies as any part of the CONSIGNMENT OR TRANSITING DANGEROUS GOODS, SUCH PARTS PROPERTY IS DESCRIBED BY NAME AND IS IN PROPER CONDITION FOR CARRIAGE BY AIR ACCORDING TO THE APPLICABLE DANGEROUS GOODS REGULATIONS.	
Total Other Charges Due Carrier							
Total Freight		Total C.I.C.				Signature of Shipper or its Agent	
Customs Consolidator's Mark		to Charge in Kind - Customs		32A		32B	
For Carrier's Use Only of Destination		Charges of Destination		Execution (Date)		at (Place)	
				Total Other Charges		Signature of Issuing Carrier or its Agent	

## 4.18 Consolidation List (FHL)

### Master AWB Consignment Details:

Airline Prefix – 3 numeric characters.

AWB Serial Number – 8 numeric characters.

Origin Airport/City Code – 3 letter Airport/City codes of Origin.

Destination Airport/City Code – 3 letter Airport/City codes of Destination.

Number of Pieces – can be up to 4 numeric characters.

Weight – can be up to 7 numeric characters, including a decimal point if applicable.

### House Waybill Summary Details:

HWB Serial Number – can be up to 12 characters of letters A to Z and numerals 0 to 9.

Special characters (e.g. : / - ) and space between letters and numerals are not allowed.

Origin Airport/City Code – 3 letter Airport/City codes of Origin.

Destination Airport/City Code – 3 letter Airport/City codes of Destination.

Number of Pieces – can be up to 4 numeric characters.

Weight – can be up to 7 numeric characters, including a decimal point if applicable.

Manifest Description of Goods – can be up to 15 characters of free format text.

Special Handling Code – 3 letter of special handling codes if applicable.

Can be repeated maximum of 2 times.

### Free Text Description of Goods:

The Free Text Description of Goods must be used for transmitting acceptable descriptions to Customs and can be up to 65 characters of free format text.

It is not allowed to start the description in the Manifest Description of Goods and continue the description in the Free Text Description of Goods. The Manifest Description of Goods and Free Text Description of Goods are separate and different data fields and should not be mixed.

### Shipper / Consignee:

The Shipper and Consignee details must consist of 4 lines each.

Shippers / Consignees Name – can be up to 35 characters of free format text.

Shippers / Consignees Street Address – can be up to 35 characters of free format text.

Shippers / Consignees Place – can be up to 17 characters in free format text.

Shippers / Consignees State/Province – can be up to 9 characters in free format text.

Shippers / Consignees Country Code – 2 alphabet letters

Shippers / Consignees Country Postcode – can be up to 9 characters in free format text.

Shippers / Consignees Contact – Optional: the contact type (2 alpha), followed by the Contact Number up to 25 characters in free format text.

### Charge Declarations:

Currency Code – 3 alphabet letters.

Prepaid/Collect Charge Declarations – Code P (prepaid) at Origin or Code C (collect) at Destination.

Declared Value for Carriage – can be up to 12 characters or No Value Declared (NVD).

Declared Value for Customs - can be up to 12 characters or No Customs Value (NCV).

Amount of Insurance – can be up to 11 characters or No Value (XXX).

For Sub-consolidation Shipment:

1. House Waybill description must not specify as “consolidation”.
2. The total number of pieces count in House Waybill must be matched with Master Air Waybill SLAC pieces count.
3. House Waybill Consignee should be the ultimate consignee.

To comply with Hong Kong Import and Export Ordinance, handling of transshipments cargo must be covered by valid license, such as textile products import from Mainland China, a statement of “Transit from China to XXX via HKG by Truck” is required to input at House waybill level.

There are total 9 rows of Description of Goods in FHL message.

Normally the first row is for Goods Description and the remark can input into second row onward.

The Export license number is required to update in the license number field of corresponding House AWB of CUSEXP message as per current practice.

For shipment destination of European countries and in case of shipment required to transit France or Germany by cross boarder trucking services, it is required to complete a Customs Declaration Form ‘T1’ for the purpose of VAT calculation. The ‘T1’ form requires information of Nature of goods, Number of pieces, Weight and Value.

For Consolidation shipment – the value of goods indicated onto House Manifest.

The House Manifest to be put inside a sealed envelop with marked ‘For Customs Clearance’ and forward to destination.

For Direct shipment – the value of goods indicated onto AWB’s ‘Declared Value for Customs’ box.



## 4.19 Important Time Frame

Freight Forwarders shall send the electronic message to CX/KA before shipment cut-off time.

Once FWB / FHL + FOH (by CTO) are received, CX/KA system will start data validation. A feedback of FNA or RCS will be sent to Freight Forwarders within 30 minutes.

If FNA is received, Freight Forwarders shall amend the error. The corrected message shall be resent to CX/KA for data validation again. This shall also be completed before the shipment cut-off time. The flow is as follow:

### 1st Scenario - Consolidation

#### **FWB / FHL + FOH(by CTO) → CX Validation → FNA / RCS**

(Freight Forwarders to send all electronic messages to CX/KA before shipment cut-off time)

(System to perform data validation only after FWB/FHL/FOH are well received)

(Within 30 minutes, CX/KA to send FNA if there is error in the submitted data. RCS will be sent if the data is correct)

### 2nd Scenario – Direct Shipment

#### **FWB + FOH(by CTO) → CX Validation → FNA / RCS**

(Freight Forwarders to send all electronic messages to CX/KA before shipment cut-off time)

(System to perform data validation only after FWB/FOH are well received)

(Within 30 minutes, CX/KA to send FNA if there is error in the submitted data. RCS will be sent if the data is correct)

Initial electronic message and amended message, if any, must be submitted to CX/KA before shipment cut-off time otherwise it may cause unnecessary delay.

## Section 5) Special Handling Code (SPL)

To identify e-AWB shipment attached with document pouch or not, below 2 IATA standard IMP codes are mandatory to input correctly by freight forwarders with effective on 19 November 2012.

- EAW** – Shipment without paper document and pouch.
- EAP** – Shipment with pouch.

To facilitate operations handling and special care to shipment, special cargoes which require Special Handling (SPL) Code must be clearly inserted in FWB. In addition to IATA CIMP codes, to cater for the special need of CX/KA Products, the Airline developed In-house codes for identification.

### 5.1 IATA CIMP and CX/KA in-house Codes

For Freight Forwarders using own in-house systems, inserting non-IATA CIMP (CX/KA in-house) Codes may require IT enhancement. Freight Forwarders can also input the CX/KA in-house codes through Ezycargo platform.

IATA and CX/KA Special Handling Codes and Description	
ACT	Active Temperature Controlled System
AOG	Aircraft on Ground
AVI	Live Animals
AVD*	Live Dogs/Cats
AVH*	Live Horse
AVB*	Live Bee
AVC*	Cold Blood Animals
AVP*	Aquatics and live fish
BIG	Outsized
BUP	Prepack Unit
CAO	Cargo Aircraft Only
COL	Cool Goods
DIP	Diplomatic Mail
EAP	Shipment with pouch
EAT	Foodstuffs
EAW	Shipment without paper document and pouch
ELI	Lithium ion batteries excepted as per Section II of PI 965 - 967
ELM	Lithium metal batteries excepted as per Section II of PI 968 - 970
FIL	Undeveloped/Unexposed Film
FRO	Frozen Goods
GOG	Hanging Garments
HEA	Heavy Cargo/150 kilograms and over per piece
HEG	Hatching Eggs

<b>IATA and CX/KA Special Handling Codes and Description</b>	
HUM	Human Remains in Coffin
ICE	Dry Ice
LHO	Living Human Organs/Blood
MAG	Magnetized Material
MIX*	Mixed Prepack Unit
MUW	Munitions of War
NWP	Newspapers, Magazines
OBX	Obnoxious Cargo
OHG	Overhang Item
PEA	Shipment made or contain parts of species listed in the CITES
PED*	Durians
PEF	Flowers
PEM	Meat
PEP	Fruits and Vegetables
PER	Perishable Cargo
PES	Fish or Seafood
PET*	Dogs/Cats/Ferrets enter UK with special arrangement
PIL	Pharmaceuticals
PLT*	Pallet Load (Shipment require to load on pallet)
PRS*	Super Priority LIFT
RCL	Cryogenic Liquids
RCM	Corrosive
RCX	Explosives 1.3C
RDS	Biological Substance, Category B (UN3373)
REQ	Dangerous Goods in Excepted Quantities
REX	Reserved for normally forbidden Explosives
RFG	Flammable Gas
RFL	Flammable Liquid
RFS	Flammable Solid
RFW	Dangerous when Wet
RGX	Explosives 1.3G
RIS	Infectious Substance (UN2814 or UN2900)
RLI	Fully regulated lithium ion batteries (Cl. 9) as per Section I of PI 965 - 967
RLM	Fully regulated lithium metal batteries (Cl. 9) as per Section I of PI 968 - 970
RMD	Miscellaneous Dangerous Goods

IATA and CX/KA Special Handling Codes and Description	
RNG	Non-Flammable Non-Toxic Gas
ROP	Organic Peroxide
ROX	Oxidizer
RPB	Toxic Substance
RPG	Toxic Gas
RRE	Excepted Package of Radioactive Material
RRW	Radioactive Material Category I-White
RRY	Radioactive Material Category II & III-Yellow
RSB	Polymeric Beads
RSC	Spontaneously Combustible
RXB	Explosives 1.4B
RXC	Explosives 1.4C
RXD	Explosives 1.4D
RXE	Explosives 1.4E
RXG	Explosives 1.4G
RXS	Explosives 1.4S
SAL	Surface Mail
SCO	Cargo Secure for All-Cargo Aircraft Only
SHE*	Super Heavy Cargo over 11,000kg
SHL	Save Human Life
SHR	Secure for Passenger, All-Cargo and All-Mail Aircraft in Accordance with High Risk Requirements
SKD*	Skid Cargoes
SMT	Security Measurement at Transit
SPX	Cargo Secure for Passenger and All-Cargo Aircraft
SUR	Surface Transportation
SWC*	Vibration Sensitive
SWP	Sporting Weapons
VAL	Valuable Cargo
VOL	Volume Cargo
VUN	Vulnerable Cargo
VUP	Mobile Phone Shipment
WET	Wet Material not Packed in Watertight Containers
XPS	Priority LIFT

- Notes:
- 1) \* Indicates as CX/KA In-house Codes
  - 2) CX/KA In-house Code of **PRS** with effective on 29 September, 2010
  - 3) IMP Codes of ELI / ELM / RLI / RLM with effective on 01 January, 2011
  - 4) IMP Codes of EAP / EAW with effective on 19 September, 2012
  - 5) The rest are IATA Codes

## 5.2 IATA CIMP Codes not accepted in FWB

Part of IATA CIMP codes are designed for Airlines use only. Please do not insert these codes in FWB.

IATA Special Handling Codes which are not accepted by CX	
ATT	Goods attached to Air Waybill
CAT	Cargo attendant accompanying shipment
FRI	Frozen goods subject to veterinary/phytosanitary inspections
PAC	Passenger and cargo
QRT	Quick ramp transfer
RAC	Reserved air cargo
SPF	Laboratory animals

## 5.3 Shipment not allow release as BUP

Some Destination Customs do not allow releasing shipment as prepack (the whole ULD). Prepacked ULD shipment must be broken down before release.

In this case, Freight Forwarders must be noted that:

- **“BUP” Code should NOT insert in FWB**
- **pieces of shipment on FWB should match with HAWB pieces**

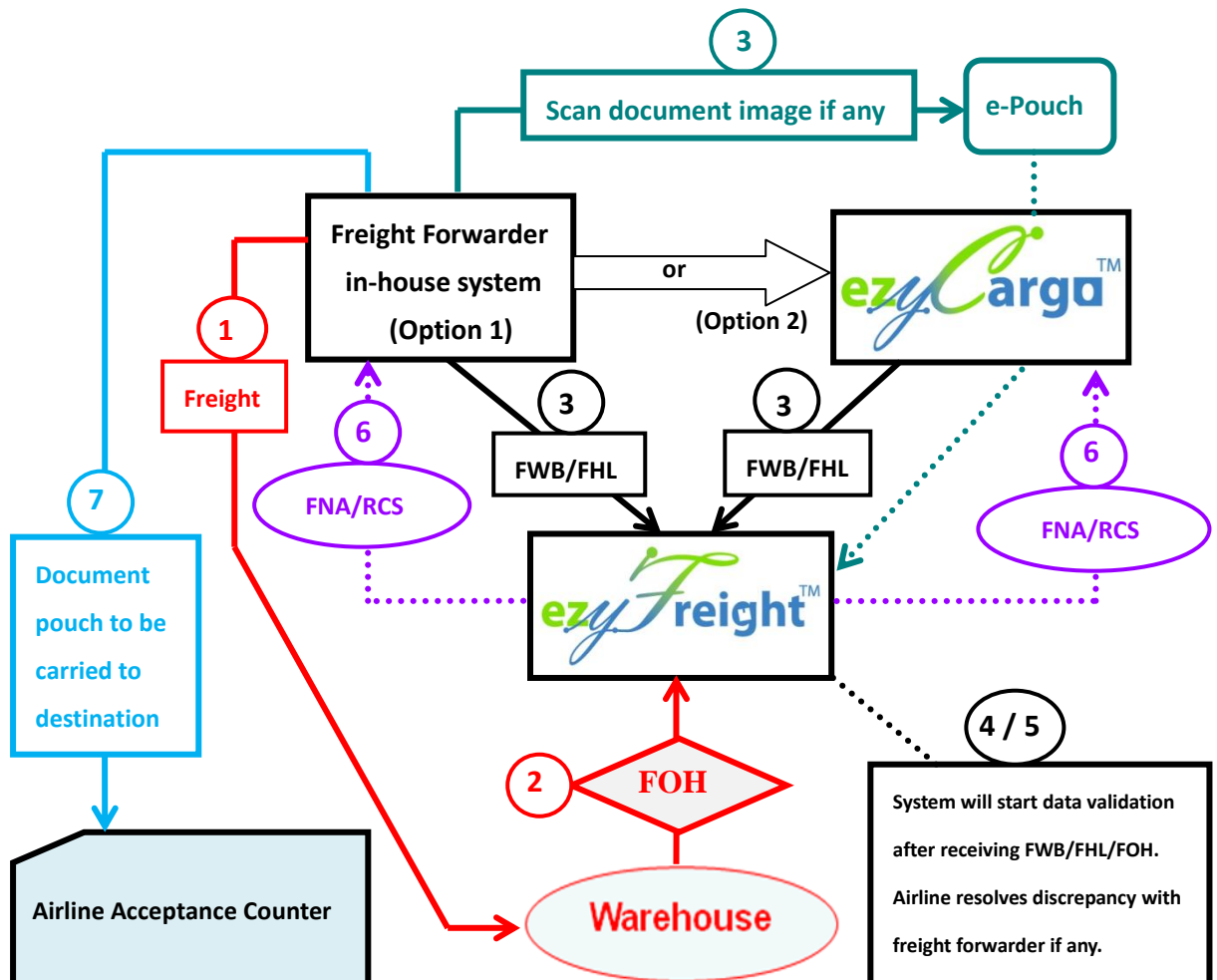
The Customs of following destination do not accept shipment to release as BUP (whole ULD). Freight Forwarders are advised to check local regulations regularly.

Destination Customs cannot release shipment as BUP (whole ULD)	
BOM	Mumbai
DAC	Dhaka
DEL	Delhi
DPS	Denpasar
FUK	Fukuoka
HAN	Hanoi
MAA	Madras
RUH	Riyadh
SGN	Ho Chi Minh
SPK	Sapporo
XMN	Xiamen

## Section 6) Standard Handling Procedure

### 6.1 Steps for the following flow chart:

- ① Freight Forwarders deliver cargo to CTO before cut-off time.
  - ② Warehouse (CTO) sends FOH to Airline after receiving cargo.
  - ③ Freight Forwarders send FWB/FHL to Airline before cut-off time & scan document to e-pouch if any.
  - ④ Airline to match FWB/FHL and FOH.
  - ⑤ Airline to resolve the discrepancy with Freight Forwarder if any.
  - ⑥ Airline to send RCS & cargo receipt to Freight Forwarder to confirm that the shipment is ready for carriage and conclude the contract. The FWB & cargo receipt will be archived.
  - ⑦ Freight Forwarders can deliver pouch to Airline counter (before cut-off time) if they need Airline to carry it to destination on the same flight with the shipment. If Freight Forwarders deliver the pouch to Airline after the cut-off time, Airline will carry it on the first available flight.
- \* Airline provides a designated label for affixing on the pouch



## 6.2 How to read FNA / RCS Message

When FWB/FHL/FOH and required scan documents have been received, CX/KA will perform checking and data validation to confirm data accuracy and shipment ready for carriage. FNA / RCS will be sent back to Freight Forwarders to inform shipment status.

There are 3 ways Freight Forwarders can receive FNA / RCS:

### 1. Through Freight Forwarders own In-house system.

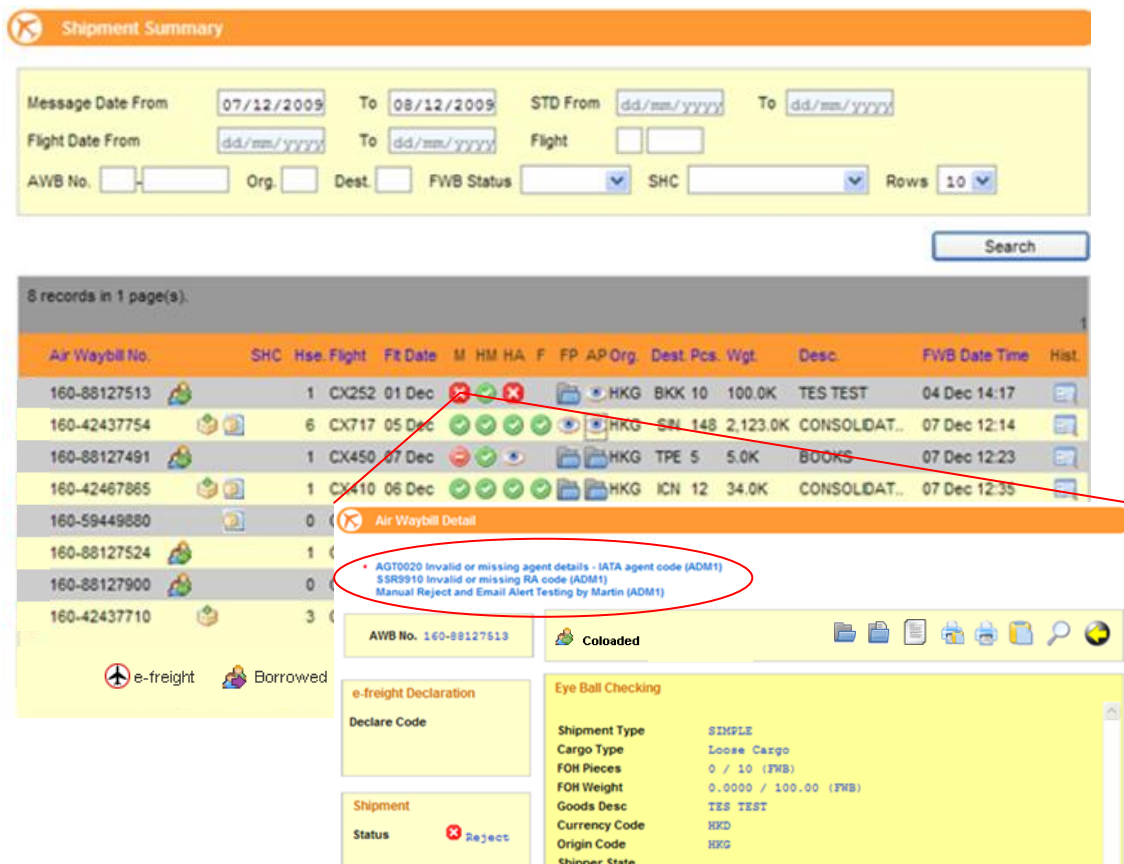
- If Freight Forwarders use own In-house system to send FWB/FHL to CX/KA, CX/KA will send their FNA/RCS back to Freight Forwarders own In-house system as well. However, Freight Forwarders need to confirm if their system have the capability to receive electronic message. This may require IT enhancement.

### 2. Through Ezyfreight in Ezycargo.

- In Ezycargo, there is a Ezyfreight page (Click 'Air Operation' in Menu Bar. Then, click 'ezyfreight' in dropdown menu again). Freight Forwarders can check the shipment status – FNA/RCS.

Sample 1:

Rejected by Airline – click the rejected icon in MAWB column, the error message code with description can be read. Freight Forwarders must amend the error(s) and resend again.



The screenshot displays the 'Shipment Summary' page in Ezycargo. It features a search filter section at the top with fields for Message Date, Flight Date, and AWB No. Below this is a table of 8 records. The table columns include Air Waybill No., SHC, Hse, Flight, Ft Date, M, HM, HA, F, FP, AP, Org, Dest, Pcs, Wgt, Desc, and F/WB Date Time. The record for Air Waybill No. 160-88127513 is highlighted in red, indicating a rejection. A red circle highlights the 'Reject' icon in the 'Hist' column for this record. Below the table, the 'Air Waybill Detail' for 160-88127513 is shown, with a red circle highlighting the error message: 'AGT0020 Invalid or missing agent details - IATA agent code (ADM1) 3SR9910 Invalid or missing RA code (ADM1) Manual Reject and Email Alert Testing by Martin (ADM1)'. The 'Status' is 'Reject'.

Air Waybill No.	SHC	Hse	Flight	Ft Date	M	HM	HA	F	FP	AP	Org	Dest	Pcs	Wgt	Desc	F/WB Date Time	Hist
160-88127513	1	CX252	01 Dec								HKG	BKK	10	100.0K	TES TEST	04 Dec 14:17	Reject
160-42437754	6	CX717	05 Dec								HKG	SN	148	2,123.0K	CONSOLIDAT..	07 Dec 12:14	
160-88127491	1	CX450	07 Dec								HKG	TPE	5	5.0K	BOOKS	07 Dec 12:23	
160-42467865	1	CX410	06 Dec								HKG	ICN	12	34.0K	CONSOLIDAT..	07 Dec 12:35	
160-59449880	0																
160-88127524	1																
160-88127900	0																
160-42437710	3																

Sample 2:

FWB accepted by Airline - click the accepted icon in MAWB column, AWB copy and cargo receipt can be printed.

**Shipment Summary**

Message Date From: 07/12/2009 To: 08/12/2009 STD From: dd/mm/yyyy To: dd/mm/yyyy  
 Flight Date From: dd/mm/yyyy To: dd/mm/yyyy Flight: [ ] [ ]  
 AWB No. [ ] Org. [ ] Dest. [ ] FWB Status [ ] SHC [ ] Rows: 10

Search

8 records in 1 page(s).

Air Waybill No.	SHC	Hse	Flight	FR Date	M	HM	HA	F	FP	AP	Org	Dest	Pcs	Wgt.	Desc.	FWB Date Time	Hist.
160-88127513		1	CX252	01 Dec							HKG	BKK	10	100.0K	TES-TEST	04 Dec 14:17	
160-42437754		6	CX717	05 Dec							HKG	SIN	148	2,123.0K	CONSOLIDAT..	07 Dec 12:14	
160-88127491		1	CX450	07 Dec							HKG	TPE	5	5.0K	BOOKS	07 Dec 12:23	
160-42467865		1															
160-59449880		0															
160-88127524		1															
160-88127900		0															
160-42437710		3															

**Air Waybill Detail**

AWB No. 160-42437754

Shipment Status: **Accept**

Eye Ball Checking

Shipment Type	CONSOL
Cargo Type	Loose Cargo
Total House Pieces	148 / 148 (FWB)
Total House Weight	159.00 (SUEZ697)
FOH Pieces	148 / 148 (FWB)
FOH Weight	2123.0000 / 2123.00 (FWB)
Goods Desc	CONSOLIDATED SHIPMEN PER ATTACHED MANIFES SLAC-148
Currency Code	RKD
Origin Code	HKG
Shipper State	
Shipper Country	HK

Print icon : to print FWB image

Print Cargo Receipt button

Shipper Name <b>ABC GLOBAL LOGISTICS LTD</b>		Shipment Identification <b>160-42437754 - 05Dec09</b>		<b>Cargo Receipt</b>			
				Issued By <b>CATHAY PACIFIC AIRWAYS</b>			
Day/Month/Time (of Shipment Acceptance) <b>07 DEC 1214</b>		Airport/City Code (of Shipment Acceptance) <b>HKG</b>		<b>Carriage is subject to Carrier's Conditions of Contract previously made available to Shipper</b>			
No. of Pieces	Gross Weight	K / L	Volume	Airport/City Code (of Origin)	Airport/City Code (of Destination)	Airport/City Code (of Routing)	
148	2123.0	K		<b>HKG</b>	<b>SIN</b>	<b>SIN</b>	



### 3. Through e-mail address which can be registered in Ezycargo Administration Function.

#### Example of FNA (Error Message)

**From:** Ezyfreight [no-reply@glshk.com]  
**Sent:** Tuesday, November 24, 2009 2:04 PM  
**To:** Jam Wong  
**Subject:** Ezyfreight Alert: FWB of Shipment 160-33625056 Contains Errors (FWB/FNA)

Dear Sir/Madam,

The FWB you submitted contains invalid information and has been rejected by the airline.

Rejected FWB:  
Company ID: GLSHK  
AWB Number: 160-33625056

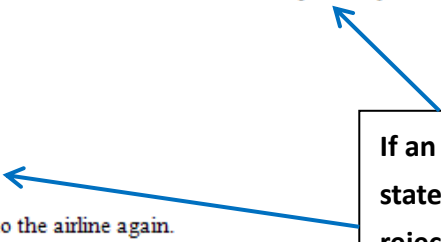
Errors:  
SSR9910 Invalid or missing RA code

Please amend the FWB and resubmit to the airline again.

FNA Updated Date/Time : 11/13/2009 5:06:00 PM

Best Regards,  
Ezyfreight

If an error occurs, e-mail will state clearly the specific rejected reason.



#### Example of RCS (Ready for Carriage – Electronic Cargo Receipt)

**From:** Ezyfreight [no-reply@glshk.com]  
**Sent:** Tuesday, November 24, 2009 2:04 PM  
**To:** Jam Wong  
**Subject:** Ezyfreight Alert: Shipment 160-33625056 is Ready for Carriage (FSU/RCS)

Dear Sir/Madam,

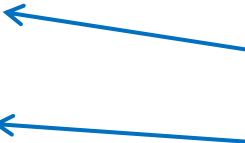
This shipment is now ready for carriage.

Shipment Details:  
Company ID: GLSHK  
AWB Number: 160-33625056 |  
Airport of Shipment Acceptance: HKG  
Piece: 1  
Weight: 2244.0000K

Status Updated Date/Time : 11/13/2009 5:45:03 PM

Best Regards,  
Ezyfreight

If electronic data and scanned documents are error-free, RCS will be sent to Freight Forwarder.



Freight Forwarders shall register e-mail address(es) of responsible person(s) for checking shipment status. When Freight Forwarders receive error message (FNA), action shall be taken as soon as possible to resend correct data to CX/KA for validation again. Error message may not limit to FWB/FHL data only. It can also be an error of required documents which need to be uploaded for validation.

In relation to shipments on WC/WH routes, Freight Forwarders must check their emails regularly to ensure they see RCS emails when received so that they can comply with their obligation to download a copy of the relevant signed AWB and, if necessary, forward the same to the consignor, as is required under section 2.4 and this section 6.2.

## Section 7) Meaning / Description of Error Message

The following graph shows the Air Waybill Identification and their corresponding field in Air Waybill. This will help to locate the error stated in error message (FNA).

### 7.1 Air Waybill Identification

Shipper's Name and Address 2		Shipper's Account Number 3	Not Negotiable 99		Air Waybill Issued by 99		Copies 1, 2 and 3 of this Air Waybill are originals and have the same validity. 1D	
Consignee's Name and Address 4		Consignee's Account Number 5		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.				
Issuing Carrier's Agent Name and City 6		Accounting Information 10		11C, 11D, 11E, 11F, 12, 13, 14A, 14B, 15A, 15B, 15C, 15D, 15E, 16, 17				
Agent's IATA Code 7		Account No. 8		Reference Number 34A, 34B, 34C		Optional Shipping Information		
Airport of Departure (Addr. of First Carrier) and Requested Routing 9		Routing and Destination 11A, 11B		Currency Code 13		Declared Value for Carriage 16		Declared Value for Customs 17
Airport of Destination 18		Requested Flight/Date		Amount of Insurance		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".		
Handling information 21		19A, 19B		20		20A		21A, SCI
No. of Pieces RCP 22A		Gross Weight 22B		Rate Class 22C, 22D, 22E, 22F, 22G, 22H, 22I, 22J, 22K, 22L		Chargeable Weight 22F		Rate / Charge 22G
Prepaid 24A		Weight Charge 24B		Collect 24C		Other Charges 23		
Valuation Charge 25A		Tax 26A		Total Other Charges Due Agent 27A, 27B		Total Other Charges Due Carrier 28A, 28B		
Total Prepaid 30A		Total Collect 30B		Currency Conversion Rates 33A		CC Charges in Dest. Currency 33B		Total Collect Charges 33C
For Carrier's Use only at Destination 33		Charges at Destination 33C		Executed on (date) 32A		at (place) 32B		Signature of Issuing Carrier or its Agent 32C

ORIGINAL 3 (FOR SHIPPER)

## 7.2 Error Message Reference

When Freight Forwarders receive an error message (FNA), it will include the Error Code.

The following table shows the description of error message and the corresponding AWB Reference.

The AWB Reference is the same number of AWB Identification. By referring to it, Freight Forwarders can find the field(s) of AWB in which error(s) occurs.

Error Code	Error Message	AWB column description	AWB Ref
ACC0010	Invalid or missing accounting information	Accounting Information	10
ACC0015	Invalid or missing accounting details - accounting information identifier		10
ACC0020	Invalid or missing accounting details - accounting information		10
ACC1010	Accounting information corrected		10
ACC1015	Accounting information details - accounting information identifier corrected		10
ACC1020	Accounting information details - accounting information corrected		10
AGT0010	Invalid or missing agent details		7
AGT0015	Invalid or missing agent details – account number	Account Number	8
AGT0020	Invalid or missing agent details – IATA agent code	Agent IATA Code	7
AGT0025	Invalid or missing agent details – IATA agent CASS address	Agent IATA Address	7
AGT0030	Invalid or missing agent details - participant identifier		6
AGT0035	Invalid or missing agent name	Issuing Carrier Agent Name	6
AGT0040	Invalid or missing agent address	Issuing Carrier Agent Address	6
AGT1010	Agent details corrected		6, 7, 8
AGT1015	Agent details - account number corrected		8
AGT1020	Agent details - IATA cargo agent numeric code corrected		7
AGT1025	Agent details - IATA cargo agent CASS address corrected		7
AGT1030	Agent details - participant identifier corrected		7
AGT1035	Agent details - name corrected		6
AGT1040	Agent details - place corrected		6
AGT9010	Agent blacklisted		
ARD0010	Invalid or missing agent reference data		
ARD0015	Invalid or missing agent reference data file reference		
ARD1010	Agent reference data corrected		
ARD1015	Agent reference data file reference corrected		

Error Code	Error Message	AWB column description	AWB Ref
AWB0010	Invalid or missing AWB consignment details		1A, 1B
AWB0015	Invalid or missing AWB details – airline prefix	Airline Prefix	1A
AWB0020	Invalid or missing AWB details – AWB number	AWB Serial Number	1B
AWB0025	Invalid or AWB details – airport code of origin	Airport City Code of Origin	1, 9
AWB0030	Invalid or missing AWB details – airport code of destination	Airport City Code of Destination	18
AWB0035	Invalid or missing AWB consignment details - shipment description code		
AWB0040	Invalid or missing AWB details – number of pieces	Total Number of Pieces	22J
AWB0045	Invalid or missing AWB details – unit of weight	Weight Code	22C
AWB0050	Invalid or missing AWB details – total gross weight	Total Gross Weight	22K
AWB1010	AWB Consignment details corrected		
AWB1015	AWB consignment details - airline prefix corrected		1A
AWB1020	AWB consignment details - AWB serial number corrected		1B
AWB1025	AWB consignment details - airport/city code of origin corrected		1, 9
AWB1030	AWB consignment details - airport/city code of destination corrected		18
AWB1035	AWB consignment details - shipment description code corrected		
AWB1040	AWB consignment details - number of pieces corrected		22J
AWB1045	AWB consignment details - weight code corrected		22C
AWB1050	AWB consignment details - weight corrected		22K
AWB9030	Invalid airport or port code at destination	Airport City Code of Destination	18
AWB9040	Airport of destination between FOH and FWB is not matched		
AWB9050	Airport of origin or destination between FWB and Master Consignment of FHL is not matched		
AWB9060	AWB number already used		
AWB9070	Weight between FWB and FHL is not matched		
AWB9080	FWB origin must not match FHL destination		
AWB9085	FWB destination must not match FHL origin		
AWB9090	Origin must not match destination		
CDC0010	Invalid or missing CC charges in destination currency details		

Error Code	Error Message	AWB column description	AWB Ref
CDC0015	Invalid or missing CC charges in destination currency - destination currency details - ISO currency code		33A
CDC0020	Invalid or missing CC charges in destination currency details - currency conversion rate - rate of exchange		33A
CDC0025	Invalid or missing CC charges in destination currency details - CC charges in destination currency - charge amount		33B
CDC0030	Missing CC charges in destination currency – charge amount	Collect Charges at Destination Currency	33B
CDC0035	Invalid or missing CC charges in destination currency details - total collect charges - charge amount		33D
CDC1010	CC charges in destination currency details corrected		
CDC1015	CC charges in destination currency details - destination currency - ISO currency code corrected		33A
CDC1020	CC charges in destination currency -currency conversion rate - rate of exchange corrected		33A
CDC1025	CC charges in destination currency details - CC charges in destination currency - charge amount corrected		33B
CDC1030	CC charges in destination currency details - charges at destination - charge amount corrected		33C
CDC1035	CC charges in destination currency details - total collect charges - charge amount corrected		33D
CER0010	Invalid or missing shippers certification details		
CER0015	Invalid or missing shippers certification details - signature		31
CER1010	Shippers certification details corrected		31
CER1015	Shippers certification details - signature corrected		31
CNE0010	Invalid or missing consignee details		4
CNE0015	Invalid or missing consignee details – account number	Consignee’s Account Number	4
CNE0020	Invalid or missing consignee details – company name	Consignee’s Name	4
CNE0025	Invalid or missing consignee details – street address	Consignee’s Address	4
CNE0030	Invalid or missing consignee details – place	Consignee’s Address	4
CNE0035	Invalid or missing consignee details – state or province	Consignee’s Address State or Province	4
CNE0040	Invalid or missing consignee details – country code	Consignee’s Address Country Code	4
CNE0045	Invalid or missing consignee details – postcode	Consignee’s Address Postcode	4
CNE0050	Invalid or missing consignee details – contact person	Consignee’s Contact Person	4

Error Code	Error Message	AWB column description	AWB Ref
CNE0055	Invalid or missing consignee details – contact number	Consignee's Contact Number	4
CNE1010	Consignee details corrected		4
CNE1015	Consignee details - account number corrected		4
CNE1020	Consignee details - name corrected		4
CNE1025	Consignee details - street address corrected		4
CNE1030	Consignee details - place corrected		4
CNE1035	Consignee details - state/province corrected		4
CNE1040	Consignee details - ISO country code corrected		4
CNE1045	Consignee details - post code corrected		4
CNE1050	Consignee details - contact identifier corrected		4
CNE1055	Consignee details - contact number corrected		4
CNE9010	Consignee blacklisted		
CNE9035	Invalid or missing consignee details – state or province for USA	Consignee's Address State or Province for USA	4
CNE9045	Invalid or missing consignee details – Zip Code for USA	Consignee's Address Zip Code for USA	4
CNE9135	Invalid or missing consignee details – state or province for Canada	Consignee's Address State or Province for Canada	4
CNE9145	Invalid or missing consignee details – Post Code for Canada	Consignee's Address Post Code for Canada	4
CNE9245	Invalid or missing consignee details - Post code for EU country		4
CNE9910	Consignee's country code and port code mismatch		
COI0010	Invalid or missing commission information details		
COI0015	Invalid or missing commission information details - no commission indication - CASS indicator		
COI0020	Invalid or missing commission information details - commission amount - CASS settlement factor		
COI0025	Invalid or missing commission information details - commission percentage - CASS settlement factor		
COI1010	Commission information details corrected		
COI1015	Commission information details - no commission indication - CASS indicator corrected		
COI1020	Commission information details - commission amount - CASS settlement factor corrected		
COI1025	Commission information details - commission percentage - CASS settlement factor corrected		

Error Code	Error Message	AWB column description	AWB Ref
COL0010	Invalid or missing collect charge summary details		
COL0015	Invalid or missing collect charge summary details - total weight charge - charge identifier		
COL0020	Invalid or missing CC detail – total weight charge	Collect Weight Charge	24B
COL0025	Invalid or missing CC detail – valuation charge	Collect Valuation Charge	25B
COL0030	Invalid or missing collect charge details – tax	Collect Tax	26B
COL0035	Invalid or missing CC detail - total other charge due agent	Total Other Collect Charge Due Agent	27B
COL0040	Invalid or missing CC detail - total other charge due carrier	Total Other Collect Charge Due Carrier	28B
COL0045	Invalid or missing CC summary – total charge amount	Total Other Collect Charge Total Collect	30B
COL1010	Collect charge summary corrected		
COL1015	Collect charge summary details - total weight charge - charge identifier corrected		
COL1020	Collect charge summary details - total weight charge - charge amount corrected		24B
COL1025	Collect charge summary details - valuation charge - charge amount corrected		25B
COL1030	Collect charge summary details - taxes - charge amount corrected		26B
COL1035	Collect charge summary details - totals other charges due agent - charge amount corrected		27B
COL1040	Collect charge summary details - total other charges due carrier - charge amount corrected		28B
COL1045	Collect charge summary details - charges summary total - charge amount corrected		30B
COR0010	Invalid or missing customs origin code details		21A
COR1010	Customs origin code details corrected		21A
CVD0010	Invalid or missing charge declarations details		
CVD0015	Invalid or missing charges currency code	Currency	12
CVD0020	Invalid or missing charge declaration detail – charge code	Charges Codes	13
CVD0025	Invalid or missing PP or CC of weight or valuation	Weight / Valuation Charges	14A-B
CVD0030	Invalid or missing PP or CC for other charges	Other Charges at Origin	15A-B
CVD0035	Invalid or missing details - declared value for carriage	Declared Value for Carriage	16
CVD0040	Invalid or missing details – value for customs declaration	Declared Value for Customs	17
CVD0045	Invalid value for insurance declaration – XXX	Amount of Insurance	20



Error Code	Error Message	AWB column description	AWB Ref
CVD1010	Charge declarations details corrected		
CVD1015	Charge declarations details - ISO currency code corrected		12
CVD1020	Charge declarations details - charge code corrected		13
CVD1025	Charge declarations details - p/c indicator (Weight/Valuation) corrected		14A-B
CVD1030	Charge declarations details - p/c indicator (Other charges) corrected		15A-B
CVD1035	Charge declarations details - declared value for carriage corrected		16
CVD1040	Charge declarations details - value for customs declaration corrected		17
CVD1045	Charge declarations details - value for insurance declaration corrected		20
CVD9025	Charges collect not accepted for the destination country		
FLT0010	Invalid or missing flight booking details		19A-B
FLT0015	Invalid or missing flight booking details – carrier code	Requested Flight Carrier Code	19A-B
FLT0020	Invalid or missing flight booking details – flight number	Requested Flight Number	19A-B
FLT0025	Invalid or missing flight booking details – date	Requested Flight Date	19A-B
FLT1010	Flight booking details corrected		19A-B
FLT1015	Flight booking details - carrier code corrected		19A-B
FLT1020	Flight booking details - flight number corrected		19A-B
FLT1025	Flight booking details - day corrected		19A-B
FWB0010	Unable to use the FWB data (Data contained with the sent message cannot be used to update the carriers system).		
FWB0015	Air Waybill already tendered or created in carriers system (The FWB has been received after the carrier has created the data in his system and is too late to be of any use)		
FWB0020	The originators TTY address is not recognised by the carrier.		
FWB0025	The originator TTY address is recognised but not configured to accept this message type.		
FWB0030	Carrier does not recognise airport of origin (The carrier is unable to create the routing in its system using the origin airport supplied)		

Error Code	Error Message	AWB column description	AWB Ref
FWB0035	Carrier does not recognise airport of destination (The carrier is unable to create the routing in its system using the destination airport supplied in the message)		
FWB0040	FWB version number not supported by carrier		
FWB0045	FWB data differs significantly from that contained in the booking.		
FWB0050	FWB routing differs from that contained in shipment booking		
FWB0055	FWB charges collect not allowed to this destination		
FWB0060	FWB invalid airline account number.		
FWB0065	FWB rejected - AWB blacklisted		
FWB0070	FWB rejected - invalid airline account number.		
FWB0075	FWB Number of pieces in rate line is not equal to the total dimension number of pieces.		
FWB0080	FWB rejected - ULD details are mandatory for this rate line rate class code.		
FWB0085	FWB rejected - Per kilo rate can exist only if rate line B??(Basic rate)?exists		
FWB0090	FWB rejected - This AWB number has not been allocated		
FWB0095	FWB rejected - Invalid or no end of message character.		
FWB1010	FWB data differs from that contained in the shipment booking - booking corrected.		
FWB1015	FWB routing differs from that contained in shipment booking - booking corrected		
FWB1020	FWB charges collect not allowed to this destination - corrected to prepaid		
FWB1025	FWB invalid airline account number - airline account number changed		
ISU0010	Invalid or missing carriers execution details		32A-C
ISU0015	Invalid or missing carriers execution details - AWB issue details - day		32A
ISU0020	Invalid or missing carriers execution details -AWB issue details - month		32A
ISU0025	Invalid or missing carriers execution details - AWB issue details - year		32A

Error Code	Error Message	AWB column description	AWB Ref
ISU0030	Invalid or missing carriers execution details - AWB issue details - place or airport/city code		32B
ISU0035	Invalid or missing carriers execution details - authorisation - signature		32C
ISU1010	Carriers execution details corrected		32A-C
ISU1015	Carriers Execution details - AWB issue details - day corrected		32A
ISU1020	Carriers Execution details - AWB issue details - month corrected		32A
ISU1025	Carriers Execution details - AWB issue details - year corrected		32A
ISU1030	Carriers Execution details - AWB issue details - place or airport/city code corrected		32B
ISU1035	Carriers Execution details - Authorisation - signature corrected		32C
MSC0010	SSR-NFY-OSI-COR-combined length too long		
NFY0010	Invalid or missing also notify details		21
NFY0015	Invalid or missing also notify details - name		21
NFY0020	Invalid or missing also notify details - street address		21
NFY0025	Invalid or missing also notify details - place		21
NFY0030	Invalid or missing also notify details - state/province		21
NFY0035	Invalid or missing also notify details - ISO country code		21
NFY0040	Invalid or missing also notify details - postcode.		21
NFY0045	Invalid or missing also notify details - contact identifier		21
NFY0050	Invalid or missing also notify details - contact number		21
NFY1010	Also notify details corrected		21
NFY1015	Also notify details - name corrected		21
NFY1020	Also notify details - street address corrected		21
NFY1025	Also notify details - place corrected		21
NFY1030	Also notify details - state/province corrected		21
NFY1035	Also notify details - ISO country code corrected		21
NFY1040	Also notify details - post code corrected		21
NFY1045	Also notify details - contact identifier corrected		21
NFY1050	Also notify details - contact number corrected		21
NFY9010	Also notify blacklisted		

Error Code	Error Message	AWB column description	AWB Ref
NOM0010	Invalid or missing nominated handling party details		
NOM0015	Invalid or missing nominated handling party details - name		
NOM0020	Invalid or missing nominated handling party details - place		
NOM1010	Nominated handling party details corrected		
NOM1015	Nominated handling party details - name corrected		
NOM1020	Nominated handling party details - place corrected		
OCI0010	Invalid or missing other customs information details		
OCI0015	Invalid or missing other customs information details - ISO country code		
OCI0020	Invalid or missing other customs information details - information identifier		
OCI0025	Invalid or missing other customs information details - customs information identifier		
OCI0030	Invalid or missing other customs information details - supplementary customs information		
OCI1010	Other customs information details corrected		
OCI1015	Other customs information details - ISO country code corrected		
OCI1020	Other customs information details - information identifier corrected		
OCI1025	Other customs information details - customs information identifier corrected		
OCI1030	Other customs information details - supplementary customs information corrected		
OPI0010	Invalid or missing other participant information details		
OPI0015	Invalid or missing other participant information details - name		
OPI0020	Invalid or missing other participant information details - participant office message address - airport/city code		
OPI0025	Invalid or missing other participant information details - participant office message address - office function designator		
OPI0030	Invalid or missing other participant information details - participant office message address - company designator		

Error Code	Error Message	AWB column description	AWB Ref
OPI0035	Invalid or missing other participant information details - other participant information - file reference		
OPI0040	Invalid or missing other participant information details - other participant identification - participant identifier		
OPI0045	Invalid or missing other participant information details - other participant identification - participant code		
OPI0050	Invalid or missing other participant information details - other participant identification - airport/city code		
OPI1010	Other participant information details corrected		
OPI1015	Other participant information details - name corrected		
OPI1020	Other participant information details - participant office message address - airport/city code corrected		
OPI1025	Other participant information details - participant office message address - office function designator corrected		
OPI1030	Other participant information details - participant office message address - company designator corrected		
OPI1035	Other participant information details - other participant information - file reference corrected		
OPI1040	Other participant information details - other participant identification - participant identifier corrected		
OPI1045	Other participant information details - other participant identification - participant code corrected		
OPI1050	Other participant information details - other participant identification - airport/city code corrected		
OSI0010	Invalid or missing Other Service Information		21
OSI1010	Other Service Information corrected		21
OTH0010	Invalid or missing other charge details		
OTH0015	Invalid or missing other charge details - p/c indicator		
OTH0020	Invalid or missing other charge details - other charge code		23
OTH0025	Invalid or missing other charge details - entitlement code		23
OTH0030	Invalid or missing other charge details - charge amount		23
OTH1010	Other charges details corrected		
OTH1015	Other charges details - p/c indicator corrected		
OTH1020	Other charge details - code corrected		23
OTH1025	Other charges details - entitlement code corrected		23

Error Code	Error Message	AWB column description	AWB Ref
OTH1030	Other charges details - charge amount corrected		23
OTH9010	Invalid or non-standard other charge code		
OTH9020	Mandatory miscellaneous charges missing		
PPD0010	Invalid or missing prepaid charge summary details		
PPD0015	Invalid or missing prepaid charge summary details - total weight charge - charge identifier		
PPD0020	Invalid or missing PP charge details – total weight charge	Prepaid Weight Charge	24A
PPD0025	Invalid or missing PP charge details – valuation charge	Prepaid Valuation Charge	25A
PPD0030	Invalid or missing prepaid charge details – tax charge	Prepaid Tax	26A
PPD0035	Invalid or missing PP detail – total other charge due agent	Total Other Prepaid Charges Due Agent	27A
PPD0040	Invalid or missing PP details – total other charge due carrier	Total Other Prepaid Charges Due Carrier	28A
PPD0045	Invalid or missing PP summary – total charge amount	Total Other Prepaid Charges Total Prepaid	30A
PPD1010	Prepaid charge summary details corrected		
PPD1015	Prepaid charge summary details - total weight charge - charge identifier corrected		
PPD1020	Prepaid charge summary details - total weight charge - charge amount corrected		24A
PPD1025	Prepaid charge summary details - valuation charge - charge amount corrected		25A
PPD1030	Prepaid charge summary details - taxes - charge amount corrected		26A
PPD1035	Prepaid charge summary details - totals other charges due agent - charge amount corrected		27A
PPD1040	Prepaid charge summary details -total other charges due carrier - charge amount corrected		28A
PPD1045	Prepaid charge summary details - charges summary total - charge amount corrected		30A
REF0010	Invalid or missing sender reference details		
REF0015	Invalid or missing sender reference details - sender office message address - airport/city code		
REF0020	Invalid or missing sender reference details - sender office message address - office function designator		
REF0025	Invalid or missing sender reference details - sender office message address - company designator		

Error Code	Error Message	AWB column description	AWB Ref
REF0030	Invalid or missing sender reference details - sender office file reference - file reference		
REF0035	Invalid or missing sender reference details - sender participant identification - participant identifier		
REF0040	Invalid or missing sender reference details - sender participant identification - participant code		
REF0045	Invalid or missing sender reference details - sender participant identification - participant airport/city code		
REF1010	Sender reference details corrected		
REF1015	Sender reference details - sender office message address - airport/city code corrected		
REF1020	Sender reference details - sender office message address - office function designator corrected		
REF1025	Sender reference details - sender office message address - company designator corrected		
REF1030	Sender reference details - sender office file reference - file reference corrected		
REF1035	Sender reference details - sender participant identification - participant identifier corrected		
REF1040	Sender reference details - sender participant identification - participant code corrected		
REF1045	Sender reference details - sender participant identification - participant airport/city code corrected		
RTD0010	Invalid or missing rate description details		
RTD0015	Invalid or missing rate description details - AWB rate line number		
RTD0020	Invalid or missing rate description details - AWB column Identifier		
RTD0025	Invalid or missing rate description details - number of pieces/RCP details - number of pieces/rate combination point		22A
RTD0030	Invalid or missing rate description details - gross weight details - weight code		22C
RTD0035	Invalid or missing rate description details - gross weight details - weight		22B

Error Code	Error Message	AWB column description	AWB Ref
RTD0040	Invalid or missing rate description details - rate class details - rate class code		22D
RTD0045	Invalid or missing rate description details - commodity item number details - commodity item number/ULD rate class type/rate class code class rate percentage		22E
RTD0050	Invalid or missing rate description details - chargeable weight details - weight		22F
RTD0055	Invalid or missing rate description details - rate charge details - rate or charge or discount		22G
RTD0060	Missing rate description details – total charge amount	Total	22H
RTD0065	Invalid or missing rate description details - goods description - goods data identifier		22I
RTD0070	Invalid or missing details – nature and quantity of goods	Nature and Quantity of Goods	22I
RTD0075	Invalid or missing rate description details - consolidation - nature and quantity of goods		22I
RTD0080	Invalid or missing rate description details - dimensions - weight code		
RTD0085	Invalid or missing rate description details - dimensions - weight		
RTD0090	Invalid or missing dimensions details	Nature and Quantity of Goods – Dimensions	22I
RTD0095	Invalid or missing rate description details - dimensions - length dimension		22I
RTD0100	Invalid or missing rate description details - dimensions - width dimension		22I
RTD0105	Invalid or missing rate description details - dimensions - height dimension		22I
RTD0110	Invalid or missing rate description details - dimensions - no of pieces		22I
RTD0115	Invalid or missing volume details	Nature and Quantity of Goods – Volume	22I
RTD0120	Invalid or missing rate description details - volume - volume amount		22I
RTD0125	Invalid or missing rate description details - ULD number - ULD type		22I



Error Code	Error Message	AWB column description	AWB Ref
RTD0130	Invalid or missing rate description details - ULD number - ULD serial number		22I
RTD0135	Invalid or missing rate description details - ULD number - ULD owner code		22I
RTD0140	Invalid or missing rate description details - shippers load and count - SLAC		22I
RTD0145	Invalid or missing rate description details - harmonised commodity code		22I
RTD0150	Invalid or missing rate description details - Country of origin of goods - ISO country code		22I
RTD0155	Invalid or missing rate description details - service code details - service code		22Z
RTD1010	Rate description details corrected		
RTD1015	Rate description details - AWB Rate line number corrected		
RTD1020	Rate description details - AWB column Identifier corrected		
RTD1025	Rate description details - number of pieces/RCP details - number of pieces/rate combination point corrected		22A
RTD1030	Rate description details - gross weight details - weight code corrected		22C
RTD1035	Rate description details - gross weight details - weight corrected		22B
RTD1040	Rate description details - rate class details - rate class code corrected		22D
RTD1045	Rate description details - commodity item number details - commodity item number/ULD rate class type/rate class code class rate percentage corrected		22E
RTD1050	Rate description details - chargeable weight details - weight corrected		22F
RTD1055	Rate description details - rate charge details - rate or charge or discount corrected		22G
RTD1060	Rate description details - total details - charge amount or discount amount corrected		22H
RTD1065	Rate description details - goods description - goods data identifier corrected		22I

Error Code	Error Message	AWB column description	AWB Ref
RTD1070	Rate description details - goods description - nature and quantity of goods corrected		22I
RTD1075	Rate description details - consolidation - nature and quantity of goods corrected		22I
RTD1080	Rate description details - dimensions - weight code corrected		
RTD1085	Rate description details - dimensions - weight corrected		
RTD1090	Rate description details - dimensions - measurement unit code or no dimensions available code corrected		22I
RTD1095	Rate description details - dimensions - length dimension corrected		22I
RTD1100	Rate description details - dimensions - width dimension corrected		22I
RTD1105	Rate description details - dimensions - Height dimension corrected		22I
RTD1110	Rate description details - dimensions - no of pieces corrected		22I
RTD1115	Rate description details - volume - volume code corrected		22I
RTD1120	Rate description details - volume - volume amount corrected		22I
RTD1125	Rate description details - ULD number - ULD type corrected		22I
RTD1130	Rate description details - ULD number - ULD serial number corrected		22I
RTD1135	Rate description details - ULD number - ULD owner code corrected		22I
RTD1140	Rate description details - shippers load and count - SLAC corrected		22I
RTD1145	Rate description details - harmonised commodity code corrected		22I
RTD1150	Rate description details - ISO country code corrected		22I
RTD1155	Rate description details - service code details corrected		22Z
RTD9970	Invalid dangerous goods declaration statement	Handling Information	21
RTG0010	Invalid or missing routing details		
RTG0015	Invalid or missing route info - 1 <sup>st</sup> destination airport code	Airport Code of First Destination	11A

Error Code	Error Message	AWB column description	AWB Ref
RTG0020	Invalid or missing route info – 1 <sup>st</sup> destination carrier code	2 Letter Code of First Carrier	11B
RTG0025	Invalid or missing routing details - onward destination/carrier airport city code		11C
RTG0030	Invalid or missing routing details - onward destination/carrier carrier code		11D
RTG1010	Routing details corrected		
RTG1015	Routing details - 1st destination/carrier airport city code corrected		11A
RTG1020	Routing details - 1st destination/carrier carrier code corrected		11B
RTG1025	Routing details - onward destination/carrier airport city code corrected		11C
RTG1030	Routing details - onward destination/carrier carrier code corrected		11D
SHP0010	Invalid or missing shipper details		
SHP0015	Invalid or missing shipper details – account number	Shipper's Account Number	3
SHP0020	Invalid or missing shipper details – company name	Shipper's Name	2
SHP0025	Invalid or missing shipper details – street address	Shipper's Address	2
SHP0030	Invalid or missing shipper details – place	Shipper's Address	2
SHP0035	Invalid or missing shipper details – state or province	Shipper's Address State or Province	2
SHP0040	Invalid or missing shipper details – country code	Shipper's Address Country Code	2
SHP0045	Invalid or missing shipper details – postcode	Shipper's Address Postcode	2
SHP0050	Invalid or missing shipper details – contact person	Shipper's Contact Person	2
SHP0055	Invalid or missing shipper details – contact number	Shipper's Contact Number	2
SHP1010	Shipper details corrected		
SHP1015	Shipper details - account number corrected		3
SHP1020	Shipper details - name corrected		2
SHP1025	Shipper details - street address corrected		2
SHP1030	Shipper details - place corrected		2
SHP1035	Shipper details - state/province corrected		2
SHP1040	Shipper details - ISO country code corrected		2
SHP1045	Shipper details - post code corrected		2
SHP1050	Shipper details - contact identifier corrected		2
SHP1055	Shipper details - contact number corrected		2

Error Code	Error Message	AWB column description	AWB Ref
SHP9010	Shipper blacklisted		
SHP9910	Shipper's Country Code and Port Code mismatch		
SPH9010	Goods description without required special handling code		2
SPH9020	Goods description does not required special handling code		
SPH9040	Destination does not accept shipment declared as BUP		
SPH9050	Special handling codes are incompatible		
SPH9060	Missing mandatory code EAW-no pouch or EAP-with pouch		
SPH9910	Shipper's country code and port code mismatch		
SII0010	Invalid or missing sales incentive information details		
SII0015	Invalid or missing sales incentive details - charge amount		
SII0020	Invalid or missing sales incentive indication - CASS indicator		
SII1010	Sales incentive information details corrected		
SII1015	Sales incentive details - charge amount corrected		
SII1020	Sales incentive indication - CASS indicator corrected		
SPH0010	Invalid or missing special handling code		21
SPH1010	Special handling code corrected		21
SRI0010	Invalid or missing shipment reference information details		
SRI0015	Invalid or missing shipment reference information details - reference number		34A
SRI0020	Invalid or missing shipment reference information details - supplementary shipment information		34B
SRI1010	Shipment reference information details corrected		
SRI1015	Shipment reference details - reference number corrected		34A
SRI1020	Shipment reference details - Supplementary shipment information corrected		34B
SSR0010	Invalid or missing Special Service Request - SSR details		21
SSR0010	Invalid or missing Special Service Request – SSR details	Handling Information	21
SSR1010	Special Service Request corrected		21
SSR9910	Invalid or missing RA code	Handling Information	21
SSR9920	RA code and IATA agent code mismatch	Handling Information & Agent IATA code	7, 21
EMB_OD	The shipment commodity is embargo at origin or destination		
EMB_ROUT	The shipment commodity is not allowed on this route		

## Section 8) Different Types of Cargo Handling Practice Highlight

The following new procedures will be implemented after e-AWB is adopted.

### General Cargo:

- Electronic message (FWB / FHL) will replace paper AWB.
- Freight Forwarders are no longer required to hand-in the paper AWB to Airline.

### Valuable Cargo (VAL):

- When valuable cargoes are delivered to warehouse, 3 copies of VAL Reception Check List (RCL) will be collected by Freight Forwarders.
- 2 copies (white & pink) of VAL RCL are required hand-in to CX/KA Counter.
- If the actual gross weight of the valuable cargo in 2 decimal points, Freight Forwarder should input 1 decimal point in the Gross weight and Chargeable weight field in FWB. In addition, the 2 decimal points of actual Gross weight must input again in the Goods Description field or Handling Information field.

e.g. Valuable Cargo weight 3.26kg  
Gross Weight input 3.2  
Chargeable Weight input 3.5  
Handling Information input "Actual Gross Weight 3.26kg"

### Dangerous Goods Cargo:

- Freight Forwarders are required to present 2 original 'Dangerous Goods Declaration Form' (DGD) to CX/KA staff during Dangerous Goods acceptance and inspection in warehouse.
- These 2 original DGD will be collected by CX/KA staff if package(s) contains dangerous goods to be accepted.

### Live Animal Cargo (AVI):

- Freight Forwarders are required to present 2 original 'Shipper's Certification for Live Animals', Health certificate (if applicable) and Vaccine certificate (if applicable) to CX/KA staff during Live Animal acceptance and inspection in warehouse.
- These 2 original 'Shipper's Certification for Live Animals' and other original certificate (if applicable) will be collected by CX/KA staff if the Live Animal shipment is accepted.

### Human Remains Cargo (HUM):

Original documents must be submitted to Airline before FWB accepted:

- Death certificate
- Cremation / Embalming certificate
- Late person passport or identification document

### Prohibited/Controlled items Cargo:

For the purpose of cargo release from Hong Kong Customs, the original documents of valid licence or permit must be submitted to Airline before FWB accepted.

Such cargoes included Dangerous Drugs, Controlled Chemicals, Arms, Ammunition, and Fireworks.

### Mix-prepacked Cargo:

- Freight Forwarders are required to update accurate piece and weight of the mix-prepacked cargo in Agent Portal via Cathay Pacific Cargo Terminal website, or PMP function via Ezycargo platform.
- Points to note on updating PMP list:
  - a) Accurate Piece & Weight
  - b) Click “e-Freight/HK e-AWB” on the selection box before submit to Airline.
  - c) If errors or missing on a) or b), Airline will reject the shipment until all errors are corrected.
  - d) Freight Forwarders can amend the PMP data freely before the submission to Airline
  - e) If Freight Forwarders need to amend the PMP data after the submission to Airline, Freight Forwarders need to provide a declaration letter to Airline by uploading to the e-pouch (AP) on Ezycargo for facilitating the amendment by Airline.

Sample of the PMP screen from Ezycargo platform.

⊙
**Mix-Prepack PMP Function**

ULD Information					
ULD	AKE4444CX	Net Weight	10.0 kg	Airline Confirmed	OPEN

Air Waybill Information								
Sequence	Air Waybill	Received Piece	Received Weight (kg)	Received Volume (MC)	Provisional Piece	Provisional Weight (kg)	Provisional Volume (MC)	e-freight / HK e-AWB
1	160 - 74900000	10	1	1	10	1	1	<input checked="" type="checkbox"/> ALL
2	160 - 74900066	10	1	1	10	1	1	<input checked="" type="checkbox"/>

Submit
Reset
Close
Print
Back

## License Controlled Cargo:

For some shipment require Export License / Permit /Certificate / Declaration letter, It is required to upload the scanned image to Airline e-Pouch with MAWB number and House AWB number on the scanned document(s)

Category 1 (Origin document require to deliver to Airline):

The original documents can be submitted to Airline before or after flight departure within 2 days.

(The original document image is not necessary to upload to Airline e-Pouch if the Freight Forwarder intent to deliver the original document to Airline before shipment acceptance.)

- Export license (to mark with MAWB number & HAWB number)
- Kimberly process certificate - KP license  
(to mark with MAWB number & HAWB number)

Category 2 (Origin document is not require by Airline) :

Original documents are not required by Airline and must be upload to Airline Pouch.

- Declaration letter for lithium batteries
- Declaration letter from shipper
- Dealer's licence (such as Radio or Firearms & Ammunition)
- For loading information for shipments to US and Canada, the data required are HAWB number, piece of house level, SLAC (if any) and the loading information.
- CITES license
- For shipment to US, X-Ray screening report
- For shipment to US, Cargo Declaration form 5, 6, and 8

## Section 9) Co-load Operations Procedure

To cater for co-load practice in Hong Kong air cargo industry, co-load function has been introduced in Ezycargo. This can allow Master Co-loader to release the Air Waybill to 1st Co-loader while if the 1st Co-loader would like to release the AWB to a 2nd Co-loader, they can release to the 2nd Co-loader again. Same concept applies to 3rd or 4th or more Co-loaders.

There are 3 types of co-load mode which allows the co-loaders to submit the FWB/CUSEXP.

1. Key mode

Master co-loader can send an electronic key to their co-loaders (either ezycargo users or non-ezycargo users). Their co-loaders can then use the key to log-in ezycargo page to submit the FWB and CUSEXP.

2. Ezycargo mode

Master co-loader can co-load the Air Waybills to co-loaders which are also ezycargo users directly.

3. Host-to-Host mode

After master co-loader has co-loaded the Air Waybills to the co-loaders by this mode, the co-loaders are able to submit the FWB and CUSEXP through Host-to-Host channel.

The ultimate co-loader should input their abbreviated company name and contact phone number in the Shipper's Certification field of FWB.

Detailed procedure can be found in website: <http://www.ezycargo.com>



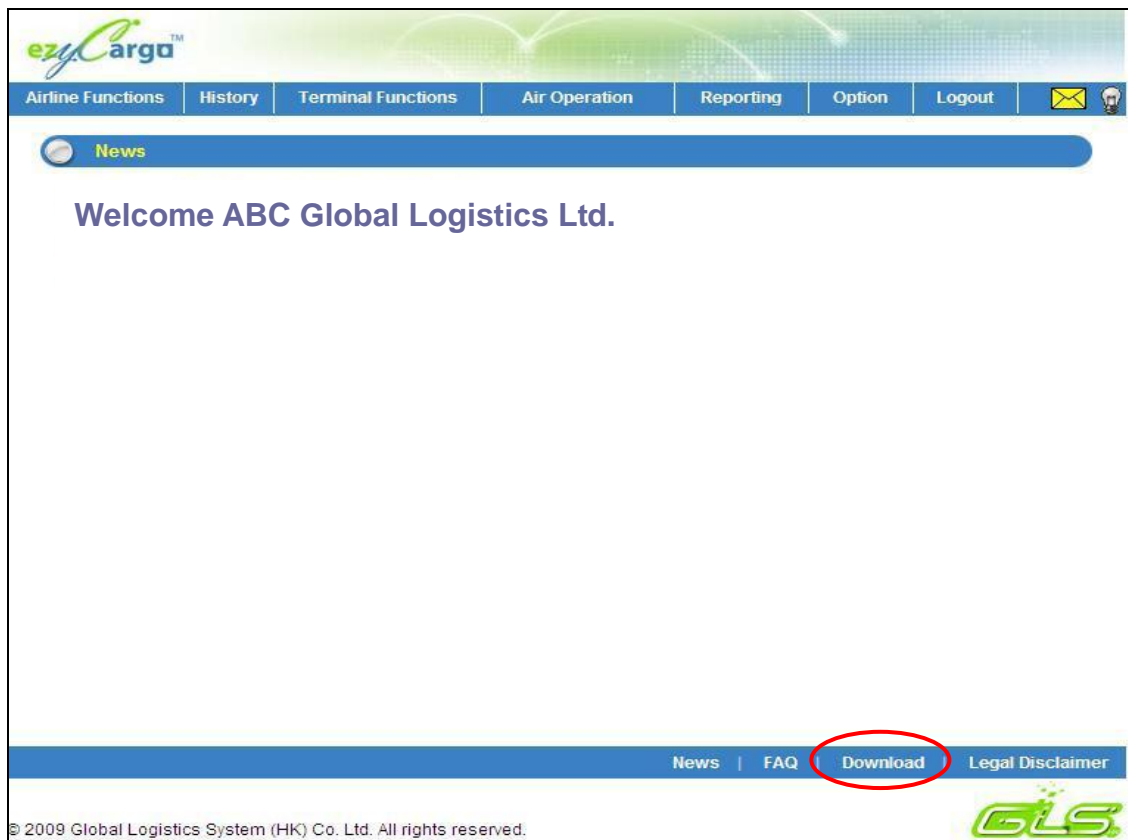
## Section 10) Download ezcargo manual

Step to retrieve relevant procedure manual:

- 1) Please use your log-in ID and password to log-in ezcargo



- 2) Press "Download" in the lower right hand corner in main page



3) Select and click to download your required manual accordingly for detailed procedure.

Manual				
→	<a href="#">Ezycargo Manual - AWB Management</a>	May 2006	(DOC)	2.25 MB
→	<a href="#">Ezycargo Manual - Booking</a>	Jan 2010	(PDF)	3.16 MB
→	<a href="#">Ezycargo Manual - CUSEXP</a>	Jan 2010	(PDF)	1.48 MB
→	<a href="#">Ezycargo Manual - CX/KA Pre-Claim Manual</a>	Aug 2008	(PDF)	565 KB
→	<a href="#">Ezycargo Manual - Equalization</a>	Jul 2008	(PDF)	2.02 MB
→	<a href="#">Ezycargo Manual - eRCL</a>	Jan 2006	(DOC)	5.72 MB
→	<a href="#">Ezycargo Manual - FHL</a>	Jan 2010	(PDF)	1.25 MB
→	<a href="#">Ezycargo Manual - FWB/NAWB Printing Module</a>	Jan 2010	(PDF)	2.61 MB
→	<a href="#">Ezycargo Manual - JALMAX</a>	Jun 2007	(PDF)	184 KB
→	<a href="#">Ezycargo Manual - Option</a>	Jan 2010	(PDF)	1.34 MB
→	<a href="#">Ezycargo Manual - Single Booking (Quick Reference)</a>	Jan 2008	(PPS)	2.53 MB
→	<a href="#">Ezycargo Manual - Terminal Functions</a>	Oct 2007	(PDF)	1.07 MB
→	<a href="#">Ezycargo Manual - Co-load Air Waybill</a>	Jul 2010	(PDF)	1.39 MB
→	<a href="#">Ezycargo Manual - Ezyfreight Manual</a>	Sept 2010	(PDF)	9.3 MB
→	<a href="#">Ezycargo Training Material - FWB creation</a>	Jul 2010	(PPS)	2.36 MB
→	<a href="#">Ezycargo Training Material - CUSEXP creation</a>	Jul 2010	(PPS)	1.49 MB
→	<a href="#">Ezycargo Training Material - Ezyfreight function</a>	Jul 2010	(PPS)	9.21 MB
→	<a href="#">Ezycargo Training Material - Master Coloader view</a>	Jul 2010	(PPS)	1.78 MB
→	<a href="#">Ezycargo Training Material - Key mode Coloader view</a>	Jul 2010	(PPS)	1.37 MB
→	<a href="#">Ezycargo Training Material - Coloaders Administration</a>	Jul 2010	(PPS)	1.23 MB
→	<a href="#">Ezycargo Training Material - Coload function</a>	Jul 2010	(PPS)	1.43 MB

## Section 11) Contingency Plan

- For Freight Forwarders using host-to-host system, in case of their system failure, the following contingency plan shall be applied:
  - 1) Use Ezycargo to send FWB/FHL to CX/KA.or
  - 2) Fall back to manual procedure
    - i.e. fax or email the physical AWB and cargo documents to CX/KA for acceptance (need to inform CX/KA Cargo HUB Operation in advance)
    - Fax number: 2141 7487
    - e-mail: cgo#fax@cathaypacific.com
  
- For Freight Forwarder using Ezycargo system to send FWB/FHL, in case of system failure, the following contingency plan shall be applied:
  - 1) Fall back to manual procedure
    - i.e. fax or email the physical AWB and cargo documents to CX/KA for acceptance (need to inform CX/KA Cargo HUB Operation in advance)
    - Fax number: 2141 7487
    - e-mail: cgo#fax@cathaypacific.com
  
- In the meantime, if Airline observed system failure, helpdesk of GLSHK will notify individual user about the situation and if the requirement of fall back to manual procedure may apply.

## Contact information

For the Agreement for EDI and Airport Schedule enquiries, please email to:

Jackson\_chan@cathaypacific.com

For e-AWB implementation enquiries, please email to:

e-freight@cathaypacific.com

➤ CX Contact persons:

- Jackson Chan (Tel: 852 - 2747 7038)
- Felix Yan (Tel: 852 - 2747 7152)
- Patrick Lau (Tel: 852 - 2747 7208)

For Service support on Operational Issue, please contact CX Cargo Hub

cgo#efrt@cathaypacific.com      Hotline: 852 - 2747 7333

For Service support on Technical issues enquiries, please email to:

eAWB@glshk.com      Hotline: 852 - 2838 1999

➤ GLSHK contact persons:

- Keith Lam (Tel: 852 - 2833 1816)
- Jack Ip (Tel: 852 - 2833 1885)
- Addison Mak (Tel: 852 - 2833 1886)
- Victor Ngai (Tel: 852 - 2833 1817)