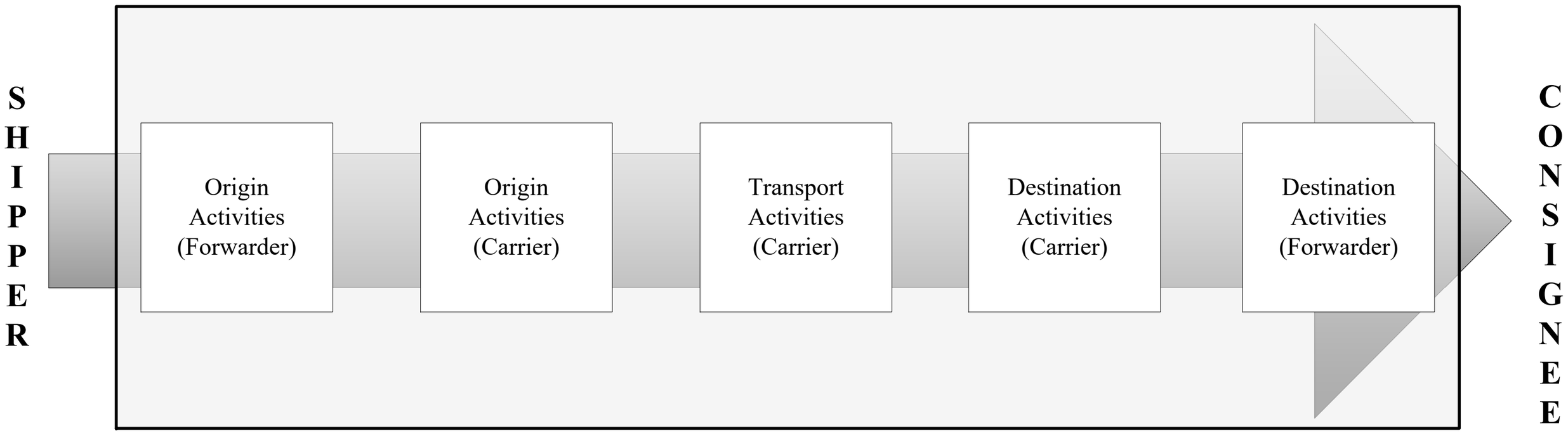
Air Cargo Industry Master Operating Plan



Management Summary

Generic Norms

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Management Summary

Since its inception, the Cargo iQ Quality management program has identified and formulated a set of key air cargo processes and checkpoints that are deemed critical in order to provide reliable and timely delivery of shipments through the entire air transport supply chain. The general descriptions of these processes as well as the identification of numerous supporting methodologies to achieve the objective were contained in the original version of the Master Operating Plan that was created in 1997.

In 2011 it was decided that a revision to this initial document would be appropriate. The objectives of the revision which is contained in the following information package are threefold.

Firstly a number of significant developments in the way cargo shipments are processed for transport have occurred over time. These include but are not limited to issues related to security, e-freight and paperless processes as well as numerous advancements in technological capabilities that can be deployed to ensure a more efficient process.

Secondly it was decided to produce and distribute this version of the Master Operating Plan in a more modern and user friendly format that allows users to more easily access and navigate the information it contains. To this end we have created a more graphical representation of the entire process that also enables users to more rapidly drill down to specific information they may be interested in. This method will also provide for an enhanced method to present and control future adjustments as well as additional related information such as definitions and actual specifications that can now be directly linked to the Master Operating Plan.

Lastly the Master Operating Plan is to be made available for access by all participants in the air transport supply chain from shippers to consignees as well as all service providers involved in the actual transport of cargo and related activities. In doing so it is envisaged that the Cargo iQ process methodology will be the common standard more readily available for adoption by any industry stakeholder.

Management Summary (continued)

As a starting point the Master Operating Plan sets out to map the various processes that are involved in the planning and movement of freight and relevant information from a shipper through to the final consignee. Cargo iQ itself is primarily about process control in an environment where multiple parties are engaged in the delivery of each shipment. Each of these entities relies on a preceding or subsequent participant in the chain to provide both information and planned activities in as accurate and timely fashion as possible.

The highest level layout or groupings of these processes are categorized into five parts . The logic behind the process groupings is the first step in differentiating between the different phases of Cargo iQ measurements. With groups 1 and 5 representing Phase 2 (door-to-door) activities measured at house air waybill level and groups 2-3-4 representing the Phase 1 (airport-to-airport) activities at the master air waybill level.

The activities and their impacts concerning Cargo iQ's Phase 3, which is intended to measure and monitor at the individual piece level, are referenced in a later stage of more detailed level process descriptions.

A total of 19 main processes have been identified as fundamental to the movement of goods from a shipper's door to a consignee's door. Starting with the "Booking and Planning" of shipments initiated by a shippers requirement, through to the final Delivery at a consignees door. The main processes are grouped into activities based upon the preceding categories, in a chronological order of their usual occurrence.

Each of the Cargo iQ milestones are indicated alongside the main process where they would occur or be expected to have occurred.

A further, more detailed description as well as additional information concerning each sub process is available when clicking on each activity contained within the third level of process descriptions. This fourth level is described in terms of both activity and information inputs and outputs and the description of the activity which occurs during that sub process.

Management Summary (continued)

Several adjustments have been incorporated into this revision of the Master Operating Plan based on developments concerning e-freight and the overall industry objective of moving increasingly to a paperless environment. Cargo iQ and its membership fully endorse and work to support the e-freight initiative by incorporating process monitoring and measurement of all major information exchanges between parties involved. Specifically this revision includes adjustments to the carrier freight reception process, through formal recognition and inclusion of the FOH (freight on hand) status and refinements related to the use and meaning of RCS (received from shipper, ready for carriage).

Security related activities have been referenced in several areas of the Master Operating Plan. At present no detail is included as to what / how security issues are validated, as there is still too large a variance in regulatory mandates to properly describe a common process. Hence only indications that a “security” check or “security status” validation should take place, are included in the process descriptions. Ideally in the future we will be able to actually incorporate these activities as monitored “milestones” making the process more visible and measurable.

Certain references contained in the original MOP have been removed. In particular those related to the “Shipment Control Document” (SCD) as well as standards and description concerning certain labeling techniques for packages. In most cases advancements in technology as well as the industry drive toward paperless solutions have rendered those references and requirements obsolete.

We trust that you will find this modernized version of the Industry Master Operating Plan a useful resource, providing a high level process outline compatible with the basic requirements of implementing a Cargo iQ compliant quality system.

Suggestions aimed at improving the MOP are always welcomed.

GENERIC NORMS

N.1. The format of the information provided (shown in the blue containers within the Process Detail pages) is to be determined by the individual parties involved in the transmission and receipt of that information.

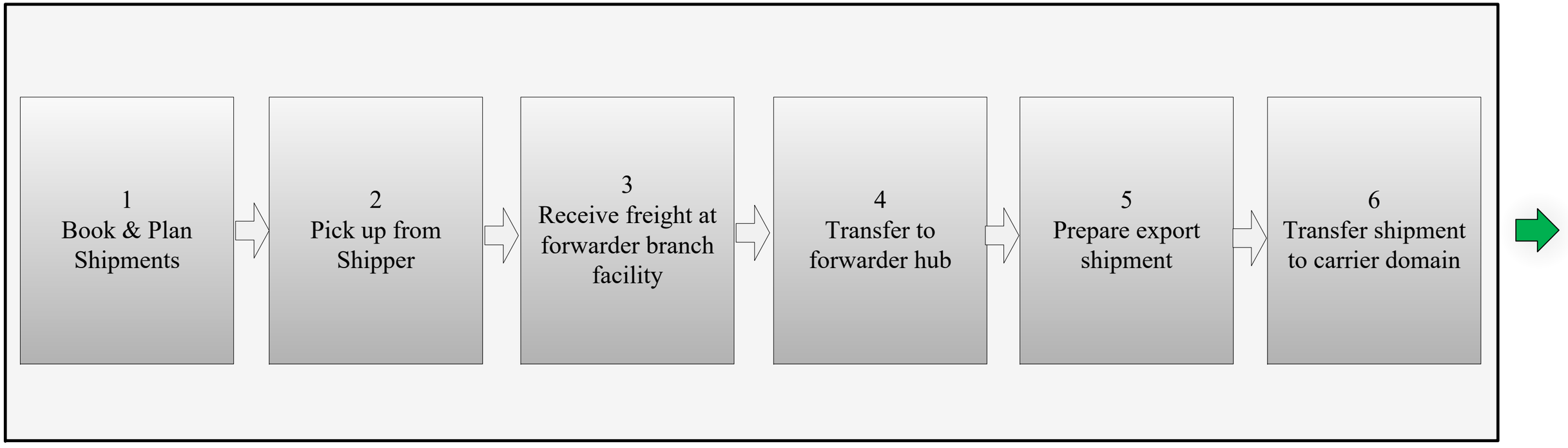
N.2. Each process represents the latest point by which the activity described should be carried out. It may be preferable for the activity to be carried out at an earlier point. For example, shipment bookings, both by shipper to forwarder and by forwarder to airline, should be made as early as possible. All (M)AWB shipments should be booked to final destination prior to point at which RCS is evented.

N.3. It is expected that information and documents are transferred electronically where possible.

N.4. All activities and outputs should be performed in a manner which conforms to the Cargo iQ Airport-to-Airport and Door-to-Door standards and business rules.

N.5. When changes to planned shipment movements or conditions occur, booking updates should be sent to all concerned parties, including sub-contractors and any parties undertaking an activity on behalf of the party responsible for the process. All discrepancies found should be resolved on an ongoing basis and as early as possible.

Origin Activities (Forwarder)



P01 Book & Plan Shipments

INPUT
- ✓ Shipper's Request

Monitor, Control, Intervene & Repair

1.1 Receive booking from shipper & check security status

1.2 Shipper provides shipment details

1.3 Plan routing direct or consolidation

1.4 Request capacity against forwarder or carrier inventories

1.5 Confirm capacity

1.6 Create routemaps (A2A/D2D) & share*

1.7 Arrange pick-up of freight

BKD

*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

INPUT
- Pick-up advice

Monitor, Control, Intervene & Repair

2.1 Labeling Freight

2.2 Associate unique piece level information with booking

2.3 Pick-up freight

Purpose

- ✓ Prepare freight for transport & ongoing identification
- ✓ Forwarder takes custody of the freight

Output:

- ✓ Labeled freight

P03 Receive freight at forwarder branch facility

INPUT

- ✓ Freight
- ✓ Booking information

Monitor, Control, Intervene & Repair

3.1 Arrival of freight at forwarder branch facility

3.2 Check / apply labeling & verify physical integrity of packages

3.3 Check information to match actual freight and security details available

3.4 Check Accuracy of booking & adjust if needed

3.5 Complete shipment record

3.6 Sort & transfer freight to build or storage locations

Purpose

- ✓ Verify freight received
- ✓ Ensure shipment is expected

Output:

- ✓ Stored freight
- ✓ Shipment information

P04 Transfer to forwarder hub

INPUT
- ✓ Checked freight
- ✓ Shipment information

Monitor, Control, Intervene & Repair

4.1 Confirm information to hub

4.2 Issue loading list for truck to hub

4.3 Loaded truck departs forwarder branch facility for hub

Purpose
- ✓ Prepare freight for transport & ongoing identification
- ✓ Forwarder takes custody of the freight

Output:

P05 Prepare export shipments

INPUT
- ✓ Checked shipments

Monitor, Control, Intervene & Repair

5.1 Arrival of truck at forwarder hub

5.2 Check / verify physical integrity of truckload

5.3 Check security status of shipments

5.4 Create (M)AWB shipment record and consolidation manifest

5.5 Send freight picking instructions to warehouse

5.6 Prepare shipment for export

Purpose
- ✓ Prepare shipments for delivery to carrier

Output:
- ✓ Consol manifest
- ✓ Picking instructions

P06 Transfer shipment to carrier domain

INPUT

✓ Sorted shipments

Monitor, Control, Intervene & Repair

6.1 Issue loading list for truck to carrier / load freight

6.2 Depart truck from forwarder hub to carrier domain

6.3 Transmit forwarder information to carrier & Customs/AVSEC

6.4 Arrival of truck at carrier domain

FHL FWB

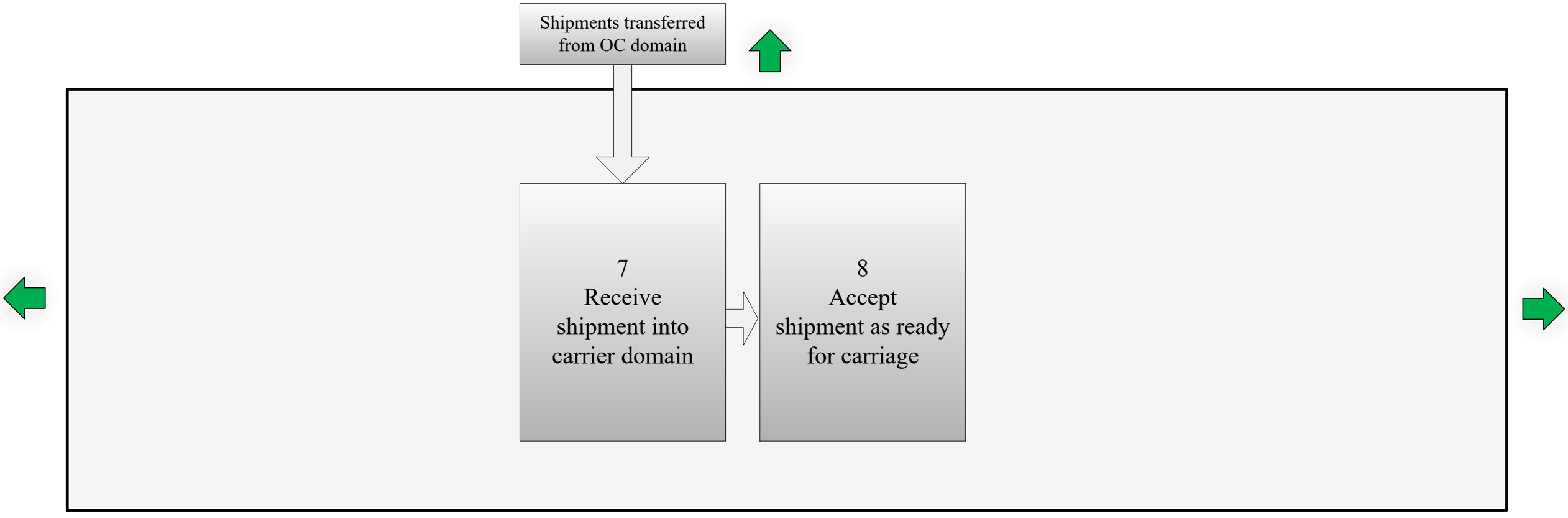
Purpose

✓ Prepare shipments for transfer to carrier custody

Output:

✓ FHL/FWB messages sent to carrier
✓ Shipment at carrier domain

Origin Activities (Carrier)



P07 Receive shipment into carrier domain

INPUT
- ✓ Booking info
- ✓ Shipment information
- ✓ Sorted shipment
- ✓ Security data

Monitor, Control, Intervene & Repair

7.1 Channel forwarder information to GHA where applicable

7.2 Assign unloading slot and position to truck

7.3 Validate security / customs status of truck

7.4 Unload truck / Receive shipments transferred from other carriers

7.5 Screen freight as applicable

FHL FWB FOH

Purpose
- ✓ Transfer shipment custody from forwarder to carrier
- ✓ Security regulation compliance

Output:
- ✓ Freight on hand
- ✓ Information matches freight

P08 Accept shipment as ready for carriage

INPUT
- ✓ Booking information
- ✓ Security information
- ✓ Shipment information
- ✓ Freight on hand

Monitor, Control, Intervene & Repair

8.1 Verify shipment has cleared security

8.2 Perform physical ready for carriage checks

8.3 Validate information to confirm Ready for Carriage

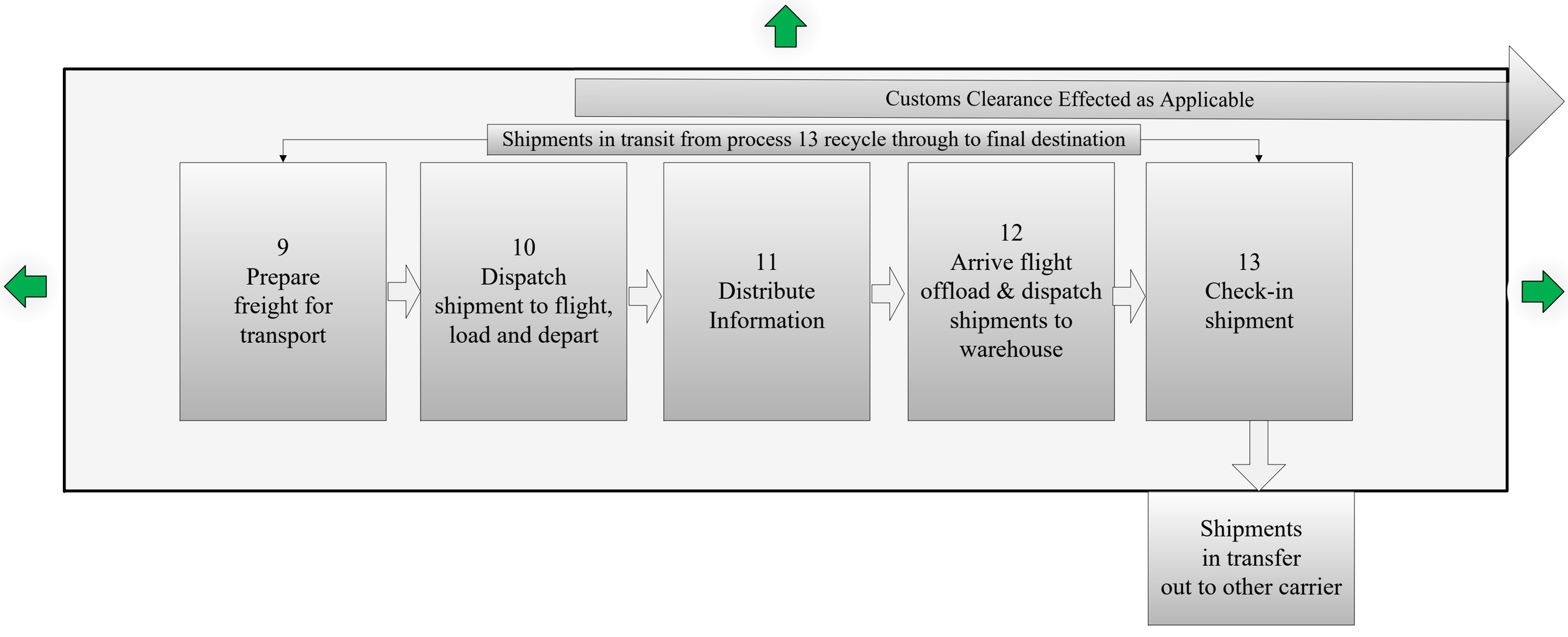
RCT

RCS

Purpose
- ✓ Confirm shipment compliant with all regulations for carriage by air
- ✓ Confirm shipment in accordance with carriage agreement (order)

Output:
- ✓ Shipment ready for carriage
- ✓ RCS / RCT message sent

Transport Activities (Carrier)



P09 Prepare freight for transport

INPUT
- ✓ Booking information
- ✓ Shipment information

Monitor, Control, Intervene & Repair

9.1 Shipments in transit received from process 13

9.2 Shipments in transit security cleared

9.3 Plan flight and send booking list to warehouse

9.4 Collect freight and unitize as planned

9.5 Consolidate information / send Pre-Loading Data

9.6 Process Customs Status Notification

FBL

FUM

FHL

FWB

Purpose
- ✓ Prepare freight for flight
- ✓ Prepare information for load control

Output:
- ✓ Freight ready for flight
- ✓ Flight manifest prepared

P10 Shipment to flight, load & depart

INPUT
- ✓ Flight manifest
- ✓ ULDs / Carts
- ✓ Load Plan

Monitor, Control, Intervene & Repair

10.1 Move shipments from warehouse to hold area for ramp transport

10.2 Move shipments from hold area to parking position

10.3 Flight loaded as per load plan

10.4 Depart flight

FOW

FFM

DEP

Purpose

- ✓ Flight departs on time with freight

Output:

- ✓ Updated data
- ✓ Flight departed

P11 Distribute information

INPUT

- ✓ Flight information
- ✓ Shipment information

Monitor, Control, Intervene & Repair

11.1
Transmit flight and shipment information to down line stations and authorities

FHL | FFM | FWB

Purpose

- ✓ Ensure shipments are expected
- ✓ Ensure that all legal and regulatory requirements are met

Output:

- ✓ Transmission of information at flight and shipment level

P12 Arrive flight, unload & dispatch shipment to warehouse

INPUT

- ✓ Flight information
- ✓ Freight information

Monitor, Control, Intervene & Repair

12.1 Arrive flight at destination

12.2 Unload flight

12.3 Move shipments to appropriate facility

12.4 Accept flight load at warehouse

ARR

FIW

Purpose

- ✓ Unload & transfer of freight at flight destination

Output:

- ✓ Shipment arrives at warehouse

P13 Check-in shipment

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

Monitor, Control, Intervene & Repair

13.1 Receive shipments in warehouse

13.2 Move shipments in transit to appropriate location (see process 9)

13.3 Move shipments to be transferred to other carrier

13.4 Move Import Shipment to Storage Location

RCF AWR TFD

Purpose

- ✓ Ensure that shipments are available

Output:

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

Destination Activities (Carrier)

Customs Clearance Effected as Applicable

14
Arrive shipment

15
Handover freight to forwarder

P14 Arrive shipment

INPUT
- ✓ Shipment information
- ✓ Warehouse information

Monitor, Control, Intervene & Repair

14.1 Notify forwarder freight and information on hand at destination

14.2 Hand over of documents (information) to forwarder

NFD

AWD

Purpose
- ✓ Store import freight
- ✓ Inform forwarder of shipment arrival

Output:
- ✓ Notification to forwarder

P15 Handover freight to forwarder

INPUT

- ✓ Customs release form
- ✓ Freight location

Monitor, Control, Intervene & Repair

15.1 Check customs release status

15.2 Prepare freight for handover

15.3 Handover freight to forwarder

DLV

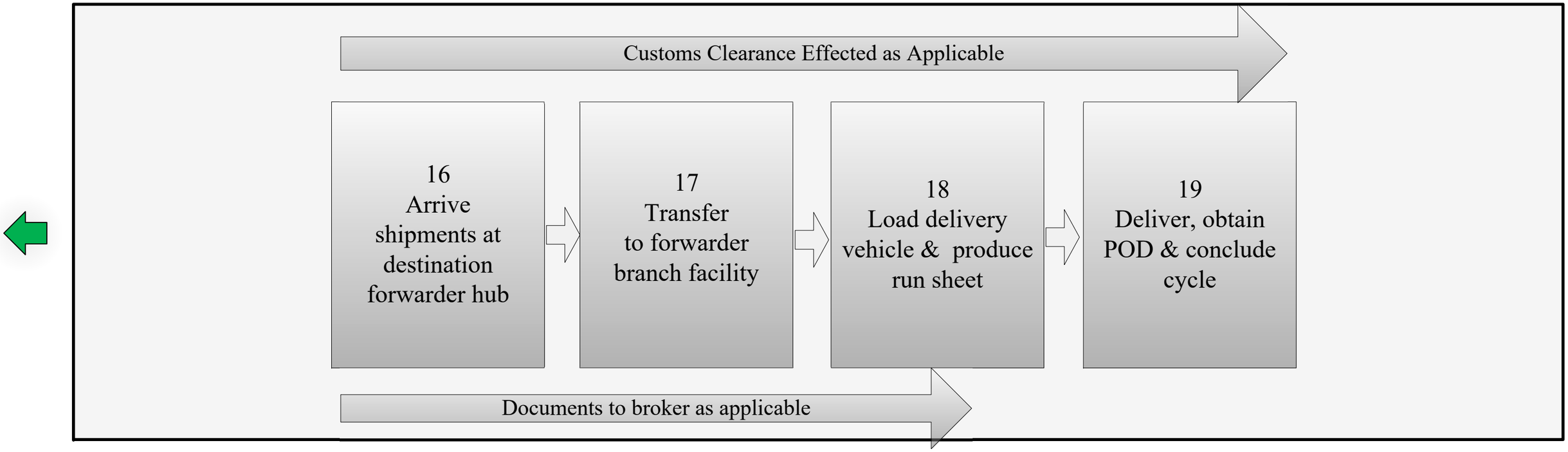
Purpose

- ✓ Transfer custody of shipment to forwarder

Output:

- ✓ Freight collected

Destination Activities (Forwarder)



P16 Arrive shipment at forwarder hub

INPUT

- ✓ Shipment information
- ✓ Loading list

Monitor, Control, Intervene & Repair

16.1 Depart freight for forwarder hub

16.2 Arrive / unload truck at forwarder hub

16.3 Check shipment details against expected (after breakdown)

16.4 Resolve discrepancies

16.5 Issue loading list for on carriage or delivery

Purpose

- ✓ Prepare shipment for delivery or transfer to forwarder branch facility

Output:

- ✓ Loading list

P17 Transfer shipment to forwarder branch facility

INPUT

- ✓ Shipment information
- ✓ Loading list

Monitor, Control, Intervene & Repair

17.1 Depart truck to forwarder branch facility

17.2 Arrive / unload truck at forwarder branch facility

17.3 Check / verify physical integrity of truckload

17.4 Resolve discrepancies

Purpose

- ✓ Prepare shipment for delivery

Output:

P18 Load truck and produce run sheet

INPUT
- ✓ Shipment information
- ✓ Customer information

Monitor, Control, Intervene & Repair

18.1 Contact customer for handover instructions

18.2 Pick-up freight by customer

18.3 Issue loading list for truck to consignee / load truck

18.4 Depart truck from forwarder branch facility to consignee

Purpose
- ✓ Prepare shipment for collection at the forwarder branch facility for final delivery to consignee

Output:
- ✓ Loading list
- ✓ Freight ready for delivery

P19 Deliver, obtain POD & conclude cycle

INPUT

- ✓ Shipment information
- ✓ Customer information

Monitor, Control, Intervene & Repair

19.1 Make delivery & capture POD data

19.2 Finalize D2D routemap*

19.3 Discrepancy reports produced and resolved

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

Purpose

- ✓ Delivery of shipment

Output:

- ✓ Proof of delivery

Scope: HAWB
Status Change: -
Milestone: -

1.1 Receive booking from shipper & check security status

	Input	Activity	Output
Shipper	Booking is made by the shipper Shipper supplies shipment details including: · Origin / Destination · Collection / Delivery dates · Shipment details · Shipper/Consignee information · Shipment security status · Product/shipping service required · Piece Level – UPID label details		
Forwarder		· **Forwarder validates security / customs / commercial status** · **Forwarder processes shipper's booking**	Validated security status

Scope: HAWB
Status Change: -
Milestone: -

1.2 Shipper provides shipment details

	Input	Activity	Output
Shipper	Shipper provides shipment details Shipment trade information including trade, transport and customs / security information to enable movement of the freight for A2A and D2D		
Forwarder			

Scope: HAWB
Status Change: -
Milestone: -

1.3 Plan routing direct or consolidation

	Input	Activity	Output
Forwarder	· Shipper requirements from P1.1 · Shipper security status · Airline schedules & offsets · Pick up & Delivery capabilities	· **Forwarder commences planning for full routing to deliver the shipper promise including carrier selection & related transit times**	· Determine final airport of destination · Shipping via hubs or not · Carrier selection · Plan for shipment security screening as required

Scope: HAWB
Status Change: -
Milestone: -

1.4 Request capacity against forwarder or carrier inventories

	Input	Activity	Output
Forwarder	· Flight requirements from simulated routing(s) P1.2 · Consolidated / single shipment information	· Bookings are made against pre-booked forwarder allocations or directly with the carrier	· Booking Request from Forwarder to Carrier or; · Allocation against pre-booked inventory

Scope: MAWB
Status Change: Booked
Milestone: -

1.5 Confirm capacity

	Input	Activity	Output
Forwarder			
Carrier	Booking or Allocation request	· Carrier confirms requested capacity (or allocation) on all scheduled 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	Confirmation direct to forwarder as applicable

1.6 Create Routemaps (A2A/D2D) & Share*

	Input	Activity	Output
Forwarder	· Forwarder shipment data for RMI message	· Forwarder sends RMI to their CDMP-F	RMI
CDMP-F	RMI RMP	· CDMP-F creates D2D Routemap based on RMI and in conjunction with planned A2A milestone details if available	
CDMP-C	· BKD message · ENCORE data	· CDMP-C creates A2A Routemap containing planned times for all A2A milestones based on BKD message(s) & carrier master data held in ENCORE	RMP

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

Scope: HAWB
Status Change: -
Milestone: -

1.7 Arrange Pick up of Freight

	Input	Activity	Output
Forwarder	· Handling instructions	· Based on the D2D plan / Routemap a collection advice is sent to the Forwarder's transport department to collect the goods from the shipper at the required time. Pick up should be scheduled in accordance with the D2D plan.	· Collection Advice

Scope: HAWB
Status Change: -
Milestone: -

2.1 Labelling Freight

Input	Activity	Output
Shipper / Forwarder · Shipper and/or Forwarder reference / part numbers / identifiers	· Labelling of packages. Packages must be labeled with electronic and human-readable unique references in accordance with industry standards.	· Labelled and identifiable packages

Scope: HAWB
Status Change: -
Milestone: -

2.2 Associate Unique Piece Level Information with Booking

	Input	Activity	Output
Forwarder	· UPIDs / piece identification · Booking / shipment reference	· Cross reference UPID level detail with the booking / shipment information. · Ensure individual identification is on piece level and is machine and human readable	· Associated pieces with booking · Clear identification of pieces ready to be picked up

Scope: HAWB
Status Change: Pick up from customer
Milestone:

2.3 Pick-up Freight

	Input	Activity	Output
Forwarder	· Collection advice including shipment details and parcel IDs · Handling instructions	· Vehicle arrives at shippers location · Driver verifies that freight pieces correspond with shipment detail & piece IDs · Load freight into vehicle · Capture PUP event when last piece loaded on vehicle	· Signed collection advice by the shipper

Scope: HAWB
Status Change: -
Milestone: -

3.1 Arrival of freight at forwarder branch facility

	Input	Activity	Output
Forwarder	· Shipment ID	· Truck arrives at the forwarders export warehouse · Freight is unloaded from vehicle & checked into the warehouse · Check arrival time of truck	· Check-in completed at forwarder facility

Scope: HAWB
Status Change: Received at Forwarder Export Warehouse
Milestone:

3.2 Check /Apply Labelling & Verify Physical Integrity of Packages

	Input	Activity	Output
Forwarder	· Label · Shipment information	· 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 · Create damage control report if applicable · Dims & weight check · Dangerous Goods check	· Shipments are correctly labelled and can be identified by forwarder reference numbers

Scope: HAWB
Status Change: -
Milestone: -

3.3 Check information to match actual freight and security details available

	Input	Activity	Output
Forwarder	· Warehouse shipment details · Existing shipment details · Known / Unknown shipper status	**· Relevant information of actual freight received from the warehouse is validated against the existing shipment info** **· Weight and volume measurement** **· Check security status of shipment e.g. Known / Unknown shipper** **· Screening if applicable**	· Match of existing info and actual freight · Shipment security status validated

Scope: HAWB
Status Change: -
Milestone: -

3.4 Check Accuracy of Booking & Adjust if Needed

	Input	Activity	Output
Forwarder	· Define amount of capacity · Agreed service level · Validated shipment detail	· Check original booking against validated shipment details & adjust booking with carrier if needed (for discrepancies)	· Validated capacity · If applicable advise shipper of any discrepancies / variations against the booking
Carrier			BKD

Scope: HAWB
Status Change: -
Milestone: -

3.5 Complete Shipment Record

	Input	Activity	Output
Forwarder	· Final instructions from the shipper as applicable · Actual freight information received from warehouse	· **Complete shipment record in forwarder's system based on warehouse checks**	· Shipment record completed · Upload and distribution of data

Scope: HAWB
Status Change: -
Milestone: -

3.6 Sort & Transfer Freight to Build or Storage Locations

	Input	Activity	Output
Forwarder	· Shipment identification number · Type of shipment · Handling instructions · Agreed service level	· Freight to be sorted and transferred to a designated location within the warehouse	· Separate special and general cargo · Priorization of shipment based on agreed service level · Freight ready to be loaded onto truck · Upload and distribution of data

Scope: HAWB
Status Change: -
Milestone: -

4.1 Confirm Information to Hub

	Input	Activity	Output
Forwarder	· Electronic shipment record	· Shipment information of upcoming shipments for Hub to be confirmed to Hub operations	· Electronic confirmation message to Hub

Scope: HAWB
Status Change: -
Milestone: -

4.2 Issue Loading List for Truck to Hub

	Input	Activity	Output
Forwarder	· Shipment in respective storage location · Type of shipment · Handling instructions	· Creation of loading file based on actual number of shipments to be transferred to the Hub · Physical load of freight onto truck departing to Hub · Special freight handled according to handling instructions	· Loading file and potential freight documents created · All freight loaded onto truck · Loading file closed when complete

Scope: HAWB
Status Change: Truck departing Forwarders' Export Warehouse
Milestone:

4.3 Loaded Truck departs Forwarder Branch Facility for Hub

	Input	Activity	Output
Forwarder	· Time slot for truck departure	· Truck leaves branch facility at a defined time slot to Hub	· Time stamp / confirmation of truck departure

Scope: HAWB
Status Change: -
Milestone:

5.1 Arrival of Truck at Forwarder Hub

	Input	Activity	Output
Forwarder	· Loading list	· Truck arrives at the forwarders export Hub · Freight is unloaded from truck & checked into the Hub · Check arrival time of truck	· Check-in completed at forwarder Hub

Scope: HAWB
Status Change: Received at Forwarders' Export Hub Warehouse
Milestone:

5.2 Check / Verify Physical Integrity of Truckload

	Input	Activity	Output
Forwarder	· Shipment record · Seal number if applicable	· 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 – should be sealed upon arrival · Weight and volume measurement · Screening if applicable · Damage control report if applicable	· Match of existing info and actual freight · Shipment secured

Scope: HAWB
Status Change: -
Milestone: -

5.3 Check Security Status of Shipments

	Input	Activity	Output
Forwarder	· Known / Unknown shipper status · X-ray and screening requirements	· Check security status of shipment to comply with export clearance requirements, e.g. known / unknown shipper · Screening if applicable	· Shipment security status validated

Scope: HAWB & MAWB
Status Change: -
Milestone: -

5.4 Create (M)AWB Shipment Record and Consol Manifest (if applicable)

	Input	Activity	Output
Forwarder	· Operational palletizing requirements · Flight planning · ULD allocation · HAWB Shipment details received electronically from branch · Actual freight information received from warehouse	**· Create (M)AWB shipment record in forwarder's system** **· Create consol and ULD manifest (if applicable)** **· Update of booking if required** **· Transmission of consol and ULD manifest to warehouse**	· (M)AWB Shipment record created · Consolidation and ULD manifest created (if applicable) · Upload and distribution of data

Scope: HAWB & MAWB
Status Change: -
Milestone: -

5.5 Send Freight Picking Instructions to Warehouse

	Input	Activity	Output
Forwarder		· Send detail picking instruction to the warehouse to arrange for respective build up location	· Freight picked and ready for assembly / build-up

Scope: HAWB & MAWB
Status Change: -
Milestone: -

5.6 Prepare Shipment for Export

	Input	Activity	Output
Forwarder	· Consol and ULD manifest · Shipment identification number · Type of shipment · Handling instructions · Agreed service level	· Build up of pallets / ULDs · Labelling of freight · Attach necessary documents if applicable · Move to truck loading area · Trigger electronic pre-alert to destination office	· Final pallet / ULD built · Freight correctly labelled · Necessary documentation attached · Export clearance performed · Shipment moved to truck loading area · Electronic pre-alert

Scope: HAWB & MAWB
Status Change: -
Milestone: -

6.1 Issue Loading List for Truck to Carrier / Load Freight

	Input	Activity	Output
Forwarder	· Shipment / ULD in respective storage location · Type of shipment · Handling instructions	· Creation of loading file based on actual number of shipments / ULDs to be transferred to the carrier · Physical load of freight onto truck departing to carrier · Special freight handled according to handling instructions	· Loading file and potential freight documents created · All freight loaded onto truck · Loading file closed when complete

Scope: HAWB
Status Change: Truck departing Forwarders' Export Hub Warehouse
Milestone:

6.2 Depart Truck from Forwarder Hub to Carrier Domain

	Input	Activity	Output
Forwarder	· Time slot for departure	· Truck leaves hub at a defined time slot to airline	· Time stamp / confirmation of truck departure

Scope: MAWB
Status Change: Forwarder's Electronic (Master) Air Waybill transmitted to carrier
Milestone: FWB

6.3 Transmit Forwarder Information to Carrier and Customs/AVSEC as applicable

	Input	Activity	Output
Forwarder	· (M)AWB and/or HAWB and manifest record (if applicable)	· Relevant and correct shipment information for A2A transport is transmitted to carrier and Customs/AVSEC as applicable prior to arrival of the truck at the carrier's domain · The Forwarder may file preloading data with or without (M)AWB number but always with HAWB number (as applicable for the destination country). Refer to sections 8.1 and 8.2 of the Standard Procedures for Preloading Advance Cargo Information.	FWB FHL

Scope: HAWB
Status Change: Truck arrives at Departure Airline Warehouse
Milestone:

6.4 Arrival of Truck at Carrier Domain

	Input	Activity	Output
Forwarder	· Loading list · Consolidation manifest	· Truck arrives at the carrier's domain · Driver informs carrier or GHA of truck arrival	

Scope: MAWB
Status Change: -
Milestone: -

7.1 Channel Shipment Information to GHA where applicable

	Input	Activity	Output
Carrier	· Shipment information as agreed from step 6.3	· **Necessary shipment information and shipment details are advised to carrier's GHA**	· GHA operational planning FWB FHL

Scope: MAWB
Status Change: -
Milestone: -

7.2 Assign Unloading Slot and Position to Truck

	Input	Activity	Output
Carrier	· Truck unloading list · Pre-booked delivery slot list · Truck dock availability	· Assign an unloading slot and position to the delivery truck	· Confirmed unloading slot & position

Scope: MAWB
Status Change: -
Milestone: -

7.3 Validate Security / Customs Status Truck

	Input	Activity	Output
Carrier	· Truck Customs Documents · Truck manifest / Supporting Docs	· 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 · Check truck status & documentation is all in order · Check shipment booking information is available	· Accepted / rejected truck load

Scope: MAWB
Status Change: Freight on Hand
Milestone:

7.4 Unload Truck / Receive shipments transferred from other carriers

	Input	Activity	Output
Carrier	· Accepted truck load · Known Transfer Vehicle (if freight received from other carrier)	· **Freight is offloaded from Accepted Vehicles**	· FOH sent for export shipment only FOH

Scope: MAWB
Status Change: -
Milestone: -

7.5 Screen Freight as Applicable

	Input	Activity	Output
Carrier	· Freight · Security status of shipment = unsecured	· Freight is screened on entry into warehouse or as specified by local regulations · No security anomalies found · Local and destination screening requirements fulfilled	· Screened Freight · Security Declaration

Scope: MAWB
Status Change: -
Milestone: -

8.1 Verify Shipment has Cleared Security

	Input	Activity	Output
Carrier	· Origin, Transfer & Destination Security Regulations · Shipment Information	· Verify security status of individual shipments (CBP, TSA, ICS, NASP, SPX) based on origin, routing and destination regulations to ensure that no anomalies are found	· Shipments security cleared for carriage

Scope: MAWB
Status Change: -
Milestone: -

8.2 Perform Physical Ready for Carriage Checks

	Input	Activity	Output
Carrier	· Freight · Regulations · Documentation as required	· All requirements for safe & secure onward carriage are conducted e.g. DGR Checks, Export Clearance etc. · Check freight labels are present · Shippers declaration & applicable DGR documentation must be in order and available	· Checks Completed

Scope: MAWB
Status Change: Ready for Carriage
Milestone: RCS

8.3 Validate Information to confirm Ready for Carriage

	Input	Activity	Output
Carrier	· Approved Ready For Carriage Checks · Shipment Information · Booking Information · Approved Security Status · Warehouse discrepancy list	· Validate delivered freight against documents / data (booking, AWB, FWB, e.g. pieces, weight, dims). · Make corrections to booking as required · Prepare cargo receipt (eAWB) if applicable · Validate if shipment is ready for carriage · Accept freight transferred from other carriers	· Checks completed · CCA Issued if required · Freight allocated to warehouse location · Shipment is ready for carriage · Accurate Shipment Information RCT RCS

Scope: MAWB
Status Change: -
Milestone: -

9.1 Shipments in Transit Received from Process 13

	Input	Activity	Output
Carrier	· Transit shipments from import process	· Shipments in transit re-enter the outbound process at this point · Shipments in transit stored or delivered to outbound build location	· Shipments available for outbound · Location recorded / confirmed on hand

Scope: MAWB
Status Change: -
Milestone: -

9.2 Shipments in Transit Security Cleared

	Input	Activity	Output
Carrier	· Shipments in transit · Origin, transit and destination security regulations · Shipment information	· Verify security checks have been performed on transit freight with no security anomalies found in accordance with origin, transit and destination applicable regulations	· Shipments in transit security cleared for carriage

Scope: MAWB
Status Change: -
Milestone: -

9.3 Plan Flight and Send Booking List to Warehouse

	Input	Activity	Output
Carrier	· Booked shipments · Special handling requirements · Aircraft type / route info	· Carrier allocates shipments to flights – all flights must be planned and shipments allocated by product type where applicable · Load instructions provided as applicable	FBL

Scope: MAWB
Status Change: -
Milestone: -

9.4 Collect Freight and Unitize as Planned

	Input	Activity	Output
Carrier	· Freight · ULDs & equipment as required · Final FBL & special instructions	· Freight on final FBL is picked and prepared for flight in accordance with plans · ULD's are built or shipments assembled · Carrier informed by warehouse / GHA	· Pallet tags · Shipments assembled / unitized · Load list FUM

Scope: MAWB
Status Change: -
Milestone: -

9.5 Consolidate Information / Send Pre-Loading Data as necessary

	Input	Activity	Output
Carrier	· Pouch · FHL / FWB / FUM · ePouch · Customs Status Notification if available	· Information consolidated at flight level in time for onward transmission or delivery to the flight in a format / layout as required by regulations · If no Customs Status Notification available, send Pre-Loading Data to Customs/AVSEC as required, including Shipper Name, Shipper Address, Consignee Name, Consignee Address, Number of Pieces, Total Gross Weight incl. Weight Unit, Brief Cargo Description and (Master) AWB Number. Refer to sections 8.4 and 8.5 of the Standard Procedures for Preloading Advance Cargo Information for airline filing of preloading data.	· Paper Manifest · Pre-manifest created in system FWB FHL

Scope: MAWB
Status Change: -
Milestone: -

9.6 Process Customs Status Notification

	Input	Activity	Output
Carrier	· Customs Status Notification	· Review Customs Response and take action as applicable, referring to the Standard Procedures for Preloading Advance Cargo Information, Section 8.7.	· Shipment prepared for transport as applicable · Additional information provided to Customs/AVSEC as applicable · Shipment prepared for screening as applicable · Shipment held from load as applicable · Customs Status notified to Forwarder, GHA and Notify Party as applicable

Scope: MAWB
Status Change: Freight Out from Warehouse Control
Milestone: FOW

10.1 Move Shipments From Warehouse to Hold Area for Ramp Transport

	Input	Activity	Output
Carrier	· Complete Assembly of Freight as per Flight Plan / Manifest ready for handover to ramp	· Physical freight delivered to handover point in flight order at defined time and location · Timestamp of delivery to handover point captured · Control of shipment passes from warehouse to ramp	· Freight at handover point · Timestamp for shipment or part shipment delivered to handover point FOW

Scope: MAWB
Status Change: -
Milestone: -

10.2 Move Shipments from Hold Area to Parking Position

	Input	Activity	Output
Carrier	· Freight & Documents	· **Freight & documentation arrive at aircraft parking position**	· Freight and documents ready to be loaded · Arrival time of freight and documents at the aircraft stand is recorded

Scope: MAWB
Status Change: -
Milestone: -

10.3 Flight loaded as per Load Plan

	Input	Activity	Output
Carrier	· Loading Plan · Freight	· Aircraft is loaded in accordance with load control requirements, ensuring that delivered load can be accommodated on the flight · Load sheet is updated · Adjust Manifest/FFM to reflect actual load	· Freight in aircraft · Updated load sheet · Offload handling FFM

Scope: MAWB
Status Change: Departure of Shipment on Flight
Milestone: DEP

10.4 Depart flight

	Input	Activity	Output
Carrier	· Flight departs station	· Off-blocks and Wheels Up Departure times are recorded	DEP

Scope: MAWB
Status Change: -
Milestone: -

11.1 Transmit Flight and Shipment Information to Downline Stations and Authorities

	Input	Activity	Output
Carrier	· Shipment information · Manifest information · Flight Information	· Carrier sends all required information to down-line stations and authorities.	FFM FHL FWB

Scope: MAWB
Status Change: Arrival of Shipment on Flight
Milestone: ARR

12.1 Arrive Flight at Destination

Input	Activity	Output
Carrier · Aircraft Arrives	· Wheels Down and On-blocks Arrival time are recorded	ARR

Scope: MAWB
Status Change: -
Milestone: -

12.2 Unload Flight

	Input	Activity	Output
Carrier	· Unload Plan	· **Unload flight in accordance with unload plan**	· Flight is unloaded in accordance with unload plan

Scope: MAWB
Status Change: -
Milestone: -

12.3 Move flight load to appropriate facility

	Input	Activity	Output
Carrier	· Ramp handling instructions	· Move flight load to appropriate location depending on shipment type and local regulations e.g. AVI / DGR / Express / Mail etc. in accordance with Carrier ramp handling SLAs	· Flight load moved to correct facilities for processing

Scope: MAWB
Status Change: Freight Into Warehouse control
Milestone: FIW

12.4 Accept flight load at Warehouse

	Input	Activity	Output
Carrier	· Flight load moved from ramp	· Physical freight delivered to handover point at defined time and location · Timestamp of delivery to handover point captured · Control of shipment passes from ramp to warehouse	FIW

Scope: MAWB
Status Change: Freight Receipt at Destination
Milestone: RCF & AWR

13.1 Receive Shipments in Warehouse

	Input	Activity	Output
Carrier	· Received flight load · FFM	· ULD's are broken down if required · Freight & Documents / Data are checked in at the warehouse / office, piece count verified against FFM · Freight is checked for condition/damage	· Broken down units RCF AWR

Scope: MAWB
Status Change: -
Milestone: -

13.2 Move Transit Shipment to Appropriate Location (see process 9)

	Input	Activity	Output
Carrier	· Shipment information	· Transit shipment identified and moved into outbound process 9.1 for on carriage	· Transit shipment re-located into outbound process

Scope: MAWB
Status Change: -
Milestone: -

13.3 Move Shipment to be Transferred to Other Carrier

	Input	Activity	Output
Carrier	· Shipment information	· Shipment to be transferred are identified and moved to other carrier	· Shipment moved to other carrier · Transfer manifest signed TFD

Scope: MAWB
Status Change: -
Milestone: -

13.4 Move Import Shipment to Storage Location

Input	Activity	Output
Carrier · Shipment information	Import shipment is identified and moved to storage location dependent on commodity / special requirements etc...	· Shipment moved to storage location · Storage location recorded

Scope: MAWB
Status Change: Notification of Freight On Hand
Milestone: NFD

14.1 Notify Forwarder Freight and Information On Hand at Destination

	Input	Activity	Output
Carrier	· Station open close hours · Collection slot schedules if applicable · Shipment paper documentation (where applicable) · RCF + AWR (where applicable)	· Consignee or Consignee's Agent advised shipment has arrived at destination	NFD

Scope: MAWB
Status Change: Document / Data Handover at Destination
Milestone: AWD

14.2 Hand over of Documents (Information) to Forwarder

	Input	Activity	Output
Carrier	· Paper Documents (if applicable) · Shipment Information as required	· Make paper documents available to Consignee or their Agent · Transfer Shipment Information to Forwarder as required	· Paper documents made available · Shipment Information transferred to Forwarder as required AWD

Scope: MAWB
Status Change: -
Milestone: -

15.1 Check Customs Release Status

	Input	Activity	Output
Carrier	· Local Customs Requirements · FFM / AWB info · Shipment Customs Status	· Prior to release of freight carrier / GHA must verify customs status	· Freight categorized for release / hold / transfer

Scope: MAWB
Status Change: -
Milestone: -

15.2 Prepare Freight for Handover

	Input	Activity	Output
Carrier	· Collection slot time schedules · Forwarder pickup request	· Freight picked from storage location for collection	· Freight ready to be collected

Scope: MAWB
Status Change: Delivery of Freight at Destination
Milestone: DLV

15.3 Handover Freight to Forwarder

	Input	Activity	Output
Carrier	· Authorized driver · Approved collection vehicle · Customs Status	· Forwarder collects freight from carrier facility · Driver acknowledges receipt	· Custody transfers from Carrier domain DLV

Scope: HAWB & MAWB
Status Change: -
Milestone: -

16.1 Depart Freight for Forwarder Hub

	Input	Activity	Output
Forwarder	· Handling instructions · Type of shipment · Agreed service level · Shipment record · NFD event update	· Truck collects freight from carrier's domain according to planning · Freight is transferred from carrier's domain to Forwarder Hub	· Drayage order · Inbound customs document

Scope: HAWB & MAWB
Status Change: -
Milestone: -

16.2 Arrive / Unload Truck at Forwarder Hub

	Input	Activity	Output
Forwarder	· Type of shipment · Handling instructions · Shipment record · Drayage order	· Truck arrives at the forwarders import Hub · Freight is unloaded from truck & checked into the Hub · Record arrival time of truck	· Check-in completed at forwarder Hub

Scope: HAWB
Status Change: Received at Forwarders' Import Hub Warehouse
Milestone:

16.3 Check Shipment Details Against Expected (After Breakdown)

	Input	Activity	Output
Forwarder	· Seal number if applicable · Shipment record	· 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 · Weight and volume measurement if applicable · Check if truck is sealed upon arrival if applicable · Screening if applicable · Damage control report if applicable	· Match of existing shipment record and actual freight details · Discrepancies recorded

Scope: HAWB
Status Change: -
Milestone: -

16.4 Resolve Discrepancies

	Input	Activity	Output
Forwarder	· Damage control report · Missing cargo information	· Discrepancies that have been recorded must be resolved with relevant parties e.g. airlines, customers by way of standard cargo claim reports	· Cargo claim report filed · Cargo claim report transmitted to relevant parties

Scope: HAWB
Status Change: -
Milestone: -

16.5 Issue Loading List for On carriage or Delivery

	Input	Activity	Output
Forwarder	· Shipment /ULD in respective storage location · Type of shipment · Handling instructions · Agreed service level	· Creation of loading file 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 · Special freight handled according to handling intructions	· Loading file created · All freight loaded onto truck · Loading file closed when completed

Scope: HAWB
Status Change: Truck Departs Forwarder's Import Hub Warehouse
Milestone:

17.1 Depart truck to Forwarder Branch Facility

	Input	Activity	Output
Forwarder	· Time slot for truck departure · Delivery plan	· Truck leaves Hub at a defined time slot to forwarder's branch or directly to customer facility	· Time stamp / confirmation of truck departure

Scope: HAWB
Status Change: Received at Forwarder's Import Warehouse
Milestone:

17.2 Arrive / Unload Truck at Forwarder Branch Facility

	Input	Activity	Output
Forwarder	· Loading list · Handling instructions · Type of shipment · Truck from Hub / Seal number if applicable · Shipment record	· Truck arrives at the forwarders import branch facility · Freight is unloaded from truck & checked into the branch facility · Check if truck is sealed upon arrival · Check of freight information sent from hub compared with actual received pieces at check-in · Record arrival time of truck	· Freight unloaded at forwarder branch facility

Scope: HAWB
Status Change: -
Milestone: -

17.3 Check / Verify Physical Integrity of Truckload

	Input	Activity	Output
Forwarder	· Shipment record	· Relevant information of actual freight received from Hub is validated against the existing shipment record · Visual check on the condition of the packages · Damage control report if applicable	· Match of existing info and actual freight · Physical condition of packages checked

Scope: HAWB
Status Change: -
Milestone: -

17.4 Resolve Discrepancies

	Input	Activity	Output
Forwarder	· Damage control report · Missing cargo information	· Discrepancies that have been recorded must be resolved with relevant parties e.g. airlines, customers using standard cargo claim reports	· Cargo claim report filed · Cargo claim report transmitted to relevant parties

Scope: HAWB
Status Change: Time Third Party / Consignee (was) Notified
Milestone:

18.1 Contact Customer for Handover Instructions

	Input	Activity	Output
Forwarder	· Customer contact information · Shipment record	· Contact customer to inform about arrival of shipment · Obtain detailed delivery, customs clearance and special handling instructions (if applicable) from customer for respective shipment	· Notify third parties if applicable

Scope: HAWB
Status Change: Pick-up of Freight by Consignee or 3rd Party
Milestone:

18.2 Pick up Freight by Customer

	Input	Activity	Output
Forwarder	· Type of shipment · Handling instructions · Customs status · Shipment record	· Consignee or appointed third party collects shipment directly from the forwarder`s facility · Handover of documents from Forwarder to 3rd Party Broker/Consignee	· Shipment handed over to consignee or appointed third party · Forwarder's responsibility ends

Scope: HAWB
Status Change: -
Milestone: -

18.3 Issue Loading list for Truck to Consignee / Load Truck

	Input	Activity	Output
Forwarder	· Shipment in respective storage location · Type of shipment · Handling / delivery instructions · Agreed service level · Customs status	· Creation of loading file based on actual number of shipments to customer facility · Physical load of freight onto truck departing to customer facility · Special freight handled according to handling instructions	· Loading file created · All freight loaded onto truck · Loading file closed when completed

Scope: HAWB
Status Change: Freight out for Delivery
Milestone:

18.4 Depart Truck from Forwarder Branch Facility to Consignee

	Input	Activity	Output
Forwarder	· Time slot for truck departure	· Truck leaves branch facility at a defined time slot to customer facility	· Time stamp / confirmation of truck departure

Scope: HAWB
Status Change: Freight Delivered
Milestone:

19.1 Make Delivery & Capture POD Data

	Input	Activity	Output
Forwarder	· Handling / delivery instructions · Type of shipment · Shipment record	**· Forwarder delivers the respective shipment to customer facility** **· POD (signature) is captured**	· Delivery of shipment to final consignee has been performed · Consignee signature is captured · Forwarder's responsibility ends

Scope: HAWB
Status Change: -
Milestone: -

19.2 Finalize D2D routemap*

	Input	Activity	Output
Forwarder	· POD event update · Shipment record · POD (e-signature)	· Upload POD event in forwarder's system · Return POD (e-signature) to forwarder	· POD event visible in forwarders system · POD (e-signature) returned to forwarder

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

Scope: HAWB
Status Change: -
Milestone: -

19.3 Discrepancy reports produced and resolved

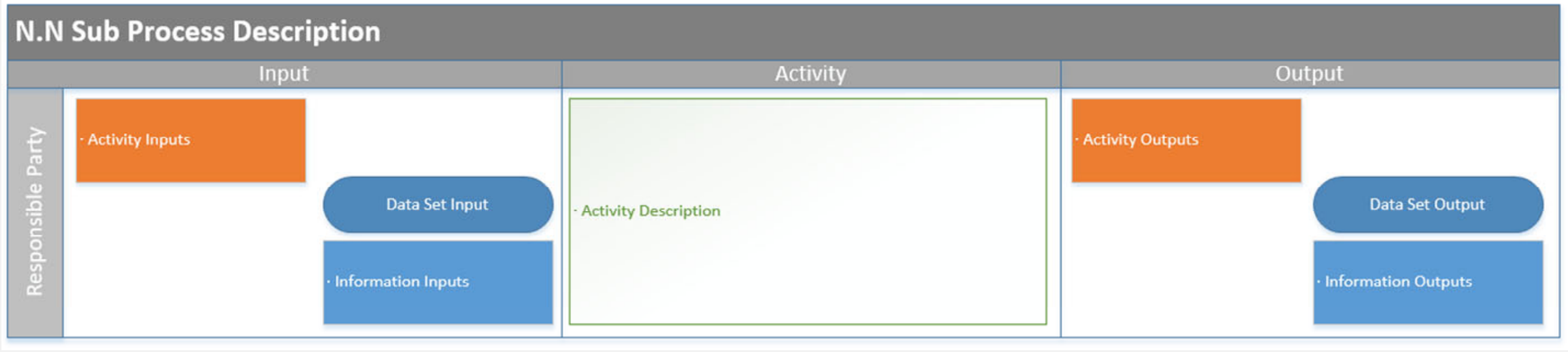
	Input	Activity	Output
Forwarder		· Individual discrepancy procedure applies	

NOTES

In this document we have used the following definitions:

- Freight = Physical goods
- Documents / Data / Information = Electronic Data or Paper relating to the Freight
- Carrier = Airline
- Domain = Sphere of Influence/ Control
- Scope = Shipment level (e.g. (M)AWB = Master Air Waybill; HAWB = House Air Waybill)
- Status Change = a change in the status of the shipment
- Milestone = Name for a planned time by which related event(s) should happen

This document is intended as the basis for an interactive version of the MOP
-Level ONE (five part overview)
-Level TWO (19 processes)
-Level THREE (77 sub processes)
>> Level FOUR (77 sub process descriptions & summaries):



Event Communication Indicators in Level THREE:
with background in green IATA-supported data exchange standards, e.g. FWB

Navigation

-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

Generic Process: Monitor, Control, Intervene & Repair

Purpose
Ensure process quality by setting clear input/ output validation checks

INPUT
-Discrepancy trigger
-Alert message

Monitor, Control and Intervene/ Repair

R.1
Registration of discrepancy details (EHC)

R.2
Determine Impact and Urgency.
Assign Priority and Action Owner

R.3
Actual resolution and registration of solution

R.4
Verify discrepancy resolved

R.5
Close repair file/ registration

V.1
Collect data elements for comparison to process norms and planning

V.2
Check input or output against defined process norms

V.3
Decide whether validation is succesful
Or

Purpose
Increase Customer satisfaction
Provide pro-active service recovery and plan
Reduce process waste

Please use right click & select page you wish to return to
(all other pages use navigation as described)

OUTPUT
-Resolved repair occurences
-Revised movement plan
-Escalated discrepancy issues

Coming soon to
this space