e-AWB Handling Manual for SIA Cargo Freight Forwarders

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IMPLEMENTING E-AWB

SECTION 1

INTRODUCTION

1.   WHAT IS THE E-AWB?

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

1.2   With the new e-AWB Agreement full elimination of paper air waybill is now possible for IATA e-freight shipments.

1.3   The terms and conditions for interchanging EDI messages between the forwarder and carrier are specifically set forth in IATA's Model Agreement for EDI, a copy of which can be found in Attachment "A" of the Cargo Services Conference (CSC) Recommended Practice 1670 (also referred to as the "e-AWB Agreement").

1.2   Definitions
1.2.1   *What is Shipment Record?*
Shipment Record is any record of the Cargo Contract preserved by carrier, evidenced by means other than an air waybill (AWB).

1.2.2   *What is the Cargo Contract?*
Cargo Contract is a term used in the e-AWB Agreement and means a contract between the forwarder and carrier, for the transportation and settlement of a specific cargo shipment.

1.2.3   *What is Cargo Receipt?*
The Cargo Receipt (also referred sometimes as the Receipt for the Cargo) is a document which is provided to the forwarder by the carrier electronically or in paper form, evidencing the Shipment Record as a substitution for the issuance of an air waybill and which permits identification of the shipment that has been accepted and deemed "Ready for Carriage" (RCS).

1.2.4   *What is Warehouse Receipt?*
For purposes of the e-AWB Agreement, it is an electronic FSU message or paper document provided to the shipper by the carrier acknowledging the receipt of the cargo shipment as "Freight on Hand" (FOH)[1] for carriage by air.

At a minimum, the Warehouse Receipt must have:
(a) the weight and number of pieces of the cargo shipment;
(b) the date, time and place received by the Carrier; and
(c) reference the shipment identification number covering the specific cargo shipment.

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

1.2.5 "EAW" - special handling code indicating that there is no document pouch to be tendered by the forwarder and carried by SQ to destination.

1.2.6 "EAP"- special handling code indicating that there is a document pouch to be tendered by the forwarder containing original shipping documents which are required by customs at destination.

2. TYPE OF SHIPMENTS IN SCOPE FOR IATA E-AWB

2.1 General cargo / consolidations may be declared and entered as "EAW" in the special handling code field of the booking record during cargo reservations if there are no accompanying shipping documents to be carried to the destination.

2.2 Special cargo (live animals / perishable) may require the original declaration and health certificates. For such cases, forwarders may submit the original document to SQ via their document pouch, and declare and book the special cargo as "EAP" during the reservations process.

3. HOW DOES THE E-AWB WORK?

Step 1: Both parties (SQ and Forwarder) must sign an e-AWB Agreement prior to implementing the e-AWB.

Step 2: Forwarder makes reservations via CCN-hub and indicates in the Special Handling Code field either EAP or EAW.

Step 3: Forwarder sends FWB and FHL (for consolidations) electronic message to SQ prior to tendering the shipment.

Step 4: Forwarder checks for FMA or FNA message

Step 5: Forwarder tenders the shipment to carrier prior to flight departure

Step 6: Carrier receives the shipment as "Freight on Hand" or FSU/FOH[1]

Step 7: If there is no weight discrepancy, SQ accepts shipment in their system as "Ready for Carriage" or FSU/RCS to the shipper, concluding the Cargo Contract.

Step 8: If there is a weight discrepancy, SQ accepts shipment with the accepted weight in their system as "Freight on Hand" or FSU/FOH, and request Forwarder to re-send the FWB with the correct weight.

Step 9: Forwarder re-sends the FWB with the corrected weight.

Step 10: If the weight is correct, SQ responds with the FSU/RCS electronic message to the shipper, concluding the Cargo Contract

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4. SHOULD A PAPER AIR WAYBILL BE PRINTED AT THE TIME OF FREIGHT ACCEPTANCE AS A PROOF OR CONTRACT?

4.1 No; the vision is paperless air waybill (AWB) from cargo acceptance (subject to government requirements and regulations).

5. WHAT ARE THE E-AWB IMPLEMENTATION REQUIREMENTS FOR A FORWARDER?

Step 1: Capability to send out FWB and FHL messages;

Step 2: Capability to receive FSU/FOH, FSU/RCS, FMA (Acknowledgement) and FNA (Reject) messages;

Step 3: Electronic archival capability of the FWB and FSU/RCS messages (these two messages constitute the Shipment Record)

SECTION 2

SCOPE

1. No[*] physical Master Air Waybill (MAWB) will be carried on SIA Cargo (SQ) flights from the origin station of uplift (*see Annex A and Annex B as amended, modified and notified by SQ via the EDI agreement between SQ and the Forwarder from time to time).

2. The physical MAWB is to be replaced by the electronic message equivalent – the FWB.

3. Freight Forwarder (FF) must transmit the FWB for all shipments on SIA Cargo flights prior to lodging-in their cargo at the acceptance counter.

4. There will be ONE[2] e-AWB standard operating procedure for ALL SIA Cargo appointed Forwarders, and unless stated and modified otherwise in the EDI agreement between SIA Cargo and the Freight Forwarder (FF), it will cover for :
   - all cargo categories (except for those listed under Annex B)
   - all destinations (including offline trucking points)

5. For cargo acceptance at the warehouse, FF may continue to tender their document pouch containing shipping documents (for example, the consol manifest, house AWB, commercial invoices, packing list, etc).

6. To meet customs and regulatory requirements at the destination, other paper documents (for example: health certificates, etc) shall continue to be tendered at cargo acceptance, if necessary.

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Note 2   *Subject to ratification by Warsaw Convention countries to the Montreal Convention 1999, and exceptional requirements by regulatory authorities for original documents.*

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SECTION 3

1. The e-AWB Operational Process
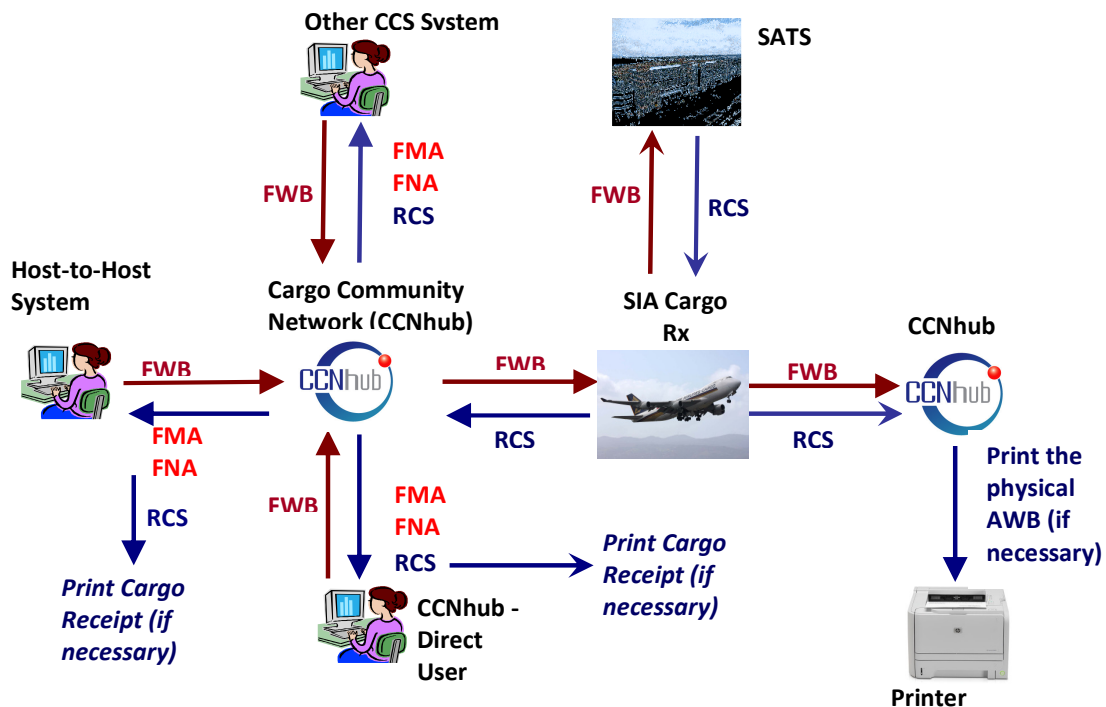
1.1   Freight Forwarder and their co-loaders must transmit the electronic AWB (FWB) for ALL* shipments on SQ's network (*regardless of destination),* and prior to the freight presentment at the acceptance counter.

1.2   The FWB may be sent via :
– CCNhub portal at URL http://www.ccnhub.com/en/
– SIA Cargo corporate website at URL http://sqebk.ccnexchange.com/en/
– Forwarder's in-house computer system – with gateway connections to CCNhub.

1.3   Freight Forwarder (FF) should only transmit the finalised FWB message to SQ before tendering their shipment at cargo acceptance – and the message must contain either the EAP or EAW code in the Special Handling Code (SHC) field.

1.4   SQ will send out an FMA (acknowledgement message) to acknowledge receipt of the processed FWB, or the FNA (reject error message) if the FWB contains business data errors. The FNA or FMA will be sent almost instantly after system checks against the list of SQ's FWB data validations rules (further explained in Section 5).

1.5   On receipt of the FNA (via e-mail), FF is to amend the error immediately and re-send the corrected FWB message to SQ for re-validation.

1.6   FF may tender their document pouch for SQ for carriage to final destination at the point of cargo acceptance. As an acceptable form of identification, FF may use the bar code cargo label, showing the AWB number and destination, to affix on their document pouch. To avoid causing confusion to the destination ground handling agent (DGHA), the "Total No. of Pieces" on the barcode cargo label should be intentionally left blank or marked as "0".

1.7   If a document pouch is accompanying the physical shipment, FF must insert the "EAP" special handling code (SHC) in their booking request (FFR) to SQ and also transmit this SHC code in the FWB message; prior to freight presentment.

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2. Cargo Acceptance
(A) e-AWB Export Management Flow
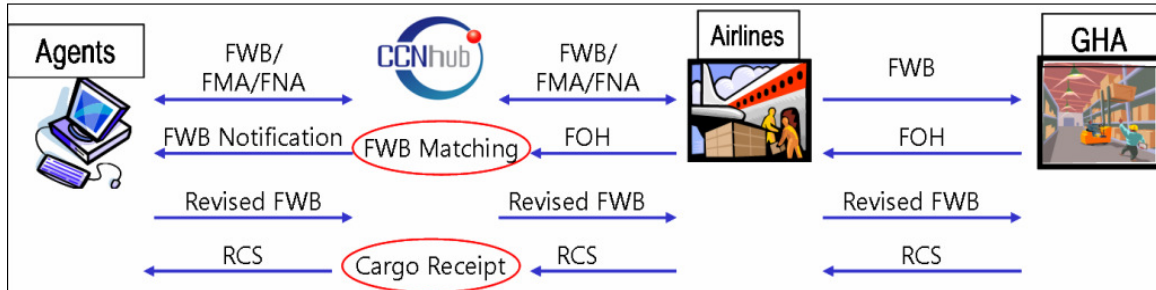
2.1　If there are no weight discrepancies at cargo acceptance, SQ will trigger the FSU/RCS message to the FF. Once the FSU/RCS message is triggered, SQ will no longer accept any subsequent FWB from FF.

2.2　If an amendment is required to revise the number of pieces, weight or volume at freight presentment, FF is required to re-send the amended FWB to SQ in no case later than 15 minutes after notification by the Origin Ground Handling Agent (OGHA).

2.3　The shipment will continue to be accepted -- and FSU-message FOH (Freight-On-Hand) message showing the accepted pieces and weight will be triggered and sent to the FF. One copy of the OGHA's Export Control form will be returned to the FF indicating the accepted weight or pieces pending amendment of FWB.

2.4　Once the revised FWB is received and accepted, SQ will then send out the FSU/RCS message to the FF – this action concludes the Cargo Contract between SQ and the FF. **However if the OGHA did not receive the revised FWB by the close-out time for the passenger or freighter flight, shipment will be rejected and offloaded from the booked flight.**

2.5　As a value-add, CCN is providing a FOH and FWB matching service to FF. CCN will send an e-mail or SMS notification if there is any weight or piece count discrepancy between the FSU/FOH and FWB.   Please refer to the next page on the set-up instructions by CCN. FF may also contact CCN Helpdesk at 65-67764886 or helpdesk@ccn.com.sg if they need assistance.

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FOH and FWB Matching for eAWB

To help the agents comply with the implementation of e-AWB, CCNhub provides a matching service where the weight and pieces on the master air waybill (FWB) will be matched against the Freight on Hand (FOH) data sent after cargo lodge-in.

FWB/FOH Matching Report and Notification*

- CCN will match the wt/pcs from FWB and FOH
- Alerts by Email and/or SMS will be triggered for any differences
- Agents can amend the details within 15-30 mins via CCNhub
 *Currently available for SQ shipments & for FWBs sent directly through CCNhub

How to get started:

This function will be assigned to all CADMIN (User ID) so that the Administrator can in turn assign this function to the relevant Users in the company.

Screenshot 1:
Assign the function in Options - User Management and ensure that the email address is updated
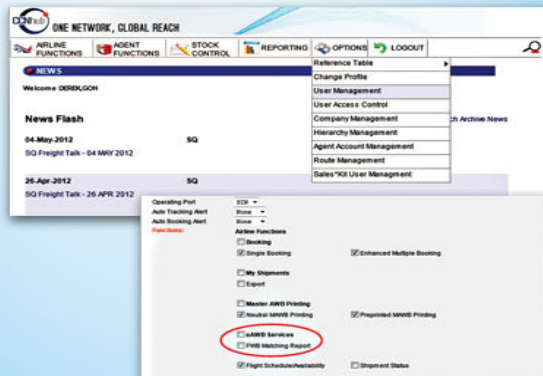
A report is available in CCNhub for you to see the FWBs which require amendment (refer to screenshot 2 & 3).

Screenshot 2:
To access the FWB Matching Report
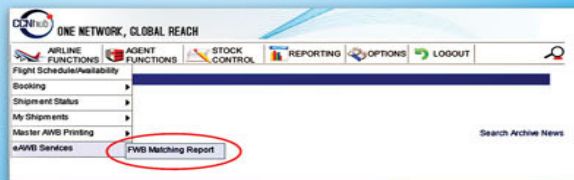
Screenshot 3:
Sample of FWB Matching Report

If you have further questions or would like to find out about the SMS notifications, please do not hesitate to contact us at Helpdesk@ccn.com.sg or marketing@ccn.com.sg.

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2.6 SQ (or its OGHA) will not be printing and issuing the physical Cargo Receipt to the Forwarder at cargo acceptance. Forwarders however may choose to print a copy via the CCNhub web-portal. The contents of the Cargo Receipt are constructed based on data extracted from the FSU/RCS and FWB message. See Sample A for Cargo Receipt.

2.7 If an amendment is required to be made to the FWB after the FSU/RCS has been generated, FF will have to raise and submit a CCA to SQ (or its OGHA) -- this is the same procedure applicable with the printed AWB. .

Sample A – CARGO RECEIPT

Sample Template of a Cargo Receipt

Sample B   – FMA message

To comply with CARGOIMP:

Example:

FMA
ACK/FWB SUCCESSFULLY PROCESSED
FWB/9
618-32849821SYDSIN/T15K1930.0

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Sample C – FNA message

To comply with CARGOIMP:

Example:

```
FNA
ACK/FWB01 - FWB MESSAGE IS REJECTED AS RECEIVED AFTER FSU/RCS

618-39739066CGKCAN/T1K40
RTG/SINSQ/CANSQ
SHP
/PT ABC INDONESIA
/PLAZA DM SUITE 2101
/JAKARTA/ID
/ID/12345
CNE
/ABCCHINA LIMITED-GUANGDONG BRA
/RM 1234 JIANLIBAO BUILDING NO510-51
/GUANGZHOU/CN
/CN/510300/TE/8620831663888/FX/862083487180
AGT//1530541/0000
/PT ABC INDONESIA
/JKT
ACC/GEN/FREIGHT PREPAID
CVD/USD//PP/NVD/NCV/XXX
RTD/1/P1/K40/CQ/W45.0/R3.58/T161.10
/NG/CONSOL SHIPMENT
OTH/P/AWC1.00CGC5.00MYC10.00
PPD/WT161.10
/OC16.00/CT177.10
CER/PT ABC INDONESIA
ISU/30APR11/JAKARTA SOEKARNO
REF///AGT/PTJASJKT/CGK
```

(B) CCNhub – TO PRINT CARGO RECEIPT

1.   Login to CCNhub. Go **to AGENT FUNCTIONS** >**Cargo Receipt** (see Screenshot 1)

Screenshot 1

2.   Query by inputting either the AWB number, the issuing date or acceptance date, the origin and/or destination (see Screenshot 2).
  –   Issuing date is the FWB issuance date
  –   Acceptance date is the FSU/RCS date.

Screenshot 2

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3.   After you click "Search", the screen will display and show you the list of shipments that have been issued or accepted (see Screenshot 3).

4.   When there is a cargo receipt associated with the AWB no, the "Print" text will be displayed. Clicking on the "Print" will generate the cargo receipt (see Screenshot 4).

(C) CCNhub – TO CHECK FMA AND FNA

A. **HOW TO SETUP IN CCNhub TO RECEIVE FMA AND FNA EMAIL NOTIFICATIONS**
(Only for FWB Sent via CCNhub, for Host-to-Host Agents, please refer to No. B)

1. Login to CCNhub. Go **to OPTIONS**>**Change Profile** (see Screenshot 1)

Screen Shot 1

Click on FWB Reply Status – FMA for Acknowledgement and FNA for Error (see Screenshot 2)

Screenshot 2

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B.   HOW TO CHECK IF FMA / FNA is RECEIVED IN CCNhub

The FMA or FNA reply status is shown on the FWB screen in CCNhub.

The user just needs to "mouse" over the 'Latest Reply' (see screenshot 3) to make a quick check if they have successfully sent the FWB message to SQ.

Screenshot 3

Mouse over latest reply

C.   HOW TO SETUP EMAIL NOTIFICATIONS FOR FMA AND FNA FOR FWB (HOST-TO-HOST)

    Please contact Helpdesk at 65-67764886 or helpdesk@ccn.com.sg to configure the email address/es.

D.   HOW TO EDIT AND RE-SEND FWB FROM CCNhub

1.   Go to AIRLINE FUNCTIONS>Master AWB Printing to retrieve the FWB for amendment and resend.

Screenshot 4
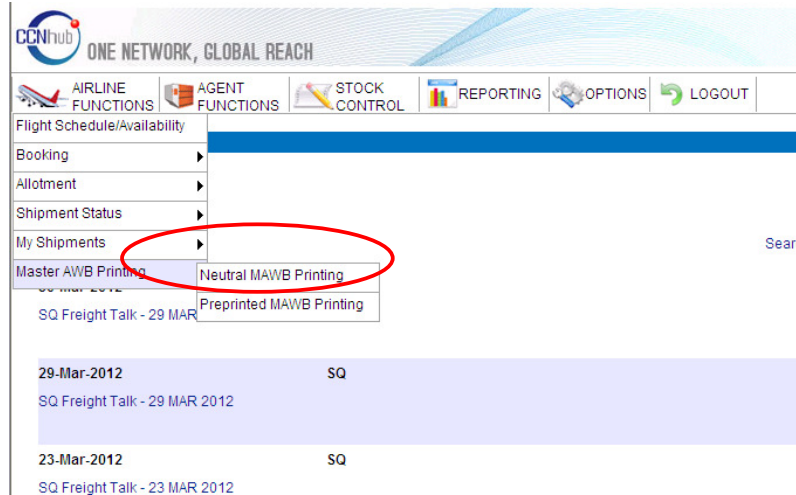
E.   HOW TO EDIT AND RE-SEND FWB FROM CCNhub GATEWAY REPORT FOR HOST TO HOST AGENT

1.   Login to CCNhub. Go to REPORTING>Gateway Report (see Screen Shot 5)

Screenshot 5
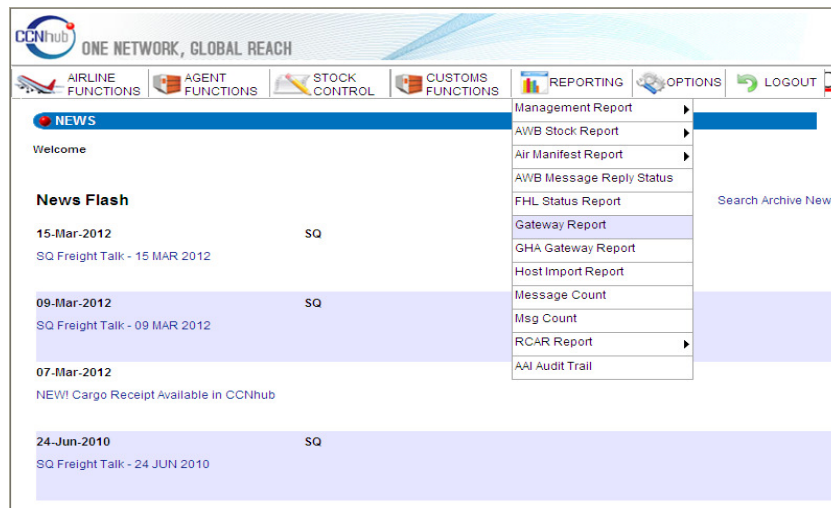
2.   After you have clicked the Gateway Report, you will see (refer to Screenshot 6) GATEWAY REPORT - GENERATION

3.   **Message Type** –You can chose whether to query from All Message Type or Individual Message ie, FWB/FHL/CMD

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Screenshot 6

4. **Date Range** – You can query from **ALL records/Today only/last 3 days or last 1 week** or you can choose from the wider range of dates as shown from the **calendar**. Just tick within the circle to select the date range.

Screenshot 7

5. **MAWB No** – You can also query through Individual AWB Number.

6. **Origin /Destination** –You can also query from the Origin as well as Destination Please refer to the below screenshot 8.

7.   After you have done all the above selection, click Submit.

Click the affected AWB Number with Status shown as ERROR (see Screenshot 9)

Screenshot 9

8.   It will pop up and show you the FWB that you have created and sent, but rejected with FNA message.

Simply click Edit and it will bring you to the page to amend and Resend (Refer to Screenshot 10)

Screenshot 10A
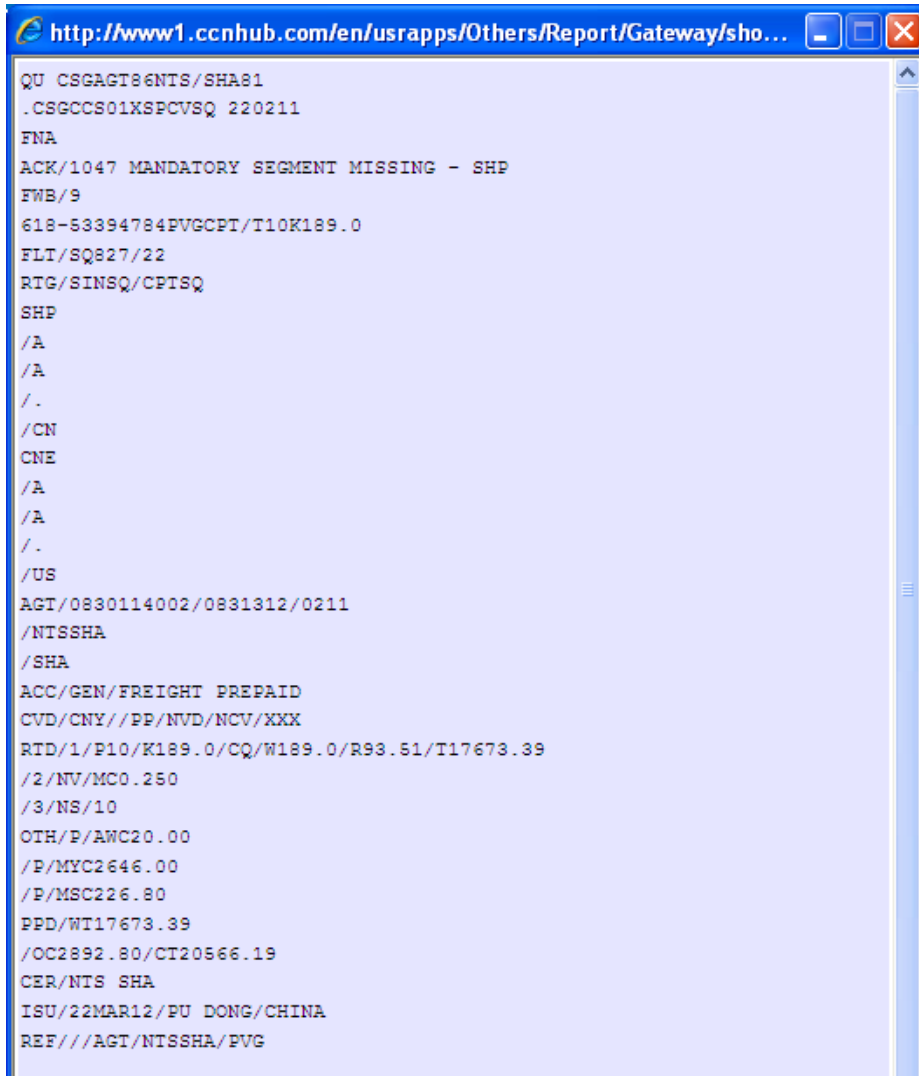

```
http://www1.ccnhub.com/en/usrapps/Others/Report/Gateway/sho...

QU CSGAGT86NTS/SHA81
.CSGCCS01XSPCVSQ 220211
FNA
ACK/1047 MANDATORY SEGMENT MISSING - SHP
FWB/9
618-53394784PVGCPT/T10K189.0
FLT/SQ827/22
RTG/SINSQ/CPTSQ
SHP
/A
/A
/.
/CN
CNE
/A
/A
/.
/US
AGT/0830114002/0831312/0211
/NTSSHA
/SHA
ACC/GEN/FREIGHT PREPAID
CVD/CNY//PP/NVD/NCV/XXX
RTD/1/P10/K189.0/CQ/W189.0/R93.61/T17673.39
/2/NV/MC0.250
/3/NS/10
OTH/P/AWC20.00
/P/MYC2646.00
/P/MSC226.80
PPD/WT17673.39
/OC2892.80/CT20566.19
CER/NTS SHA
ISU/22MAR12/PU DONG/CHINA
REF///AGT/NTSSHA/PVG
```

This is where you will amend your error and Resend.

Screenshot 10b

See next page…

Please make your changes below and click on ReSend to reprocess the altered message.

```
FWB/9
618-53394784PVGCPT/T10K189.0
FLT/SQ827/22
RTG/SINSQ/CPTSQ
SHP
/A
/A
/.
/CN
CNE
/A
/A
/.
/US
AGT/0830114002/0831312/0211
/NTSSHA
/SHA
ACC/GEN/FREIGHT PREPAID
CVD/CNY//PP/NVD/NCV/XXX
RTD/1/P10/K189.0/CQ/W189.0/R93.51/T17673.39
/2/NV/MC0.250
/3/NS/10
OTH/P/AWC20.00
/P/MYC2646.00
/P/MSC226.80
PPD/WT17673.39
/OC2892.80/CT20566.19
CER/NTS SHA
ISU/22MAR12/PU DONG/CHINA
REF///AGT/NTSSHA/PVG
```

ReSend Return

Close Window

Trusted sites   105%

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SECTION 4

FWB VALIDATION RULES

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

To ensure the FWB data is accurate and complete, SIA Cargo and Cargo Community Network (CCN) have developed an FWB data validation module in CCNhub to check for business data errors.

Examples of data errors include the following:
- Incorrect computation of other charges
- Invalid IATA special handling codes
- Unmatched data – number of pieces in the AWB consignment details and the rating (RTD) line

To avoid delays at freight presentment, FF must take immediate action to re-send the amended FWB to SQ / CCN if they receive the FNA (error message).

For the detailed guidelines, FF should carefully take note of the following information and contents to convey in the FWB message to SQ:

Terms used are defined as follows:

M	-	the element is mandatory
O	-	the element is optional
C	-	the element is conditional
a	-	an alphabetic character or letter (A-Z)
n	-	numeric character or number (0-9)
m	-	alpha-numeric
t	-	either a letter, a number or another acceptable character, i.e full stop, dash and space
p	-	could include a decimal point

1.   AWB CONSIGNMENT DETAILS

Forwarder must provide the following data: **Cargo IMP / SQ**

AWB number				-	M
Origin airport code	[aaa]	-	3 characters	-	M
Destination airport code	[aaa]	-	3 characters	-	M
Total pieces	n[…4]	-	4 numeric	-	M
Weight code in kilogram	a	-	1 character	-	M
Weight	n[…7]p	-	7 numeric	-	M

> **Example:**
> FWB/9
> 618-34535351SINAKL/T1K542.0

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2.   FLIGHT BOOKINGS   **SQ**

FF must provide: -   **M**

| Carrier Code | [mm] | - | 2 characters |
| Flight Number | [nnn(n)(a)] | - | 5 characters |

```
Example:
FWB/1
618-37257861AMSBNE/T9K165.7
FLT/SQ323/29
```

3.   ROUTING   **Cargo IMP / SQ**

FF must provide:

| Airport code | [aaa] | - | 3 characters | - | **M** |
| Carrier Code | [mm] | - | 2 characters | - | **M** |

```
Example:
FWB/1
618-37257861AMSBNE/T9K165.7
FLT/SQ323/29
RTG/SINSQ/BNESQ
```

4.   SHIPPER / CONSIGNEE / POSTAL CODE DETAILS

FF are to ensure that the shipper and consignee details in the FWB must be complete and tally with their consol manifests and shipping documents to avoid Customs penalties and delays in Custom clearance.

As best practice, FF should ensure that the shipper and consignee names and addresses which are populated in the FWB (limited by 35 characters) are an exact match with their shipping documents.

In Cargo IMP format, the following are the data requirements

Shipper: **Cargo IMP /SQ**

Name	[t…35]	-	35 characters	-	**M**
Street Address	[t…35]	-	35 characters	-	**M**
Place	[t…17]	-	17 characters	-	**M**
State/Province	[t…9]	-	9 characters	-	O
ISO Country Code	[aa]	-	2 characters	-	**M**
Postal Code	[t…9]	-	9 characters	-	O[3]
Contact Identifier	[m…9]	-	3 characters	-	O
Contact Number	[m…25]	-	25 characters	-	O

Consignee:

Name	[t…35]	-	35 characters	-	**M**
Street Address	[t…35]	-	35 characters	-	**M**
Place	[t…17]	-	17 characters	-	**M**
State/Province	[t…9]	-	9 characters	-	O
ISO Country Code	[aa]	-	2 characters	-	**M**
Postal Code	[t…9]	-	9 characters	-	O[3]
Contact Identifier	[m…9]	-	3 characters	-	O
Contact Number	[m…25]	-	25 characters	-	O

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- ***Due to customs requirements in many countries, the Postal Code is a mandatory element to SQ.***
- ***To countries or locations where there are no postal codes, FF may indicate a dash (-) if possible as recommended by the EU commission.***
- ***The UPU website provides a free postcode* look-up to verify postcodes. Please see http://www.upu.int/en/resources/postcodes/looking-up-a-postcode/list-of-sites-by-country.html***
  *This is a general guide; please note that not all postal companies provide this web service.

The Shipper/Consignee name and address in the FWB is each limited to a maximum of 35 characters (including any blank spaces).

Considering the limitation in characters, the guidelines focus on how to key in the data correctly for the Shipper / Consignee Name and Shipper / Consignee Address for the FWB.

A   Shipper / Consignee Name
1. Full shipper / consignee name without abbreviation is required for those not exceeding 35 characters

2. In case the shipper / consignee name exceeds 35 characters, only then it is allowed to specify the company name in abbreviation. Only abbreviation which is commonly understood is allowed in specifying the shipper / consignee name.

B.   Shipper / Consignee Address
1. If the full name of shipper / consignee address is not more than 35 characters (includes building name and street name), the full shipper / consignee address must be completely stated.

2. In case the shipper / consignee address is more than 35 characters, it is allowed to use the abbreviations which is commonly used and well known by people, while optimizing the use of the 35 characters available, and avoiding the ambiguity in understanding the address stated.

3. For example for shipments to Indonesia, there are 3 classifications in the way of abbreviating consignee address while keeping it informative but not exceeding 35 characters, and classified as follows:

a. For Consignees located in Taman Niaga Soewarna:
The statement of consignee address could be only: "TAMAN NIAGA SOEWARNA" or "SOEWARNA BUSINESS PARK", the block number or lot number could be added as long as not exceeding 35 digits.

b. For Consignees which are not located in Taman Niaga Soewarna, and reside in a particular building having official name or well known building name, and the building name is visible seen from the street.
The statement for consignee address could be the building name and the floor or level, such as:"MASPION PLAZA,3RD FLOOR, JAKARTA"

or
by stating the street name and the number where the building is situated :
"JL GUNUNG SAHARI 250, JAKARTA".

Commonly used abbreviations related to the building name which is well known will be acceptable : Gedung – Gd (building); Plaza – Plz (plaze); Menara – Mnr (tower); Building – Bldg; Floor – Fl; Lantai – Lt (floor); Tower – Twr, etc.

c. For other Consignees not residing in the known building, the consignee address must be stated clearly such as "JL LAYUR 12, RAWA MANGUN, JAKARTA".

In case the full address is more than 35 characters, the abbreviation could be used while still avoiding the ambiguity on the consignee address, and optimizing the available 35 characters such as "Jl. Tebet Timur Dalam Blok X Nombor 15, Jakarta Timur" could be shortened to be "JL TEBET TMR DLM X/15, JAKTIM"

Commonly used abbreviations related to the building name which is well known will be acceptable : Jalan – Jl (street); Barat – Brt (west); Timur – Tmr (east); Pangeran Antasari – P. Antasari; Kebon – Kb;Rawa – Rw;Jenderal – Jend;Kelapa Gading – Klp Gading; Pulo Gadung – P Gadung; Pondok Pdk;Wisma Wsm,Kali Deres-Kl Deres,dll."

Example 1:
FWB/6
618-55812153MELLHR/T1K2755
RTG/SINSQ/LHRSQ
SHP
/ABC LOGISTICS INTERNATIONAL P L
/91 101 LOGISTIC ROAD
/INDUSTRY PARK/VIC
/AU/1234
CNE
/ABC AQUATICA
/CORNER WOOD LANE
/LONDON
/GB/SM54DQ

Example 2:
FWB/9
618-35893406BLRSFO/T2K12
RTG/SINSQ/SFOSQ
SHP
/ABC INT L INDIA PVT LTD
/210 LEVEL – 1 ABC 1A
/BANGALORE
/IN/560066
CNE
/ABC INTL OF WA INC
/425 ROAD DRIVE
/BRISBANE/CA
/US/94005

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5.   AGENT DETAILS

FF is to provide the following: **Cargo IMP / SQ**

IATA Cargo Agent Numeric Code	n[7]	- 7 numeric characters	-	**M**
IATA Cargo Agent CASS Address	n[4]	- 4 numeric characters	-	O

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| Name | [t…35] - | 35 characters | - | **M** |
| Issuing Place (Airport code) | [t…17] - | 17 characters | - | **M** |

Example 1:
AGT//7847311/0811
/ND OVERSEAS BCN
/BCN

Example 2:
AGT//1434615
/ABC INDIA PVT LTD
/BLR

6. SPECIAL SERVICE REQUEST [t…65] **Cargo IMP / SQ**
- O

Space available is 65 characters x 3 lines
Forwarder may input any specific handling information required in this field.

Example:- SSR/Store to -8 degree Celcius

Please note this information appears in the Handling Information box on the physical MAWB.

7. ACCOUNTING INFORMATION [t..34] **Cargo IMP / SQ**
- O

Forwarder input the specific price code in the accounting information box:

7.1 Price code: [m..3] - 3 alpha-numeric characters

Example:- ACC/GEN/FK-XPS
ACC/GEN/FK-LTF

7.2 Shipper code [m..7] - 7 alpha-numeric characters

Example:- ACC/GEN/SH-HP
ACC/GEN/SH-INF

7.3 Consignee code: [m..7] -7 alpha-number characteristics

Example:- ACC/GEN/CN-KAZ
ACC/GEN/CN-KMS

These codes are indicated in the rate sheet and price contract by SQ's Singapore Sales.

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Forwarder may choose to leave out these identifiers if they do not have any special contract with SQ. For such shipments, the rates will be at either the TACT published rates or Class rates.

CCNhub - Inputting Accounting Info and price code – see screenshots.

These fields are optional

8.   CHARGE DECLARATION

SIA Cargo does not accept any values for Value for Carriage Declaration and Value for Insurance Declaration.

FF is required to input as follows:

Value for Carriage Declaration	**NVD**	-No Value Declared
Value for Customs Declaration	**NCV**	-No Customs Value (if no value is to be declared)
Value for Insurance Declaration	**XXX**	-No Value

Example:
CVD/SGD//PP/NVD/NCV/XXX

9. RATE DESCRIPTION

9.1 Ratings

9.1.1 Forwarder is to provide the following: **SQ**

AWB Rate Line Number	[n…2]	2 characters	-	**M**
No of Pieces or Rate Combination Point	[n...4]	4 characters	-	**M**
Weight Code in kg	a	1 character	-	**M**
Weight	n[…7]p	7 character	-	**M**
Rate Class Code	a	1 character	-	**M**
Commodity Item Number	n[4…7]	4 characters	-	**O[4]**
Chargeable Weight	n[…7]	7 characters	-	**M**
Rate or Charge	n[…8]	8 characters	-	**M**
Total Charge Amount	n[…12]p	12 characters	-	**M**

Example:
RTD/1/P30/K510.0/CC/S0315/W510.0/R3.75/T1912.50

Note 4

Forwarder is to take note that the Commodity Item Number will be required if the Rate Class Code is inputted as "C".

9.2 Nature and Quantity of Goods
9.2.1 FF must provide accurate, specific and complete "Nature and Quantity of Goods" information as generic terms are not accepted in most countries.

9.2.2 Although space available for inputting the handling information in the FWB is 20 characters x 11 lines, FF should take note that the field size limitation for the "Manifest description of goods" in the Airline Flight Manifest (FFM) is limited up to 15 characters t[..15], and the commodity description in the FFM is extracted from the first 15 characters of the first line of the Nature of Goods (NG) field in the FWB.

9.2.3 As such FF must provide accurate and valid commodity description in the FWB (capped at 15 characters for the first line in the NG field) as this has a great impact on the FFM message, which is subsequently conveyed to the Import GHA and Customs.

Example:
 "Aircraft spare parts" inputted in the first line of the NG field in the FWB will be underline truncated to 15 characters as "Aircraft spare ", when the FFM is generated in SQ's and the GHA's warehouse system.

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9.2.4   Forwarder must be mindful of the following handling identifiers in the FWB.

			Cargo IMP	/ SQ
NG	-	Nature of Quantity of Goods for non-consol cargo	t[…20] -	O[5]
NC	-	Nature of Quantity of Goods for consol cargo	t[…20] -	O[5]
ND	-	Dimension	-	C
NV	-	Volume	-	C
NU	-	ULD information (if any)	-	O
NS	-	SLAC (if any)	-	O

In SQ's FWB requirement, Forwarder may input the description for Nature Of Goods in either "NG" or "NC" data fields; but either one of these fields must be populated.

As per Cargo IMP requirement, the dimension must be included if the volume is not included.

For BUP shipments, NDA (No Dimension Available) is permitted to be inputted in the ND field in the FWB; but following process and conditions must be complied:

-    For BUP bookings, Forwarder is to send the FFR and book for the number of ULD required.   For example: 2 pieces for 2 pallets/containers.

-    When sending the FWB to SQ, the number of pieces in the AWB consignment details must match the number of pieces in the RTD line in the FWB.   In the example, this will be for 2 pieces (i.e 2 pallets/containers)

-    Since the shipment is BUP, "NDA" must be inputted in the ND field in the FWB and the dimension – L / B / H must also be inputted as "0"

-    The Shipper Load and Count (SLAC) indicating the total number of pieces loaded in all the BUP must be inputted in the NS identified field in the FWB.

Example 1:
RTD/1/P4/K456.0/CQ/W456.0/R6.66/T3036.96
/**NG**/AIRCRAFT PARTS
/2/**ND**//CMT34-24-53/1
/3/**ND**//CMT80-60-41/1
/4/**ND**//CMT61-58-84/1
/5/**ND**//CMT57-34-66/1
/6/**NV**/MC10.00

Example 2:
RTD/1/P1/K913.0/CQ/W913/R1.36/T1241.68
/**NC**/CONSOLIDATION
/2/**NC**/AS PER ATTACHED LIST
/3/**NS**/18
/4/**ND**//NDA0-0-0/0

Example 3:
RTD/1/P5/K2190/CQ/W2190/R128/T280320
/**NC**/CONSOLIDATION
2/**NC**/AS PER ATTACHED LIST
/3/**NV**/MC9.95
/4/**NS**/185
/5/**ND**//CMT102-122-122/5

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CCNhub - Inputting Total Volume, SLAC and SPH fields

CCNhub - Inputting Goods Description and Dimensions

To avoid potential mishandlings, Forwarder must ensure that the <u>*first line*</u> *of the NG or NC element in the FWB is* limited to 15 characters. *This field updates the shipment booking in SIA Cargo's reservations system and is also used to create the cargo manifest (FFM) by the GHA. Any text beyond the 15 characters will be truncated and this may potentially lead to customs clearance issues at the destination.*

9.2.5   Forwarder must also ensure the Nature Of Goods declared is specific and correct and should not contain phrases such as "Said to Contain" on the first line of NG field in FWB.

9.2.6   Some examples are provided below.

Not Acceptable due Non-Specific	Correct or Specific
Commodity name	**Commodity name (1st line should contain only 15 characters)**
Spare parts	Dispenser machine parts, chain saw part, car part, connector part
Machinery parts	filling machine part, circuit breaker, steam turbine part
Brand product	Men`s shirts
Part	Vacuum pump parts
SNS11AS	Connector
Returned defective goods after repair	Video card, cooling fan, Motor, controller
Origin China HS No 9002-19	EZ lens assy
Other	Polarising sheets, alloy wire
Material	stainless steel plate
Chemicals	laboratory reagents, synthetic organic, surfactant
System	security system
Said to Contain	-
General Cargo	-

10.   OTHER CHARGES

FF should use only the standard IATA's Other Charge Codes.   The common charge codes (OTH) used by SIA Cargo are as follows:

Other Charge Code	Description
MY	Fuel Surcharge
XB[5]	Insurance & Security Surcharge
CG	Electronic processing or transmission of data for customs purposes
CC	Manual data entry for customs purposes
RA	Dangerous Goods Fee

Note 5

Forwarder to take note that SIA Cargo does not accept and process the "SC" or "XD" code for its Insurance & Security Surcharge in its cargo accounting system.

Example 1
OTH/P/**MYC**262.50**XBC**67.50

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11.   SHIPPER'S CERTIFICATION

FF is required to enter the name of the "Shipper or his Agent" in CAPITAL letters.

				SQ
Signature	t[…20]	20 characters	-	**M**

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12. CARRIER'S EXECUTION

FF is required to enter the name of the "Issuing Carrier or its Agent" in CAPITAL letters.

				SQ
Signature	t[…20]	20 characters	-	**M**

13. OTHER SERVICE INFORMATION [t…65]

			Cargo IMP / SQ	
Space available is 65 characters x 3 lines	t[..65]		-	O

FF may choose to input the specific handling information required in this field.

Example:- SSR/store to -8 degree Celcius

This line appears in the Handling Information box on the physical MAWB.

14. SPECIAL HANDLING DETAILS

To make sure the shipment is handled by our GHA according to the specific handling requirements, FF must input the correct standard handling codes (SHC) listed in IATA TACT Rules manual.

			Cargo IMP / SQ	
Special Handling Code	aaa	3 characters	-	O[5]

The handling code can be repeated to a maximum of nine times.

Example:-   SPH/EAP/PER

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SECTION 5

BUSINESS CONTINUITY PLAN

In the event of systems problem in CCNhub or FF's in-house system which resulted in a failure to transmit the FWB message, FF may fallback to delivering the printed MAWB copy to SQ (or its OGHA) during freight presentment.

Such shipments shall not contain the "EAP" or "EAW" code in the FWB message

For service support or technical issues on CCNhub, please contact Cargo Community Network (CCN) as follows:

CCN HELPDESK
Tel : +65 6776 4889
Fax : +65 6778 1875
Email : helpdesk@ccn.com.sg

OPERATING HOURS
Mon to Fri : 8.30am to 5.30pm
Sat and Public Holiday : 9.30am to 3.30pm
for connection problems only

For any questions in relation to e-AWB implementation, Freight Forwarder may contact their respective Account Executive or Cargo Manager at our Sales office.

SECTION 6

FWB ERROR REFERENCE

Error Code	Error Description in FNA	Error Explanation
ACC02	Invalid or missing accounting information details – accounting information	Can be either the following: Invalid FK code Invalid SH code Invalid CN code FK code exceeded 3 char SH code exceeded 7 char CN code exceeded 7 char
AWB01	Invalid or missing AWB consignment details – airline prefix	Invalid Prefix code
AWB02	Invalid or missing AWB consignment details – AWB serial number	Invalid check digit in suffix
AWB03	Invalid or missing AWB consignment details – airport code of origin	Invalid Airport Code or Input the Airport code – not City code
AWB04	Invalid or missing AWB consignment details – airport code of destination	Invalid Airport Code or Input the Airport code – not City code
AWB06	Invalid or missing AWB consignment details – number of pieces	Input only numeric or cannot be blank or zero for no of pieces
AWB07	Invalid or missing AWB consignment details – weight code	Input only K or L for wgt code
AWB08	Invalid or missing AWB consignment details – weight	Input to 1 decimal place only for wgt
CDC03	Invalid or missing CC charges in destination currency details – CC charges in destination currency – charge amount	CC Charges in dest currency cannot be blank or zero
COL02	Invalid or missing CC summary details – total weight charge – charge amount	CC summary details – total wgt charge – charge amt cannot be blank or zero
COL05	Invalid or missing CC summary details – total other charges due agent – charge amount	CC summary details – total other charges due agt – charge amt cannot be blank or zero
COL06	Invalid or missing total CC summary detail – total other charges due carrier - charge amount	Total oth charges due carrier - charge amt cannot be blank or zero
COL07	Invalid or missing CC summary – charges summary total – charge amount	CC summary – charges summary total – charge amt cannot be blank or zero
CVD01	Invalid or missing charge declarations details- ISO currency code	Input only SGD for charge declarations details- ISO currency code
CVD03	Invalid or missing charge declarations details – p/c indicator (Weight/Valuation)	Input only P or C for Wgt/Valuation
CVD04	Invalid or missing charge declarations details – p/c indicator (Other charges)	Input only P or C for Other Charges
CVD05	Invalid or missing charge declarations details – declared value for carriage	Input only NVD for declared value for carriage
CVD06	Invalid or missing charge declarations details – value for customs declaration	Input only NCV or cannot be blank or zero for value for customs
CVD07	Invalid or missing charge declarations details – value for insurance declaration	Input only XXX value for insurance declaration
FLT01	Invalid or missing flight booking details – carrier code	Invalid Carrier Code
FLT02	Invalid or missing flight booking details – flight number	Invalid flight no

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Error Code	Error Description in FNA	Error Explanation
FLT03	Invalid or missing flight booking details – day	Invalid day or cannot be blank or zero
OTH02	Invalid or missing other charge details – other charge code	Invalid other charge code or Missing RAC code for DGR cargo
OTH04	Invalid or missing other charge details – charge amount	Cannot be zero or Incorrect computation of charge amt
PPD02	Invalid or missing PP charge summary details – total weight charge – charge amount	Incorrect computation of prepaid total wgt charge – charge amt
PPD05	Invalid or missing PP charge summary details – total other charges due agent – charge amount	Incorrect computation of PP total oth charges due agt – charge amt
PPD06	Invalid or missing PP charge summary details – total other charges due carrier – charge amount	Incorrect computation of PP Other Charge Due Carrier Charge Amt; Incorrect cal of PP Oth Charge Due Carrier Charge Amt – MYC; Incorrect cal of PP Other Charge Due Carrier Charge Amt – XBC
PPD07	Invalid or missing PP charge summary details – charge summary total – charge amount	Incorrect computation of total charge amt
RTD03	Invalid or missing rate description details – number of pieces/RCP details – number of pieces/rate combination point	No of pieces or RCP details cannot be blank or zero
RTD04	Invalid or missing rate description details – gross weight details – weight code	Input only K or L for wgt code
RTD05	Invalid or missing rate description details – gross weight details – weight	Wgt cannot be blank or zero
RTD06	Invalid or missing rate description details – rate class details – rate class code	Invalid Rate Class Code
RTD07	Invalid or missing rate description details – commodity item number details - commodity item number/ULD rate class type/rate class code class rate percentage	Invalid or missing Comm Item No for rate class code is C
RTD08	Invalid or missing rate description details – chargeable weight details – weight	Chg Wgt must be greater or equal than Gross Wgt
RTD10	Invalid or missing rate description details – total details – charge amount or discount amount	Cannot be blank or zero
RTD12	Invalid or missing rate description details – goods description – nature and quantity of goods	Nature and quantity of goods cannot be blank
RTD13	Invalid or missing rate description details – consolidation – nature and quantity of goods	Nature and quantity of goods cannot be blank
RTD14	Invalid or missing rate description details – dimensions – weight code	Input only K or L for wgt code
RTD15	Invalid or missing rate description details – dimensions – weight	Total Wgt in Dimension cannot exceed Total Wgt
RTD20	Invalid or missing rate description details – dimensions – no of pieces	Total Pcs in Dimension cannot exceed Total Pcs
RTD22	Invalid or missing rate description details – volume – volume code	Input only CC, CF, CI or MC for vol code
RTD23	Invalid or missing rate description details – volume – volume amount	Vol amt cannot be blank or zero unless if SPH code is BUP or NDA-0-0-0/0 is inputted in ND field
RTD31	Missing data in NV-vol or ND-dim	Unless if the shipment is SPH BUP, Vol or Dim is required.
RTG01	Invalid or missing routing details – 1st destination/carrier airport code	Invalid Airport Code or Input Airport code – not City code
RTG02	Invalid or missing routing details – 1st destination/carrier carrier code	Invalid Carrier Code

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Error Code	Error Description in FNA	Error Explanation
RTG03	Invalid or missing routing details – onward destination/carrier airport code	Invalid Airport Code or Input Airport code – not City code
RTG04	Invalid or missing routing details – onward destination/carrier carrier code	Invalid Carrier Code
FWB04	This FWB is rejected as the FSU/RCS has been created in carrier's system	FWB has been rejected as RCS has been created by Airline

SUMMARY OF FWB DATA REQUIRED BY SQ

Msg	Ref	Element Name	ID	AWB Box	SQ	Comments
FWB	3	Flight Bookings	FLT	19A / 19B	M	
FWB	7	Agent	AGT	08/07/2006	M	
FWB	12.3	No of pieces	P	22A	M	
FWB	12.4	Gross Weight	K	22C	M	
FWB	12.5	Rate class details	C	22D	M	
FWB	12.7	Chargeable Weight Details	W	22F	M	
FWB	12.8	Rate Charge Details	R	22G	M	
FWB	12.9	Total Details	T	22H	M	
FWB	12.11	Goods description	NG	22I	C	Condition: Either NG or NC must be present
FWB	12.12	Consolidation	NC	22I	C	Condition: Either NG or NC must be present
FWB	12.13	Dimensions	ND	22I	C	Either ND or NV or NDA only if SPH code =BUP
FWB	12.14	Volume	NV	22I	C	Either ND or NV or NDA only if SPH code =BUP
FWB	12.16	Shipper's Load and Count	NS	22I	O	If available
FWB	13	Other Charges	OTH	23	C	This needs to be provided if Total Charges Due Carrier are provided
FWB	14	Prepaid Charge Summary	PPD		C	Conditional - Either Prepaid or Collect Charge.
FWB	14.2	Total Weight Charge	WT	24A and 22L/H	C	It is either prepaid or collect.
FWB	14.7	Total Other Charges Due Carrier	OC	28A	C	This needs to be provided if Other Charges Due Carrier are provided
FWB	15	Collect Charge Summary	COL		C	Conditional - Either Prepaid or Collect Charge.
FWB	15.2	Total Weight Charge	WT	24B and 22L/H	C	It is either prepaid or collect.
FWB	14.8/15.8	Charge Summary Total	CT	30A or 30B	M	
FWB	16	Shipper's Certification	CER	31	M	
FWB	17.3	Authorisation	ISU	32C	M	
FWB	25	Special Handling Details	SPH	21	O	If available

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SAMPLE AWB

Annex A

Forwarders do **NOT** have to tender the physical 618-MAWB at cargo acceptance for these cases:

1) Shipments bound for these countries and airports:

   Europe
   - **Belgium** (BRU)
   - **Denmark** (CPH)
   - **France** (CDG)
   - **Germany** (FRA / MUC)
   - **Greece** (ATH)
   - **Italy** (FCO / MXP)
   - **Netherlands** (AMS)
   - **Spain** (BCN)
   - **Switzerland** (ZRH)
   - **UK** (LHR / MAN)

   North America
   - **USA** (ATL/ DFW / EWR / IAH / JFK / LAX / ORD / SFO)

   North Asia
   - **China** (BJS / CAN / CKG / NKG /PVG / XMN)
   - **Hong Kong** (HKG)
   - **Japan** (HND / FUK / NGO / NRT / KIX)
   - **South Korea** (ICN)

   West Asia / Africa
   - **Egypt** (CAI)
   - **India** (AMD / BLR / BOM / CCU / DEL / MAA)
   - **Kenya** (NBO)
   - **Maldives** (MLE)
   - **Saudi Arabia** (JED / RUH)
   - **South Africa** (CPT / JNB)
   - **Turkey** (IST)
   - **UAE** (AUH / DXB / SHJ

   South East Asia
   - **Malaysia** (KUL)
   - **Singapore** (SIN)

   South West Pacific
   - **Australia** (ADL / BNE / MEL/ PER / SYD)
   - **New Zealand** (AKL / CHC)

   *** Airports in ( ) are the existing SQ on-line destinations.**

2) Letter of Credit (LC) shipments. Such shipments may be carried as eAWB but the original physical MAWB copy should be enclosed in the document pouch.

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3)   **Direct shipper / consignee consignments. If originals are required by the Forwarder's consignee, the original physical MAWB copy may be enclosed in the document pouch.**

<u>Note:</u>

(i)   *<u>Exceptions</u>: AWB hard copies are still required to be tendered for onward/import trucking and interline shipments into and beyond these locations.*

(ii)   *The list of airports in this Annex A is subject to amendments and revisions notified by SQ from time to time.*

Annex B

Forwarders shall <u>continue to tender the physical 618-MAWB</u> at cargo acceptance for these cases:

1)   **Shipments bound for these countries and airports:-**

  SE Asia
  - **Brunei**   **(BWN)**
  - **Indonesia**   **(JKT/DPS)**
  - **Philippines** **(MNL)**
  - **Thailand**   **(BKK)**
  - **Vietnam**   **(HAN / SGN)**

  North Asia
  - **Taiwan**   **(TPE)**

  West Asia / Africa
  - **Bangladesh** **(DAC)**
  - **Sri Lanka**   **(CMB)**
  - **Nigeria**   **(LOS)**

  Europe
  - **Russia**   **(DME)**

  South America
  - **Brazil**   **(GRU / VCP)**

  **Airports in ( ) are the existing SQ on-line destinations.

2)   **Any onward trucking into and from these locations.**

3)   **Dangerous / HUM goods – copy required by Origin GHA for handling**

4)   **Interline AWB to ALL locations and airports**

<u>Note:</u>
(i)   For such cases, Forwarder shall <u>NOT</u> input either "EAW" or "EAP" SPH code in their bookings on SQ as the physical AWB will accompany the shipment to the destination.

(ii)   The list of countries and airports in this Annex B is subject to amendments and revisions notified by SQ from time to time.

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SECTION 7

Revision Record

Version	Date	Updated by	Changes made
1.0 (original)	15 Aug 2011	Nazim Ros	
1.1	26 Sep 2011	Nazim Ros	Section 3 - Insert procedure on raising CCA once FSU/RCS has been triggered
1.2	22 Feb 2012	Nazim Ros	Section 3 - Insert procedures on the set-up of FMA/FNA in CCN hub and re-sending revised FWB
1.3	04 Apr 2012	Nazim Ros	Annex B – Insert Dangerous Goods to be excluded.
1.4	28 May 2012	Nazim Ros	Section 1: Revise the steps on "How does the e-AWB work". Section 3 -Replace diagram on cargo acceptance flow -Insert procedure for forwarders with late night shipments and whose office is closed in the late evening -Insert FOH-FWB matching service and how users can make a quick check for receipt of FMA/FNA in CCNhub -Add remark that shipment will be offloaded if the revised FWB is not received by close-out time. -Insert steps to print Cargo Receipt in CCNhub
1.5	10 Aug 2012	Nazim Ros	Remove paragraph 2.5 Insert screenshots of CCNhub for inputting FAK price code, SLAC piece count, dimension and volume

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