e-AWB Activation Terms and Conditions

Qatar Airways Cargo (QR) is at the forefront of IATA's e-initiatives, and your continued support puts us among the top e-AWB carriers across the globe.

To ensure adherence to the standard process and consistency of service, we request customers to take note of the following activation terms and conditions:

i.   Customer must send FWB (and FHL, if applicable) messages for each shipment and ensure all shipments, including those travelling via a different point, are sent as e-AWB. A failure FWB receipt notification may be enabled for customers who want to confirm success of transmission.

ii.   Customers sending messages in C-IMP format need to conform to the limits set by IATA CIMP standards, while those sending messages in XML format must bear in mind that many GHAs and customs authorities still operate on C-IMP / XML customised standards; hence, standard C-IMP FWB character limitations are still followed.

iii. Customers must take immediate action to re-send the amended FWB / XFWB if they happen to receive an FNA message.

iv.   GHA at origin will be informed about customers activated for e-AWB, and may therefore not expect or accept any physical AWB or its copies.

v.   Qatar Airways Cargo DOH Hub will print Neutral AWB or an A4 copy based on the FWB / XFWB message transmitted by customer in case ultimate destination requires it. Therefore, it would be prudent for customer to send electronic information containing precise and within-the-standards electronic information in order to avoid customs clearance issues.

vi.   IATA uses ECC or ECP to identify e-AWB shipments. Our system will insert the applicable Special Handling Code (SHC) into the FWB received for the shipment after few validations.

vii. Customer is responsible to insert the IATA defined EAP code to indicate that an e-AWB shipment is traveling with a document pouch. Otherwise, customer should insert EAW.

viii. FWBs transmitted by customer to Qatar Airways Cargo must contain all accurate and relevant Handling Information and SHCs especially for Special Cargo and Dangerous Goods (DG).

ix.   All kinds of cargo are acceptable under the e-AWB process; however, special cargo such as Live Animals (AVI) and Dangerous Goods (DG) may require additional documentation beyond the standard e-AWB data exchange that should be sent via the pouch or handed over seprately to the airline.

x.   Interline shipments (OALs) are not within the e-AWB scope at present. Complete set of documents are still required for this arrangement.

xi.   Customer should advise Qatar Airways Cargo if in case they decide to activate new points in their network in order to enable transmission channels and update activation notice.

xii. Customer shall inform Qatar Airways Cargo of any changes in transmission channel, CCS provider, PIMA or TELEX addresses to avoid messaging failures.

For any queries related to the e-AWB and e-Freight initiatives, contact your local Qatar Airways Cargo sales office or email ecargo@qatarairways.com.qa.