The following table shows the common errors of FWB submission during parallel trail period since 15 July 2010.

Nbr of Error	Error Descriptions	Total
1	No FHL - Forwarder did not send electronic house data to CX	38
2	No FWB - Forwarder did not send electronic Air Waybill data to CX	32
3	Invalid IATA agent number - missing 4 digits CASS code	31
4	RA Code Missing	22
5	RA code mismatch with IATA agent code	21
6	Shipper's country code and port code mismatch	10
7	Failed to declare EF in PMP	8
8	Invalid or missing agent details - IATA agent code	8
9	E/L Not Upload to Airline Pouch	6
10	Description not follow Best Practice	5
11	Invalid or missing charges currency code	4
12	Invalid or missing house waybill summary details - HWB manifest description of goods	4
13	No SLAC	4
14	Number of pcs in FHL exceeds number of pcs in the FWB	4
15	Incomplete Description in FHL	3
16	Missing SPL code	3
17	Invalid or missing consignee details – state or province for USA	2
18	Consignee's country code and port code mismatch	2
19	Consol wrongly declared as simple shpt	2
20	Invalid or missing AWB details - total gross weight	2
21	Invalid or missing details - nature and quantity of goods	2
22	Missing Micellanous Charge	2
23	No Dimension	2
24	PMP not update	2
25	Duplicate records found in Ezyfreight	1
26	Invalid or missing agent details – IATA agent CASS address	1

Nbr of Error	Error Descriptions	Total
27	Dry battery declaration letter not upload in A/P	1
28	EAW code was input in SPH field	1
29	EAW input in SPH field	1
30	Failed to upload DG statement into Airline e-Pouch	1
31	FHL Wrong US Address	1
32	FWB Wrong US Address	1
33	Invalid or missing house waybill summary details – HWB manifest description of goods	1
34	IATA agent code mismatch	1
35	IATA RA Code Missmatch	1
36	Incomplete Description	1
37	Incorrect SLAC	1
38	Invalid Currency Code	1
39	Invalid or missing AWB details - AWB number	1
40	Invalid or missing AWB details - number of pieces	1
41	Invalid or missing consignee details - country code	1
42	Invalid or missing house waybill summary details	1
43	Missing CASS Code	1
44	No CASS Code	1
45	No DG Statement	1
46	No RA Code but only KC code	1
47	no shipper address	1
48	Reject Counter AWB	1
49	Invalid dangerous goods declaration statement	1
50	Special handling code and goods description mismatch	1
51	Wrong City Name	1
52	Wrong Description in all FHL	1
53	Wrong Dimension	1
54	Wrong Postal Code in FHL	1
55	Wrong Weight in PMP	1

Q1. L/C shipments require special characters to be shown on the MAWB. How to handle special character(s) other than "-"and "." ?

Answer:

This is the current limitation on the IATA Cargo Interchange Message Procedure(CIMP). In this case, Freight forwarders may print out the FWB from Ezycargo platform and manually type/add those required characters to the requirement of L/C shipment. If consignee requires a hard copy of Air Waybill with the L/C details, Freight Forwarders may prepare the hard copy of Air Waybill for the consignee, put it into a physical document pouch and hand it to Airline before cut-off time.

Q2. Can GLSHK provide message samples and technical specifications?

Answer:

Yes. Please contact GLSHK for the samples and specifications.

Q3. Can Freight Forwarder amend the data on FWB after receiving RCS?

Answer:

No further amendment on the FWB is allowed after RCS is generated. Same as existing physical air waybill procedure, Freight Forwarders shall raise a formal CCA if an amendment is required.

Q.4 How will Freight Forwarders know their messages submitted to Airline have been well received or not? CX/KA will respond up to 30 minutes after Freight Forwarders' submission.

Answer:

There is no acknowledgement message to be sent out by Airline at the moment. If Freight Forwarders do not receive RCS/FNA 30 minutes after they submit FWB/FHL to Airline, or Freight Forwarders urgently need the confirmation from the Airline, Freight Forwarders can contact CX/KA Cargo HUB hotline for checking their status.

Q5. The size limit for e-pouch is 2MB. What if a particular e-pouch total size exceeds 2MB?

Answer:

The upload limit is 2MB per file. Each Airline-Pouch (per AWB) supports multiple-file uploads and allows up to maximum 10MB pouch storage.

Q6. When will the e-pouch function be ready?

Answer:

It's available on Ezycargo now.

Q7. If a shipment involves "claim" incident at court level, which documents from both parties will be used as reference?

Answer:

Once the RCS triggered, the contract was concluded between the Airline & Freight Forwarder. The FWB and the Cargo Receipt were archived. Both Airline and the Freight Forwarder can retrieve the same image of FWB & Cargo Receipt for reference.

Q8. During Pilot run, what if the destination is not ready for any reason?

Answer:

100% e-AWB in HKG is applicable to all destinations. It's a standard procedure between Airline & Freight Forwarders. Airline will reproduce the AWB to satisfy the legal & customs needs when necessary.

Q9. What is the difference between Airline Pouch and Forwarder Pouch?

Answer:

Airline Pouch is an option which allows Freight Forwarder to upload the required document image for Airline to perform e-AWB acceptance. Forwarder Pouch is a function of Ezycargo. It provides a path for Freight Forwarders to upload their document for the usage on the destination's forwarders. Airline is unable to open and see the content of the Forwarder Pouch.

Q10. Can Freight Forwarders request Airline not to forward shipment without receiving Forwarder's physical Pouch? Some destinations' customs having strict requirement for original document which must accompany the shipment for customs clearance.

Answer:

It is possible if shipment has not been loaded on ULD. A handling charge may be levied if the shipment is required to retrieve from the loaded ULD.

Q11. Although there are still 4 months to go from now to the 100% e-AWB implementation on 01JAN2011, time is quite tight for Freight forwarders to have their system enhancement done. Is there any alternative if their IT system is not ready?

Answer:

Freight Forwarder is strongly advised to start their IT enhancement as early as possible. It is estimated that the enhancement for most Freight Forwarders' systems can be completed within 20 man days. Freight Forwarder may contact CX/KA's CDMP provider – GLSHK for any relevant IT information. As an alternative, Freight Forwarder

may use Ezycargo to submit electronic messages to Airline before their own systems are ready.

Q12.   For Host to Host connection, can Airline's reply message (RCS/FNA) reach Freight Forwarders' in house system? If so, how?
Answer:

FNA will be returned to the host system which has submitted the FWB. For the RCS, Freight Forwarder can setup e-mail alert in Ezycargo and check the status in Ezyfreight.

Q13.   For Host to Host connection, if a Freight Forwarder is not an Ezycargo subscriber, how to upload document to e-pouch (AP)?
Answer:

The host-to-host connection is offered to Ezycargo Freight Forwarders only.   If a Freight Forwarder currently is non-Ezycargo customer but would like to setup the host-to-host connection, please contact GLSHK directly.

Q14.   Can Co-loader connect to GLSHK via host-to-host? How to identify the Co-loader (whatever layer) is a host-to-host users or not?

Answer:

Yes. GLSHK will offer the host-to-host service to co-loader if the co-loader is Ezycargo customer and has the IT capability to setup the connection. GLSHK will assign an unique PIMA to Forwarder who uses the host-to-host channel to submit messages.

Q15.   Can Master co-loader and final co-loader receive RCS/FNA?
Answer:
If the message is submitted through Ezycargo, both of them can check the FNA status in Ezycargo & Ezyfreight platform.

If the message is submitted through Host-to-Host channel, Airline will return the FNA to the Freight Forwarder's host system of the message sender. Both Master co-loader and final co-loader can check the FNA in Ezyfreight too.

For the RCS status, they can check it through e-mail alert (Master co-loader) or in Ezyfreight platform (Master co-loader and co-loader).

Q16.   For host-to-host connection, can Freight Forwarder view the history in Ezycargo platform?

Answer:

Yes. Freight Forwarder can review the history in ezycargo – ezyfreight shipment summary function.

Q17.   Can Freight forwarder to request CCA out of office hour (0900 – 1730)?

Answer:

CX/KA Cargo HUB Operation serves for 24 hours. Freight Forwarder is welcome to contact CX/KA Cargo HUB counter supervisor for assistance whenever needed.

Q18.   Has the Hong Kong Shippers' Council being informed about the CXKA 100% e-AWB implementation in HKG?

Answer: Yes.

Q19.   Dimension is required or not for prepacked ULD/prepacked ULD + loose?

Answer:

Prepacked ULD is not required to input dimension. But loose cargo is needed. If there is not enough space in description field, Freight Forwarder may insert the total volume of the consignment or indicate each dimension in accounting information or handling information field.

Q20.   When Freight Forwarder request to hold export shipment from HKG after acceptance, can Freight Forwarder request to change destination on the same AWB?

Answer:

No. FWB data cannot be changed once accepted by Airline. It is suggested to use another new AWB number.

Q21.   How to input the completed address since insufficient space on the Shipper or Consignee address field?

Answer:

Freight Forwarder may use the Accounting information or Handling information field to indicate the address.

e.g.   Shipper: c/o XYZ Company, 123 Nathan Rd, Kowloon.

Q22.   When Freight Forwarder deliver dangerous goods shipment together with Shipper's DGD for package inspection, will Airline issue any proof that it has collected 2 copies of DGD?

Answer:

Freight Forwarder to prepare a copy of original DGD and Airline will stamp on the document copy in order to prove the original document has been collected by Airline.

Q23.   How to handle if shipment is consigned to bank and there have some punctuation marks or special marks which need to be indicated onto AWB's Name/Address field?

Answer:

Suggest Freight Forwarder to printout AWB copy after inputting FWB data. Then, amend the Consignee field by typewriter with the punctuation or special marks as required, and deliver to CX/KA acceptance counter as a physical document pouch in order forward to destination for their consignee to deal with the bank or Freight Forwarder may scan the AWB copy to consignee in lieu of physical document pouch.

Q24.   How to update Regulated Agent information correctly if ultimate shipper is an unknown consignor under Hong Kong Regulated Agent Regime?

Answer:

Freight Forwarder should input 'RA-UNK' in the line 1 of SSR field or OSI line if consignment is intended forward by passenger aircraft, or input the statement 'For the sole purpose of HK Aviation Security Programme, the cargo is tendered for cargo aircraft only.' in the line 1 of SSR field or OSI line if consignment is intended forward by freighter.

Q25.   For Mix-Prepacked cargo, in some cases, the MAWB information will indicate the gross weight 45kg but the HAWB is actually 30kg. Will it be rejected by Airline if some HAWB weights are different with MAWB weight?

Answer:

The total piece of MAWB and HAWB must be matched. Airline may accept a minor weight difference with HAWB since we understand the needs of Freight Forwarder as local practice.

Q26.   Our company's system is not ready for ND field in FWB at this time. However, the dimension inputted as 52x34x35/10 is rejected in NC and NG field. What is the acceptable format?

Answer:

The above format is rejected because of the symbol '/' not allowed. The acceptable dimension input format is 52x34x35CMx10.