
[Korean air] FAQ for e-AWB handling procedure

2023. 9.

Q. Is it mandatory to use e-AWB?

IATA strongly recommends that airlines and forwarders around the world use e-AWB as the default transportation contract for all airports/routes where e-AWB is activated.

In line with this international trend, Korean Air also plans to first require the e-AWB to cargo originating from Korea in 2023 and expand it to cargo originating overseas in the future.

(Link : [IATA Brochure](#))

Q. What are the advantages for Forwarders using e-AWB?

It has the excellent effect of reducing airport work for Forwarders by skip the document submission process after cargo acceptance. Even when modifying the AWB, it is effective in saving time and money if a modified EDI message(FWB) can be sent immediately after informing the airline of relevant information over the phone without a separate visit.

Q. What are the disadvantages for Forwarders using e-AWB?

When e-AWB is applied, electronic data, rather than paper documents, become the standard information for all reservation/operation processes, so the IT system's support ability and operational stability become very important for both airlines and Forwarders. Additionally, our customers now require a higher level of data quality management. However, these requirements can be said to be an essential process for digitalization, which is already underway globally in the industry.

Q. Are there any specific destinations where e-AWB can be used?

Among the online routes operated by our company, e-AWB is required for flights to North America, Europe, Oceania, Japan, Hong Kong, Taipei, Singapore, Kuala Lumpur, and Penang. In addition, if the customer wishes and the destination airport allows e-AWB, e-AWB can be used individually under customer's confirmation. (Further information will be announced when available areas are expanded in the future)

Q. What types of cargo are not acceptable for e-AWB?

In the case of cargo that requires submission of essential accompanying documents by law in addition to the AWB, transportation via e-AWB is not possible (e.g. DG, HUM, AVI, PIL, etc.) All cargo other than the above can be transported via e-AWB.

Q. What is the difference between EAW and EAP?

EAW can be used in cases when there are absolutely no documents, and EAP can be used in cases when original accompanying documents are required to be transported.

(Paper MAWB is not required for both EAW/EAP)

Q. Where can I check the AWB acceptance results when transporting via EAW?

You can check the actual submission completion (cargo delivery + document submission) time and status in the cargo tracking menu on our website. (Available on both PC and Mobile)

Q. When transporting via EAW, does the airline immediately execute the AWB?

Dedicated EAW staff at our counter monitor and receive EDI message results sent from customers in real time.

Q. What should I do if I need to modify the EDI message?

You can report the relevant information by phone to our document reception counter and then resend the EDI message. (No need to visit the counter)

Q. How do I submit documents to the airline when transporting via EAP?

When transporting cargo in the form of EAP, please attach a label identifying the AWB number to the document pouch and put it in the drop box provided at our document reception counter.

([Link: e-AWB label print function in homepage](#))

Q. When will e-AWB be officially expanded for cargo originating from Korea?

The expansion of e-AWB for cargo originating from Korea is scheduled for September 13th.

To ensure early establishment of the e-AWB system, the period until the end of 2023 will be operated as a customer guidance period. Starting January 1, 2024, e-AWB will be mandatory for the announced regions and items, so we ask customers to prepare in advance.

Q. What procedures are required to use e-AWB for Korean Air?

Please express your intention to transport e-AWB to our sales representative, sign and submit the Multi-lateral EDI Agreement, which IATA is recommending for airlines/forwarders around the world to sign up for. ([Link : Multilateral IATA](#))

Q. Are there any plans to expand e-AWB target areas in the future?

After stabilizing the basic procedures, we plan to prioritize e-AWB for cargo arriving in Korea, and we plan to expand the target area through continued collaboration and opinions with customs officials and ground handling companies at the destination. We will notify you of the relevant information as soon as the target is expanded.

Q. What should I do if the internet or system is unavailable?

If EDI messages cannot be transmitted or processed due to problems with the Internet or the system itself, please prepare a paper AWB as usual and visit our AWB reception counter.

Q. In the case of the Simple Master Airway Bill, is there no need to submit a physical export certificate?

When transporting Mater Simple items via e-AWB, physical receipt of the export declaration certificate is not required.

However, since the accuracy of the submitted FWB and customs declaration data is the responsibility of the customer, we emphasize once again that you enter accurate data to ensure a smooth export declaration. We will notify you separately if there are any changes in our policy regarding civil service in the future.

Q. Do I have to make a call counter when it comes to problems?

If you need to resend EDI, please call the Incheon export counter. You can check the acceptance result and FWB data, using our cargo homepage.

(URL: <https://cargo.koreanair.com>, FWB status : e-AWB > FWB Processing Status, Acceptance Result : Operation > Cargo Acceptance Result)

Q. How do I send storage temperature information through FWB?

It can be inputted in SSR details in the Korean Air Cargo Homepage. It is also possible to input the information using the SSR field in FWB.

The SSR field can also be used for mandatory information for ELI/ELM information or 'Not Restricted' Description.

ex) SSR/Lithium (ion/metal) batteries in compliance with Section II of PI 000

If you have any queries, please contact Korean Air Cargo local office Sales Rep.