



SOUTH AFRICAN AIRWAYS

A STAR ALLIANCE MEMBER



e-AWB Handling Manual For SAA Cargo Freight Forwarders

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IMPLEMENTING E-AWB

SECTION 1

INTRODUCTION

1. WHAT IS THE E-AWB?

- 1.1 The “e-AWB” is the term IATA uses to describe the interchange of electronic data (EDI) Messages, in lieu of a paper air waybill, to conclude the contract of carriage.
- 1.2 With the new e-AWB Agreement full elimination of paper air waybill is now possible for IATA e-freight shipments.
- 1.3 The terms and conditions for interchanging EDI messages between the forwarder and carrier are specifically set forth in IATA’s Model Agreement for EDI, a copy of which can be found in attachment “A” of the Cargo Services Conference (CSC) Recommended Practice 1670 (also referred to as the “e-AWB Agreement”).

1.2 Definitions

1.2.1 *What is Shipment Record?*

Shipment Record is any record of the Cargo Contract preserved by carrier, evidenced by means other than an air waybill (AWB).

1.2.2 *What is the Cargo Contract?*

Cargo Contract is a term used in the e-AWB Agreement and means a contract between the forwarder and carrier, for the transportation and settlement of a specific cargo shipment.

1.2.3 *What is Cargo Receipt?*

The Cargo Receipt (also referred sometimes as the Receipt for the Cargo) is a document which is provided to the forwarder by the carrier electronically or in paper form, evidencing the Shipment Record as a substitution for the issuance of an air waybill and which permits identification of the shipment that has been accepted and deemed “Ready for Carriage” (RCS).

1.2.4 *What is Warehouse Receipt?*

For purposes of the e-AWB Agreement, it is an electronic FSU message or paper document provided to the shipper by the carrier acknowledging the receipt of the cargo shipment as “Freight on Hand” (FOH)¹ for carriage by air.

At a minimum, the Warehouse Receipt must have:

- (a) the weight and number of pieces of the cargo shipment;
- (b) the date, time and place received by the Carrier; and
- (c) reference the shipment identification number covering the specific cargo shipment.

To the extent it is readily available, an indication of the places of departure, destination and, if applicable, agreed stopping places, should also be specified.

- 1.2.5 “EAW” - special handling code indicating that there is no document pouch to be tendered by the forwarder and carried by SAAC to destination.

- 1.2.6 “EAP”- special handling code indicating that there is a document pouch to be tendered by the forwarder containing original shipping documents which are

required by customs at destination.

Note 1

Cargo accepted but not ready for carriage

2. TYPE OF SHIPMENTS IN SCOPE FOR IATA E-AWB

- 2.1 General cargo / consolidations may be declared and entered as “EAW” in the special handling code field of the booking record during cargo reservations if there are no accompanying shipping documents to be carried to the destination.
- 2.2 Special cargo (live animals / perishable) may require the original declaration and health certificates. For such cases, forwarders may submit the original document to SAAC via their document pouch, and declare and book the special cargo as “EAP” during the reservations process.

3. HOW DOES THE E-AWB WORK?

- Step 1: Both parties (SAAC and Forwarder) must sign an e-AWB Agreement prior to implementing the e-AWB.
- Step 2: Forwarder makes reservations via SAAC-hub and indicates in the Special Handling Code field either EAP or EAW.
- Step 3: Forwarder sends FWB and FHL (for consolidations) electronic message to SAAC prior to tendering the shipment.
- Step 4: Forwarder checks for FMA or FNA message
- Step 5: Forwarder tenders the shipment to carrier prior to flight departure
- Step 6: Carrier receives the shipment as “Freight on Hand” or FSU/FOH
- Step 7: If there is no weight discrepancy, SAAC accepts shipment in their system as “Ready for Carriage” or FSU/RCS to the shipper, concluding the Cargo Contract.
- Step 8 : If there is a weight discrepancy, SAAC accepts shipment with the accepted weight in their system as “Freight on Hand” or FSU/FOH, and request Forwarder to re-send the FWB with the correct weight.
- Step 9 : Forwarder re-sends the FWB with the corrected weight.
- Step 10: If the weight is correct, SAAC responds with the FSU/RCS electronic message to the shipper, concluding the Cargo Contract

4. SHOULD A PAPER AIR WAYBILL BE PRINTED AT THE TIME OF FREIGHT ACCEPTANCE AS A PROOF OR CONTRACT?

4.1 No; the vision is paperless air waybill (AWB) from cargo acceptance (subject to government requirements and regulations).

5. WHAT ARE THE E-AWB IMPLEMENTATION REQUIREMENTS FOR A FORWARDER?

- Step 1: Capability to send out FWB and FHL messages;
- Step 2: Capability to receive FSU/FOH, FSU/RCS, FMA (Acknowledgement) and FNA (Reject) messages;

Step 3: Electronic archival capability of the FWB and FSU/RCS messages (these two messages constitute the Shipment Record)

SECTION 2

SCOPE

1. No physical Master Air Waybill (MAWB) will be carried on SAA Cargo (SAAC) flights from the origin station of uplift (*see Annex A and Annex B as amended, modified and notified by SAAC via the EDI agreement between SAAC and the Forwarder from time to time).
2. The physical MAWB is to be replaced by the electronic message equivalent – the FWB.
3. Freight Forwarder (FF) must transmit the FWB for all shipments on SAA Cargo flights prior to lodging-in their cargo at the acceptance counter.
4. There will be ONE₂ e-AWB standard operating procedure for ALL SAA Cargo appointed Forwarders, and unless stated and modified otherwise in the EDI agreement between SAA Cargo and the Freight Forwarder (FF), it will cover for :
 - all cargo categories (except for those listed under Annex B)
 - all destinations (including offline trucking points)
5. For cargo acceptance at the warehouse, FF may continue to tender their document pouch containing shipping documents (for example, the consol manifest, house AWB, commercial invoices, packing list, etc).
6. To meet customs and regulatory requirements at the destination, other paper documents (for example: health certificates, etc) shall continue to be tendered at cargo acceptance, if necessary.

=====
Note 2

Subject to ratification by Warsaw Convention countries to the Montreal Convention 1999, and exceptional requirements by regulatory authorities for original documents.

SECTION 3

1.The e-AWB Operational Process

- 1.1 Freight Forwarder and their co-loaders must transmit the electronic AWB (FWB) for ALL* shipments on SAAC's network (*regardless of destination*), and prior to the freight presentment at the acceptance counter.
- 1.2 The FWB may be sent via :

- CCS
- Forwarder's in-house computer system – with SITA connections to SAAC System (JNBFMSA)
- .
- 1.3 Freight Forwarder (FF) should only transmit the finalised FWB message to SAAC before tendering their shipment at cargo acceptance – and the message must contain either the EAP or EAW code in the Special Handling Code (SHC) field.
- 1.4 SAAC will send out an FMA (acknowledgement message) to acknowledge receipt of the processed FWB, or the FNA (reject error message) if the FWB contains business data errors. The FNA or FMA will be sent almost instantly after system checks against the list of SAAC's FWB data validations rules (further explained in Section 4).
- 1.5 On receipt of the FNA (via e-mail), FF is to amend the error immediately and re-send the corrected FWB message to SAAC for re-validation.
- 1.6 FF may tender their document pouch for SAAC for carriage to final destination at the point of cargo acceptance. As an acceptable form of identification, FF may use the bar code cargo label, showing the AWB number and destination, to affix on their document pouch. To avoid causing confusion to the destination ground handling agent (DGHA), the "Total No. of Pieces" on the barcode cargo label should be intentionally left blank or marked as "0".
- 1.7 If a document pouch is accompanying the physical shipment, FF must request the reservation clerk to insert the "EAP" special handling code (SHC) in their booking record and also transmit this SHC code in the FWB message; prior to freight presentment.

2. Cargo Acceptance

- 2.1 If there are no weight discrepancies at cargo acceptance, SAAC will trigger the FSU/RCS message to the FF. Once the FSU/RCS message is triggered, SAAC will no longer accept any subsequent FWB from FF.
- 2.2 If an amendment is required to revise the number of pieces, weight or volume at freight presentment, FF is required to re-send the amended FWB to SAAC in no case later than **15 minutes** after notification by the SAAC or it's Origin Ground Handling Agent (OGHA).
- 2.3 The shipment will continue to be accepted -- and FSU-message FOH (Freight-On-Hand) message showing the accepted pieces and weight will be triggered and sent to the FF. One copy of the OGHA's Export Control form will be returned to the FF indicating the accepted weight or pieces pending amendment of FWB.
- 2.4 Once the revised FWB is received and accepted, SAAC will then send out the FSU/RCS message to the FF – this action concludes the Cargo Contract between SAAC and the FF. **However if the SAAC or it's OGHA did not receive the revised FWB by the close-out time for the passenger or freighter flight, shipment will be rejected and offloaded from the booked flight.**
- 2.5 As a value-add, SAAC is providing a FOH and FWB matching service to FF.

SAAC will send an e-mail or SMS notification if there is any weight or piece count discrepancy between the FSU/FOH and FWB. Please refer to the next page on the set-up instructions by SAAC. FF may also contact SAAC System Support at +27 11 978 2247 or Cargosupport@flysaa.com if they need assistance.

- 2.6 SAAC (or its OGHA) will not be printing and issuing the physical Cargo Receipt to the Forwarder at cargo acceptance. Forwarders however may choose to print a copy via the CCS web-portal. The contents of the Cargo Receipt are constructed based on data extracted from the FSU/RCS and FWB message. See Sample A for Cargo Receipt.
- 2.7 If an amendment is required to be made to the FWB after the FSU/RCS has been generated, FF will have to raise and submit a CCA to SAAC (or its OGHA) -- this is the same procedure applicable with the printed AWB.

Sample A – CARGO RECEIPT

Sample Template of a Cargo Receipt

Shipper Name		Shipment Identification		<p style="text-align: center;">Cargo Receipt</p> <p>Issued By</p>		
Day/Month/Time (of Shipment Acceptance)		Airport/City Code (of Shipment Acceptance)				
No. of Pieces	Gross Weight	M / L	Volume	Airport/City Code (of Origin)	Airport/City Code (of Destination)	Airport/City Code (of Routing)

Sample B – FMA message

To comply with CARGOIMP:

Example:

FMA
 ACK/FWB SUCCESSFULLY PROCESSED
 FWB/9
 083-32849821JNBFRA/T25K30.0

Sample C – FNA message

To comply with CARGOIMP:

Example:

FNA
ACK/FWB01 - FWB MESSAGE IS REJECTED AS RECEIVED AFTER FSU/RCS
083-3973906JNBMUC/T1K40
RTG/SINSAAC/CANSAAC
SHP
/ABC COURIERS
/POMANA
/JOHANNESBURG
//12345
CNE
/ABC COURIERS
/WALT STRASSE
/MUNICH/63018
/DE
AGT//1530541/0000
/PT ABC JOHANNESBURG
/JNB
ACC/GEN/FREIGHT PREPAID
CVD/USD//PP/NVD/NCV/XXX
RTD/1/P1/K40/CQ/W45.0/R3.58/T161.10
/NG/CONSOL SHIPMENT
OTH/P/AWC1.00CGC5.00MYC10.00
PPD/WT161.10
/OC16.00/CT177.10
CER/PT ABC JOHANNESBURG
ISU/30APR11/JOHANNESBURG
REF///AGT/PTJMUCKT/CGK

SECTION 4

FWB VALIDATION RULES

FWB message quality is a pre-requisite for e-AWB implementation.

To ensure the FWB data is accurate and complete, SAA Cargo and Cargo Community Network (SAAC) have developed an FWB data validation module to check for business data errors.

Examples of data errors include the following:

- Incorrect computation of other charges
- Invalid IATA special handling codes
- Unmatched data – number of pieces in the AWB consignment details and the rating (RTD) line

To avoid delays at freight presentment, FF must take immediate action to re-send the amended FWB to SAAC / OGHA if they receive the FNA (error message).

For the detailed guidelines, FF should carefully take note of the following information and contents to convey in the FWB message to SAAC:

E-AWB Guidelines

Terms used are defined as follows:

M	-	the element is mandatory
O	-	the element is optional
C	-	the element is conditional
A	-	an alphabetic character or letter (A-Z)
N	-	numeric character or number (0-9)
M	-	alpha-numeric
T	-	either a letter, a number or another acceptable character, i.e full stop, dash and space
p	-	could include a decimal point

1. AWB CONSIGNMENT DETAILS

Forwarder must provide the following data:

AWB number
Origin airport code [aaa] - 3 characters
Destination airport code [aaa] - 3 characters
Total pieces n[...4] - 4 numeric
Weight code in kilogram a - 1 character
Weight n[...7]p - 7 numeric

Cargo IMP / SAAC

- M
- M
- M
- M
- M

Example:

FWB/9
083-34535351SINAKL/T1K542.0

2. ROUTING

FF must provide:

Airport code [aaa] - 3 characters
Carrier Code [mm] - 2 characters

Cargo IMP / SAAC

- M
- M

Example:

FWB/1
083-37257861AMSBNE/T9K165.7
FLT/SAAC323/29
RTG/SINSAAC/BNESAAC

3. SHIPPER / CONSIGNEE / POSTAL CODE DETAILS

FF are to ensure that the shipper and consignee details in the FWB must be complete and tally with their consol manifests and shipping documents to avoid Customs penalties and delays in Custom clearance.

As best practice, FF should ensure that the shipper and consignee names and addresses which are populated in the FWB (limited by 35 characters) are an exact match with their shipping documents.

In Cargo IMP format, the following are the data requirements

Shipper:

Name [t...35] - 35 characters
Street Address [t...35] - 35 characters
Place [t...17] - 17 characters
State/Province [t...9] - 9 characters
ISO Country Code [aa] - 2 characters
Postal Code [t...9] - 9 characters
Contact Identifier [m...9] - 3 characters
Contact Number [m...25] - 25 characters

Cargo IMP /SAAC

- M
- M
- M
- O
- M
- O₃
- O
- O

Consignee:

Name [t...35] - 35 characters	- M
Street Address [t...35] - 35 characters	- M
Place [t...17] - 17 characters	- M
State/Province [t...9] - 9 characters - O	
ISO Country Code [aa] - 2 characters	- M
Postal Code [t...9] - 9 characters	- O ₃
Contact Identifier [m...9] - 3 characters	- O
Contact Number [m...25] - 25 characters	- O

Note 3

- **Due to customs requirements in many countries, the Postal Code is a mandatory element to SAAC.**
 - **To countries or locations where there are no postal codes, FF may indicate a dash (-) if possible as recommended by the EU commission.**
 - **The UPU website provides a free postcode* look-up to verify postcodes. Please see <http://www.upu.int/en/resources/postcodes/looking-up-a-postcode/list-of-sites-by-country.html>**
- *This is a general guide; please note that not all postal companies provide this web service.*

The Shipper/Consignee name and address in the FWB is each limited to a maximum of 35 characters (including any blank spaces).

Considering the limitation in characters, the guidelines focus on how to key in the data correctly for the Shipper / Consignee Name and Shipper / Consignee Address for the FWB.

A. Shipper / Consignee Name

1. Full shipper / consignee name without abbreviation is required for those not exceeding 35 characters

2. In case the shipper / consignee name exceeds 35 characters, only then it is allowed to specify the company name in abbreviation. Only abbreviation which is commonly understood is allowed in specifying the shipper / consignee name.

B. Shipper / Consignee Address

1. If the full name of shipper / consignee address is not more than 35 characters (includes building name and street name), the full shipper / consignee address must be completely stated.

2. In case the shipper / consignee address is more than 35 characters, it is allowed to use the abbreviations which is commonly used and well known by people, while optimizing the use of the 35 characters available, and avoiding the ambiguity in understanding the address stated.

4. AGENT DETAILS

FF is to provide the following:

SAAC

IATA Cargo Agent Numeric Code n[7] - 7 numeric characters	- M
IATA Cargo Agent CASS Address n[4] - 4 numeric characters	- O
Name [t...35] - 35 characters	- M
Issuing Place (Airport code) [t...17] - 17 characters	- M

Example 1:

AGT//7847311/0811
/ND OVERSEAS BCN
/BCN

Cargo IMP /

Example 2:

AGT//1434615
/ABC INDIA PVT LTD
/BLR

**5. SPECIAL SERVICE REQUEST [t...65]
SAAC**

Cargo IMP /

- O

Space available is 65 characters x 3 lines
Forwarder may input any specific handling information required in this field.

Example:- SSR/Store to -8 degree Celcius

Please note this information appears in the Handling Information box on the physical MAWB.

**6. ACCOUNTING INFORMATION [t..34]
SAAC**

Cargo IMP /

- O

Forwarder input the specific price code in the accounting information box:

6.1 Price code: [m..3] - 3 alpha-numeric characters

Example:- ACC/GEN/FK-XPS
ACC/GEN/FK-LTF

6.2 Shipper code [m..7] - 7 alpha-numeric characters

Example:- ACC/GEN/SH-HP
ACC/GEN/SH-INF

6.3 Consignee code: [m..7] -7 alpha-number characteristics

Example:- ACC/GEN/CN-KAZ
ACC/GEN/CN-KMS

These codes are indicated in the rate sheet and price contract by SAAC Sales.

Forwarder may choose to leave out these identifiers if they do not have any special contract with SAAC. For such shipments, the rates will be at either the TACT published rates or Class rates

7. CHARGE DECLARATION

SAAC Cargo does not accept any values for Value for Carriage Declaration and Value for Insurance Declaration.

FF is required to input as follows:

Value for Carriage Declaration	NVD	-	No Value Declared
Value for Customs Declaration	NCV	-	No Customs Value (if no value is to be declared)
Value for Insurance Declaration	XXX		-No Value

Example:

CVD/SGD//PP/NVD/NCV/XXX

8. RATE DESCRIPTION

8.1 Ratings

8.1.1 Forwarder is to provide the following:

SAAC

AWB Rate Line Number [n...2] 2 characters	- M
No of Pieces or Rate Combination Point [n...4] 4 characters	- M
Weight Code in kg a 1 character	- M
Weight n[...7]p 7 character	- M
Rate Class Code a 1 character	- M
Commodity Item Number n[4...7] 4 characters	- O ₄
Chargeable Weight n[...7] 7 characters	- M
Rate or Charge n[...8] 8 characters	- M
Total Charge Amount n[...12]p 12 characters	- M

Example:

RTD/1/P30/K510.0/CC/S0315/W510.0/R3.75/T1912.50

Note 4

Forwarder is to take note that the Commodity Item Number will be required if the Rate Class Code is inputted as "C".

8.2 Nature and Quantity of Goods

8.2.1 FF must provide accurate, specific and complete "Nature and Quantity of Goods" information as generic terms are not accepted in most countries.

8.2.2 Although space available for inputting the handling information in the FWB is 20 characters x 11 lines, FF should take note that the field size limitation for the "Manifest description of goods" in the Airline Flight Manifest (FFM) is limited up to 15 characters t[.15], and the commodity description in the FFM is extracted from the first 15 characters of the first line of the Nature of Goods (NG) field in the FWB.

8.2.3 As such FF must provide accurate and valid commodity description in the FWB (capped at 15 characters for the first line in the NG field) as this has a great impact on the FFM message, which is subsequently conveyed to the Import GHA and Customs.

Example:

"Aircraft spare parts" inputted in the first line of the NG field in the FWB will be truncated to 15 characters as "Aircraft spare ", when the FFM is generated in SAAC's and the GHA's warehouse system.

8.2.4 Forwarder must be mindful of the following handling identifiers in the FWB.

	Cargo IMP / SAAC
NG - Nature of Quantity of Goods for non-consol cargo t[...20]	- O ₅
NC - Nature of Quantity of Goods for consol cargo t[...20]	- O ₅
ND – Dimension	- C
NV – Volume	- C
NU - ULD information (if any)	- O
NS - SLAC (if any)	- O

In SAAC's FWB requirement, Forwarder may input the description for Nature Of Goods in either "NG" or "NC" data fields; but either one of these fields must be populated.

As per Cargo IMP requirement, the dimension must be included if the volume is not included.

For BUP shipments, NDA (No Dimension Available) is permitted to be inputted in the ND field in the FWB; but following process and conditions must be complied:

- For BUP bookings, Forwarder is to send the FFR and book for the number of ULD required. For example: 2 pieces for 2 pallets/containers.
- When sending the FWB to SAAC, the number of pieces in the AWB consignment details must match the number of pieces in the RTD line in the FWB. In the example, this will be for 2 pieces (i.e 2 pallets/containers)
- Since the shipment is BUP, "NDA" must be inputted in the ND field in the FWB and the dimension – L / B / H must also be inputted as "0"
- The Shipper Load and Count (SLAC) indicating the total number of pieces loaded in all the BUP must be inputted in the NS identified field in the FWB.

Example 1:

RTD/1/P4/K456.0/CQ/W456.0/R6.66/T3036.96
/NG/AIRCRAFT PARTS
/2/ND//CMT34-24-53/1
/3/ND//CMT80-60-41/1
/4/ND//CMT61-58-84/1
/5/ND//CMT57-34-66/1
/6/NV/MC10.00

Example 2:

RTD/1/P1/K913.0/CQ/W913/R1.36/T1241.68
/NC/CONSOLIDATION
/2/NC/AS PER ATTACHED LIST
/3/NS/18
/4/ND//NDA0-0-0/0

Example 3:

RTD/1/P5/K2190/CQ/W2190/R128/T280320
/NC/CONSOLIDATION
2/NC/AS PER ATTACHED LIST
/3/NV/MC9.95
/4/NS/185
/5/ND//CMT102-122-122/5

Note 5

To avoid potential mishandlings, Forwarder must ensure that the first line of the NG or NC element in the FWB is **limited to 15 characters**. This field updates the shipment booking in SAA Cargo's reservations system and is also used to create the cargo manifest (FFM) by the GHA. Any text beyond the 15 characters will be truncated and this may potentially lead to customs clearance issues at the destination.

8.2.5 Forwarder must also ensure the Nature Of Goods declared is specific and correct and should not contain phrases such as "Said to Contain" on the first line of NG field in FWB.

8.2.6 Some examples are provided below.

Not Acceptable due Non-Specific	Correct or Specific
Commodity name	Commodity name
(1st line should contain only 15 characters)	
Spare parts	Dispenser machine parts, chain saw part, car part, connector part
Machinery parts	filling machine part, circuit breaker, steam turbine part
Brand product	Men`s shirts
Part	Vacuum pump parts
SNS11AS	Connector
Returned defective goods after repair	Video card, cooling fan, Motor, controller
Origin China HS No 9002-19	EZ lens assy
Other	Polarising sheets, alloy wire
Material	stainless steel plate
Chemicals	laboratory reagents, synthetic organic, Surfactant
System	security system
Said to Contain	-
General Cargo	-

9. OTHER CHARGES

FF should use only the standard IATA's Other Charge Codes. The common charge codes (OTH) used by SAA Cargo are as follows:

Other Charge	Code Description
MY Fuel Surcharge	
XB ₅	Insurance & Security Surcharge
CG	Electronic processing or transmission of data for customs purposes
CC	Manual data entry for customs purposes
RA	Dangerous Goods Fee

Note 5

Forwarder to take note that SAA Cargo does not accept and process the "SC" or "XD" code for its Insurance & Security Surcharge in its cargo accounting system.

Example 1

OTH/P/MYC262.50XBC67.50

10. SHIPPER'S CERTIFICATION

FF is required to enter the name of the "Shipper or his Agent" in CAPITAL letters.

Signature t[...20] 20 characters

SAAC
- **M**

11. CARRIER'S EXECUTION

FF is required to enter the name of the "Issuing Carrier or its Agent" in CAPITAL Letters

SAAC

Signature t[...]20] 20 characters

- M

12. OTHER SERVICE INFORMATION [t...65]

Space available is 65 characters x 3 lines t[..65]

SAAC
- O

FF may choose to input the specific handling information required in this field.

Example:- SSR/store to -8 degree Celcius

This line appears in the Handling Information box on the physical MAWB.

13. SPECIAL HANDLING DETAILS

To make sure the shipment is handled by our GHA according to the specific handling requirements, FF must input the correct standard handling codes (SHC) listed in IATA TACT Rules manual.

Special Handling Code aaa 3 characters

The handling code can be repeated to a maximum of nine times.

SAAC
- O₅

Example:- SPH/EAP/PER

SECTION 5

BUSINESS CONTINUITY PLAN

In the event of systems problem with SAAC system, the CCS or FF's in-house system which resulted

in a failure to transmit the FWB message, FF may fallback to delivering the printed MAWB copy to SAAC (or its OGHA) during freight presentment.

Such shipments shall not contain the "EAP" or "EAW" code in the FWB message

For service support or technical issues on SAAC, please contact Cargo Systems Support as follows:

SAAC HELPDESK

Tel : [+27 11 978 2247/5189](tel:+271197822475189)

After Hours: [+27 83 458 1540](tel:+27834581540)/[+27 83 283 0351](tel:+27832830351)

Fax : [+27119785238](tel:+27119785238)

Email : cargosupport@flysaa.com

OPERATING HOURS

Mon to Fri : 8.30am to 21.30pm

Sat and Public Holiday : 8.00am to 13.00pm

for connection problems only

For any questions in relation to e-AWB implementation, Freight Forwarder may contact their respective Account Executive or Cargo

Manager at our Sales office.

Annex A

Planned E-Freight Trade Lanes:

Europe

- Germany (FRA / MUC)
- UK (LHR / MAN)

North America

- USA (IAH / JFK)

ASIA

- Hong Kong (HKG)
- Australia (PER)