



Guidelines for Activating the Multilateral e-AWB Agreement

www.iata.org/e-awb-multilateral

By joining the Multilateral e-AWB Agreement (Resolution 672), freight forwarder and airline confirm their intent to do e-AWB, and their consent to the terms and conditions for doing business electronically as stated in the Agreement.

However, prior to starting e-AWB, airline has to “activate” the freight forwarder, by sending an Activation Notice to freight forwarder pursuant to Article 3.1 of the Agreement. As of the date indicated in such Activation Notice, airline can accept shipments from freight forwarder using e-AWB instead of the paper AWB.

Steps for Activation

1. Airline confirms that freight forwarder has joined the Agreement

The complete list of freight forwarders who have joined, including their designated contacts, can be found in the [Multilateral e-AWB Agreement Reports](#) section in e-Cargo Matchmaker.

Notes:

1. *This report is accessible only to airline users who have [registered](#) to e-Cargo Matchmaker. The user needs to [Sign in](#) to access the report.*
2. *Airline should also ensure that the stations they wish to activate are [listed](#) under the Multilateral e-AWB Agreement. To update the list of airports, complete the [Airline Submission Form](#) and return to IATA.*

2. Airline and freight forwarder confirm mutual operational readiness for e-AWB

Airline and freight forwarder work together to specify the operational aspects including, but not limited to, the following:

- a) Envisioned locations for e-AWB, and start dates for each location
- b) Method that will be used to exchange e-AWB data for each location:
 - Electronic messages (typically Cargo-IMP or Cargo-XML)
 - Other means (for example, web portal)
- c) Business processes for e-AWB for each location (including exception management procedures)



- d) Airport pairs for which e-AWB will be used, or if a single process will be offered by the Airline
- e) Validation of the messaging capability in place for each location (including authenticity and integrity, connectivity, and data quality). This involves conducting trial shipments and collaboration to resolve any outstanding issue(s).

Note: The above aspects could be agreed between Airline and Freight Forwarder by means of a Service Level Agreement (see [Sample Clauses for an E-Air Waybill Service Level Agreement](#)).

3. Airline prepares the Activation Notice

- a) Download the [Activation Notice form](#)
- b) Complete the Activation Notice (see [Sample completed Activation Notice](#))
- c) Sign the Activation Notice: it is not mandatory to physically sign the Activation Notice. For example, the name of the signatory can be inserted in the Signature box.

4. Airline sends the Activation Notice to freight forwarder

The Activation Notice is sent by the airline to freight forwarder's designated contact pursuant to the Notice provisions of the Multilateral e-AWB Agreement and a copy may be sent to other parties, as agreed between airline and freight forwarder. The Activation Notice may be sent by e-mail and it is recommended, as good business practice and to avoid ambiguity, that airline obtains an acknowledgement of receipt of the Activation Notice.

Questions?

In case of any questions, or more information needed, contact IATA Cargo: cargo@iata.org