

To facilitate the smooth clearance of shipments at destination, all Customers should adhere to the mandatory customs requirements based upon country defined in the table below. Failure to do so may result in clearance delays and/or financial penalties from the customs authorities.

Customs Requirements by Country		
Country	Station(s)	Mandatory Customs Requirement
All	All	<p>In all FWB/FHL for all the destinations the following should be provided:</p> <ul style="list-style-type: none"> ▪ Shipper / Consignee Name ▪ Shipper / Consignee Address ▪ Consignee ZIP / Post Code ▪ Shipper / Consignee ISO Country Code <p>Notes: If the ZIP/Post Code is not known then a dummy code can be provided instead (e.g. "00000").</p>
Bangladesh	DAC	<p>In line with Bangladesh Customs Order (File No – 05 KAS – 12(04) NI: PO: /courier/Part-2/2012/9916(4) dated 30.06.19) effective August 01, 2019 and in the IATA TACT Rules for Bangladesh under Section 2.1.5, all air cargo shipments destined to Bangladesh shall declare the value of imported goods ("Declared Value for Customs") in the electronic or paper air waybill submission to Bangladesh Customs.</p> <p>The Declared Value for Customs can be provided to Etihad Airways in the following ways:</p> <ul style="list-style-type: none"> • In the FWB or FHL messages the Declared Value for Customs shall be provided in Charge Declarations (CVD) line: CVD/BDT/ /PP/NVD/1500.00/XXX • On the Paper AWB the Declared Value for Customs should be provided in "Declared Value for Customs" box. NCV (No Customs Value) should not be used. If there is no Customs Declared Value, then "0" should be used. <p>Notes:</p> <ol style="list-style-type: none"> i. For Direct Shipments (i.e. shipments without a House Air Waybill (HAWB)) Declared Value for Customs shall be provided in the Master Air Waybill (MAWB). For Consolidation Shipments and Courier shipments with HAWBs Declared Value for Customs shall be provided in the HAWBs only. ii. The currency and total value in the Declared Value for Customs shall be the same as the currency and total value of the accompanying Invoice(s). The initial value declared to Customs shall be treated as the final value, as Bangladesh Customs does not allow amendments. <p>Failure to provide the Declared Value for Customs will cause the full flight manifest to be rejected by BD Customs, therefore, Etihad Airways reserves the right to hold a shipment until the mandatory information is provided.</p>
Bangladesh	DAC	<p>In line with the IATA TACT Rules for Bangladesh, an original Consignee (Copy 2) and original Delivery (Copy 4) of the MAWB shall be provided upon arrival in Bangladesh.</p>

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		Freight Forwarders and Customers providing a copy of the Paper AWB should ensure that it contains both the Consignee (Copy 2) and Delivery (Copy 4) copies to avoid delays in clearance and/or penalties. Ground Handling Agents (GHA) should ensure that the required paper copies are available at the time of the acceptance, unless it is an electronic Air Waybill (e-AWB) shipment.
China	PVG/PEK/CTU	<p>In line with Decree No 144 issued by The General Administration of Customs of the People's Republic of China, below detail shall be provided in the MAWB/HAWB:</p> <ul style="list-style-type: none"> The MAWB/HAWB Shipper details shall have Company telephone number provided in the FWB/FHL in the below format: <p style="margin-left: 40px;">SHP /SEVA FREIGHT /LUFTFRACHTZ /ROSENBERG/STUTTGART /DE/70629/TE/4989123456</p> The MAWB/HAWB Consignee details shall have Company telephone number provided in the FWB/FHL in the below format: <p style="margin-left: 40px;">CNE /SEVA FREIGHT ZHANG YI /21F BEIJING HOUSE /TONGZHOU/BEIJING /CN/201613/TE/86130000000001</p>
Indonesia	CGK	<p>In line with Indonesia Customs Regulation PMK158/PMK.04/2017, PMK97/PMK.04/2020, PER-38/BC/2017, PER-19/BC/2019, PER-11/BC/2020, effective from 1 August 2021:</p> <p>A) All shipments arriving to Indonesia must provide the following information to Indonesian Customs:</p> <ol style="list-style-type: none"> The (Import) Harmonized (HS) Commodity Code must be provided in the Harmonized Commodity Code (NH) line of the Rating (RTD) section of the FWB message for direct and consolidation shipments. The Commodity Code must be between 6 and 10 digits. <p style="margin-left: 40px;">FWB RTD/1/P10/K3259.50/W3259.50 /NG/MACHINE PARTS /2/NH/840998 /3/NV/MC11.60</p> <p>Notes:</p> <ol style="list-style-type: none"> For consolidation shipments the consignee is responsible for filing the HS Code information for FHLs directly to Indonesian Customs portal.

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		<p>ii. If tendering a paper AWB then the HS Code information should be provided in the Nature and Quantity of Goods section of the Paper AWB, after the goods description. The HS codes should be prefixed with “HS” to identify that it’s the Harmonized Commodity Code.</p> <p>2. 15 digit Consignee’s Tax Identification Number (TIN) must be provided in the Other Customs, Security and Regulatory Control Information (OCI) section of the FWB message for direct and consolidation shipments by using “TIN” as prefix/identifier. There is no space between TIN prefix and the Tax Identification Number:</p> <p style="text-align: center;">OCI/ID/CNE/T/TIN123451234512345</p> <p>Notes:</p> <p>i. Tax Identification Number is mandatory for Cargo Agent/Freight Forwarder/Consolidator, which acts as consignee. For other consignees (e.g. for Personal Effects shipments) without a TIN number, the data may be completed with either the NIK (National ID Card) if the consignee is an Indonesia citizen or with the passport number of the consignee who is not an Indonesian citizen. Whichever Identification Number is used, it should be prefixed with “TIN” without a space between the prefix and the Identification Number.</p> <p>ii. For consolidation shipments the consignee is responsible for filing TIN information for FHLs directly to Indonesian Customs portal.</p> <p>iii. If tendering a paper AWB then the Consignee Tax Identification Number should be provided in the Handling Information section of the Paper AWB. The number should be prefixed with “TIN” to identify that it’s the Tax Identification Number.</p> <p>3. For Direct shipments use “NG” as the Goods Data Identifier code for the Nature of Goods description line in the Ratings (RTD) section of the FWB.</p> <p style="text-align: center;">RTD/1/P10/K3259.50/W3259.50 /NG/SPARE PARTS /2/NH/840998 /3/NV/MC11.60</p> <p>4. For Consolidation shipments use “NC” as the Goods Data Identifier code for the Nature of Goods description line in the Ratings (RTD) section of the FWB.</p> <p style="text-align: center;">RTD/1/P10/K3259.50/W3259.50 /NC/CONSOLIDATION /2/NH/61046900</p>

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		<p>/3/NH/62034290 /4/NH/62029300 /5/NH/62028300 /6/NH/62027300 /7/NV/MC11.60</p> <p>B) All (export) shipments departing Indonesia must provide the following information to Indonesian Customs:</p> <p>1. The Harmonized (HS) Commodity Code must be provided in the Harmonized Commodity Code (NH) line of the Rating (RTD) section of the FWB message for direct and consolidation shipments. The Commodity Code must be between 6 and 10 digits.</p> <p>FWB RTD/1/P10/K3259.50/W3259.50 /NG/MACHINE PARTS /2/NH/840998 /3/NV/MC11.60</p> <p>Notes:</p> <ul style="list-style-type: none"> i. For consolidation shipments the agent is responsible for filing the HS Code information for FHLs directly to Indonesian Customs portal. ii. If tendering a paper AWB then the HS Code information should be provided in the Nature and Quantity of Goods section of the Paper AWB, after the goods description. The HS codes should be prefixed with "HS" to identify that it's the Harmonized Commodity Code. <p>2. 15 digit Shipper's Tax Identification Number (TIN) must be provided in the Other Customs, Security and Regulatory Control Information (OCI) section of the FWB message for direct and consolidation shipments by using 'TIN' as prefix/identifier. There is no space between TIN prefix and the Tax Identification Number:</p> <p style="text-align: center;">OCI/ID/SHP/T/TIN123451234512345</p> <p>Notes:</p> <ul style="list-style-type: none"> i. Tax Identification Number is mandatory for Cargo Agent/Freight Forwarder/Consolidator, which acts as shipper. For other shipper (e.g. for Personal Effects shipments) without a TIN number, the data may be completed with either the NIK (National ID Card) if the shipper is an Indonesia citizen or with the passport number of the shipper who is not an Indonesian citizen. Whichever Identification Number is used, it should be

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		<p>prefixed with "TIN" without a space between the prefix and the Identification Number.</p> <p>ii. For consolidation shipments the agent is responsible for filing TIN information for FHLs directly to Indonesian Customs portal.</p> <p>iii. If tendering a paper AWB then the Shipper Tax Identification Number should be provided in the Handling Information section of the Paper AWB. The number should be prefixed with "TIN" to identify that it's the Tax Identification Number.</p> <p>Failure to provide any of the above information in the FWB message for any shipment may result in the rejection of the entire flight manifest by Indonesian Customs and / or up to IDR 500 million fine, therefore, Etihad Airways reserves the right to hold any shipment from transportation until the mandatory information is provided.</p> <p>If the Consignee fails to report the mandatory House Air Waybill data (i.e. HS Codes and TIN) for consolidation shipments into the Indonesian Customs portal could result in shipment delays and / or fines.</p>
Philippines	MNL	<p>In line with the Customs Memorandum Order (CMO) No. 48.2019, Subject "Implementation of Cargo Target System in Philippines Customs" released by Philippines Bureau of Customs (BOC) effective January 15, 2021 for airfreight, it's mandatory to submit the below information to BOC Cargo Targeting System (CTS) for all the import goods:</p> <ul style="list-style-type: none"> For all direct cargo shipments destined to the Philippines the Harmonized Commodity (HS) code(s) must be provided in the electronic FWB message transmitted to Etihad. The HS code(s) should be provided in the Ratings (RTD) section using the "NH" identifier of the FWB message. <p>RTD/1/P10/K3259.50/W3259.50 /NG/MACHINE PARTS /2/NH/840998 /3/NV/MC11.60</p> <p>Notes:</p> <p>i. The HS Code is not required to be provided for Personal Effect shipments (in the FWB or Paper AWB) and for Consolidation shipments (in the FWB, FHL or Paper AWB).</p> <p>ii. If tendering a paper AWB then the HS Code information should be provided in the Nature and Quantity of Goods section of the Paper AWB, after the goods description. The HS code(s) should be prefixed with "HS" to identify that it's a Harmonized Commodity Code.</p>
Israel	TLV	<p>In line with the Israeli Customs Import requirements, the Importer ID is optional. But If provided, the Importer ID shall be in format of 9 digits number (e.g. 511911000) and captured in the Other Customs, Security and Regulatory Control Information (OCI) Section of the FWB message with the following format:</p>

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		<p>ISO Country Code = "IL" Information Identifier = "CNE" Customs, Security and Regulatory Control Information Identifier="T" Supplementary Customs, Security and Regulatory Control Information = Import ID (e.g. 511068256)</p> <p>OCI/DE/ISS/RA/00057-03 ///ED/1299 ///SN/ZGRZZZ ///SD/01MAY210746 /IL/CNE/T/511068256 /IL/CNE/CP/SWITCHBOARD /IL/CNE/CT/0097237104777</p>														
EU	All EU Members	<p>In line with European union's (EU) Transit requirement, all the shipments loaded or reloaded at an airport in an European Union Country, must include COR line (Customs of Origin) in the FWB as below:</p> <p>COR/T1</p> <p>The applicable codes for the Customs origin to be included in both on the air waybill and in the booking are:</p> <table border="1"> <thead> <tr> <th>CODE</th> <th>REFERENCE FROM EUROPEAN COMMISSION CUSTOMS POLICY - TRANSIT MANUAL</th> </tr> </thead> <tbody> <tr> <td>T1</td> <td>I.4.1.2.1.</td> </tr> <tr> <td>T2</td> <td>I.4.1.2.2</td> </tr> <tr> <td>T2F</td> <td>VI.3.9.4.1.</td> </tr> <tr> <td>TD</td> <td>VI.3.9.4.1.</td> </tr> <tr> <td>C</td> <td>VI.3.9.4.1.</td> </tr> <tr> <td>X</td> <td>VI.3.9.4.1.</td> </tr> </tbody> </table>	CODE	REFERENCE FROM EUROPEAN COMMISSION CUSTOMS POLICY - TRANSIT MANUAL	T1	I.4.1.2.1.	T2	I.4.1.2.2	T2F	VI.3.9.4.1.	TD	VI.3.9.4.1.	C	VI.3.9.4.1.	X	VI.3.9.4.1.
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USA	JFK/ORD/ IAD/LAX/ LCK	<p>In line with United States of America Customs Requirements, all the shipments to USA shall have Shipper / Consignee state code filled in the respective area of the FWB/FHL as per original AWB.</p> <p>/1313 4TG AVENUE /NEW HYDE PARK/NY /US/11040</p>														
Kenya	NBO	<p>In line with Kenya Customs Requirements, the following shall be provided:</p> <ol style="list-style-type: none"> All the shipments terminating in Kenya must provide the below information: <ul style="list-style-type: none"> Full details of the Consignee, including: <ol style="list-style-type: none"> Address(Post Office Box Number) Telephone number 														

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		<p>c. PIN number</p> <ul style="list-style-type: none"> Harmonized Commodity (HS) code(s) must be provided in the electronic FWB message transmitted to Etihad. The HS code(s) should be provided in the Ratings (RTD) section using the "NH" identifier of the FWB message. <p>RTD/1/P10/K3259.50/W3259.50 /NG/MACHINE PARTS /2/NH/840998 /3/NV/MC11.60</p> <p>Note: If tendering a paper AWB then the HS Code information should be provided in the Nature and Quantity of Goods section of the Paper AWB, after the goods description. The HS code(s) should be prefixed with "HS" to identify that it's a Harmonized Commodity Code.</p> <p>2. All Courier companies sending shipments into Kenya shall provide in the FWB the following:</p> <ul style="list-style-type: none"> The special handling code "COU" should be used to identify the shipment as a courier shipment Courier PIN of the consignee in the FWB message shall be provided in the Account Number field of the Consignee (CNE) section <p>CNE/101189445 /ACME COURIERS /100 LORIAN ROAD /NAIROBI/SHAURI MOYO /KE/99999</p> <p>Note: If tendering a paper AWB then the Courier PIN shall be provided on the Consignee's Account Number box.</p>
Lebanon	BEY	<p>In line with Lebanon Customs Requirements, All Courier companies sending shipments into Lebanon shall provide in the FWB the following:</p> <ul style="list-style-type: none"> The special handling code "COU" should be used to identify the shipment as a courier shipment Courier PIN of the consignee in the FWB message shall be provided in the Account Number field of the Consignee (CNE) section <p>CNE/101189445 /ALI ISSA /BEIRUT AIRPORT /BEIRUT /LB/00000</p> <p>Notes: If tendering a paper AWB then the Courier PIN shall be provided on the Consignee's Account Number box.</p>
Morocco	CMN/RBA	<p>In line with Morocco Customs Requirements, all terminating shipments in Morocco shall provide the "Consignee Trade Register Number" in the OCI section of FWB:</p>

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		<ul style="list-style-type: none"> Format for Public / Private limited company Consignees: OCI/MA/CNE/T/TRADE REGISTER NUMBER 0XX0XXXX Format for Non-Public / Private limited company Consignees: OCI/MA/CNE/T/0000000000000000 <p>Notes:</p> <ol style="list-style-type: none"> Trade Register Number should contain only digits (0=zero ; x=any other number) If tendering a paper AWB then the information will appear in the Handling Information box
Turkey	IST	<p>In line with Turkey Customs Requirements, all the shipments to Turkey must provide the Harmonized Commodity (HS) Code which shall be captured in Ratings (RTD) section of the FWB/FHL using the “NH” line:</p> <p>RTD/1/P10/K3259.50/W3259.50 /NG/GENERAL CARGO /2/ND/K79/CMT57-62-97/3 /3/NV/MC1.03 /4/NH/798135</p> <p>Notes: If tendering a paper AWB then the HS Code information should be provided in the Nature and Quantity of Goods section of the Paper AWB, after the goods description. The HS codes should be prefixed with “HS” to identify that it’s the Harmonized Commodity Code.</p>
Belarus	MSQ	<p>In line with Belarus Customs Requirements, all the shipments to Belarus must provide invoice number, invoice date, invoice value and harmonized commodity in the FWB. The harmonized commodity code can be captured either in the Accounting (ACC) Section or in the Ratings (RTD) Section using the NH line (Note: HS code must be at least 4 digits).</p> <p>ACC/GEN/INV NO 123456789 /GEN/INV DATE 29 JUN 2017 /GEN/INV VAL 12345678910 /GEN/HS CODE 12121212</p>
Jordan	AMM	<p>In line with Jordan Customs Requirements, all the shipments to Jordan must provide CNEE telephone number:</p> <p>CNE /EXPEDITORS INTERNATIONAL- JORDAN /ZAHARAN ST /AMMAN /JO/11180/TE/0096265500100/</p>

The table following describes best practices on how to complete the FWB and FHL messages in order to avoid issues when submitting to regulatory authorities.

Message	Information	Details																						
FWB	Shipper & Consignee ZIP/Post Code	In the FWB, for all the destinations it is recommended that the Shipper / Consignee ZIP / Post Code be provided Example: /DE/60549 Note: If the ZIP/Post Code is not known then a dummy code can be provided instead (e.g. "00000"). This field should not be left empty.																						
FWB	Rating Section	In the FWB, the maximum allowed number of lines in Ratings (RTD) section is 12, the count is based upon the line numbers Example: RTD/1/P6/K226/CQ/W319.5/R15.33/T4897.94 /NC/CONSOLIDATION AS PER /2/NC/ATTACHED LIST /3/ND//CMT108-41-53/1 /4/ND//CMT80-60-98/3 /5/ND//CMT31-23-22/1 /6/ND//CMT80-60-53/1 /7/NG/HB R521012 CONTAIN L /8/NG/ITHIUM ION BATTERIES /9/NG/IN COMPLIANCE WITH S /10/NG/ECTION II OF PI967-1 /11/NG/PKG. HB R521012 CONT /12/NS/6 OTH/P/MYC533.57																						
FWB	Routing Details	In the FWB, the Routing Details must be provided in the following format. <table border="1" data-bbox="558 1255 1062 1335"> <thead> <tr> <th colspan="8">ROUTING</th> </tr> <tr> <th>RTG</th> <th>Airport/ City Code</th> <th>Carrier Code</th> <th>Airport/ City Code</th> <th>Carrier Code</th> <th>Airport/ City Code</th> <th>Carrier Code</th> </tr> </thead> <tbody> <tr> <td>RTG</td> <td>/</td> <td></td> <td>/</td> <td></td> <td>/</td> <td></td> </tr> </tbody> </table> Example: RTG/BKKEY/AUHEY/LHREY Note: Up to 3 routings can be provided in the FWB message, if there are more than 3 routings, then only the first 3 routings should be provided.	ROUTING								RTG	Airport/ City Code	Carrier Code	Airport/ City Code	Carrier Code	Airport/ City Code	Carrier Code	RTG	/		/		/	
ROUTING																								
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FWB	EAP/EAW	The EAP and EAW special handling codes are provided by the freight forwarder to indicate whether there is an accompanying document pouch for an e-freight shipment: <ul style="list-style-type: none"> EAP - An e-freight consignment with accompanying documents inside the cargo pouch EAW – An e-freight consignment with no accompanying documents (i.e. no cargo pouch) 																						
FWB	Build Up Units & SLAC	BUP (Shipper Build Units) are ULDs built by the Shipper or its Agent at their own premises and/or at EY appointed GHA premises. At acceptance, the actual number of pieces loaded within the ULD is not counted as it's handled as one physical unit. On the MAWB, shipments shall be declared as Total 1 Piece, along with the BUP special handling code.																						

Message	Information	Details
		<p>Example: FRAMEL/T1K915.8MC9.74</p> <p>SLAC - Shipper's Load and Count is the total number of pieces inside a BUP. In the FWB, SLAC shall be declared in the NS line of the Ratings (RTD) section.</p> <p>Example: /7/NS/39</p>
FWB	Commodity Incompatibility	<p>The following commodities (as defined by the special handling codes) shall not be loaded within the same hold:</p> <ul style="list-style-type: none"> • RRY & FIL • ICE & HEG / LHO / AVI-PET • LHO & AVI-PET / HEG • RPG & AVI-PET / LIVE FISH / HEG / LHO <p>The following DG commodities can only be transported on CAO (Cargo Aircraft Only):</p> <ul style="list-style-type: none"> • RCX / RGX / RXB / RXC / RXD / RXE / RXG / RPG <p>The following DG commodities are not permitted on Etihad flights:</p> <ul style="list-style-type: none"> • RBI / RBM / RLM / EBI / EBM <p>Note: As requirements may change over time it's recommended to check with your local Etihad representative for the latest commodity compatibilities.</p>