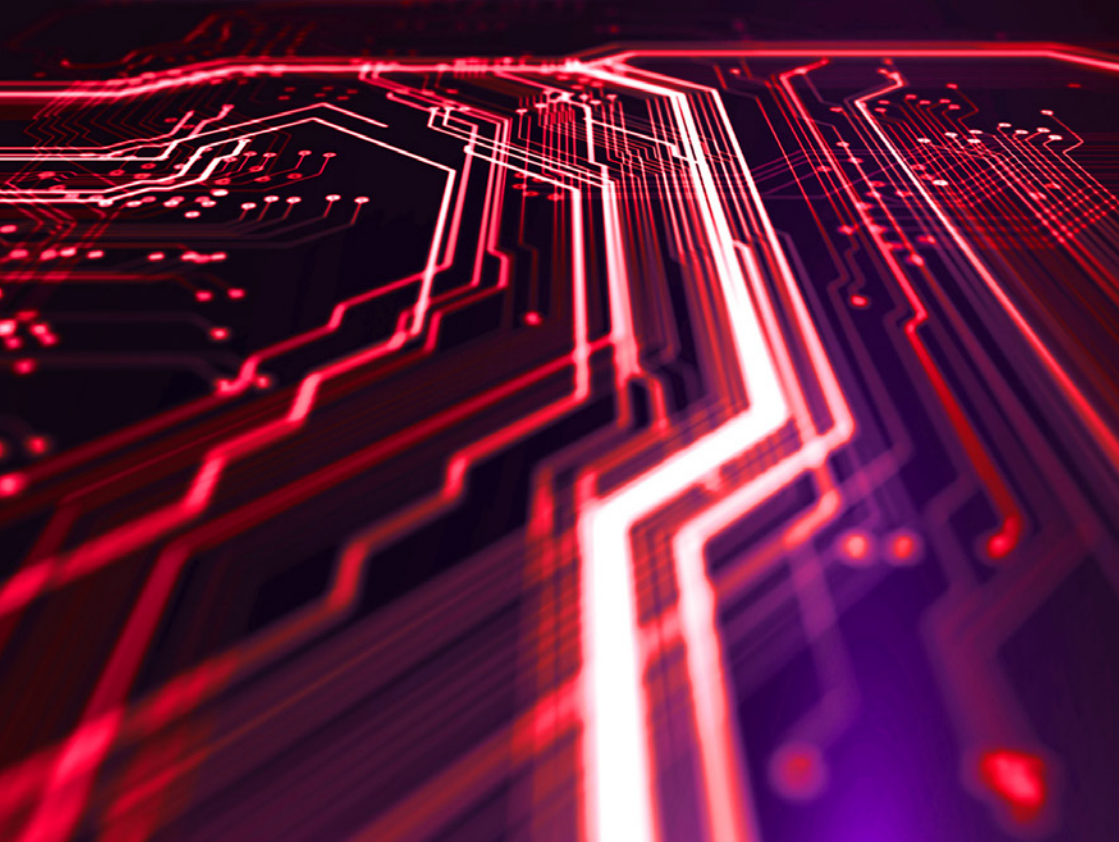




virgin atlantic
cargo

We're going
paperless

with e-AWB



We're going paperless.... fancy joining us?

We're expanding our e-AWB network
and we'd love you to join us

e-AWB is an IATA initiative that eliminates the need for a paper AWB. Instead, all details are transmitted electronically via FWB messages.

This means:

- Improved data accuracy
- Instant data exchange
- Reduced need for data entry
- Faster acceptance
- Reduced printing and operational costs

So what are you waiting for?

If you're interested in going paperless, please contact our dedicated team at cargoonesupport@fly.virgin.com

e-AWB in more detail

What is the scope of our e-AWB programme?

- e-AWB may be used on all products except Courier
- Charges Collect Shipments will not be accepted
- DTC (Direct to Consignee shipments) are exempt
- Export from non-VS air service gateways (trucking) shipments are out of scope
- Interline shipments are out of scope

There are a number of things you need in order to work with us on e-AWB:

- You should be a registered partner with Virgin Atlantic Cargo
- You should be signed up to the IATA Multilateral e-AWB Agreement R672
- You must be able to send FWB messages (FWB version 16, to our messaging provider Descartes (preferred) or SITA. We'll perform data quality checks periodically, and share the results with you as part of IATA's Message Improvement Programme - MIP)
- You must be able to receive and process FSU 'RCS'
- You need to agree to our process requirements

The e-AWB process explained

If you're considering working with us on e-AWB, please read through the below process which explains how it all works.

Reservations and bookings

All shipments should be booked prior to submitting an FWB. The channels available for bookings are:

- Call or e-mail the customer service team on 1 800 828 6822 option 1 or welovecargo@fly.virgin.com
- Visit our online booking portal at virginatlanticcargo.com
- Book via CPS at cargoportalservices.com
- Alternatively you can book via FFR

Cutting the AWB

Please make sure that when you've finished cutting your AWB you send us the details via FWB message. Check with your systems administrator for instructions if you're not sure how to do this, as this step is important.

If you make any changes after sending the original FWB you can send subsequent FWBs any time up until the shipment arrives at our warehouse and RCS status is set.

Goods Acceptance

On arrival at the airport, we'll carry out Goods Acceptance as usual:

- Check the FWB has been received and processed successfully
- Collect the documents pouch (we require that you label your pouch with the AWB number for pouch transit, using for example IATA RP1600u)
- Check delivered pieces and weight matches the information submitted in the FWB
- Perform other 'ready for carriage' checks
- Set RCS status, and send RCS message back to you (this message constitutes the virtual 'signing' of the contract)

Discrepancies and exceptions

FWB not received and/or not processed

The following are possible reasons as to why the FWB may not be received:

- System outage - (Virgin Atlantic Cargo, participant or messaging provider)
- FWB not submitted
- Incoming FWB rejected due to a system validation or formatting error

In this event we'll call you and revert back to a paper process:

- You'll be required to send us a scanned copy of the AWB via email
- We'll use the scanned copy to perform goods acceptance and manually capture AWB data

Piece and weight mismatch

If the shipment is delivered in and the piece and/or weight count does not match that transmitted via FWB* we'll call you to determine the best course of action from the following options:

- Amended copy of AWB to be scanned and submitted
- On your instruction we shall amend the shipment record on your behalf. An email confirmation will be required from you as proof of authorisation to amend pieces and/or weight
- After we've resolved the mismatch, we'll complete Goods Acceptance and send the RCS message reflecting the correct pieces and/or weight

* For weight discrepancies we'll operate a +/- 10% policy

Booking and FWB mismatches


If the FWB is received but doesn't match details in the booking it may not be processed. In this event, we'll contact you.

System outages

In the event of any system issues, we'll contact you.

Charges Correction Advice process (CCA)

For e-AWB shipments, the CCA process will only be performed for discrepancies that happen or are discovered after Departure. A CCA and scanned copy of the amended AWB or email correspondence will be required and scanned to the receiving station. For discrepancies prior to departure, please refer to details provided above.



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