

Air Cargo Industry Master Operating Plan

A description of the air cargo industry transportation business process

February 2019

Management Summary

The Industry Master Operating Plan (Industry MOP) maps the processes and sub-processes typically involved in the planning and movement of air cargo consignments from shipper to final consignee.

The original source of this Industry MOP document is the ‘ Cargo iQ MOP’ initially developed by the Cargo iQ interest group members, with as initial purpose, the development of a quality and process management system for air cargo.

The value of an Industry MOP however goes beyond this particular goal and this Industry MOP will provide all industry participants as well as air cargo representative organizations and associations with a common reference document useful for a number of activities, including:

- Support to the development and implementation of new industry standards and practices, in areas such as quality management, paperless operation, security, customs compliance, special cargo transportation, and others.
- Support to discussions with regulators, when a description of the generic industry transportation process is required
- Support to air cargo industry participants looking for a reference to improve their internal processes and/or developing common processes with supply chain partners

The authors of the Industry MOP recognize that the processes and sub-processes contained herein may not describe the exact processes applied by each air cargo participant in their own operations. It does represent, however, a good description of the process that the air cargo industry can aim towards, with a view to harmonizing procedures across stakeholders, improving overall quality, and responding to regulatory requirements. It is anticipated that this MOP will continue to evolve over time as requirements and industry processes evolve.

A total of 19 main processes have been identified in this MOP, from shipper’s door to consignee’s door. These processes belong to one of five categories of activities as follows: Origin Forwarder, Origin Carrier, Transport Carrier, Destination Carrier, Destination Forwarder. The 19 processes are detailed in sub-processes, and additional information concerning each sub-process is in turn available.





NOTES



This document uses the following definitions:

- Shipment = Freight + Information
- Freight = Physical Freight
- Information = Electronic Data or Paper relating to the Freight
- Carrier = Airline
- Domain = Sphere of Influence/ Control

Messaging / milestones indicators with background in green refer to the IATA Cargo IMP* standard.

FWB

This is version 1.2 of the Air Cargo Industry Master Operating Plan (Industry MOP).

The original source for this Industry MOP was the Cargo iQ MOP developed initially by Cargo iQ members. Any reference to “**routemaps**” in this document apply only to those air cargo industry participants using the Cargo iQ quality management program.

Any air cargo industry participant not applying the Cargo iQ quality management program should consider those steps or tasks optional and/or not applicable to them.

* This document has not yet been updated to incorporate Cargo XML messaging.

Navigation

This document is split in 4 levels (Activity Category/Processes/Sub-processes/Information on each sub-process). It is possible to navigate through the levels by clicking on the icons, as indicated below:

-Level ONE, TWO and THREE: click on process box to go down one level



-Previous set of processes



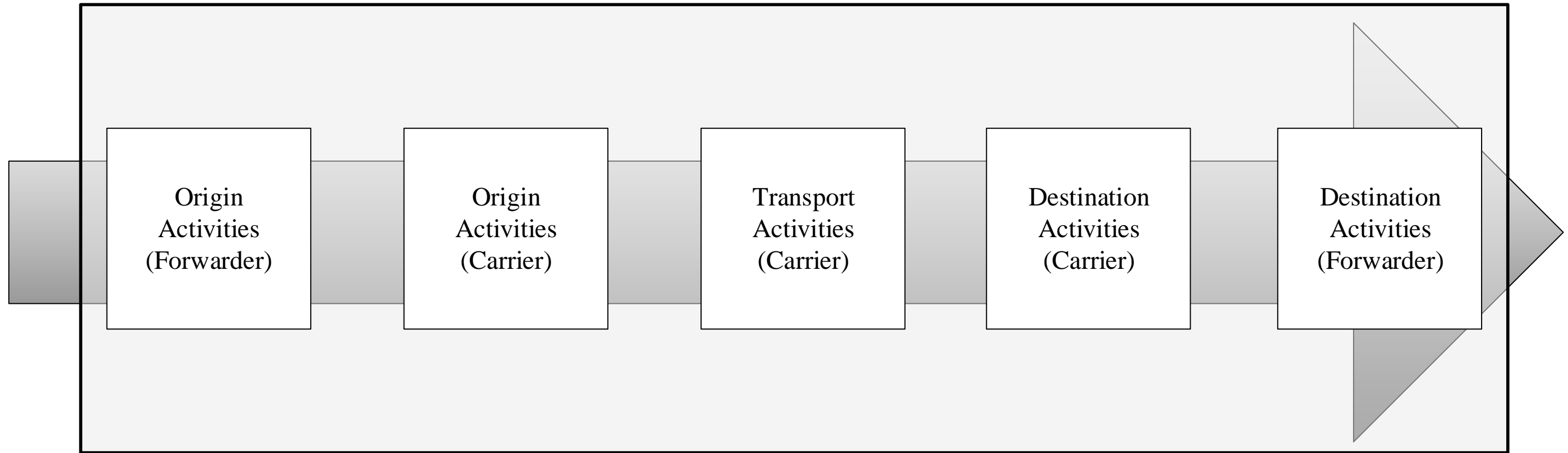
next higher level



next set of processes

Air Cargo Industry Master Operating Plan

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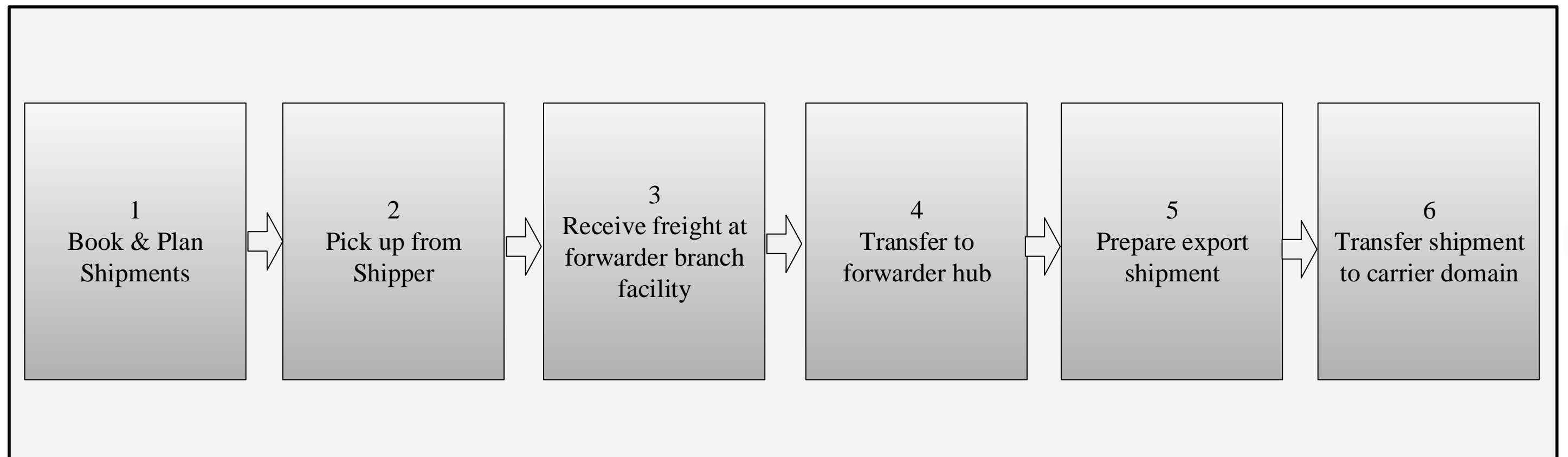
Management
Summary



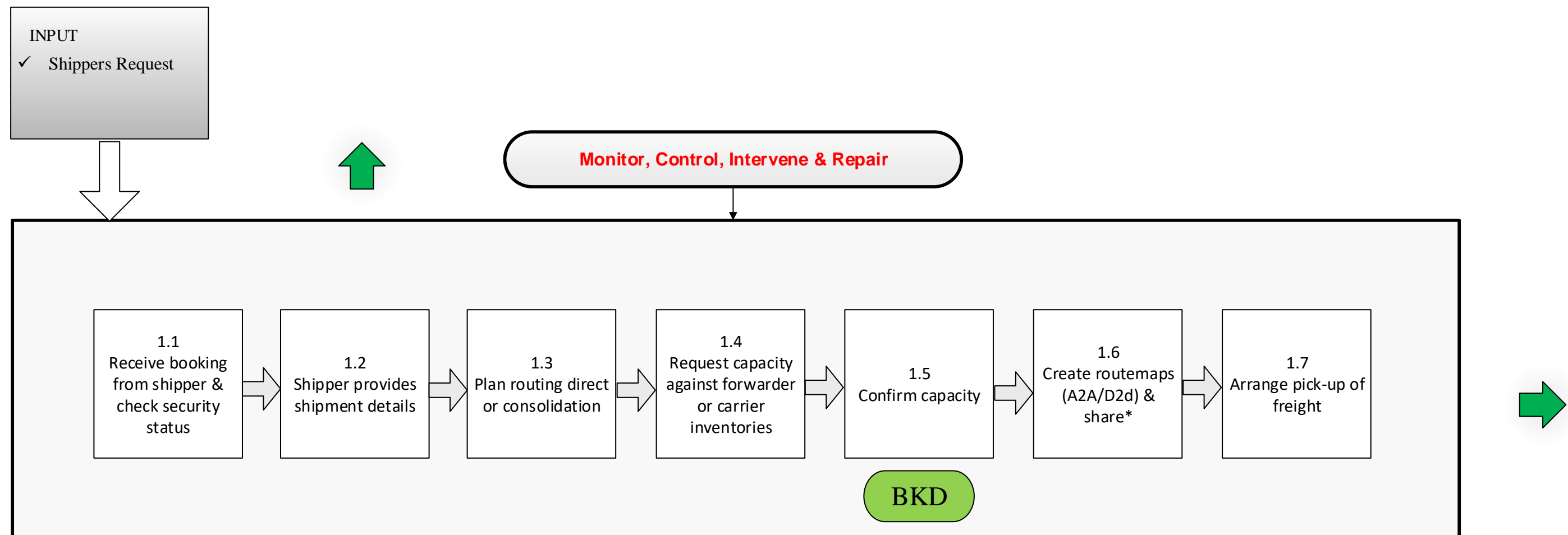
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Air Cargo Industry Master Operating
Plan v 1.2

Origin Activities (Forwarder)



P01 Book & Plan Shipments



*This step applies only to stakeholders using the Cargo iQ quality management program.

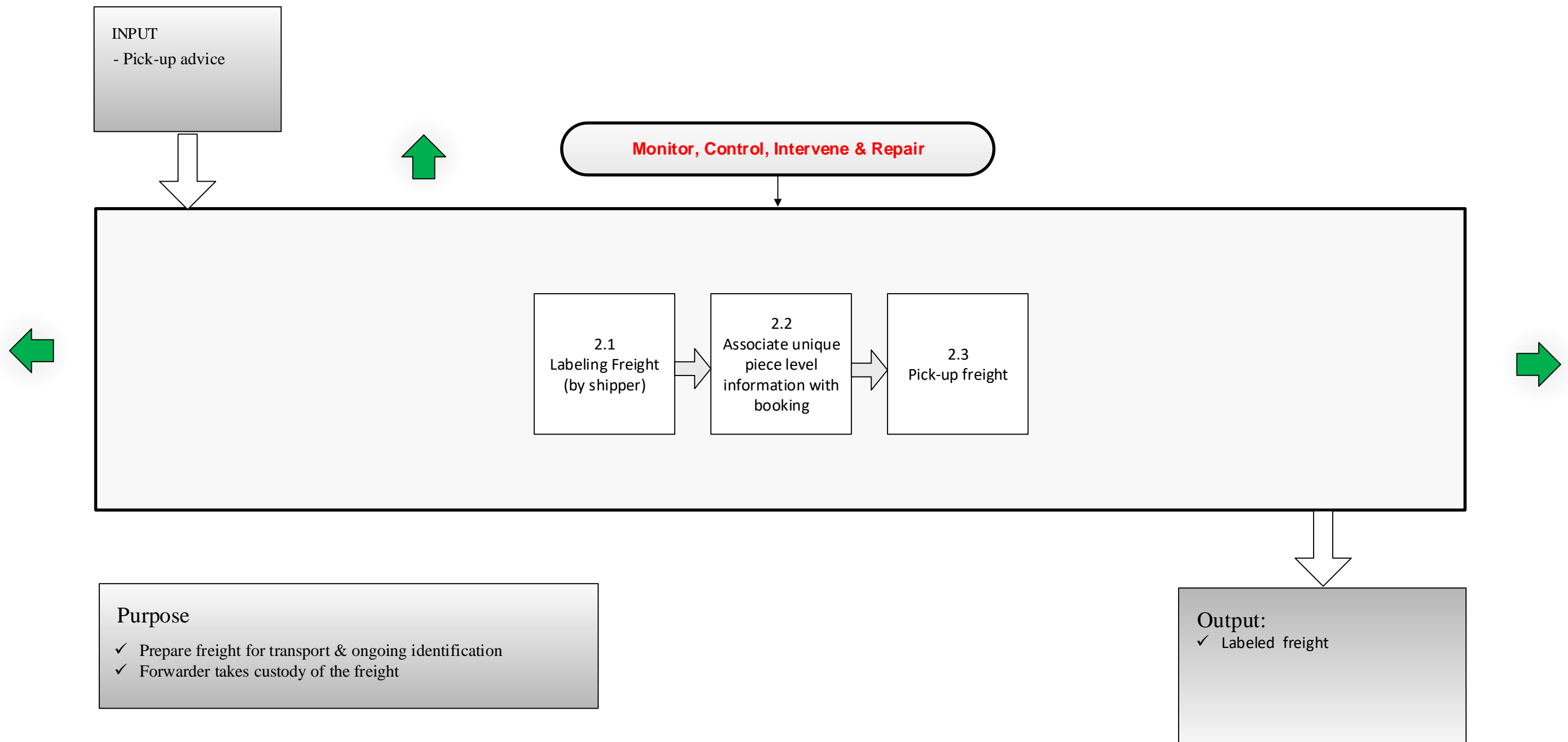
Purpose

- ✓ Create shared delivery commitment to the customer
- ✓ Enable planning and priority setting

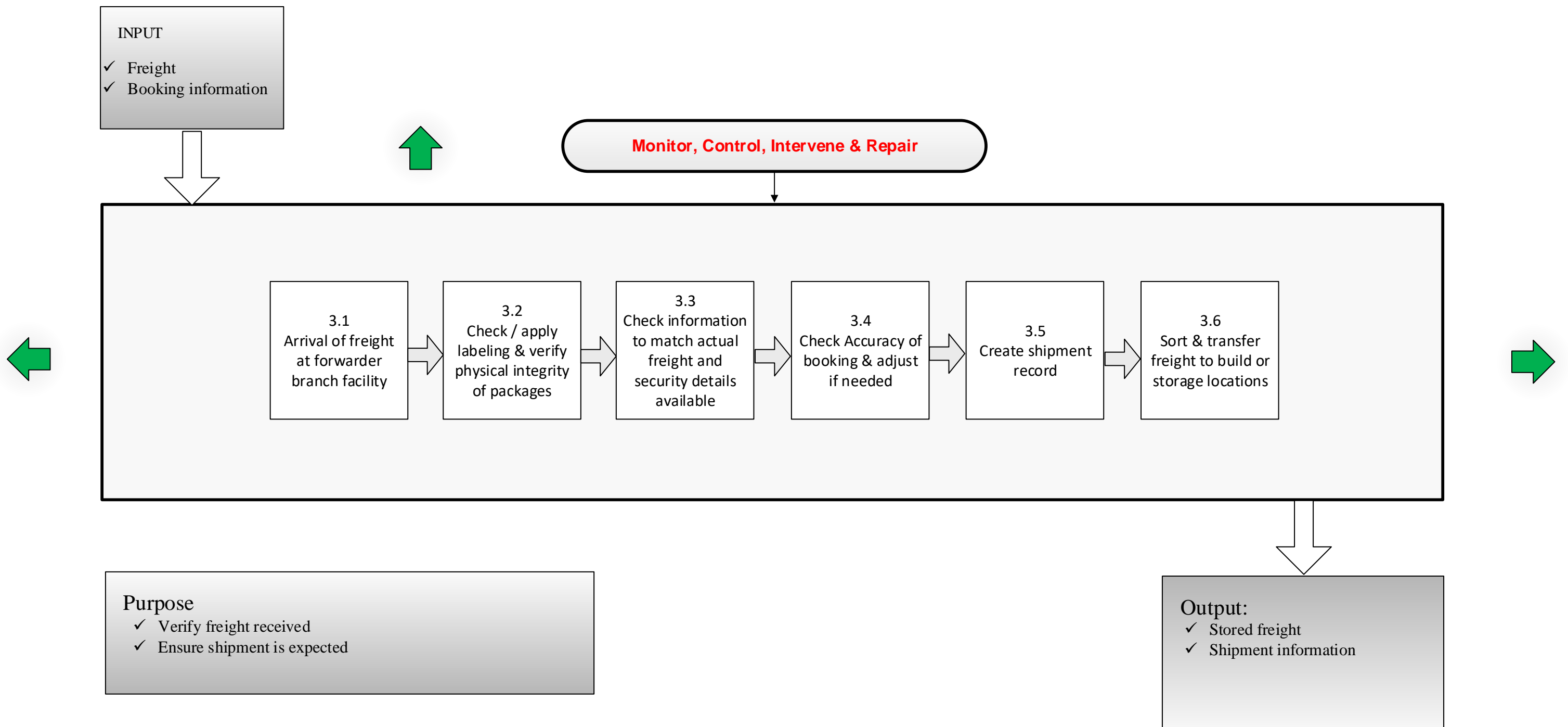
Output:

- ✓ Pick-up Advice
- ✓ HAWB

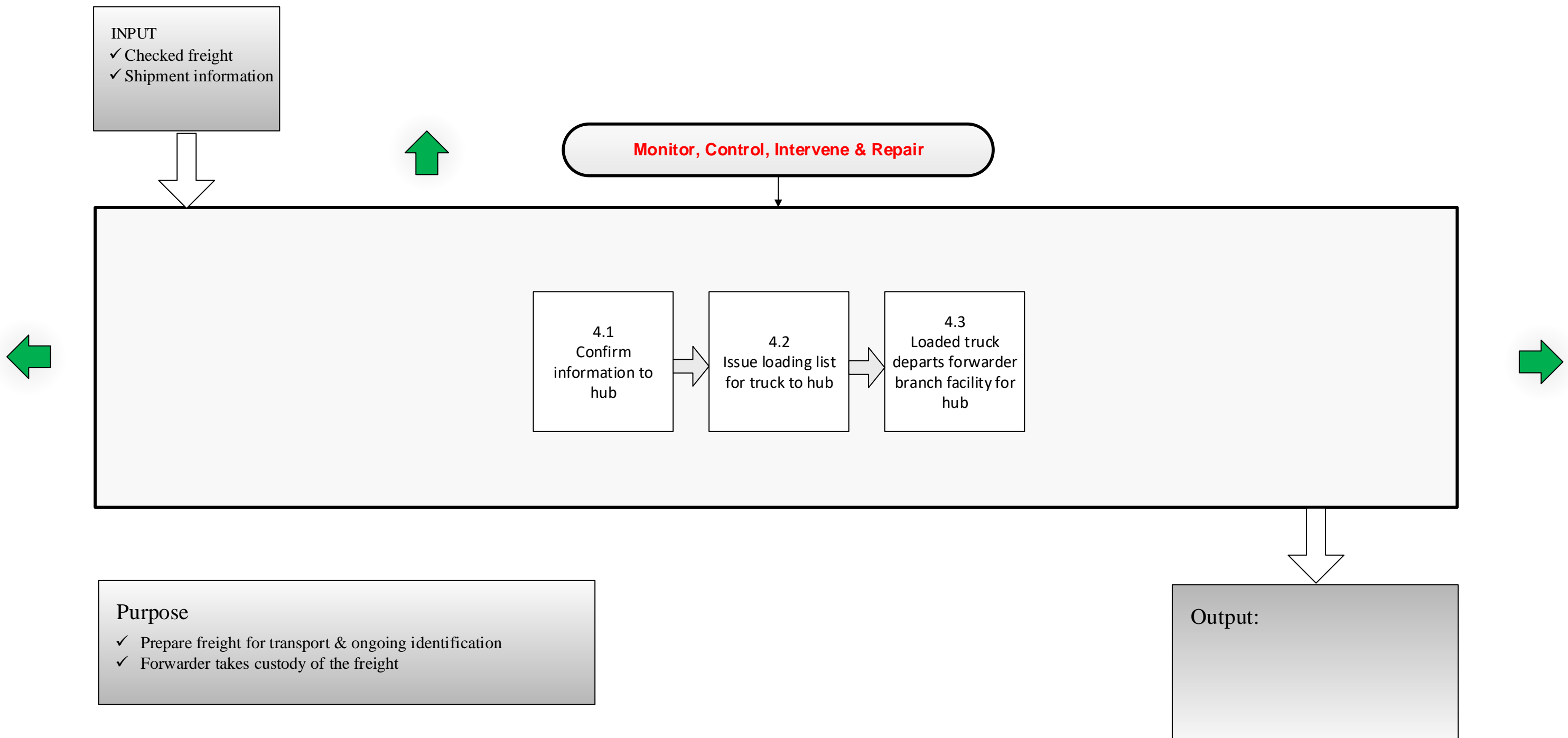
P02 Pick up from Shipper



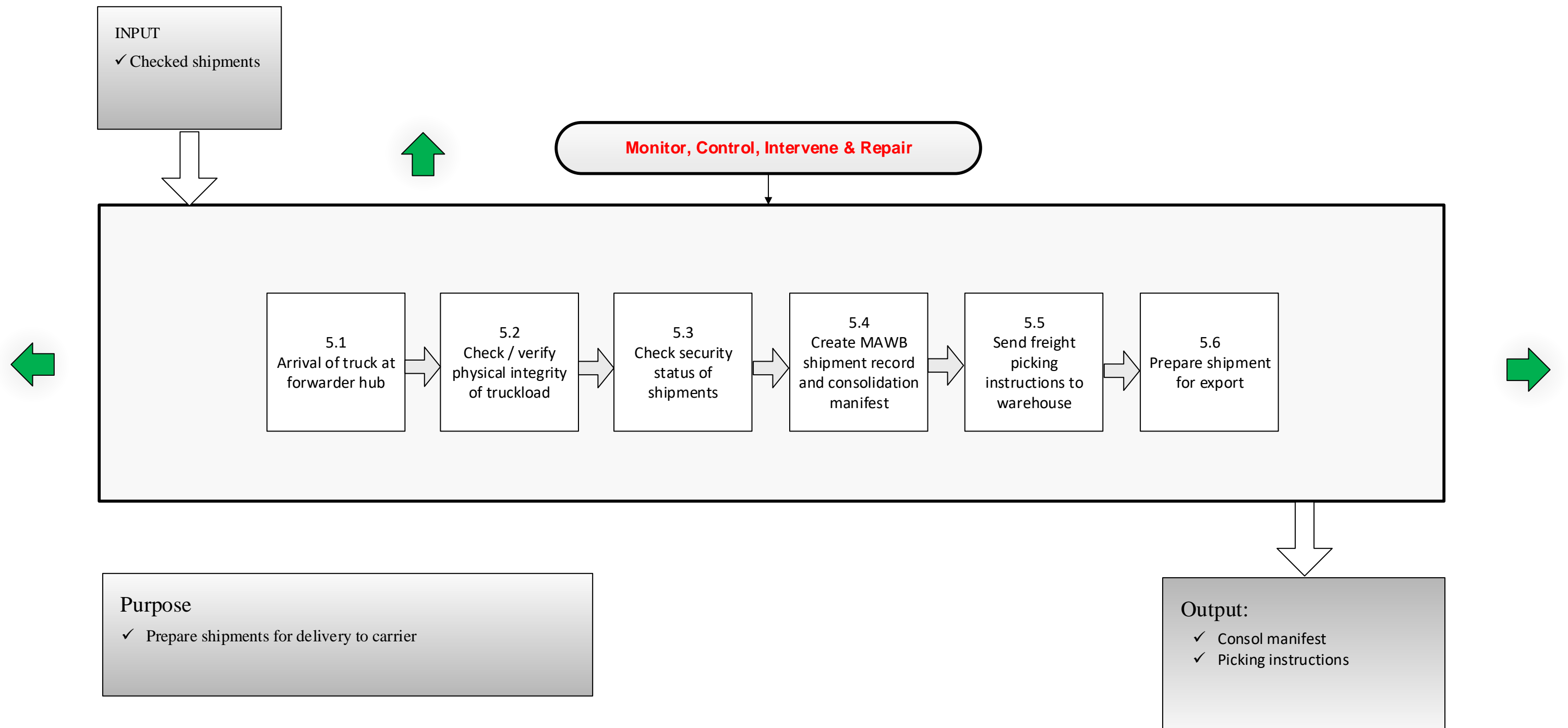
P03 Receive freight at forwarder branch facility



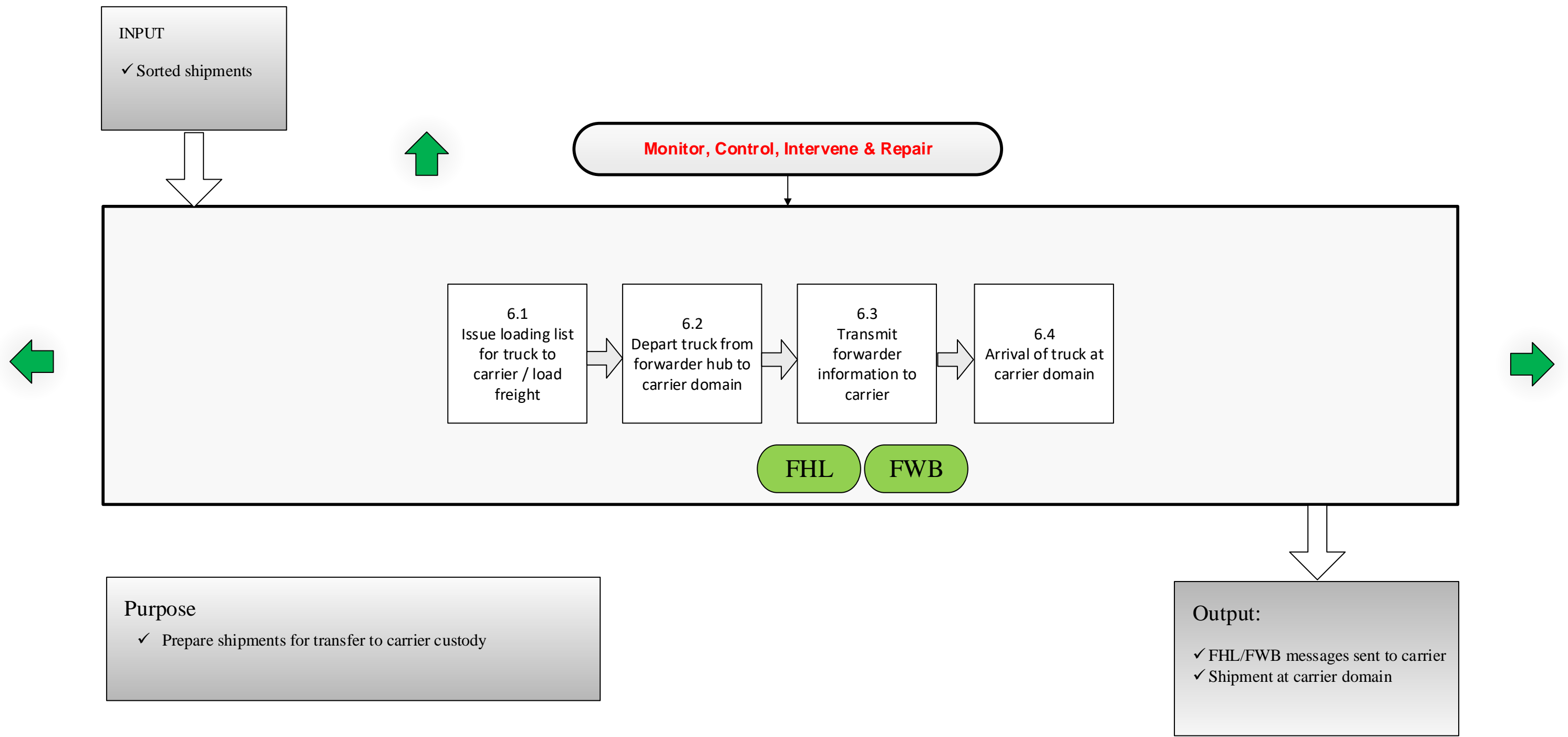
P04 Transfer to forwarder hub



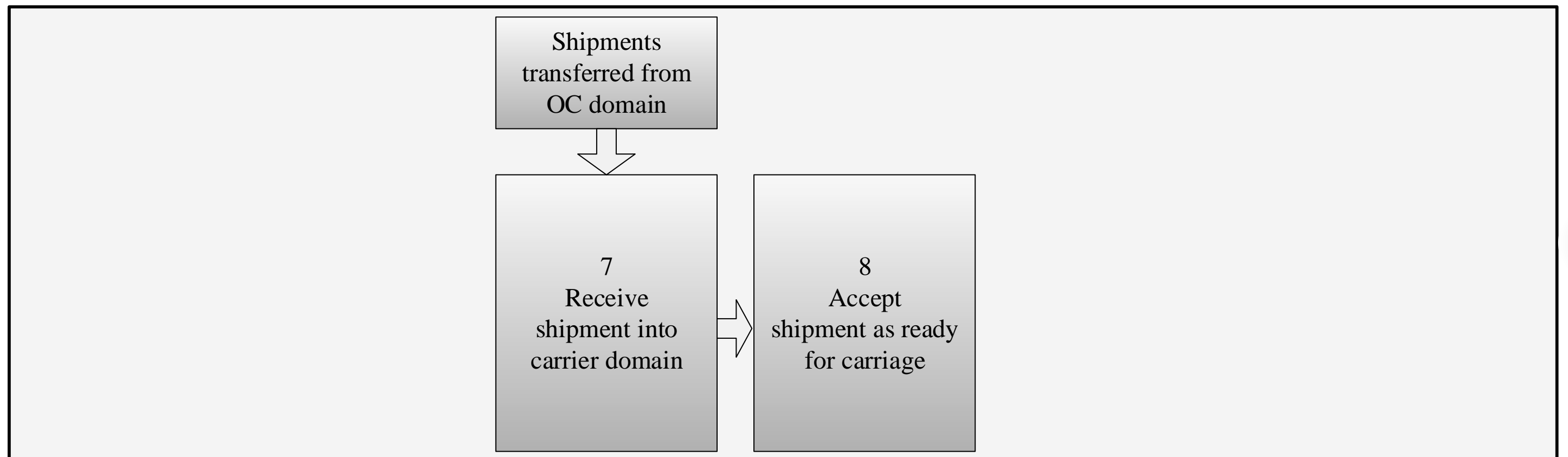
P05 Prepare export shipments



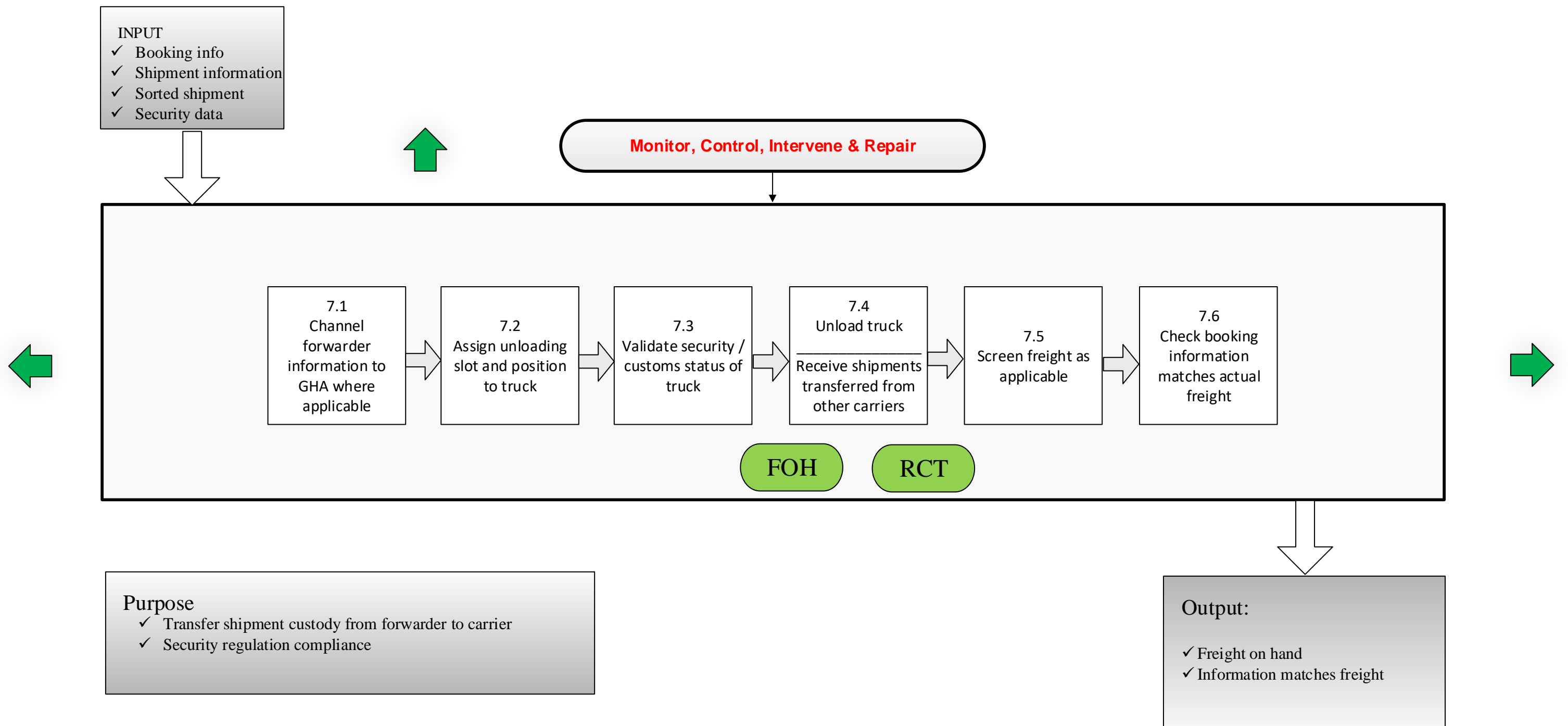
P06 Transfer shipment to carrier domain



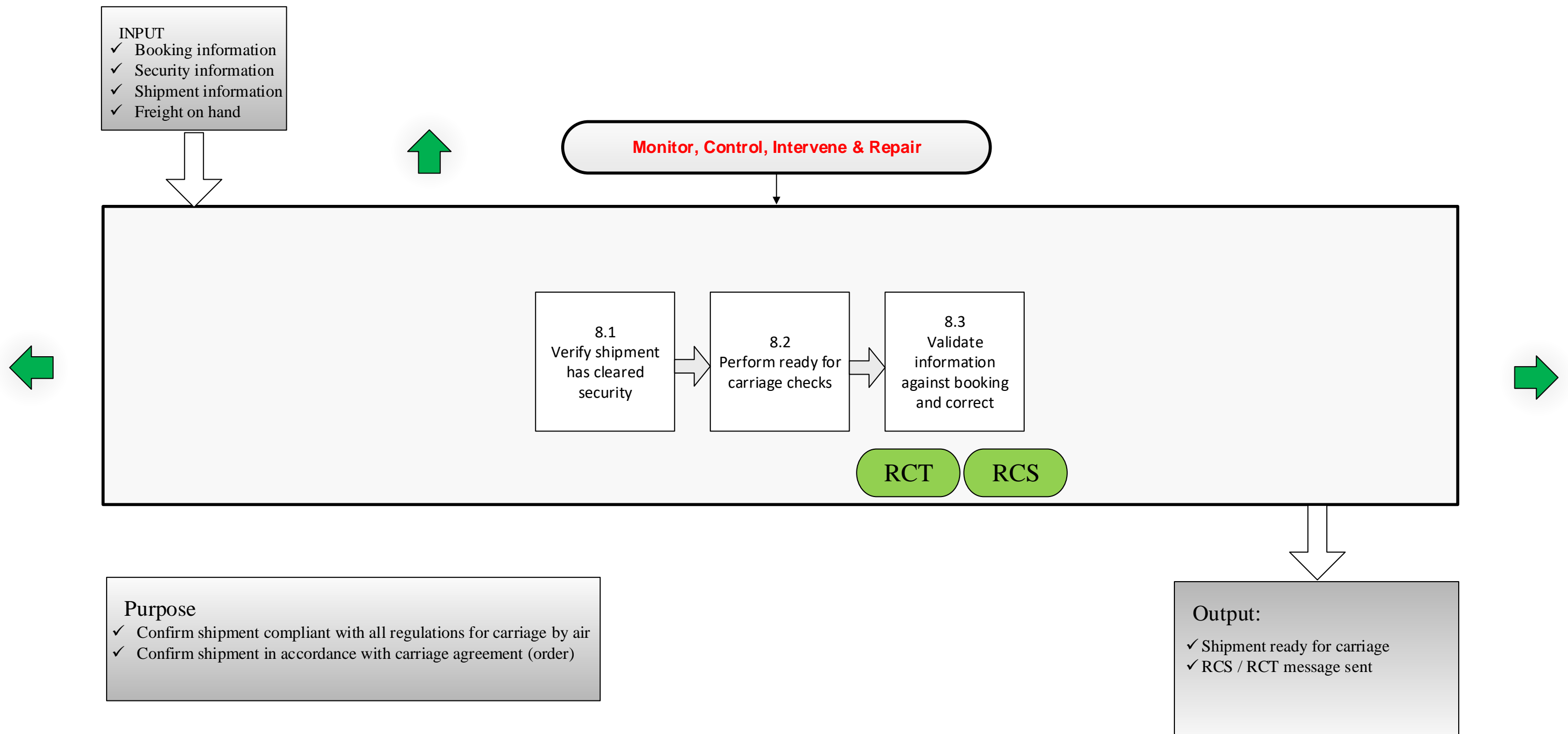
Origin Activities (Carrier)



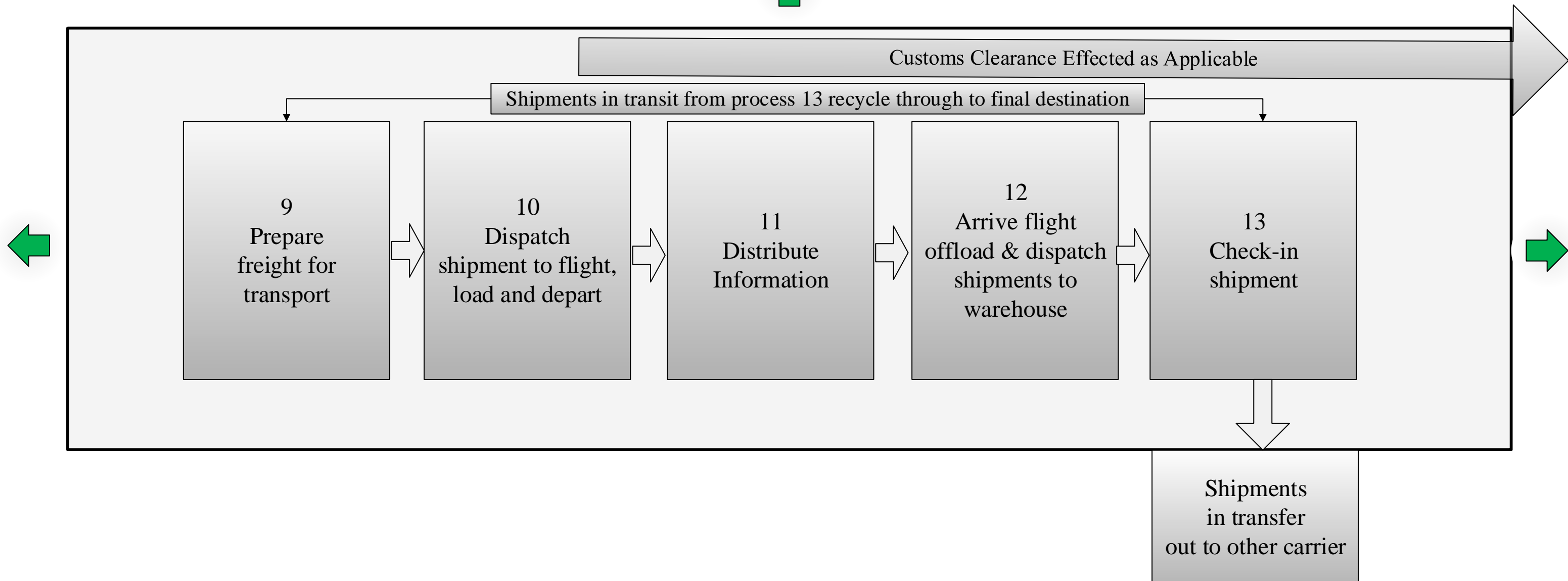
P07 Receive shipment into carrier domain



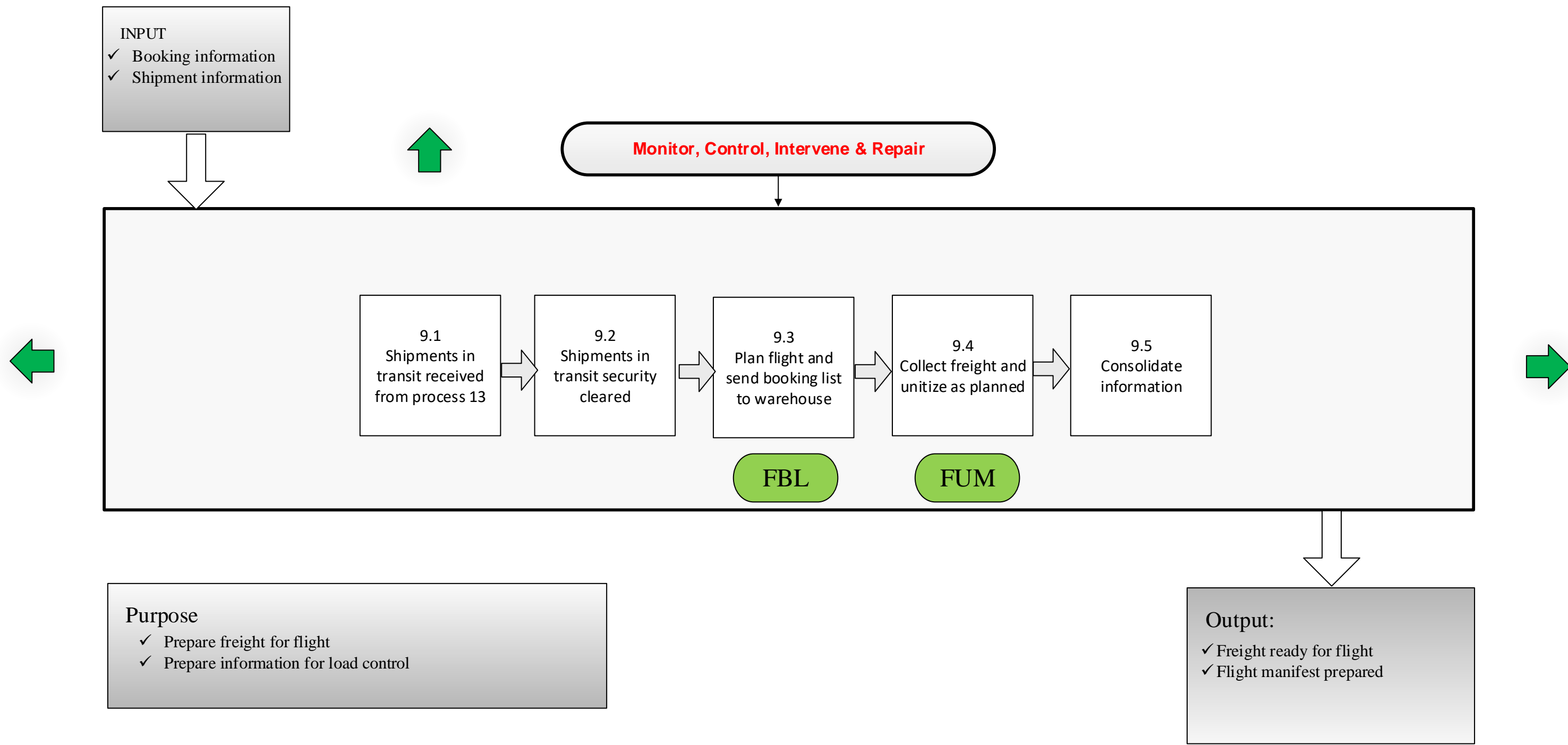
P08 Accept shipment as ready for carriage



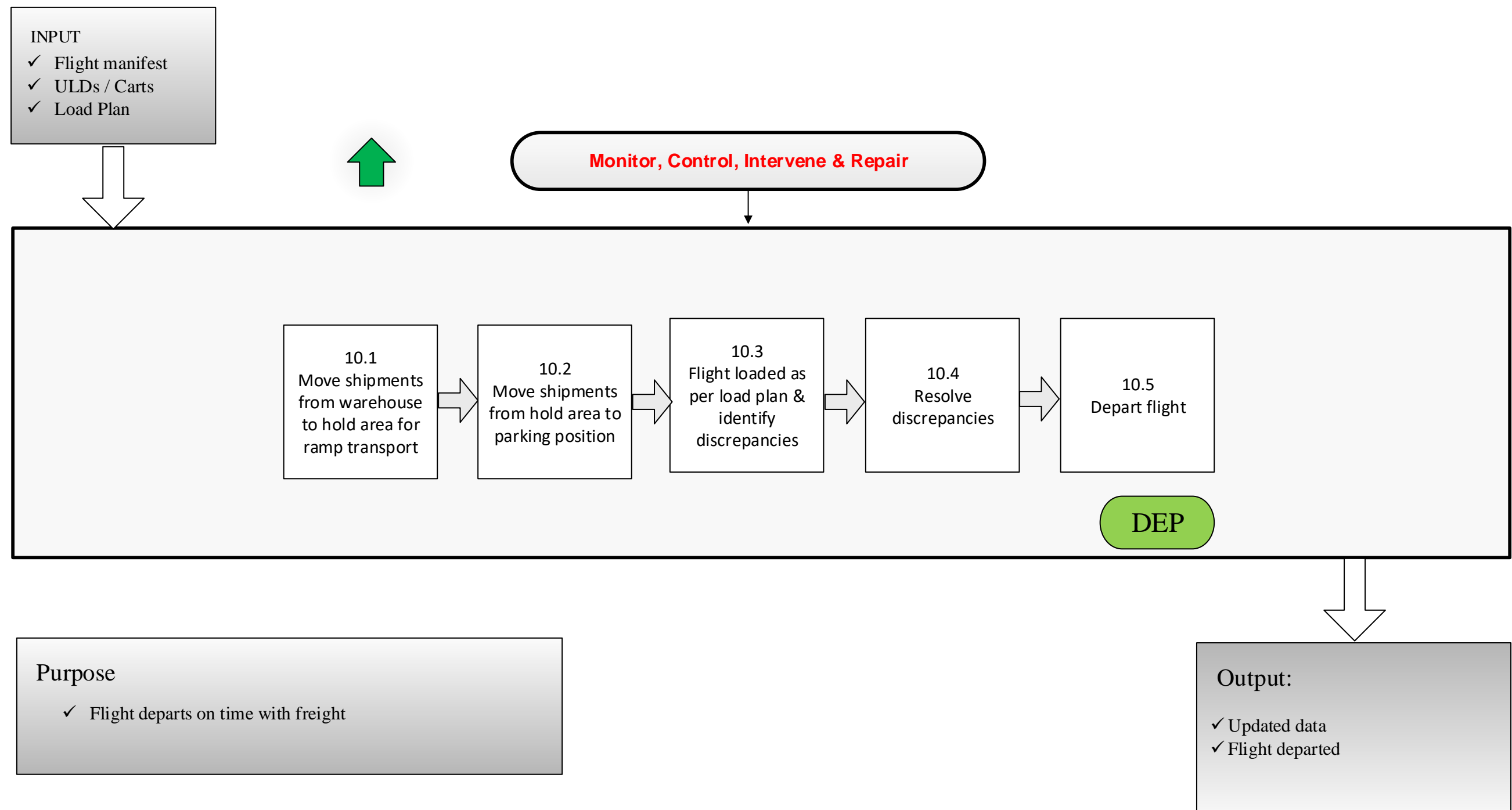
Transport Activities (Carrier)



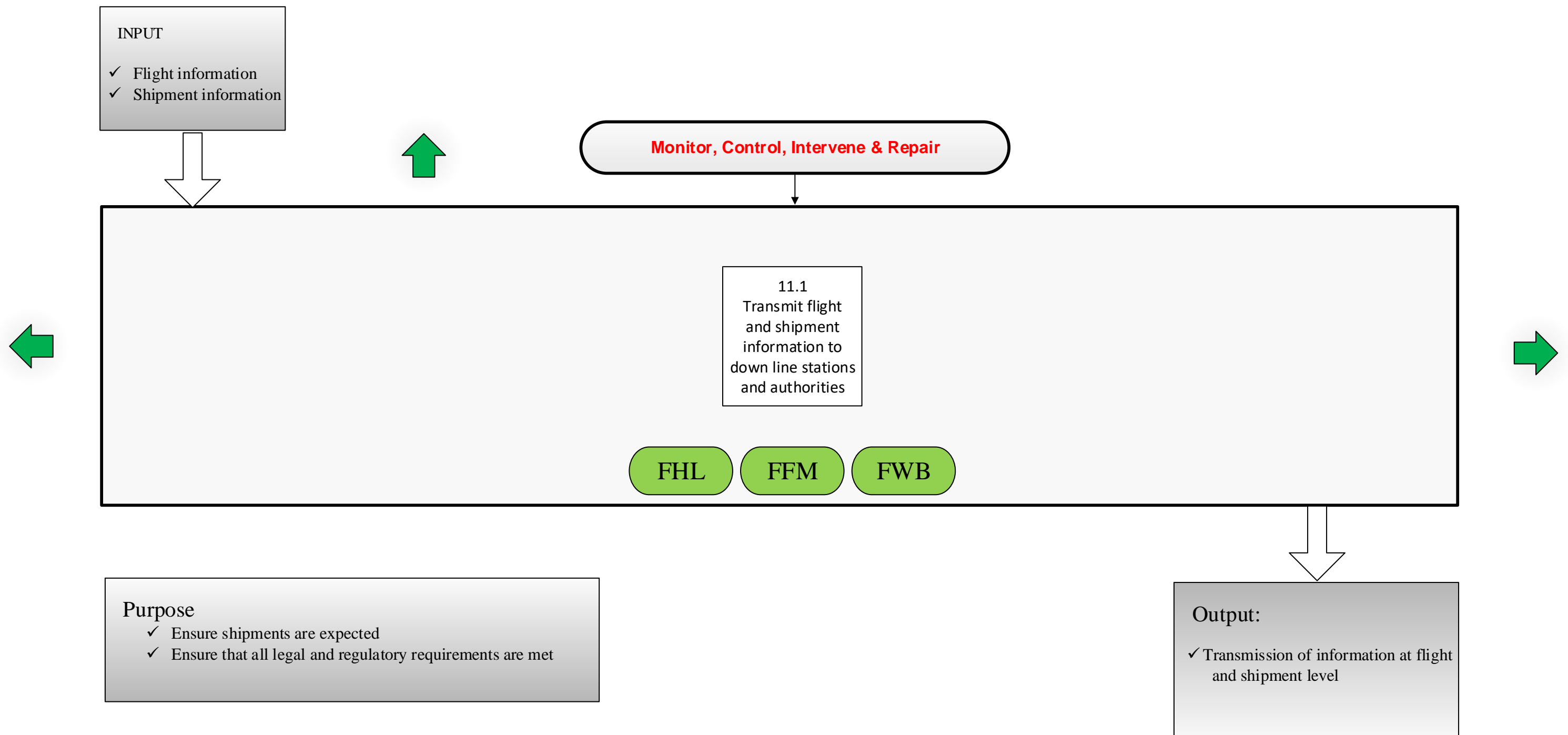
P09 Prepare freight for transport



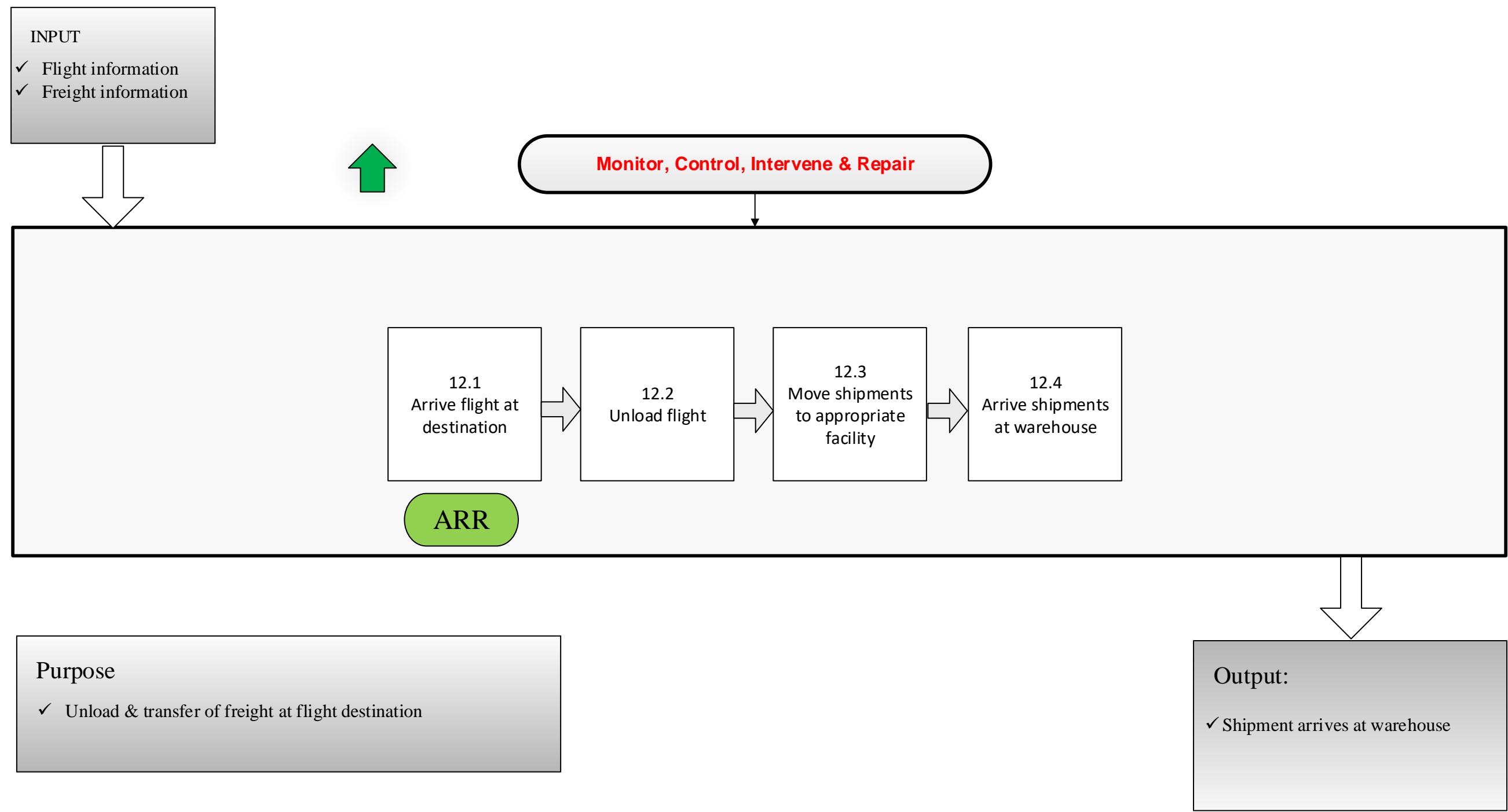
P10 Shipment to flight, load & depart



P11 Distribute information



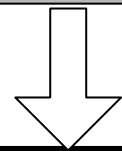
P12 Arrive flight, unload & dispatch shipment to warehouse



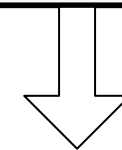
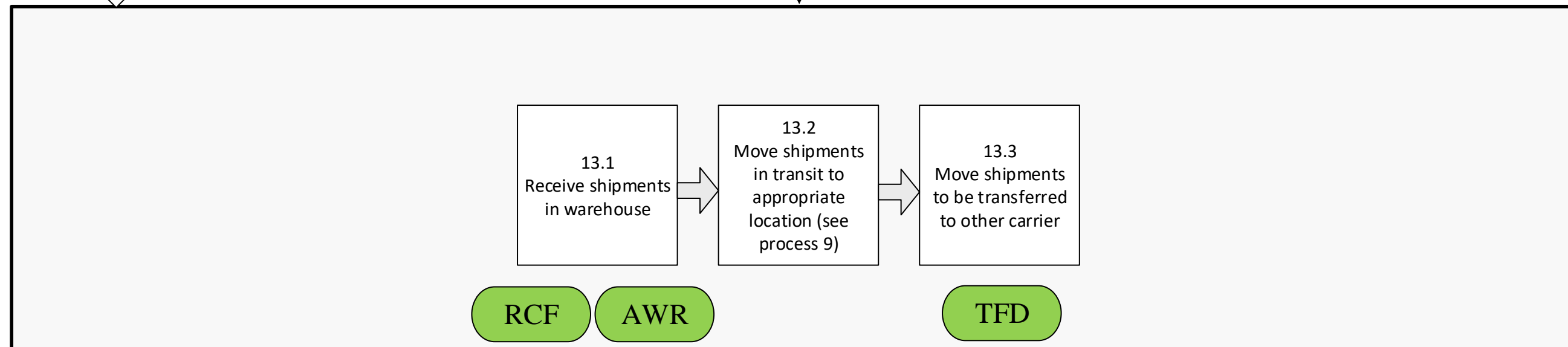
P13 Check-in shipment

INPUT

- ✓ Shipments
- ✓ Flight manifest
- ✓ Shipment information
- ✓ Booking information



Monitor, Control, Intervene & Repair



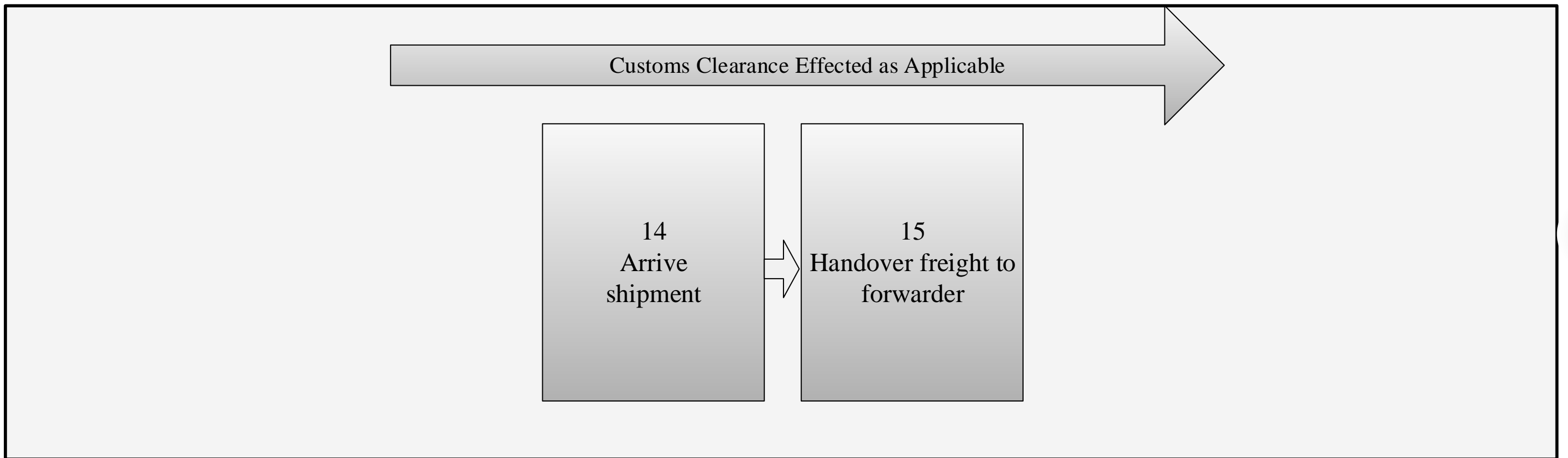
Purpose

- ✓ Ensure that shipments are available

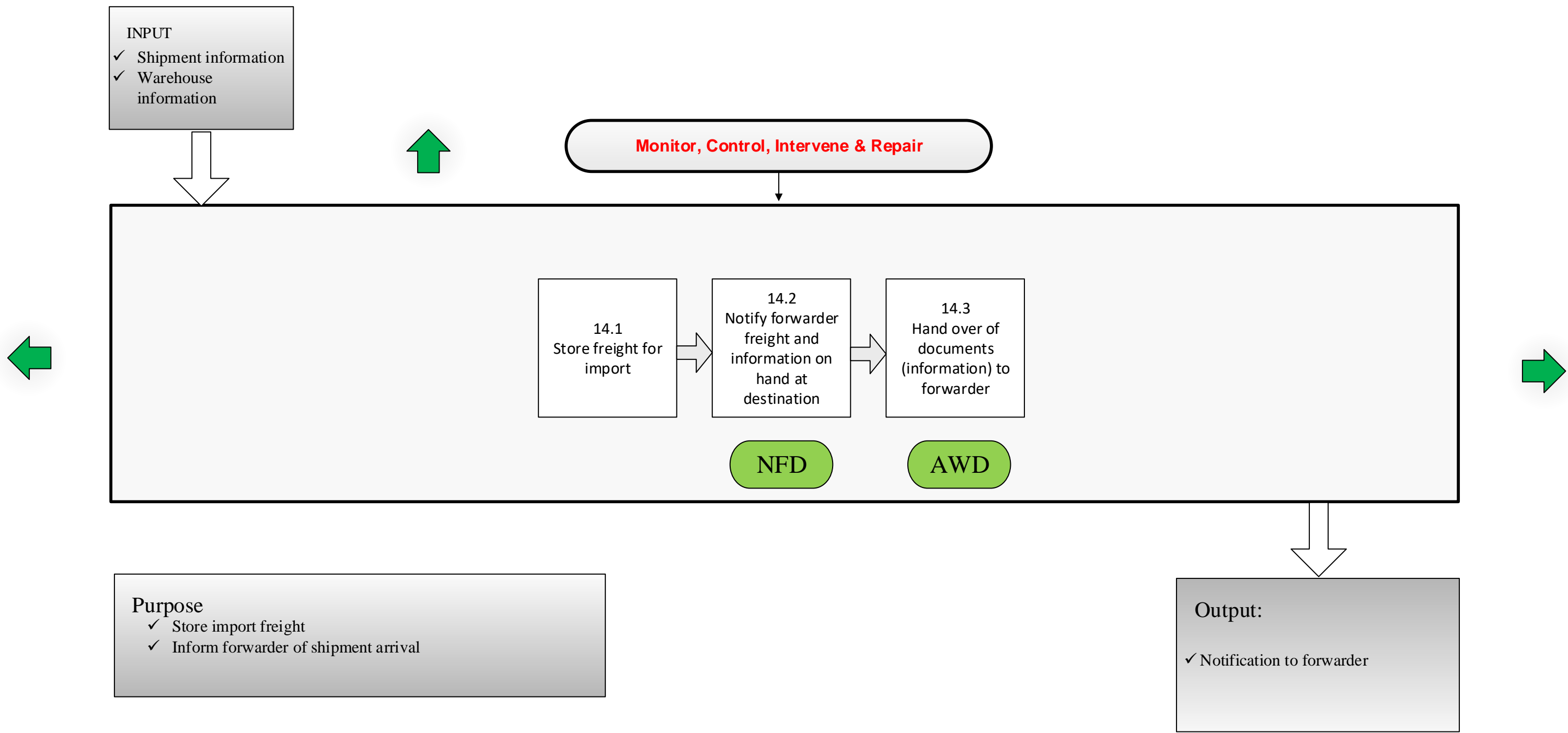
Output:

- ✓ Shipments in transit available for next process
- ✓ Shipments to be transferred to OC

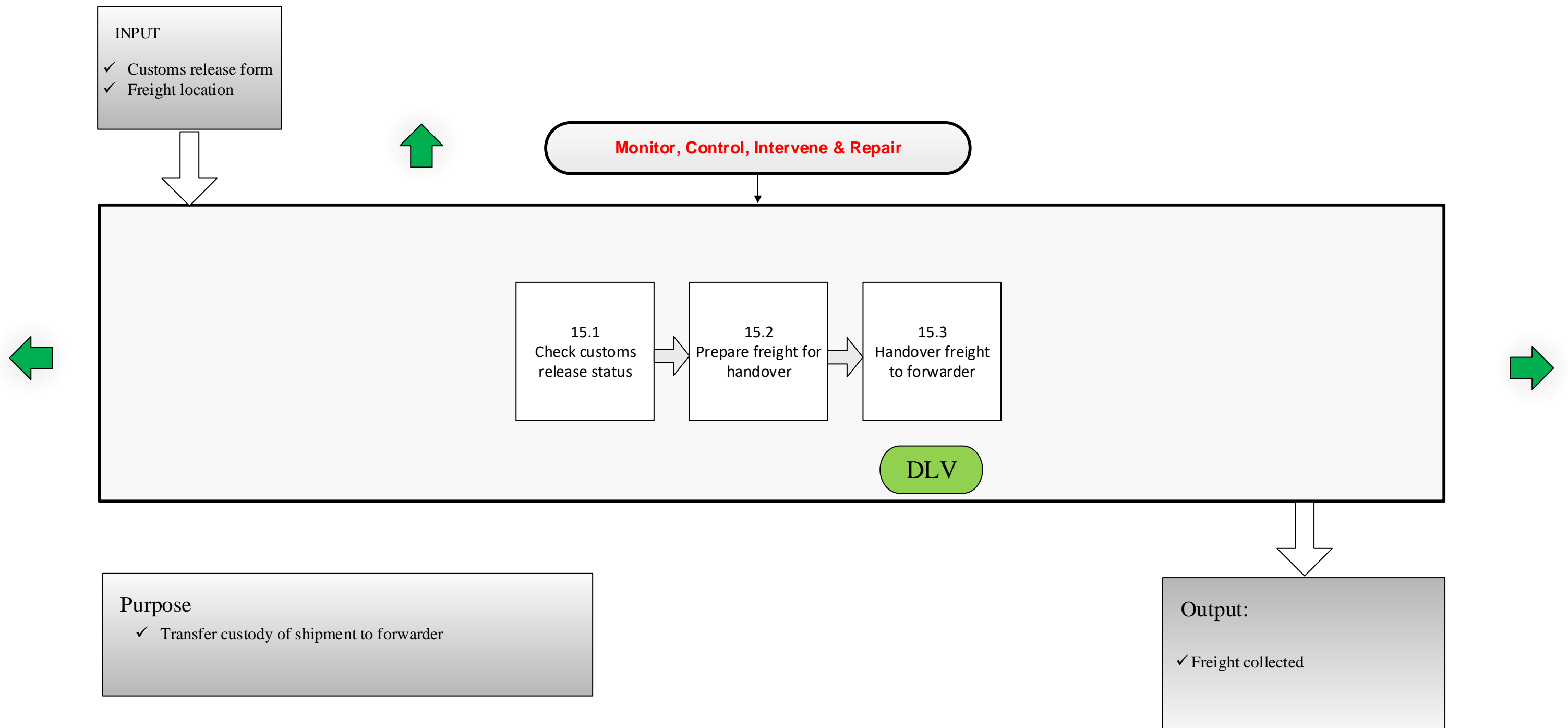
Destination Activities (Carrier)



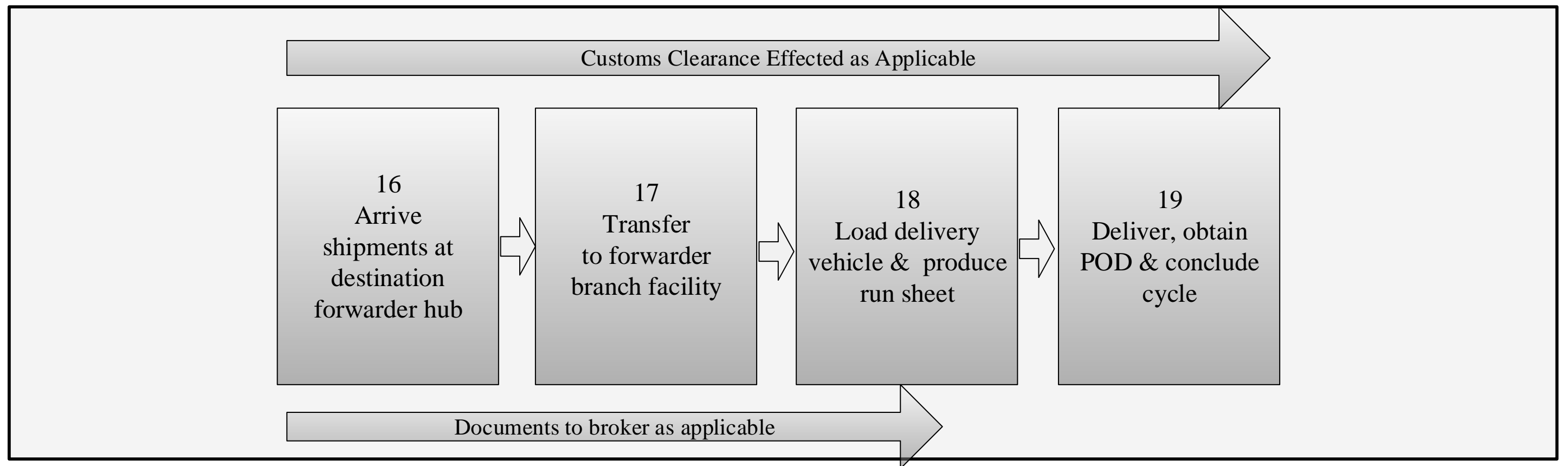
P14 Arrive shipment



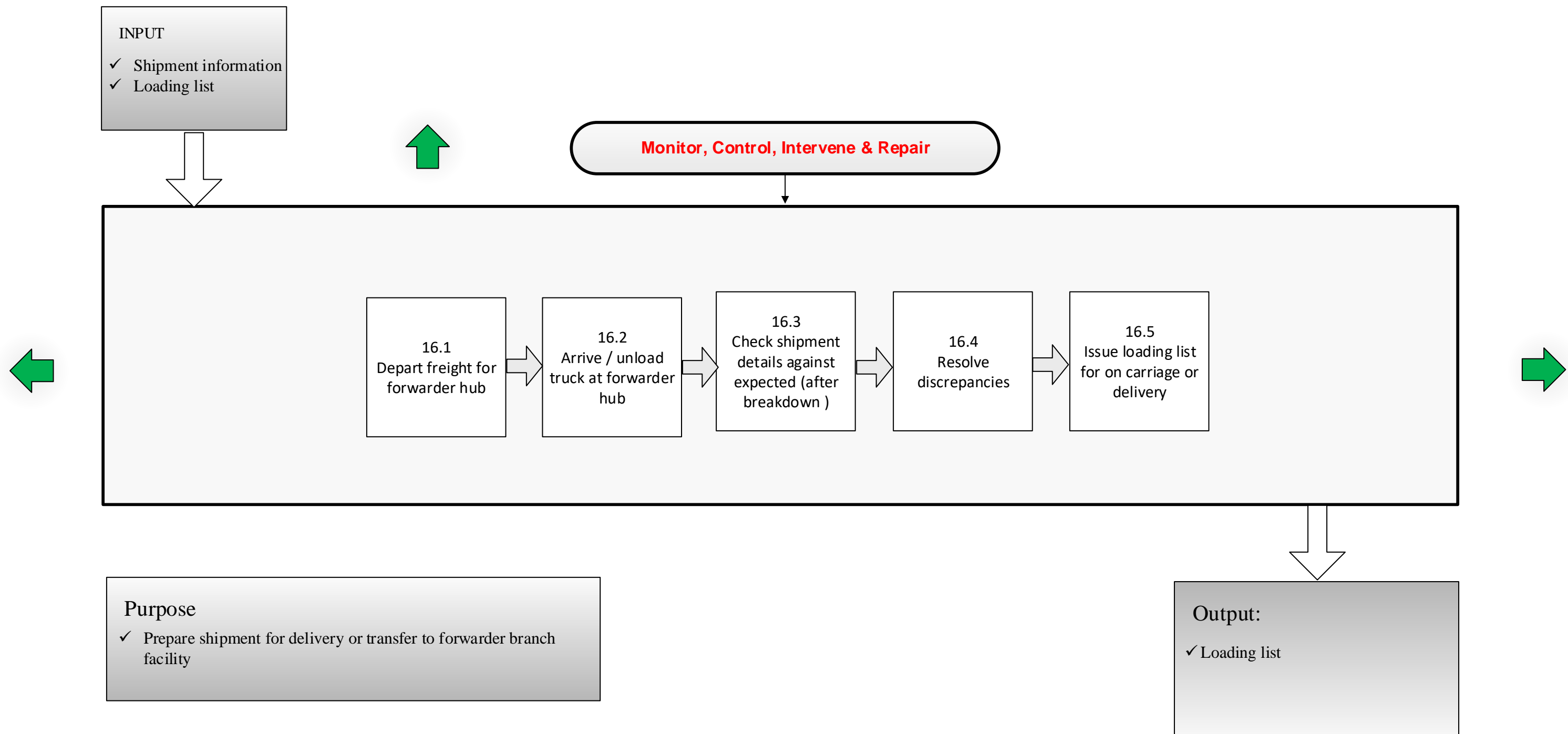
P15 Handover freight to forwarder



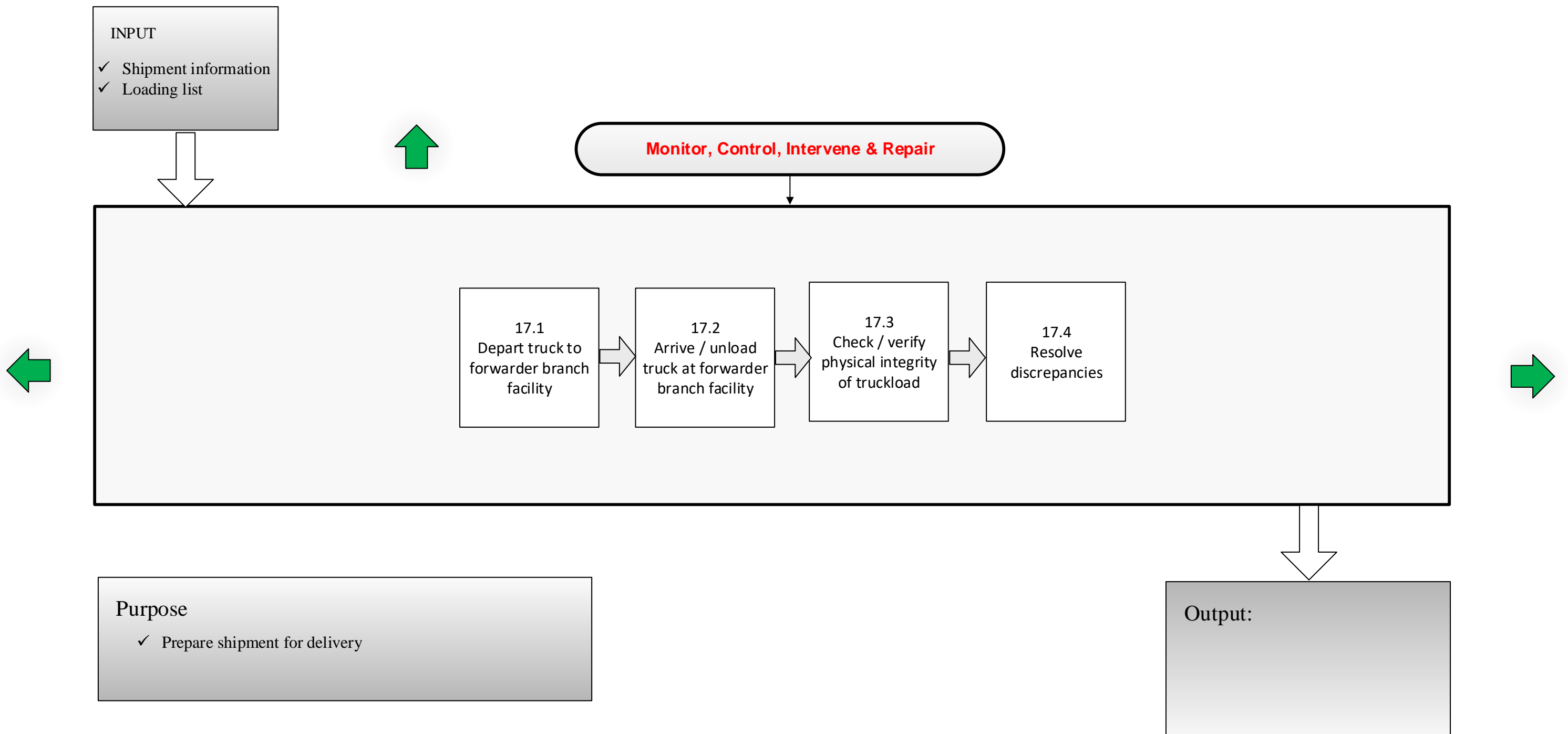
Destination Activities (Forwarder)



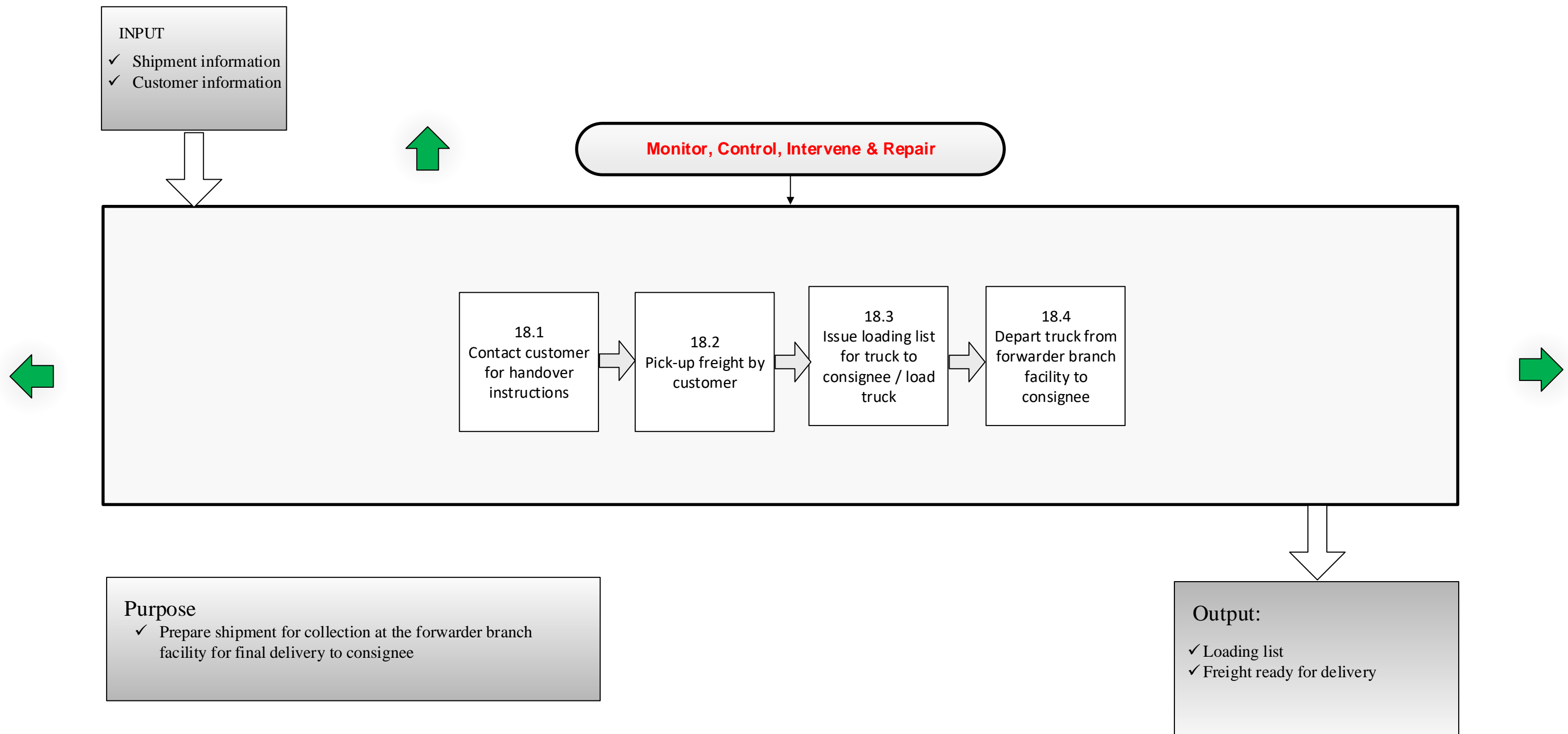
P16 Arrive shipment at forwarder hub



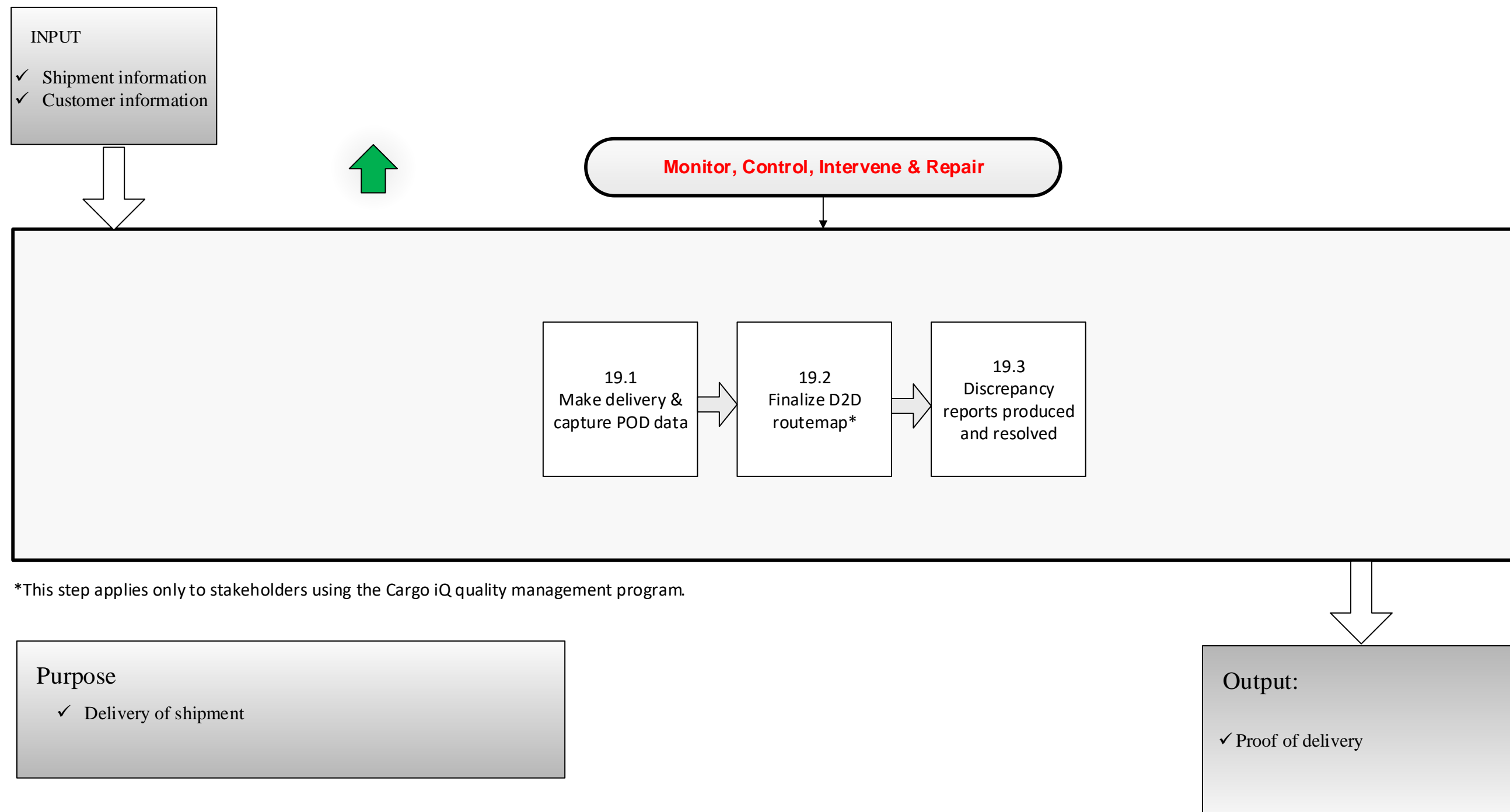
P17 Transfer shipment to forwarder branch facility



P18 Load truck and produce run sheet



P19 Deliver, obtain POD & conclude cycle



Pd 1.1 Receive Shippers' Request & Check Security Status

Description

- Booking is made by the shipper defining the required collection & delivery dates.
- Shipper supplies shipment details including pieces, weight & volume.
- Validate security/customs/commercail status

Input

- Origin / Destination
- Collection / Delivery dates
- Shipment details
- Shipper/Consignee information
- Product/shipping service required

Output

- All shipper information elements needed to create shipment planning.
- Validate security status.



Pd 1.2 Receive Shipper Freight Information

Description

- The delivery of information related to the shipment as is required to enable transport processing of the consignment.

Input

- Shipment trade information including trade, transport and customs /security information

Output

- Forwarder receives shipment trade information ahead of transportation



Pd 1.3 Plan Routing – Direct or Consolidation

Description	Input	
<ul style="list-style-type: none">Forwarder commences planning for full routing to deliver the Shipper promise including carrier selection & related transit times.	<ul style="list-style-type: none">Shipper requirements from P1.1Shipper security statusAirline schedules & offsetsPick up & Delivery capabilities	
	<th data-bbox="1486 896 2902 1037">Output</th> <ul style="list-style-type: none">Determine final airport of destinationShipping via hubs or notCarrier selection	Output



Pd 1.4 Request Capacity against Forwarder or Carrier Inventories

Description

- Bookings are made against pre-booked forwarder allocations or directly with the carrier.

Input

- Flight requirements from simulated routing(s) P1.2
- Shipper(s) security status
- Consolidated / single shipment information

Output

- Booking Request from Forwarder to Carrier or;
- Allocation against pre-booked inventory



Pd 1.5 Confirm Capacity

Description	Input
<ul style="list-style-type: none">Carrier confirms requested capacity (or allocation) on planned flights or within requested transit time for non flight specific products.Carrier sends BKD or equivalent message to CDMP-C to initiate A2A Routemap creation.*	<ul style="list-style-type: none">Booking or Allocation request
	<h3 data-bbox="1504 974 2911 1115">Output</h3> <ul style="list-style-type: none">BKD message sentConfirmation direct to forwarder as applicable



Pd 1.6 Create Routemaps (A2A/D2D) & Share*

*This step applies only to stakeholders using the Cargo iQ quality management program.

Description	Input
<ul style="list-style-type: none"> Forwarder sends RMI to their CDMP-F creating the D2D plan CDMP-C creates A2A Routemap based on BKD message(s) & carrier master data held in ENCORE. CDMP-C sends the RMP to the applicable CDMP-F. CDMP-F updates D2D Routemap based on A2A information 	<ul style="list-style-type: none"> BKD message ENCORE data Forwarder shipment data for RMI message
	<h3 data-bbox="1498 898 2908 1045">Output</h3> <ul style="list-style-type: none"> D2D Routemap created in CDMP-F A2A routemap created in CDMP-C RMP message sent from CDMP-C to CDMP-F D2D routemap updated in CDMP-F (Phase 2)



Pd 1.7 Arrange Pick up of Freight

Description	Input
<ul style="list-style-type: none">A collection advice is sent to the Forwarder's transport department to collect the goods from the shipper at the required time.	<ul style="list-style-type: none">Handling instructions
	<h3 data-bbox="1507 953 2923 1100">Output</h3> <ul style="list-style-type: none">Collection Advice



Pd 2.1 Labelling Freight (by Shipper)

Description

- Shipper self-labeling of packages
- Packages must be labeled with unique references

Input

- Shippers reference / part numbers/identifiers

Output

- Labelled and identifiable packages



Pd 2.2 Associate Unique Piece Level Information with Booking

Description

- Cross reference UPID level detail with the booking / shipment information

Input

- UPIDs / Parcel identification
- Booking / shipment reference

Output

- Associated parcels with booking
- Clear identification of parcels ready to be picked up



Pd 2.3 Pick-up Freight

Description	Input	
<ul style="list-style-type: none">• Vehicle arrives at shippers location• Driver verifies that freight pieces correspond with shipment detail & parcel IDs• Loads freight into vehicle	<ul style="list-style-type: none">• Collection advice including shipment details and parcel Ids• Handling instructions	
	<th data-bbox="1472 945 2893 1092">Output</th> <ul style="list-style-type: none">• Signed collection advice by the shipper	Output



Pd 3.1 Arrival of Truck at Forwarder Branch Facility

Description

- Truck arrives at the forwarders export warehouse
- Freight is unloaded from vehicle & checked into the warehouse

Input

- Shipment ID

Output

- Check-in completed at forwarder facility



Pd 3.2 Check/Apply Labelling & Verify Physical Integrity of Packages

Description

- Check whether applied label is suitable for transport
- Attach respective labels for transport & link to customer reference if applicable
- Visual check on the condition of the packages
- Dims & weight check

Input

- Label
- Shipment information

Output

- Shipments are correctly labelled and can be identified by forwarder reference numbers



Pd 3.3 Check Information Matches Actual Freight + Security

Description	Input
<ul style="list-style-type: none">• Relevant information of actual freight received from the warehouse is validated against the existing shipment info	<ul style="list-style-type: none">• Warehouse shipment details• Existing shipment details• Known/Unknown shipper status
	<h3 data-bbox="1504 888 2914 1031">Output</h3> <ul style="list-style-type: none">• Match of existing info and actual freight• Shipment secured / shipper status validated



Pd 3.4 Check Accuracy of Booking & Adjust if Needed

Description	Input
<ul style="list-style-type: none">• Check original booking against validated shipment details & adjust booking with carrier if needed (for discrepancies)	<ul style="list-style-type: none">• Define amount of capacity• Agreed service level• Validated shipment detail
	<p data-bbox="1504 894 2911 1035">Output</p> <ul style="list-style-type: none">• If applicable advice shipper of any discrepancies/variations against the booking• Validated capacity



Pd 3.5 Create Shipment Record

Description

- Create shipment record in forwarder's system

Input

- Shipper's details received electronically
- Actual freight information received from warehouse

Output

- Shipment record created
- Upload and distribution of data



Pd 3.6 Sort & Transfer Freight to Build or Storage Locations

Description	Input	
<ul style="list-style-type: none">Freight to be sorted and transferred to a designated location within the warehouse	<ul style="list-style-type: none">Shipment identification numberType of shipmentHandling instructionsAgreed service level	
	<th data-bbox="1484 886 2890 1029">Output</th> <ul style="list-style-type: none">Separate special and general cargoPriorization of shipment based on agreed service levelFreight ready to be loaded into truck	Output



Pd 4.1 Confirm Information to Hub

Description

- Shipment information of upcoming shipments for Hub to be confirmed to Hub operations

Input

- Electronic shipment record

Output

- Electronic confirmation message to Hub



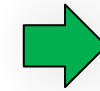
Pd 4.2 Issue Loading List for Truck to Hub / Load Freight

Description	Input
<ul style="list-style-type: none">• Creation of loading list based on actual number of shipments to be transferred to the Hub• Physical load of freight onto truck departing to Hub	<ul style="list-style-type: none">• Shipment in respective storage location• Type of shipment• Handling instructions
	<h3 data-bbox="1489 905 2890 1041">Output</h3> <ul style="list-style-type: none">• Loading list created• All freight loaded onto truck• Loading list closed when complete



Pd 4.3 Departure of Loaded Truck from Forwarder Branch Facility to Forwarder Hub

Description	Input	
<ul style="list-style-type: none">Truck leaves branch facility at a defined time slot to Hub	<ul style="list-style-type: none">Time slot for truck departure	
	<th data-bbox="1484 913 2896 1058">Output</th> <ul style="list-style-type: none">Time stamp / confirmation of truck departure	Output



Pd 5.1 Arrival/Unload of Truck at Forwarder Hub

Description

- Truck arrives at the forwarders export Hub
- Freight is unloaded from truck & checked into the Hub

Input

- Loading list

Output

- Check-in completed at forwarder Hub



Pd 5.2 Check/Verify Physical Integrity of Truckload

Description

- Relevant information of actual freight received from the branch is validated against the existing shipment record
- Visual check on the condition of the packages
- Check security status of truck

Input

- Shipment record
- Seal number if applicable

Output

- Match of existing info and actual freight
- Shipment secured



Pd 5.3 Check Security Status of Shipment

Description

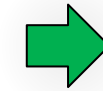
- Check security status of shipment to comply with export clearance requirements

Input

- Known/Unknown shipper status
- X-ray and screening requirements

Output

- Shipment secured / shipper status validated



Pd 5.4 Create MAWB Shipment Record & Consol Manifest

Description	Input
<ul style="list-style-type: none">• Create MAWB shipment record in forwarder's system• Create consol and ULD manifest (if applicable)• Transmission of consol and ULD manifest to warehouse• Update of booking if required	<ul style="list-style-type: none">• HAWB Shipment details received electronically from branch• Actual freight information received from warehouse• Operational palletizing requirements
	<h3 data-bbox="1495 947 1665 1003">Output</h3> <ul style="list-style-type: none">• MAWB Shipment record created• Consolidation and ULD manifest created• Upload and distribution of data



Pd 5.5 Send Freight Picking Instructions to Warehouse

Description

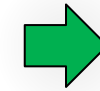
- Send detail picking instruction to the warehouse to arrange for respective build up location

Input

- Flight planning
- ULD allocation

Output

- Freight picked and ready for assembly / buildup



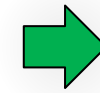
P5.6 Prepare Shipment for Export

Description	Input	
<ul style="list-style-type: none">• Build up of pallets/ULDs• Labelling of freight• Attached necessary documents if applicable• Move to truck loading area• Trigger electronic pre-alert to destination office	<ul style="list-style-type: none">• Consol and ULD manifest• Shipment identification number• Type of shipment• Handling instructions• Agreed service level	
	<th data-bbox="1486 915 2896 1060">Output</th> <ul style="list-style-type: none">• Final pallet/ULD built• Freight correctly labeled• Necessary documentation attached• Export clearance performed• Shipment moved to truck loading area	Output



Pd 6.1 Issue Loading List for Truck to Carrier / Load Freight

Description	Input
<ul style="list-style-type: none">• Creation of loading list based on actual number of shipments / ULDs to be transferred to the carrier• Physical load of freight onto truck departing to carrier	<ul style="list-style-type: none">• Shipment /ULD in respective storage location• Type of shipment• Handling instructions
	<h3 data-bbox="1489 915 2890 1045">Output</h3> <ul style="list-style-type: none">• Loading list created• All freight loaded onto truck• Loading list closed when complete



Pd 6.2 Departure of Loaded Truck from Forwarder Hub to Carrier Domain

Description

- Truck leaves hub at a defined time slot to carrier

Input

- Time slot for truck departure

Output

- Time stamp / confirmation of truck departure



Pd 6.3 Transmit Forwarder Information to Carrier

Description	Input
<ul style="list-style-type: none">Relevant shipment information for AA transport is transmitted to carrier	<ul style="list-style-type: none">MAWB and manifest record
	Output
	<ul style="list-style-type: none">FWB and FHL transmission



Pd 6.4 Arrival of Truck at Carrier Domain

Description

- Truck arrives at the carrier's domain
- Driver informs carrier or GHA of truck arrival

Input

- Loading list
- Consolidation manifest

Output

- Truck arrival at carrier domain
- Driver to wait for unloading instructions



Pd 7.1 Channel Forwarder Information to GHA (by carrier)
where applicable

Description	Input	
<ul style="list-style-type: none">Necessary shipment information and shipment details are advised to carrier's GHA	<ul style="list-style-type: none">Shipment information as agreed	
	<th data-bbox="1484 913 2899 1060">Output</th> <ul style="list-style-type: none">GHA operational planning	Output



Pd 7.2 Assign Unloading Slot and Position to Delivery Truck

Description	Input
<ul style="list-style-type: none">Carrier / GHA assigns an unloading slot and position to the delivery truck.	<ul style="list-style-type: none">Truck loading listPre-booked delivery slot listTruck dock availability
	Output
	<ul style="list-style-type: none">Confirmed unloading slot & position



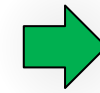
Pd 7.3 Validate Security / Customs Status Truck

Description	Input
<ul style="list-style-type: none">• Validate integrity of customs / security seal• Validate security status of driver• Validate documentation relative to type of freight (DGR.AVI etc.)• Validate security status of shipments.	<ul style="list-style-type: none">• Truck Customs Documents• Truck manifest / Supporting Docs
	Output
	<ul style="list-style-type: none">• Accepted / Rejected Truck



Pd 7.4 Unload Truck / Receive shipments transferred from OC

Description	Input
<ul style="list-style-type: none">• Freight is offloaded from Accepted Vehicles• At this point Transfer shipments from Other Carriers are also received into the process	<ul style="list-style-type: none">• Accepted Truck• Known Transfer Vehicle
	<h3 data-bbox="1484 915 2890 1056">Output</h3> <ul style="list-style-type: none">• FOH Message sent



Pd 7.5 Screen Freight as Applicable

Description	Input	
<ul style="list-style-type: none">• Freight is screened on entry into warehouse or as specified by local regulations• Any destination screening requirements fulfilled	<ul style="list-style-type: none">• Freight	
	<th data-bbox="1486 915 2899 1060">Output</th> <ul style="list-style-type: none">• Screened Freight• Security Declaration	Output



Pd 7.6 Check Booking Information Matches Actual Freight

Description	Input	
<ul style="list-style-type: none">Freight reception checks are performed & reconciled with information e.g. pieces, weight, dims, labeling, condition check etc...	<ul style="list-style-type: none">Shipment Information (AWB/FWB plus any other applicable information)Freight	
	<th data-bbox="1484 913 2890 1056">Output</th> <ul style="list-style-type: none">Discrepancy list	Output



Pd 8.1 Verify Shipment Security Cleared

Description	Input
<ul style="list-style-type: none">• Verify security status of individual shipments (CBP, TSA, ICS, NASP, SPX) based on origin, routing and destination	<ul style="list-style-type: none">• Shipment Information• Origin , Enroute & Destination Security Regulations
	<h3 data-bbox="1489 919 2887 1060">Output</h3> <ul style="list-style-type: none">• Shipments security cleared for carriage



Pd 8.2 Perform Ready for Carriage Checks

Description

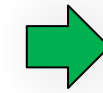
- All requirements for safe & secure onward carriage are conducted e.g.DGR Checks, Export Clearance etc.

Input

- Documentation as required
- Freight
- Regulations

Output

- Checks Completed



Pd 8.3 Validate Information Against Booking & Update

Description	Input
<ul style="list-style-type: none">• Validate delivered freight against forwarder booking / AWB / FWB• Make corrections as required• Shipment is ready for carriage• RCS/RCT message is sent• Cargo receipt (E-AWB) is concluded	<ul style="list-style-type: none">• Shipment Information• Booking Information• Approved Security Status• Approved Ready For Carriage Checks• Warehouse discrepancy list
	Output
	<ul style="list-style-type: none">• Checks completed• CCA Issued if Required• RCS / RCT Message• Freight allocated to warehouse location• Booking updated as applicable



Pd 9.1 Receive Transit Shipments from Process 13

Description

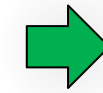
- Shipments in transit re-enter the export process at this point
- Shipments in transit stored or delivered to export build location

Input

- Transit shipments from import process

Output

- Shipments available for export
- Location recorded / confirmed on hand



Pd 9.2 Shipments in Transit Security Cleared

Description

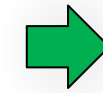
- Appropriate security checks performed on transit freight (This process performed in parallel with 9.2)

Input

- Shipments in transit
- Shipment information
- Origin, en route and destination security regulations

Output

- Shipments in transit security cleared for carriage



Pd 9.3 Plan Flight & Send Booking List to Warehouse

Description

- Carrier allocates shipments to flights
- Load instructions provided as applicable

Input

- Booked shipments
- Special handling requirements
- Aircraft type / route info

Output

- Final FBL message sent to GHA / warehouse



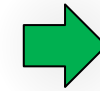
Pd 9.4 Collect Freight and Unitize as Planned

Description	Input
<ul style="list-style-type: none">• Freight on final FBL is picked and prepared for flight.• ULD's are built for unitized flights• Carrier informed by warehouse / GHA	<ul style="list-style-type: none">• Final FBL & special instructions• Freight• ULDs & equipment as required
	Output
	<ul style="list-style-type: none">• FUM / load list / pallet tags• Shipments assembled / unitized by flight



Pd 9.5 Consolidate Information

Description	Input
<ul style="list-style-type: none">Information consolidated at flight level	<ul style="list-style-type: none">FHL / FWB / FUM
	<p data-bbox="1489 926 2890 1062">Output</p> <ul style="list-style-type: none">Pre-manifest created in systemPaper Manifest



Pd 10.1 Move Shipments From Warehouse to Hold Area for Ramp Transport

Description	Input
<ul style="list-style-type: none">Physical freight delivered to handover point in flight orderControl of shipment passes from warehouse to ramp	<ul style="list-style-type: none">Complete Assembly of Freight as per Flight Plan / Manifest ready for handover to ramp
	<h3 data-bbox="1489 919 2893 1056">Output</h3>



Pd 10.2 Move Shipments from Hold Area to Parking Position

Description

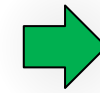
- Freight & Documentation arrive at aircraft parking position
- Documentation on board

Input

- Freight & Documents

Output

- Freight is ready to be loaded
- Documents are on board the aircraft



Pd 10.3 Load Aircraft as per Load Plan

Description

- Aircraft is loaded in accordance with load control requirements
- Discrepancies identified between plan and actual load
- Load sheet is completed

Input

- Loading Plan
- Freight

Output

- Completed load sheet
- Discrepancies notified to cargo department



Pd10.4 Resolve Discrepancies

Description

- Adjust manifest/FFM to reflect actual load
- Re-book / re-plan any offloads

Input

- Discrepancy List

Output

- Re- Booked shipments
- All discrepancies resolved
- Accurate Manifest



Pd 10.5 Departure of Aircraft

Description

- Flight departs station, "Wheels Up" time is logged

Input

- Movement message is sent by operations

Output

- DEP Message is sent
- FFM sent



Pd 11.1 Transmit Flight and Shipment Information to Downline Stations & Authorities

Description	Input	
<ul style="list-style-type: none">Carrier sends all required information to down-line stations and authorities.	<ul style="list-style-type: none">Shipment informationManifest informationFlight Information	
	<th data-bbox="1484 915 2893 1054">Output</th> <ul style="list-style-type: none">All required information sent	Output



Pd 12.1 Arrive Flight at Destination Airport

Description

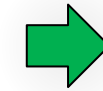
- Aircraft Arrives on Blocks & time is recorded

Input

- Movement Message

Output

- ARR Message is sent



Pd 12.2 Unload Flight

Description

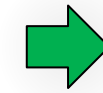
- Aircraft is unloaded in accordance with unload plan

Input

- Unload Plan
- Aircraft Arrival

Output

- Discrepancies noted



Pd 12.3 Move Shipments to appropriate facility

Description

- Ramp moves aircraft load to appropriate location depending on shipment type and local regulations e.g. AVI / DGR / Express / Mail etc. etc.

Input

- Unload Plan
- Special Instructions

Output

- Shipments delivered to correct facilities for processing



Pd 12.4 Receive Shipments at Warehouse

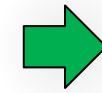
Description

- Control of shipment passes from Ramp to Warehouse / GHAI

Input

- Shipments handed over to warehouse / GHA control

Output



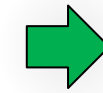
Pd 13.1 Arrive Shipments at Warehouse

Description	Input
<ul style="list-style-type: none">• Freight & Information are checked in at the warehouse, verified complete & as expected.• Freight is checked for condition/damage• ULD's are broken down if required	<ul style="list-style-type: none">• Freight & Docs received from Ramp• FFM received from origin station
	Output
	<ul style="list-style-type: none">• RCF Sent• AWR Sent (where applicable)



Pd 13.2 Move Shipments in Transit to Appropriate Location (see process 9)

Description	Input
<ul style="list-style-type: none">Shipments in Transit identified and moved into export process 9.1 for on carriage	<ul style="list-style-type: none">Pre-AlertFFM
	Output
	<ul style="list-style-type: none">Shipments in Transit re-located into export process



Pd 13.3 Move Shipments to be Transferred Other Carrier

Description

- Shipments to be transferred identified and moved to other carriers

Input

- Pre-Alert
- FFM

Output

- Shipments to be transferred accepted by other carriers
- Transfer manifest signed
- TFD message sent



Pd 14.1 Store Freight for Import

Description

- Import freight is allocated to storage location dependent on commodity/ special requirements etc...

Input

- FFM
- Freight

Output

- Storage Location recorded



Pd 14.2 Notify Forwarder Freight and Information On Hand at Destination

Description	Input
<ul style="list-style-type: none">Forwarder advised shipment has arrived at destination	<ul style="list-style-type: none">RCF + AWR (where applicable)Station open close hoursCollection slot schedules if applicable
	<h3 data-bbox="1489 957 1668 1016">Output</h3> <ul style="list-style-type: none">NFD Sent



Pd 14.3 Hand over of Documents (Information) to Forwarder

Description	Input
<ul style="list-style-type: none">• Shipment Information transferred to Forwarder as required• Paper documents made available	<ul style="list-style-type: none">• Paper Documents (if applicable)• Information as required
	<h3 data-bbox="1489 957 1668 1016">Output</h3> <ul style="list-style-type: none">• AWD sent (where applicable)



Pd 15.1 Check Customs Release Status

Description

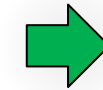
- Prior to release of freight carrier / GHA must verify customs status

Input

- FFM / AWB info
- Local Customs Requirements
- Shipment Customs Status

Output

- Freight categorized for release / hold / transfer



Pd 15.2 Prepare Freight for Handover

Description

- Freight picked from storage location for collection

Input

- Forwarder pickup request
- Collection slot time schedules

Output

- Freight ready to be collected



Pd 15.3 Handover Freight to Forwarder

Description

- Forwarder collects freight from carrier facility
- Driver acknowledges receipt

Input

- Customs Status
- Authorized driver
- Approved collection vehicle

Output

- Custody transfers from Carrier domain
- DLV message sent



Pd 16.1 Depart Freight for Forwarder Hub

Description

- Truck has collected freight carriers' domain according to planning
- Freight is transferred from Carriers' domain to Forwarder Hub

Input

- Shipment record
- Handling instructions
- Type of shipment
- Agreed service level

Output

- Drayage order
- Inbound customs document



Pd 16.2 Arrive / Unload Truck at Forwarder Hub

Description

- Truck arrives at the forwarders import Hub
- Freight is unloaded from truck & checked into the Hub

Input

- Drayage order
- Shipment record
- Handling instructions
- Type of shipment

Output

- Check-in completed at forwarder Hub



Pd 16.3 Check Shipment Details Against Expected (After Breakdown)

Description	Input
<ul style="list-style-type: none">• Relevant information of actual freight received from the export branch is validated against the existing shipment record• Visual check on the condition of the packages• All discrepancies must be recorded	<ul style="list-style-type: none">• Shipment record• Seal number if applicable
	<p data-bbox="1495 930 2881 1062">Output</p> <ul style="list-style-type: none">• Match of existing shipment record and actual freight details• Discrepancies recorded



Pd 16.4 Reslove Discrepancies

Description

- Discrepancies that have been recorded must be resolved with relevant parties e.g. airlines, customers

Input

- Damage control report
- Missing cargo information

Output

- Cargo claim report filed and transmitted to relevant parties



Pd 16.5 Issue Loading List for Oncarriage or Delivery

Description	Input
<ul style="list-style-type: none">• Creation of loading list based on actual number of shipments / ULDs to be transferred to the branch or directly to customer facility• Physical load of freight onto truck departing to branch or directly to customer facility	<ul style="list-style-type: none">• Shipment /ULD in respective storage location• Type of shipment• Handling instructions• Agreed service level
	Output
	<ul style="list-style-type: none">• Loading list created• All freight loaded onto truck• Loading list closed when completed



Pd 17.1 Depart truck to Forwarder Branch Facility

Description

- Truck leaves Hub at a defined time slot to forwarders' branch or directly to customer facility

Input

- Time slot for truck departure
- Delivery plan

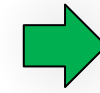
Output

- Time stamp / confirmation of truck departure



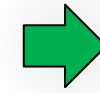
Pd 17.2 Arrive/ Unload Truck at Forwarder Branch Facility

Description	Input
<ul style="list-style-type: none">• Truck arrives at the forwarders import branch facility• Check security status of truck• Freight is unloaded from truck & checked into the branch facility	<ul style="list-style-type: none">• Loading list• Shipment record• Handling instructions• Type of shipment• Truck from Hub / Seal number if applicable
	Output
	<ul style="list-style-type: none">• Freight unloaded at forwarder branch facility



Pd 17.3 Check/ Verify Physical Integrity of Truckload

Description	Input
<ul style="list-style-type: none">• Relevant information of actual freight received from Hub is validated against the existing shipment record• Visual check on the condition of the packages	<ul style="list-style-type: none">• Shipment record
	<h3 data-bbox="1486 917 2890 1060">Output</h3> <ul style="list-style-type: none">• Match of existing info and actual freight• Physical condition of packages checked



Pd 17.4 Resolve Discrepancies

Description

- Discrepancies that have been recorded must be resolved with relevant parties e.g. airlines, customers

Input

- Damage control report
- Missing cargo information

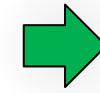
Output

- Cargo claim report filed and transmitted to relevant parties



Pd 18.1 Contact Customer for Handover Instructions

Description	Input
<ul style="list-style-type: none">• Contact customer to inform about arrival of shipment• Receive detailed delivery and customs clearance instructions (if applicable) from customer for respective shipment• Notify third parties if applicable	<ul style="list-style-type: none">• Customer contact information• Shipment record
	Output
	<ul style="list-style-type: none">• Detailed delivery instructions received from customer



Pd 18.2 Pick up Freight by Customer

Description

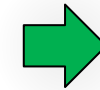
- Consignee or appointed third party collects shipment directly from the forwarder's facility

Input

- Shipment record
- Type of shipment
- Handling instructions
- Customs status

Output

- Shipment has been handed over to consignee or appointed third party
- Forwarders responsibility ends



Pd 18.3 Issue Loading list for Truck to Consignee / Load Truck

Description	Input
<ul style="list-style-type: none">• Creation of loading list based on actual number of shipments to customer facility• Physical load of freight onto truck departing to customer facility	<ul style="list-style-type: none">• Shipment in respective storage location• Type of shipment• Handling / delivery instructions• Agreed service level• Customs status
	<h3 data-bbox="1489 953 1665 1014">Output</h3> <ul style="list-style-type: none">• Loading list created• All freight loaded onto truck• Loading list closed when completed



Pd 18.4 Depart Truck from Forwarder Branch Facility to Consignee

Description	Input	
<ul style="list-style-type: none">Truck leaves branch facility at a defined time slot to customer facility	<ul style="list-style-type: none">Time slot for truck departure	
	<th data-bbox="1484 913 2896 1058">Output</th> <ul style="list-style-type: none">Time stamp / confirmation of truck departure	Output



Pd 19.1 Make Delivery & Capture POD Data

Description

- Forwarder delivers the respective shipment to customer facility
- POD is captured

Input

- Shipment record
- Handling / delivery instructions
- Type of shipment

Output

- Delivery of shipment to final consignee has been performed
- Consignee signature is captured



Pd 19.2 Upload POD Information to System

Description	Input
<ul style="list-style-type: none">• Upload POD event in forwarder's system• Return POD to forwarder	<ul style="list-style-type: none">• POD event• Shipment record• POD
	<h3 data-bbox="1489 953 1665 1014">Output</h3> <ul style="list-style-type: none">• POD event visible in forwarders system• POD returned to forwarder

