

IndianOil Skytanking

ISO 9001:2008, ISO 14001:2004 Certified

Ref : IOSL-AERA/CP-01/2016-17

Date : 11th November 2016

To,

The Secretary,
Airports Economic Regulatory Authority of India,
AERA Building, Administrative Complex,
Safdarjung Airport,
New Delhi - 110 003
Email : puja.jindal@nic.in

Subject: Consultation Paper No. 01/201617 dated 05.10.2016 - In the matter of aligning certain aspects of AERA's Regulatory Approach with the provisions of NCAP - 2016 approved by the Government of India

Dear Madam,

Reference to the above subject, we thank you for providing us the opportunity to present our views on Para 3 of the subject Consultation Paper i.e **Competition Assessment in Tariff fixation for Ground handling activities**. We also appreciate your contention for revision considering changes in Government's policy.

We submit our views in respect of Into Plane and Fuel Farm services at the Airport, for your kind consideration, as under:

- 1) **AERA Act 2008** states that the "Aeronautical services" comprises of ground handling services relating to aircraft, passengers & cargo and Supplying fuel to an aircraft at the airport amongst host of other services. However, the above services are referred as two separate services, considering the basic differentiation of such services.
- 2) Similarly, **DGCA Circular AIC Sr. No. 3/2010 dated 2nd June 2010** (copy enclosed - Flag I) "Ground Handling" means -
 - a) Ramp handling which includes a list of activities broadly comprising Aircraft Handling, Aircraft Servicing, Aircraft cleaning, Loading and Unloading, Cargo Handling and Security.
 - b) Traffic handling which includes a list of activities broadly comprising Terminal Services, Flight Operations, Surface Transport, Representational Services and Security
 - c) Any other activity specified by the Central Government to be a part of either Ramp handling or Traffic handling.
- 3) **International Air Transport Association (IATA) Freight Forwarder, Carrier, Ground Handling Agent Communication (Functional Specifications of 29 SEP 2008** (copy enclosed - Flag II), the Ground Handling Agent (GHA) is defined as "The entity authorised to act for or on behalf of the carrier, for accepting, handling, loading/unloading, transiting, or dealing with cargo, passengers and baggage.

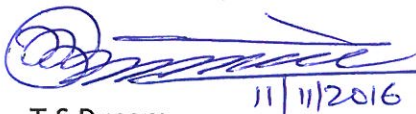
- 4) From the above, it is clearly established that the Ground Handling and Supplying fuel to the aircrafts are two distinct services and not interlinked.
- 5) NCAP 2016 approved by Government of India also explicitly refers to the Ground Handling Agencies only. There is no mention of the Independent Fuelling service providers in the particular context.
- 6) Further, at selected airports where fuel is provided to airlines through Independent Service Providers (ISP) for Fuel farm and Into Plane (ITP) services under the principles of Open Access, the following may please be noted :
 - a) As per the Open Access model, there shall be only one Fuel farm Operator at the Airport in order to avoid duplication of infrastructure and the costs. Considering the Fuel farm services as Non-competitive, defeats the very purpose of principles of Open Access. It may also be noted that the open access model of operation has already brought in huge savings to the users since the operator is selected through the bidding process.
 - b) Similarly, the two ITP service providers are considered /selected on the basis of number of Aircraft operations and the anticipated Fuel uplifts. Moreover, more than 2 ITP service providers would add to the congestion at the airports and also related safety issues.
 - c) As stated above, the ISPs are appointed by way of a Concession / sub-concession Agreements executed by and between Airport Operator and/or agency authorised by the Airport Operator, which is decided through globally competitive bidding process fulfilling various eligibility criteria including DGCA approval of the Quality Control and Assurance methods implemented, as it very critical to this activity.
 - d) The service fee finalised basis the above referred competitive bidding process and subsequent approval from AERA, is thus regulated. This service fee charged by the ISPs is a part of the price being charged by the fuel supplier to the airline. Fuel is delivered by the ISP to the aircraft basis authorisation received from the fuel supplier.

The approach of AERA for competition assessment in respect to operating and managing fuel facilities and supply of fuel to the aircraft through ISPs may kindly be examined considering the above submissions.

Thanking you.

For IndianOil Skytanking Private Limited,

Yours Faithfully,



T S Dupare
Chief Executive Officer

Enclosures: As above

Telephone No. 24622495 Telegraphic Address: Commercial: AIR CIVIL NEW DELHI Aeronautical: VIDDYAYX Email: dri@dgca.nic.in Fax: 011246292221	GOVERNMENT OF INDIA AERONAUTICAL INFORMATION SERVICES DIRECTOR GENERAL OF CIVIL AVIATION OPPOSITE SAFDARJUNG AIRPORT <u>NEW DELHI- 110 003.</u>	AIC SL. No. 3/2010
		2nd June 2010

File No. 9/1/2002-IR

The following circular is issued for information, guidance and compliance.

This issues in supersession of AIC 07/2007 dated 28th September, 2007 and AIC 13/2009 dated 31 December 2009.

Nasim Zaidi
 (Nasim Zaidi)

Director General of Civil Aviation

**GRANT OF PERMISSION FOR PROVIDING GROUND HANDLING
 SERVICES AT AIRPORTS OTHER THAN THOSE BELONGING
 TO THE AIRPORTS AUTHORITY OF INDIA**

1. Introduction

1.1. "Ground handling" means:

- (i) ramp handling which shall include the activities specified in Annexure 'A';
- (ii) traffic handling which shall include the activities as specified in Annexure 'B'; and
- (iii) any other activity specified by the Central Government to be a part of either ramp handling or traffic handling.

1.2. In accordance with the **Airports Authority of India (General Management, Entry for Ground Handling Services) Regulations, 2000**, an airline operator may carry out ground handling services at an airport either by itself or engage the services of any of the following, namely:-

- (i) Airports Authority of India;
- (ii) Air India or Indian Airlines; and
- (iii) Any other agency licensed by the Airports Authority of India.

1.3. The Airports Authority of India (General Management, Entry for Ground Handling Services) Regulations, 2000, have been made under Section 42 of the Airports Authority of India Act, 1994 and thus are applicable to the airports managed by the Airports Authority of India. With the restructuring of certain airports and development of a few Greenfield airports in the private sector, it has become imperative for the Central Government to lay down the eligibility criteria for various agencies to undertake ground handling services at non-AAI airports. **The number of such agencies to be permitted at each airport is also to be determined by the Government having regard to all the relevant factors such as demand for such services, available infrastructure and competitive environment, without compromising the safety and security aspects.**

1.4. Rule 92 of the Aircraft Rules, 1937 provides that the licensed public aerodromes shall, while providing ground handling services themselves, ensure a competitive environment and allow the ground handling service providers permitted by the Central Government to provide ground handling services at such aerodromes without any restriction. **These ground handling service providers shall, however, be subject to security clearance of the Central Government. As such, it is for the Central Government to decide the agencies who can provide ground handling services at various aerodromes and also the eligibility criteria for such service providers.**

2. Eligibility Criteria for Ground Handling Service Providers

While the Airports Authority of India would promulgate the necessary regulations, with the previous approval of the Central Government, under the Airports Authority of India Act, 1994, with respect to provision of ground handling services at the airports under their control, it has been decided by the Central Government that with immediate effect, the following entities shall be eligible to undertake ground handling services at airports other than those belonging to the Airports Authority of India:-

(A) All Metropolitan Airports, i.e. the airports located at Delhi, Mumbai, Chennai, Kolkata, Bangalore and Hyderabad

- (i) The airport operator itself or its Joint Venture (JV) partner;
- (ii) Subsidiary companies of the national carrier i.e. National Aviation Company of India Ltd. or their joint ventures specialized in ground handling services.

Third party handling may also be permitted to these subsidiaries or their JVs in the basis of revenue sharing with airport operator subject to satisfactory observance of performance standards as may be mutually acceptable to the airport operator and these companies; and

- (iii) Any other ground handling service providers selected through competitive bidding on revenue sharing basis by the airport operator subject to security clearance by the Government and observance of performance standards as may be laid down by the airport operator.

Note.- *A minimum of two ground handling service providers shall be authorized at these airports in addition to the subsidiaries of National Aviation Company of India Ltd.*

(B) At all other airports:

In addition to the entities mentioned above, the airline operators shall also be permitted to undertake self-handling. However, foreign airlines shall not be allowed to engage themselves in self-handling.

(C) Additional Provisions:

The provisions contained in (A) and (B) above shall be subject to the following:-

- (i) All private airlines, including foreign airlines, may undertake self handling in respect of “passenger and baggage handling activities at the airport terminals” and “traffic service including the passenger check-in”, which require passenger interface, at all airports.
- (ii) All cargo airlines, which have their own cargo aircrafts, may undertake self handling in their hub airports.
- (iii) Foreign airlines / private independent ground handling service providers not be permitted self ground handling / ground handling at joint user Defence airfields.

3. Entry into Terminal Building / Movement Area

Except as provided in rule 90 of the Aircraft Rules, 1937, the bonafide employees of the entities permitted to undertake ground handling services at airports in accordance with paragraph 2 shall also be allowed to enter and remain in the terminal building or movement area.

4. Security Protocol

4.1 Bureau of Civil Aviation Security may impose such restrictions as may be necessary in this behalf on grounds of security.

4.2 All concerned agencies as specified in paragraph 2 hereinabove shall be required to follow the instructions issued by BCAS as contained in Annexure 'C' or as may be altered/substituted/modified or amended from time to time.

4.3 Further, all concerned agencies, besides complying with the above, shall also be required to follow the provisions contained in the Aircraft Act, 1934 and the rules made thereunder and directions, orders and circulars issued from time to time.

5. Equipment

All concerned agencies shall ensure that the state-of-art equipment are used and best practices are followed.

6. Defence Enclaves

This AIC shall not apply to defence installations/enclaves/enclosures at the airports.

7. Coming into Force

7.1 This policy shall come into force **with immediate effect.**

7.2 The time limit for exit of non-entitled entities shall be 31st December, 2010.

RAMP HANDLING

1. Aircraft Handling

- 1.1 Attendance
- 1.2 Marshalling
- 1.3 Parking
- 1.4 Starting
- 1.5 Safety Measures
- 1.6 Mooring of Aircraft

2. Aircraft Servicing

- 2.1 Liaison for Fuelling and Defuelling
- 2.2 Liaison with suppliers for replenishing of oil and other fluids
- 2.3 Cabin Equipment
- 2.4 Routine and Non-Routine services
- 1.7 Cooling and heating

3. Aircraft Cleaning

- 3.1 Exterior Cleaning
- 3.2 Interior Cleaning
- 3.3 Toilet service
- 3.4 Water services

4. Loading and Unloading

- 4.1 Loading and unloading of passenger baggage
- 4.2 Transshipment of passenger baggage
- 4.3 Operation of loading/unloading equipment
- 4.4 Positioning and removing of passenger stairs/bridges
- 4.5 Emplane/deplane passengers
- 4.6 Break/make-up of baggages
- 4.7 Bussing of passengers/crew
- 4.8 Bulk loading/unloading of baggage

5. Cargo Handling Services

- 5.1 Loading, off-loading and transshipment of cargo on/from the aircraft
- 5.2 Mail handling services
- 5.3 Operate/provide/arrange essential equipments for handling of cargo
- 5.4 Transshipment of cargo
- 5.5 Palletisation/containerization of cargo
- 5.6 Break-up/make-up of cargo container/unit load device
- 5.7 Bulk loading/unloading

6. Security

- 6.1 Watch and ward of registered baggage/cargo/aircraft and handling equipment
- 6.2 Aircraft security/inspection in transit
- 6.3 Security/surveillance for ladders point check
- 6.4 Security for catering items

TRAFFIC HANDLING

1. Terminal Services

- 1.1 Handling documents and load control
- 1.2 Passengers and baggage handling at the airport terminals
- 1.3 Cargo handling services at the airport terminals
- 1.4 Mail handling services at the airport terminal
- 1.5 Traffic services at the airport terminals including passenger check-in

2. Flight Operations

- 2.1 INFORM THE CARRIER OF ANY KNOWN PROJECT AFFECTING THE OPERATIONAL SERVICES AND FACILITIES MADE AVAILABLE TO ITS AIRCRAFT IN THE AREAS OF RESPONSIBILITY
- 2.2 Flight preparation at the airport of departure
- 2.3 Flight preparation at a point different from the airport of departure
- 2.4 In-flight assistance
- 2.5 Post flight activities
- 2.6 In-flight re-dispatch
- 2.7 Communication system associated with Ground Handling
- 2.8 Material handling

3. Surface Transport

- 3.1 Arrangements for the transportation of passengers/baggages and cargo between separate terminals at the same airport
- 3.2 Arrangements for passengers/crew transport together with their baggage between Airport and city or other agreed points

4. Representational Services

- 4.1 Liaison with local authorities
- 4.2 Information to interested parties, movement of the carrier aircraft
- 4.3 Disbursement of payment on behalf of the carriers at all airports
- 4.4 Supervision and administration services

5. Security

- 5.1 Registered baggage X-ray scan check (baggage and cargo)
- 5.2 Surveillance/vigilance for registered baggage at baggage make-up/break-up area of the airport
- 5.3 Baggage identification/watch and ward of registered baggage

SECURITY REQUIREMENTS

**NO. CAS-7(29)/2007.DIV-I
BUREAU OF CIVIL AVIATION SECURITY
(MINISTRY OF CIVIL AVIATION)
GOVERNMENT OF INDIA
A WING, JANPATH BHAWAN
JANPATH, NEW DELHI – 110001
DATED 19-2-2007**

CIRCULAR NO. 4/2007

Subject: Instructions on deployment of ground handling agencies at the airports.

It has been brought to the notice of this bureau that there are number of ground handling agencies working at the airports in the country without prior security clearance and background checks. In view of the current surcharged security environment in the country and threat to civil aviation from terrorist outfits, induction of private ground handling agencies into the airports without proper background checks, security clearance from the appropriate authority and authorization by the AAI/Airport Operator, may lead to serious security and legal problems. It has, therefore, been decided that the following instructions relating to deployment and induction of ground handling agencies at the airports shall be implemented by all concerned agencies/departments.

- (i) No ground handling agency shall be allowed to work at the airport in future by the Airport Operator, Aircraft Operator or any other agency which has legitimate functions at the airport, unless prior security clearance is obtained from the BCAS.
- (ii) As per the Ground Handling Regulations 2000 dated 17.1.2000, the AAI/Airport Operator may issue a license only after security clearance from the BCAS to such ground handling agencies on prescribed terms and conditions and eligibility criteria for ground handling agencies and the number of such agencies to be appointed at each airport shall be determined keeping in view the safety, security, demand, available infrastructure, land and other relevant considerations to be laid down by the AAI in accordance with the Section 5 of the AAI Ground Handling Regulations (2000).

Cont..2/-

- (iii) Aircraft operator shall enter into contract with the ground handling agencies only after prior security clearance to these entities from the BCAS and approval from the AAI/Airport Operator.
- (iv) In case AAI/Airport Operator or Aircraft Operator intend to appoint a new ground handling agency, the details of such agency is required to be sent to BCAS alongwith the profile of such company at least 3 months in advance so that the background check of the ground handling agency can be done by the BCAS through IB and local police.
- (v) Background check in respect of the ground handling agencies working in the airports is necessary. Therefore, AAI/Aircraft Operator shall send the details of the each existing ground handling company, already engaged by them for ground handling functions alongwith the company profile and address, telephone numbers etc. of Board of directors and management so that the necessary action could be taken by the BCAS to get the antecedents verified of such agencies. In case any company comes to adverse notice, the same shall not be allowed to work at the airport and shall be liable to be removed from the airport.
- (vi) Security related functions as specified by the BCAS in the National Civil Aviation Security Programme and amended from time to time shall not be entrusted to the ground handling agencies by the AAI Airport and Aircraft Operators.
- (vii) Airport Entry Permits to employees of the ground handling agencies shall not be issued by the BCAS unless they have completed the BCAS prescribed Aviation Security Awareness programme, their background check has been completed and there is no adverse report against them.

SD/-
(M. MALAVIVA) Addl.
Commissioner of Security (CA)

Distribution as per list attached



IATA Freight Forwarder – Carrier – Ground Handling Agent Communication Functional Specifications <IATA Cargo> <IDFS> <29/09/2008>

DOCUMENT CONTROL & DISTRIBUTION

Version History

Version	Amendment Description	Date	By
0.1	Original Draft	29/09/2008	Frederic Leger
0.2	Internal Review	01/10/2008	J. Acuna, C. Wolstenholme
0.3	Internal Review	02/10/2008	Remi Grandjean
0.4	e-mail feedback from the CBPP members	23/11/2008	Frederic Leger
0.5	Feedback from the CBPP conference call	20/11/2008	Frederic Leger
0.6	Feedback on from the CBPP	01/12/2009	Frederic Leger
0.7	Feedback on from the CBPP	15/01/2009	Frederic Leger
0.8	Use of FBL instead of FWB between origin carrier and origin Ground Handler	06/08/2009	Bill Acheson

Distribution List

Approved copies of this document will be issued to:

Name	Business Area

Table of Content

1	Introduction.....	3
1.1	Objective.....	3
1.2	Definitions.....	3
1.3	Messages.....	4
1.4	Additional Information on Messages.....	4
1.5	Background.....	4
1.6	Scope of this paper.....	5
1.6.1	Which stakeholders are in scope?.....	5
1.6.2	Which documents are in scope?.....	5
1.7	General Assumptions.....	5
2	Recommended information flow for IATA e-freight.....	6
2.1	Carrier has an office at origin and destination.....	6
2.2	Carrier has an office at origin but not at destination.....	8
2.3	Carrier has no office at origin but one at destination.....	9
2.4	Origin Ground Handling Agent receives information from the Origin Freight Forwarder and sends information to the Origin Carrier and Destination Ground Handling Agent.....	10
3	Other information flows that can support IATA e-freight.....	12
4	Information flows posing risks for IATA e-freight.....	12
4.1	High risks of data discrepancies.....	12
4.2	Shipment Record (e-AWB) cannot be supported.....	13

1 Introduction

1.1 Objective

As part of the IATA e-freight project, this document is intended to describe some of the information (electronic message) flows implemented between Freight Forwarders, Carriers and Ground Handling Agents at origin and at destination in an IATA e-freight environment. For IATA e-freight's purposes, this information flow must preserve the Shipment Record¹ (e-AWB) and ensure the data quality and integrity.

It is important to note that Freight Forwarder - Carrier - Ground Handling Agent communication is not conducted in isolation. It is an integral part of the IATA e-freight project and as such will be one of the forces creating and benefiting from the synergy of all parties involved.

1.2 Definitions

AIR WAYBILL: A paper document made out by or on behalf of the shipper, which evidences the contract between the shipper and airline(s) for the carriage of cargo over the routes of the airline(s).²

CONSIGNMENT: Means one or more pieces of goods accepted by the airline from one shipper at one time and at one address, receipted for in one lot, and moving on one air waybill or one shipment record to one consignee at one destination address.³

FLIGHT MANIFEST: Details of consignments loaded onto a specified flight.⁴

FREIGHT FORWARDER: The party arranging the carriage of goods including connected services and/or associated formalities on behalf of a shipper or consignee.⁵

GROUND HANDLING AGENT: The entity authorised to act for or on behalf of the carrier, for accepting, handling, loading/unloading, transiting, or dealing with cargo, passengers and baggage.

HOUSE WAYBILL: Document made out by an agent / consolidator which specifies the contract between the shipper and the agent/consolidator for the arrangement of carriage of goods.⁶

HOUSE MANIFEST: Document containing the same information as a cargo manifest and additional details on freight amounts, etc.⁷

RECEIPT FOR THE CARGO (also known as "CARGO RECEIPT"): A document⁸ which is provided to the shipper, upon shipper's request, by the Carrier creating a shipment record as a substitution for the issuance of an air waybill and which permits identification of the shipment.⁹

1 IATA Electronic Air Waybill Functional Specifications information at: <http://iata.com/stbsupportportal/efreight/materials/>

2 IATA Cargo Services Conference Resolutions Manual, Resolution 660

3 IATA Cargo Services Conference Resolutions Manual, Resolution 660

4 UN/CEFACT United Nations Layout Key for trade Documents 2002, Appendix 1 Definition and descriptions of document names

5 MacAndrews Shipping Dictionary

6 UN/CEFACT United Nations Layout Key for trade Documents 2002, Appendix 1 Definition and descriptions of document names

7 UN/CEFACT United Nations Layout Key for trade Documents 2002, Appendix 1 Definition and descriptions of document names

8 Paper or electronic



SHIPMENT RECORD: Any record of the contract of carriage preserved by Carrier, evidenced by means other than an air waybill.¹⁰

The Shipment Record is initiated by the FWB information and confirmed or modified by the subsequent FSU(RCS). FSU/RCS would only modify the information regarding Total Number of Pieces, weight and Volume Amount of the shipment. Only at that time the Cargo Contract shall be deemed concluded.

1.3 Messages¹¹

FFM MESSAGE: The FFM message provides the details of consignments loaded onto a specified flight.

FHL MESSAGE: The main objective of the FHL message (type 1) is to provide a “check-list” of Freight Forwarder house waybills associated with a Master Air Waybill.

A second type of FHL (type 2) has been accommodated to provide details of one House Waybill consignment in order for the carrier to provide Customs with advance information based on the house waybill information provided by the origin freight forwarder.

Under IATA e-freight the IATA Cargo-IMP Consolidation List (FHL type 1) message serves as the house manifest document.

FWB MESSAGE: The FWB message is used to transmit a complete set of Air Waybill data in accordance with the IATA Cargo Services Conference Resolutions.

FSU(RCS) MESSAGE: The FSU message is used to notify/update interested parties with a (change of) status of a specified consignment as recorded in the system of a handling party.

The standard code “RCS” specifies that “The consignment has been physically received from the shipper and is considered by the Carrier as ready for carriage on this date at this location”.

1.4 Additional Information on Messages

FHL' MESSAGE: For the purpose of these specifications, the message that contains House WayBill (HWB) data sent by the Origin Freight Forwarder with potential updates made by the Origin Ground Handler.

FWB' MESSAGE: For the purpose of these specifications, the message that contains Air WayBill (AWB) data sent by the Origin Freight Forwarder with potential updates made by the Origin Ground Handler on data such as weight, number of pieces, volumes.

1.5 Background

Carriers may contract¹² the ground handling operations of freight consignments to Ground Handling Agents (GHA) at origin and/or at destination.

⁹ IATA Cargo Services Conference Resolutions Manual, Resolution 660

¹⁰ IATA Cargo Services Conference Resolutions Manual, Resolution 660

¹¹ IATA Cargo IMP

¹² IATA Airport Handling Manual, AHM 801 Introduction to IATA Standard Ground Handling Agreement (SGHA), AHM 802 Comments to IATA Standard Ground Handling Agreement (SGHA), AHM 803 Service Level Agreement Example and AHM 810 IATA Standard Ground Handling Agreement may have to be reviewed

The Ground Handling Agent, who is a key stakeholder in the airfreight supply chain, needs to process inbound and outbound information regarding the physical flow of the consignments.

Today electronic messages are in some cases not exchanged as stakeholders rely on paper documents to support the performance of their respective tasks, or in other cases electronic messages are shared but the flow of data may generate duplication and many errors as highlighted in the Message Improvement Program (MIP)¹³. Finally, in other cases electronic messages are shared but paper documents are still received and used to validate the electronic data exchanged.

The implementation of the Shipment Record (e-AWB) is facilitated by a clear flow of information (FWB & FSU/RCS between Carriers and Ground Handling Agents) and clarification on who should be archiving these electronic messages and who should be capable of producing the Cargo Receipt.

1.6 Scope of this paper

1.6.1 Which stakeholders are in scope?

The stakeholders involved in this specification are:

- The Freight Forwarder at Origin,
- The Carrier's Offices at Origin,
- The Ground Handling Agent at Origin,
- The Carrier's Offices at Destination,
- The Ground Handling Agent at Destination.

Excluded from the scope of this paper (but not of IATA e-freight):

- Customs at export and at import as the purpose of this analysis is not to investigate who is doing the Customs declaration,
- The Shipper, Freight Forwarder at Destination, Customs Broker and Consignee.

1.6.2 Which documents are in scope?

Most of the required information to be exchanged between the Freight Forwarders, Carriers and Ground Handling Agents is included in the following documents/messages:

- Air Waybill (FWB),
- House Manifest (FHL),
- Flight Manifest (FFM).

All other documents will not be included in the scope of this specification as they are not included in the scope of IATA e-freight (e.g. shipper's declaration for dangerous goods) or if included, are not shared in an e-freight environment with the Ground Handling Agents (e.g. invoice, packing list).

1.7 General Assumptions

For the purposes of this paper, the following general assumptions apply:

- All the IATA Cargo Shipment Record Functional Specifications¹⁴ are met, especially:

¹³ More information available on MIP at <http://www.iata.org/stbsupportportal/efreight/MessageImprovementProgramme-MIP.htm>

¹⁴ IATA Electronic Air Waybill Functional Specifications information at: <http://iata.com/stbsupportportal/efreight/materials/>

- The FWB message is sent to the Carrier before the cargo is delivered at the point of acceptance (exceptions can exist e.g. in Asia)
- The FSU/RCS message only effects changes on the FWB information regarding:
 - Total number of pieces;
 - Weight;
 - Volume amount.
- The FWB and the FSU/RCS messages constitutes the Shipment Record
- The FWB and the FSU/RCS messages constituting the Shipment Record are kept unaltered,
- The carrier (or his subcontractor) must be able to produce a Cargo Receipt upon shipper's request
- The Carrier (or his subcontractor) will always need to archive the Shipment Record and, when required, print the Cargo Receipt, directly or through a contractor.

Note:

- The Freight Booked List (FBL) message may be exchanged between the Carrier at Origin and the Ground Handling Agent at Origin, rather than the individual Air Waybill Data (FWB) messages.
- In these cases where only the Freight Booked List (FBL) message is exchanged between the Carrier at Origin and the Ground Handling Agent at Origin, rather than the individual Air Waybill Data (FWB) messages, the Ground Handling Agent is not in a position to manage requirements for the e-AWB on behalf of the Carrier.

2 Recommended information flow for IATA e-freight

The information flows depend on whether:

- The Carrier has offices or not at origin and destination;
- The Ground Handling Agent is using the Carrier system or has its own system with an EDI link to the Carrier;
- The Ground Handling Agreement includes the management of EDI transaction on behalf of the Carrier.

The Carrier may grant the Ground Handling Agent at Origin and /or at Destination access to its own system to view, update, respond to, create and transmit data messages on its behalf.

Alternatively, to fulfil their contracted functions, the exchange of messages between the Ground Handling Agent at Origin and/or Destination can be done using the Ground Handling Agent's own application, as described in the flow charts below.

Note 1: In describing the information flows, not all potential status update messages (such as FSU(DEP), FSU(ARR), FSU(NFD)) are included as some may be optional or exchanged in accordance with bi-lateral arrangements.

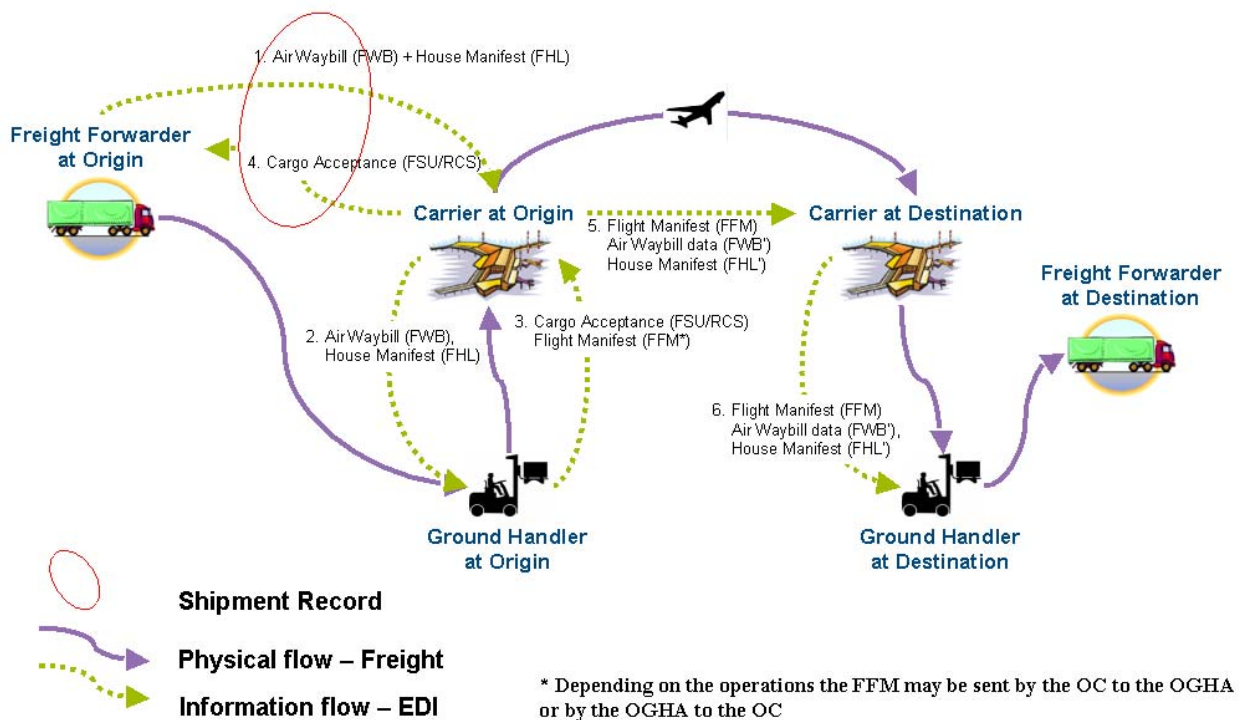
Note 2: If the flow can be freight forwarder-origin ground handling agent-carrier, the relationship is still between the freight forwarder and the carrier which means that in case of issues (e.g. data quality) the freight forwarder would contact the carrier and not the origin ground handler.

2.1 Carrier has an office at origin and destination

Note: (carrier may have office in town and use GHA at airport)

The following high-level data flow describes the information flow when the carrier has its own operational airfreight processing office at origin and at destination.

In such a case the Carrier may sub-contract the physical handling functions to a contracted Ground Handling Agent at origin and/or destination.



1. The Freight Forwarder at Origin, before delivering the freight, sends the FWB and FHL messages to the Carrier's Offices at Origin. FHL message may be only the checklist (FHL type 1) and potentially also the details of house waybills (FHL type 2) to facilitate advance cargo information for Customs.
2. The Carrier at Origin relays the FWB and FHL messages to the Ground Handling Agent at Origin before the Freight Forwarder at Origin delivers the freight.
3. The Ground Handling Agent at Origin receives the freight and accepts it as Ready for Carriage (or rejects it) and sends back to the Carrier at Origin the status messages (FSU) with the standard code Ready For Carriage (RCS). The Ground Handling Agent at Origin may also relay to the Carrier at Origin other messages according to the agreement in place between them, and
 - a. If the Carrier at Origin is performing the aircraft load planning the Carrier at Origin sends the FFM to the Ground Handling Agent at Origin;
 - b. If the Ground Handling Agent at Origin is performing the aircraft load planning, the Ground Handling Agent at Origin sends the FFM to the Carrier at Origin.
4. The Carrier at Origin relays to the Freight Forwarder at Origin the status messages (FSU) with the standard code Ready For Carriage (RCS). The Carrier at Origin may also relay other FSU messages to the Freight Forwarder at Origin in accordance with the agreement in place.

e-AWB:

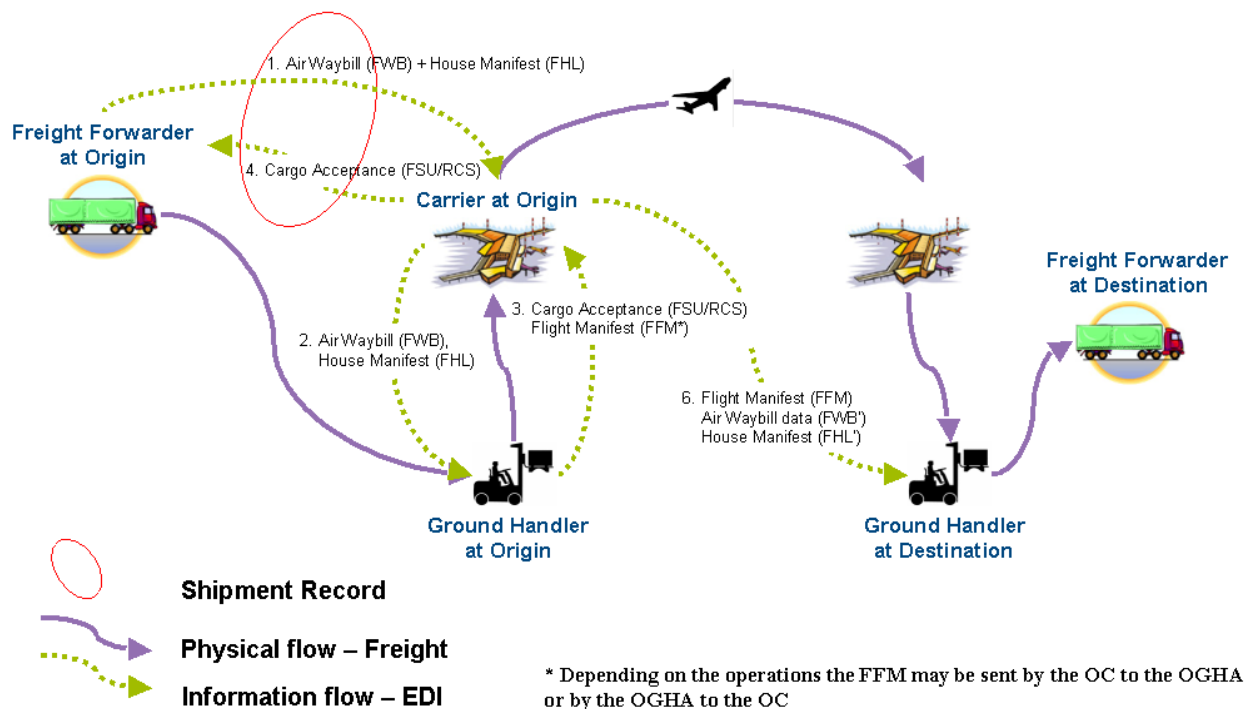
- The Carrier and Freight Forwarder at Origin both have a complete and valid Shipment Record based on the FWB and FSU (RCS) which they can archive in their systems according to the pertaining regulatory requirements.
- The Carrier at Origin and Freight Forwarder at Origin can subcontract the Shipment Record management to its IT service provider if they so desire.
- The Carrier at Origin, if so requested by the Freight Forwarder at Origin can produce a Cargo Receipt (subject to agreement).

5. Where they are not using a shared application, the Carrier at Origin sends to the Carrier at Destination the FFM, FWB' and FHL' (FWB and FHL with the confirmed or modified information as per the FSU/RCS).
6. Carrier at Destination sends to the Ground Handling Agent at Destination the FFM, FWB', FHL' (FWB and FHL with the confirmed or modified information as per the FSU/RCS).
 - a. All agreed FSU messages are passed from the Ground Handling Agent at Destination to the Carrier at Destination who relays these to the Carrier at Origin and the Freight Forwarder at Destination according to the agreements in place

2.2 Carrier has an office at origin but not at destination

The following high-level data flow describes the information flow in the case where the Carrier has its own operational freight processing function at origin but uses solely the services of a Ground Handling Agent at destination.

The Carrier may also sub-contract the physical handling functions to a contracted Ground Handling company.



1. Before delivering the freight, the Freight Forwarder at Origin sends the FWB and FHL messages to the Carrier at Origin. FHL message may be only the check list (FHL type 1) and potentially also the details of house waybills (FHL type 2) to facilitate advance customs information.

2. The Carrier at Origin relays the FWB and FHL messages to the Ground Handling Agent at Origin before the Freight Forwarder at Origin delivers the freight.
3. The Ground Handling Agent at Origin receives the freight and accepts it as Ready for Carriage (or rejects it) and sends it back to the Carrier at Origin the status messages (FSU) with the standard code Ready For Carriage (RCS).
If the Ground Handling Agent at Origin is performing the load planning, the Ground Handling Agent at Origin sends the FFM to the Carrier at Origin. If the Carrier at Origin is performing the load planning the Carrier at Origin sends the FFM to the Ground Handling Agent at Origin.
4. The Carrier at Origin relays to the Freight Forwarder at Origin the status messages (FSU) with the standard code Ready For Carriage (RCS).

e-AWB:

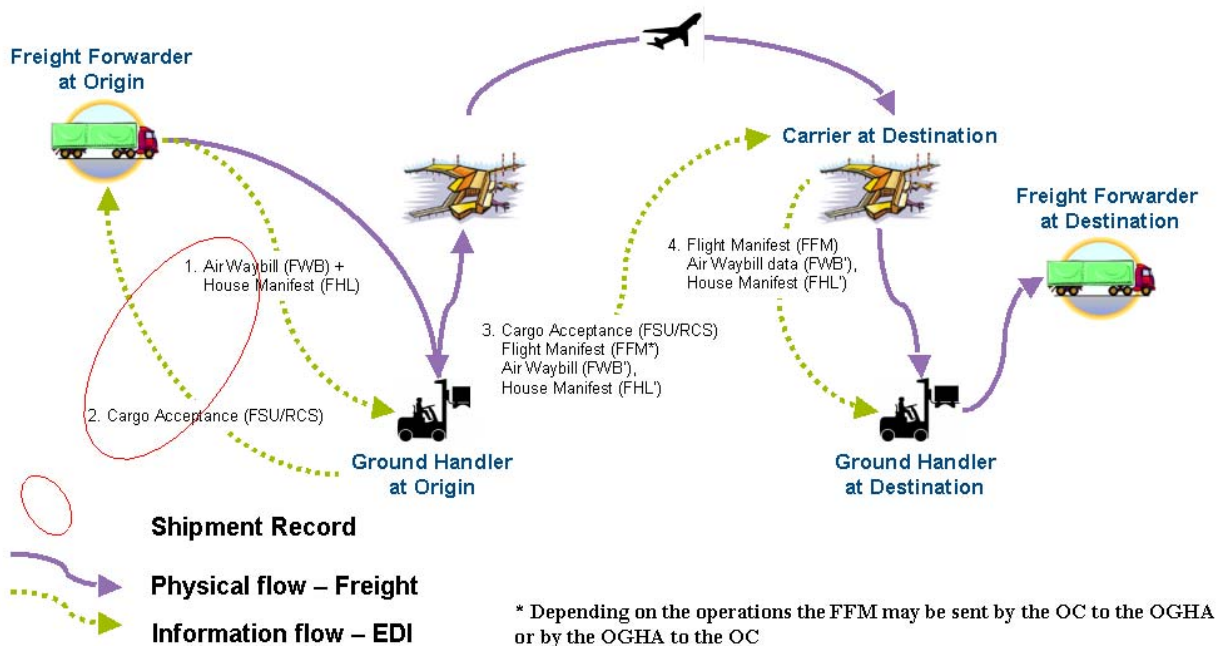
- The Carrier and Freight Forwarder at Origin both have a complete and valid Shipment Record based on the FWB and RCS which they will archive in their systems according to the pertaining regulatory requirements.
- The Carrier and Freight Forwarder at Origin can subcontract the Shipment Record management to its IT service provider if they so desire.
- The Carrier at Origin, if so requested by the Freight Forwarder at Origin can produce a Cargo Receipt.

5. The Carrier at Origin sends to the Ground Handling Agent at Destination the FFM, FWB', FHL' (FWB and FHL with the confirmed or modified information as per the FSU/RCS).

2.3 Carrier has no office at origin but one at destination

The following high-level data flow describes the flow of information when the carrier relies solely on the services of a Ground Handling Agent at origin, but has its own operational freight processing office at destination.

In such a case the Carrier may also sub-contract the physical handling functions at destination to a contracted Ground Handling Agent.



1. Before delivering the freight, the Freight Forwarder at Origin, , sends the FWB and FHL messages to the Ground Handling Agent at Origin. FHL message may be only the checklist (FHL type 1) and potentially also the details of house waybills (FHL type 2) to facilitate advance cargo information for Customs.
2. The Ground Handling Agent at Origin receives the freight and accepts it as Ready for Carriage (or rejects it) and sends back to the Freight Forwarder at Origin the status messages (FSU) with the standard code Ready For Carriage (RCS).

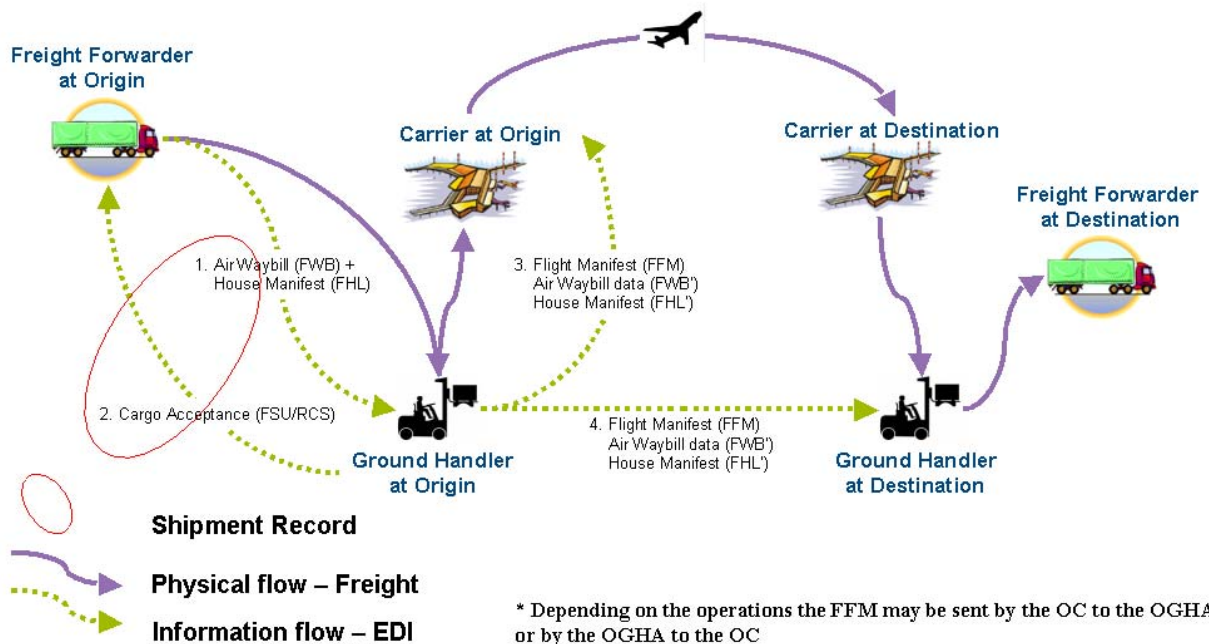
e-AWB:

- Both the Ground Handling Agent at Origin on behalf of the Carrier (need to be clearly defined in the GHA agreement) and the Freight Forwarder at Origin have a complete and valid Shipment Record (based on the FWB and FSU(RCS) messages exchanged) which they should archive in their systems according to the pertaining regulatory requirements.
- The Ground Handling Agent at Origin and/or the Freight Forwarder at Origin can subcontract the Shipment Record management to their IT service provider if they so desire.
- The Ground Handling Agent at Origin, if so requested by the Carrier must be able to produce a Cargo Receipt.

3. The Ground Handling Agent at Origin sends to the Carrier at Destination the FFM, FWB' and FHL' (FWB and FHL with the confirmed or modified information as per the FSU/RCS).
4. The Carrier at Destination sends to the Ground Handling Agent at Destination the FFM, FWB', FHL' (FWB and FHL with the confirmed or modified information as per the FSU/RCS).

2.4 Ground Handling Agent at Origin receives information from the Freight Forwarder at Origin and sends information to the Carrier at Origin and Ground Handling Agent at Destination

The following high-level data flow describes the information flow where the Ground Handling Agent at Origin receives information from the Freight Forwarder at Origin and sends information to the Carrier at Origin and Ground Handling Agent at Destination.



1. Before delivering the freight, the Freight Forwarder at Origin, sends the FWB and FHL messages to the Ground Handling Agent at Origin. FHL message may be only the checklist (FHL type 1) and potentially also the details of house waybills (FHL type 2) to facilitate advance cargo information for Customs.
2. The Ground Handling Agent at Origin receives the freight and accepts it as Ready for Carriage (or rejects it) and sends back to the Freight Forwarder at Origin the status messages (FSU) with the standard code Ready For Carriage (RCS).

e-AWB:

- Both the Ground Handling Agent at Origin on behalf of the Carrier and the Freight Forwarder at Origin have a complete and valid Shipment Record (based on the FWB and FSU(RCS) messages exchanged) which they can archive in their systems according to the pertaining regulatory requirements.

Note: The GHA agreement between the Carrier and GHA may need to be updated to meet the Shipment Record (e-AWB) requirements.

- The Ground Handling Agent at Origin and the Freight Forwarder at Origin can subcontract the Shipment Record management to their IT service provider if they so desire.
- The Ground Handling Agent at Origin, if so requested by the Freight Forwarder at Origin must be able to produce a Cargo Receipt.

3. The Ground Handling Agent at Origin sends to the Carrier at Origin the FFM, FWB' and FHL' (FWB and FHL with the confirmed or modified information as per the FSU/RCS).
4. The Ground Handling Agent at Origin sends to the Ground Handling Agent at Destination the FFM, FWB', FHL' (FWB and FHL with the confirmed or modified information as per the FSU/RCS).

3 Other information flows that can support IATA e-freight

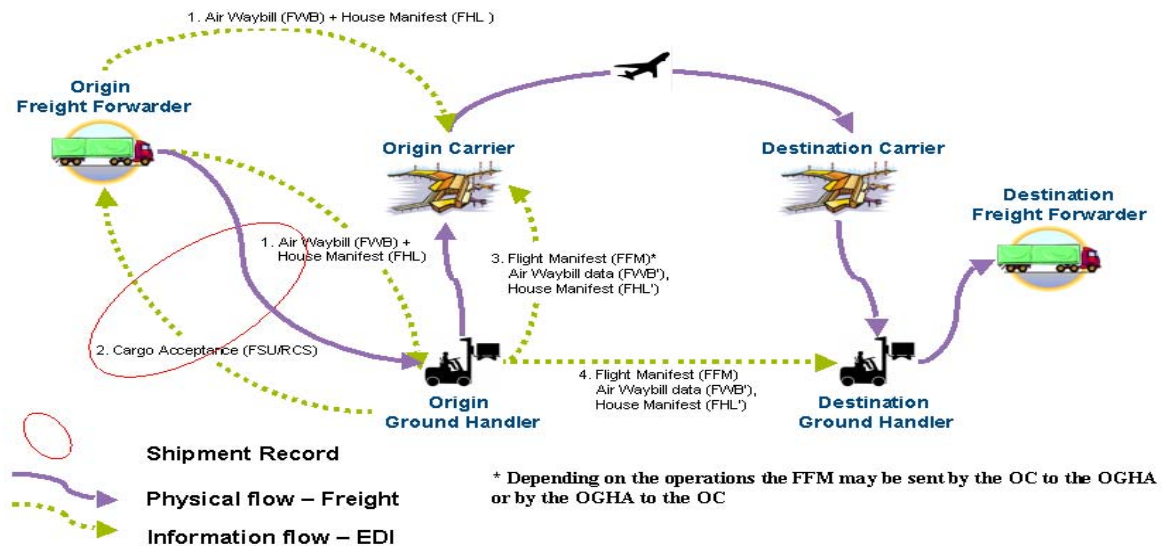
Each Carrier should be free to implement whatever information flow they choose as long as it preserves the Shipment Record as required and ensure the data quality and consistency to support IATA e-freight.

4 Information flows posing risks for IATA e-freight

Some flows of data between the Freight Forwarder, the Carrier and the Ground Handling Agent may not support IATA e-freight or introduce high risks of data discrepancies.

In some cases, the FWB and the FSU(RCS) messages are not managed in one single system. This would prevent the management of the e-AWB (archiving the Shipment Record and production of the Cargo Receipt).

4.1 High risks of data discrepancies

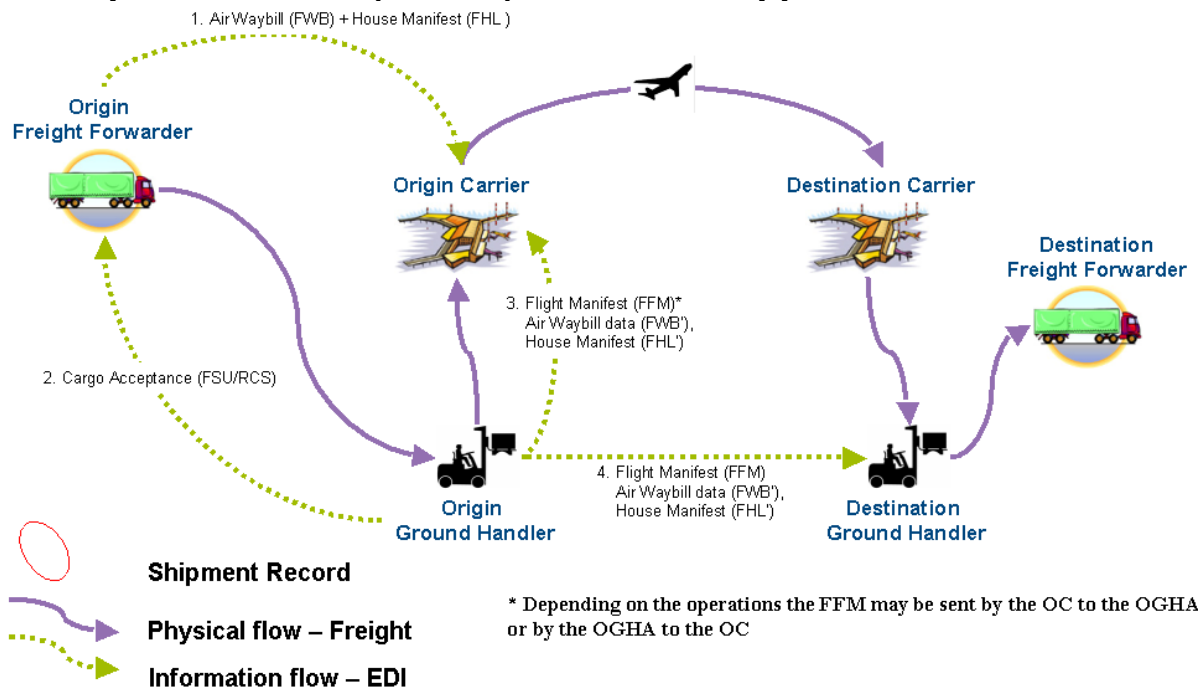


1. The Freight Forwarder at Origin sends the FWB and FHL messages to both the Carrier and the Ground Handling Agent at Origin. FHL message may be only the checklist (FHL type 1) and potentially also the details of house waybills (FHL type 2) to facilitate advance customs information.

RISK:

- Due to the fact that the Freight Forwarder at Origin is sending messages to the Carrier and to the Ground Handling Agent at Origin there is a high risk of discrepancies between the Freight Forwarder at Origin, Carrier at Origin and Ground Handling Agent at Origin that put IATA e-freight at risk.

4.2 Shipment Record (e-AWB) cannot be supported



1. The Freight Forwarder at Origin sends the FWB and FHL messages to the Carrier at Origin. FHL message may be only the check list (FHL type 1) and potentially also the details of house waybills (FHL type 2) to facilitate advance customs information.
2. The Ground Handling Agent at Origin receives the freight but has not received the FWB and the FHL from the Carrier at Origin. The Ground Handling Agent at Origin accepts the cargo as Ready for Carriage (or rejecting it) and sends back to the Freight Forwarder at Origin the status messages (FSU) with the standard code Ready For Carriage (RCS).

RISK:

- The e-AWB cannot be managed. A Shipment Record is not created. The Carrier nor the Ground Handling Agent at Origin have in one database the FWB message as sent by the Freight Forwarder at Origin and the FSU(RCS), which constitute the basis of the Cargo Receipt as per the e-AWB specifications.

3. The Ground Handling Agent at Origin sends to the Carrier at Origin the FFM, FWB' and FHL' (FWB and FHL updated according to physical freight received which is different from the one sent by the Freight Forwarder at Origin).
4. The Ground Handling Agent at Origin sends to the Ground Handling Agent at Destination the FFM, FWB' and FHL' (FWB and FHL updated according to physical freight received).



Annex 1

MESSAGE SPECIFICATIONS

The specifications of these IATA standard electronic messages are described in the Cargo Interchange Manual Procedures (CIMP) that can be accessed and purchased at the following URL: <http://www.iata.org/ps/publications/cimp.htm>