

GENERAL GUIDANCE

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	<p>In the FWB, for all the destinations it is recommended that the Shipper / Consignee ZIP / Post Code be provided.</p> <p>Example: /DE/60549</p> <p>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.</p>
FWB	Rating Section	<p>In the FWB, the maximum allowed number of lines in Ratings (RTD) section is 12, the count is based upon the line numbers.</p> <p>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</p>
FWB	Build Up Units & SLAC	<p>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.</p> <p>On the MAWB, shipments shall be declared as Total 1 Piece, along with the BUP special handling code.</p> <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>

Message	Information	Details																												
FWB	Routing Details	<p>In the FWB, the Routing Details must be provided in the following format.</p> <table border="1"><tr><th colspan="8">ROUTING</th></tr><tr><td>RTG</td><td>/</td><td>Airport/ City Code</td><td>Carrier Code</td><td>/</td><td>Airport/ City Code</td><td>Carrier Code</td><td>/</td><td>Airport/ City Code</td><td>Carrier Code</td></tr><tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr></table> <p>Example: RTG/BKKEY/AUHEY/LHREY</p> <p>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.</p>	ROUTING								RTG	/	Airport/ City Code	Carrier Code	/	Airport/ City Code	Carrier Code	/	Airport/ City Code	Carrier Code										
ROUTING																														
RTG	/	Airport/ City Code	Carrier Code	/	Airport/ City Code	Carrier Code	/	Airport/ City Code	Carrier Code																					
FWB	EAP/EAW	<p>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:</p> <ul style="list-style-type: none">EAP - An e-freight consignment with accompanying documents inside the cargo pouchEAW – An e-freight consignment with no accompanying documents (i.e., no cargo pouch)																												
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 & FILICE & HEG / LHO / AVI-PETLHO & AVI-PET / HEGRPG & 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>																												

STATION SPECIFIC REQUIREMENTS

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 Shipper / Consignee ISO Country Code
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> <ul style="list-style-type: none"> 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. 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>All Courier Companies sending shipments into Bangladesh must:</p> <ul style="list-style-type: none"> The special handling code “COU” should be used to identify this as a courier shipment. Provide the Courier AIN number of the Consignee on the paper Air Waybill or in the electronic FWB message. In the FWB message, the Courier AIN number must be provided in the Account Number field of the CNE section: CNE/101189445 /DHL WORLDWIDE EXPRESS BD LTD /HAZRAT SHAHJALAL INTL AIRPORT

Customs Requirements by Country		
Country	Station(s)	Mandatory Customs Requirement
		/DHAKA
Bangladesh	DAC	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. 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 acceptance, unless it is an electronic Air Waybill (e-AWB) shipment.
Bangladesh	DAC	<p>In accordance with General Order No: 23/2023/Customs, date: 12 June 2023, issued by the Government of the People's Republic of Bangladesh, National Board of Revenue, Bangladesh Customs Authority, effective 1 July 2023, citing the BIN (Business Identification Number) in the Air Waybill shall be mandatory for the associated parties (notifying party);</p> <ol style="list-style-type: none"> For direct and consolidation shipments the BIN number is to be inserted in the Master AWB data using one of the following methods: <ol style="list-style-type: none"> The Consignee Account Code field of the FWB; or The Consignee Account ID field of the XFWB. For Consolidation shipments the BIN number is to be inserted in the House AWB data using one of the following methods: <ol style="list-style-type: none"> The consignee Account ID field of the XFZB; or The OCI Line of the FHL, using the following format: OCI/BD/NFY/T/BINXXXXXXXXXX-XXXX <Country Code> = BD <Notify Party> = NFY <Trader Identification Number> = T BIN(9-digit numeric value)-(4-digit numeric value) <p>If the Consignee (CNE) or the Notify (NFY) is an individual person who does not have the BIN, that individual person's or National Identification Number shall be provided instead.</p>
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: SHP /SEVA FREIGHT /LUFTFRACHTZ /ROSENBERG/STUTTGART /DE/70629/TE/4989123456

Customs Requirements by Country		
Country	Station(s)	Mandatory Customs Requirement
		<ul style="list-style-type: none"> The MAWB/HAWB Consignee details shall have Company telephone number provided in the FWB/FHL in the below format: CNE /SEVA FREIGHT ZHANG YI /21F BEIJING HOUSE /TONGZHOU/BEIJING /CN/201613/TE/86130000000001 If the consignee's company name is "TO ORDER" then the notify information shall include the contact name, address and telephone number. Note: For Consolidation shipments, the notify information shall be captured in all HAWBs (where applicable), in the TXT section of the FHL: FHL/4 MBI/607-29698325BOMDAC/T5K68.8 HBS/065061/BOMDAC/5/K68//POLYESTER TRICO TXT/POLYESTER TRICOT BRUSHED FABRIC NTFY-BD DESIGN PRIVATE LIMITED PL /OT NO 48 49 SECTOR 03 KARNAPHULLY EPZ NORTH PATENGA CHATTOGRAM 40 /204 BD For transit cargo, the following is required: <ul style="list-style-type: none"> All shipments transiting through a station in Mainland China shall have a copy of the commercial invoice attached to the document pouch. The commercial invoice shall present the following information: <ul style="list-style-type: none"> Commodity The Harmonized Commodity Description (HS Code) This is required for all transit, including "Air to Air" and "Air to Road (RFS)"
Indonesia	CGK, DPS	<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>FWB RTD/1/P10/K3259.50/W3259.50 /NG/MACHINE PARTS</p>

Customs Requirements by Country		
Country	Station(s)	Mandatory Customs Requirement
		<p>/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. 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. 16-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' or 'NPWP' as prefix/identifier. There is no space between TIN/NPWP prefix and the Tax Identification Number:</p> <p>OCI/ID/CNE/T/TIN0123451234512345 OCI/ID/CNE/T/NPWP0123451234512345</p> <p>Notes:</p> <ol style="list-style-type: none"> 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. For consolidation shipments the consignee is responsible for filing TIN information for FHLs directly to Indonesian Customs portal. 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>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>RTD/1/P10/K3259.50/W3259.50 /NG/SPARE PARTS /2/NH/840998</p>

Customs Requirements by Country		
Country	Station(s)	Mandatory Customs Requirement
		<p>/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>RTD/1/P10/K3259.50/W3259.50 /NC/CONSOLIDATION /2/NH/61046900 /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> <p>i. For consolidation shipments the agent is responsible for filing the HS Code information for FHLs directly to Indonesian Customs portal.</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 codes should be prefixed with “HS” to identify that it’s the Harmonized Commodity Code.</p> <p>2. 16-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’ or “NPWP” as prefix/identifier. There is no space between TIN/NPWP prefix and the Tax Identification Number:</p> <p>OCI/ID/SHP/T/TIN0123451234512345 OCI/ID/CNE/T/NPWP0123451234512345</p>

Customs Requirements by Country		
Country	Station(s)	Mandatory Customs Requirement
		<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 <u>TIN number</u>, the data may be completed with either the <u>NIK (National ID Card)</u> if the shipper is an Indonesia citizen or with the <u>passport number of the shipper who is not an Indonesian citizen</u>. Whichever Identification Number is used, it should be prefixed with "TIN" without a space between the prefix and the Identification Number. ii. For consolidation shipments the agent is responsible for filing TIN information for FHLs directly to Indonesian Customs portal. 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>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>1. 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>

Customs Requirements by Country		
Country	Station(s)	Mandatory Customs Requirement
		<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> <p>2. In line with Philippines Customs requirements, for all air cargo shipments destined or transiting via Philippines, a Bill of Lading (BL) Nature Code is required for Customs clearance.</p> <p>The BL Nature Code will be auto generated by the Philippines Customs System based upon keywords in the Consignee Address:</p> <ol style="list-style-type: none"> BL Code 23 will be generated for Direct and Consolidation shipments for regular Consignees not located under any Export Processing Zone. BL Code 24 will be generated for Direct shipments located under Export Processing Zones or under CBW (Customs Bonded Warehouses) if any of the below keywords is indicated in the Consignee's address in the FWB message: <ul style="list-style-type: none"> Economic Zone CSEZ SEZ SEPZ TECHNOPARK FREEPORT PEZA (Equals) Asahi MacroAsia (contains) BL Code 28 is generated for all transshipments - shipments to an address not within the Philippines (Consignee Country Code doesn't equal "PH")
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> <p>ISO Country Code = "IL"</p> <p>Information Identifier = "CNE"</p> <p>Customs, Security and Regulatory Control Information Identifier = "T"</p> <p>Supplementary Customs, Security and Regulatory Control Information = Import ID (e.g., 511068256)</p> <p>OCI/DE/ISS/RA/00057-03 ///ED/1299</p>

Customs Requirements by Country		
Country	Station(s)	Mandatory Customs Requirement
		<p>/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>1. 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> <ul style="list-style-type: none"> Format for Public / Private limited company Consignees: <p>OCI/MA/CNE/T/TRADE REGISTER NUMBER 0XX0XXXX</p>

Customs Requirements by Country		
Country	Station(s)	Mandatory Customs Requirement
		<ul style="list-style-type: none"> 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 <p>2. The 4-digits Harmonized (HS) Commodity Code must be provided for all air cargo shipments destined to Morocco. The 4-digits HS code must be provided in the FWB message (MAWB) for direct shipments and in FWB & FHL messages (MAWB & HAWB) for consolidation shipments.</p> <p>3. Any data modification on an air waybill or Charges Correction Advice (CCA) shall incur a regulatory fine.</p> <p>Such modifications may include but are not limited to:</p> <ul style="list-style-type: none"> Adjusting the rate on an air waybill Altering the mode of payment Amending the air waybill's Shipper or Consignee Changing the destination specified on the air waybill Modifying flight details Adding or removing Other Charges on the air waybill Adjusting the issuing Agent type (CASS or Non-CASS) Modifying cargo details (volume, pieces, weight, nature of goods) <p>In addition to the regulatory fine, the following documents shall be sent with each request for modification:</p> <ul style="list-style-type: none"> Both the previous and updated air waybill Invoice Import Commitment
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:</p>

Customs Requirements by Country		
Country	Station(s)	Mandatory Customs Requirement
		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.
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>
Pakistan	ISB, KHI, LHE	<p>In line with the Pakistani customs regulations, all consolidation cargo bound to Karachi (KHI), Lahore (LHE), and Islamabad (ISB), shall have the below details accurately captured in the air waybill:</p> <ul style="list-style-type: none"> The Master Air Waybill (MAWB) shall bear the freight forwarders details. The House Air Waybill (HAWB) shall bear the original consignee details. <p>Consolidated cargo arriving in Pakistan with the MAWB & HAWB bearing the same name shall be detained till approval to release the shipment has been received from the competent authority.</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>
Saudi Arabia	JED, RUH, DMM	<p>In line with Saudi Arabia Customs Requirements, Freight Forwarders accepting Cargo consolidations bound to Saudi Arabia must be registered as an Authorized Freight Agent in the ZATCA Customs Portal. Freight Forwarders that are yet to register in the portal shall not transport Cargo consolidations to Saudi Arabia.</p> <p>The registration number of the Freight Forwarded accepting consolidation shall be provided in the Account Number field of the Consignee (CNE) section of the FWB.</p> <p>CNE/101189445 /ALI ISSA / AIRPORT RD</p>

Customs Requirements by Country		
Country	Station(s)	Mandatory Customs Requirement
		<p>/RIYADH /SA/00000</p>
Qatar	DOH	<p>In line with Qatar Customs Requirements, Inbound handling & delivery of cargo and courier shipments into Doha could be delayed due to inaccuracy of data related to consignee and missing Special Commodity Code (SCC).</p> <p>The following requirements must be adhered to:</p> <ol style="list-style-type: none"> 1. Correct consignee name, contact details, weight and mode of payment shall be updated in the FWB/FHL and transmitted to EY 2. Consignee details (name, contact details etc.) of AWB copy must match with FWB transmitted 3. Original Shipping documents & MAWB copies shall accompanied with the shipment tendered to EY 4. SCC (Special Commodity Code) COU for all courier shipments shall be updated 5.
Seychelles	SEZ	<p>Effective 11 March 2023, the Customs Division of the Seychelles Revenue Commission (SRC) will be migrating to their new e-manifest module. On transition to the new e-manifest module, the following requirements for customs filing must be complied with:</p> <ul style="list-style-type: none"> • Courier shipments: The FHLs for courier shipments shall be filed through Etihad, except for courier companies registered with Seychelles Customs. The registered courier companies must provide their company code in the Consignee Account field (e.g., CNE/TIN DHL) • Consolidation shipments: The FHL shall be filed through Etihad for all Consolidation shipments. • Freight Remaining On Board (FROB) shipments must be filed to Seychelles Customs
Canada	YYZ	<p>In line with the Canada Border Services Agency (CBSA), a detailed cargo description is required when sending shipments to Canada. The description should be in plain language and detailed enough to allow CBSA to identify the characteristics of the cargo. Information not relevant to the cargo description (e.g., quantity, type of packaging, carrier disclaimers, etc.), should not be transmitted in the cargo description field. If the cargo is 'used', specify 'used' in front of the description, otherwise cargo is assumed to be new.</p> <p>If the shipment is consolidated (where house bills and/or a Supplementary Cargo Report are expected to follow), the following descriptions may be accepted: Freight of All Kinds (FAK); shipper load and count (SLC); consolidated; general merchandise; and other similarly vague descriptions.</p> <p>The list guide of the acceptable and unacceptable descriptions can be found on this link. This list is not exhaustive and is subject to change as acceptable descriptions are further refined.</p>

Customs Requirements by Country		
Country	Station(s)	Mandatory Customs Requirement
Germany	FRA	<p>In line with EU Regulation No. 952/2013, Frankfurt Airport (FRA) is implementing an Import Platform “FRA-OS” effective 17th January 2022. Consequently, the complete, correct and timely FFM, FWB, FHL messages shall be provided for every shipment to Frankfurt (FRA), Germany. Incomplete or incorrect messages will result in delays in clearing consignments and charges associated.</p> <p>Origin GSA’s/CSP’s shall provide an advance copy of the consolidation manifest with House Air Waybill (HAWB) allocation for each BUP bound to FRA and beyond i.e., a list of BUPs showing which HAWBs are loaded on each unit.</p> <p>Information contained in messages are:</p> <ul style="list-style-type: none"> Flight / Date List of AWBs/Shipments falling under the customs requirement HAWB details including loading details (which HAWB are loaded on which ULD) <p>NOTE: For Intact Through Units (TRU) in transit in FRA, the above requirements must be complied with.</p>
Sri Lanka	CMB	<p>Effective 1 Aug 2023, the Declared Customs Value (DCV) information shall be mandatory as per the Sri Lankan Customs Authority.</p> <ol style="list-style-type: none"> Direct Shipments: the DCV shall be provided in the FWB in the Charge Declaration (CVD) section; CVD/USD//PP/NVD/1500/XXX Consolidation Shipments: the DCV shall be provided in the Charge Declaration (CVD section) of each FHL; CVD/USD//PP/NVD/1000/XXX <p>Note:</p> <ul style="list-style-type: none"> The Declared Customs Value (DCV) provided cannot be documented as <i>No Customs Value</i> (NCV). There must be a numerical value documented. If the shipment has no DCV, then value of 0 (zero) must be documented. The ISO Currency code should be provided in the CVD line and correspond to the currency of the Declared Customs Value. The DCV numerical values should be the same as any accompanying invoices.
EU-ICS2	All EU import and transit	<p>Under Union Customs Code Commission Implementing Regulation (UCC IA), (EU) 2015/2447 of 24 November 2015 (Regulation (EU) No 952/2013 of the European Parliament and of the Council), the EU are implementing the ICS2 (Import Control System) Release 2 - a new customs security and safety program run by DG TAXUD (Directorate General of Taxation and Customs Union) in 2023.</p> <p>Cargo information must be submitted electronically to Etihad as early as possible, however, not later than STD-4hrs for Passenger flights & STD-6hrs for freighters,</p>

Customs Requirements by Country		
Country	Station(s)	Mandatory Customs Requirement
		<p>otherwise the assessment of your shipment may not be completed in time to travel on the booked flight.</p> <p>The following requirements must be complied with:</p> <ul style="list-style-type: none"> PLACI 7+1 data elements (MAWB/HAWB No, no. of pieces, total weight, cargo description, shipper/consignee name and shipper/consignee address) must always be accurately provided. A 6-digit Harmonized Commodity (HS) Code is mandatory in the MAWB for direct shipments and in every HAWB for consolidation shipments. For direct shipments with more HS codes than can fit in the Ratings section the most significant ones (by volume, weight) should be provided (the list of acceptable HS codes for the EU can be found here: HS Code, Customs Tariff Number, Taric guide - European Database) Consignee EORI number is optional, but if not provided, then the full Consignee address must be provided in the FWB/FHL message <p>Freight forwarders/express couriers who intend to self-file must adhere to the following:</p> <ul style="list-style-type: none"> The MAWB must contain the "SFL" IATA special handling code to identify that the shipment will be self-filed Customers must input their Economic Operators Registration and Identification (EORI) number into the Other Customs Information (OCI) line of the FWB message for each shipment which will be self-filed.
UAE	All UAE import and transit	<p>The UAE National Advance Information Center (NAIC) is implementing a Pre-Load Advance Cargo Information (PLACI) Program in accordance with The United Arab Emirates (UAE) Federal Decree Law No. 22 of 2018 and Resolution No. 15 of 2019.</p> <p>For all shipments exporting, transiting, transferred and terminating from/via/to in UAE, the shipment information must be submitted electronically to NAIC for security and risk assessment before it can be uplifted for transportation.</p> <p>UAE PLACI Go-Live is effective from 02 Apr 2025, all the MAWB and HAWB (if applicable) data shall be submitted electronically (FWB/FHL) to Etihad. The electronic shipment data must contain the following mandatory data elements:</p> <ol style="list-style-type: none"> FWB and FHL <ol style="list-style-type: none"> MAWB / HAWB number Total number of pieces Total weight Specific goods description (refer guidance - click here) Shipper name

Customs Requirements by Country		
Country	Station(s)	Mandatory Customs Requirement
		<p>vi. Shipper address</p> <p>vii. Consignee name</p> <p>viii. Consignee address</p> <p>ix. Harmonized commodity code (6 digit code – refer COMES - 116 Rev1)</p> <p>2. For Paper Based Shipments (i.e. no electronic MAWB/HAWB data provided by Etihad), the GHA shall input (based upon the Freight Forwarder paper documents) and send the MAWB and HAWB (if applicable) data electronically to Etihad.</p> <p>3. NAIC will allow self-filing of the HAWB data for Express Couriers, however the Express Courier must get an approval from both NAIC and Etihad before starting self-filing.</p>
UAE	All UAE import, transit and export	<p>Effective 29 February 2024, the UAE National Advance Information Center (NAIC), has mandated that the 6-digit Harmonized System (HS) Codes shall be provided as a part of the Advance Cargo Information (ACI) filing for all shipments being imported into, exported from, or transiting through the United Arab Emirates. The HS Codes shall be provided as follows:</p> <ul style="list-style-type: none"> As early as possible before arrival at the first UAE airport of import and transit shipments. As early as possible before departure from any UAE airport for export shipments. <p>The 6-digit HS code shall be validated against the World Customs Organization (WCO) HS Code list. 8 and 10-digit codes shall also be accepted, but only the first 6 digits of these HS Code shall be validated.</p> <p>The required information shall be provided in the below formats:</p> <p>1. Direct shipments: the HS Code shall be provided in the Master Air Waybill (RTD section of the FWB message using the identifier “NH”).</p> <p><i>RTD/1/P6/K45/CQ/W142/R14.88/T2112.96</i> <i>/NG/FLOWERS</i> <i>/2/ND/K100/CMT105-52-26/10</i> <i>/3/NV/MC0.85</i> <i>/4/NH/060311</i> <i>/5/NH/060313</i> <i>/6/NH/060314</i></p> <p>2. Consolidated shipments: the HS Codes shall be provided in the House Air Waybill (FHL message using the identifier “HTS”)</p> <p><i>FHL/4</i> <i>MBI/000-000000DUMDUM/T1K9</i> <i>HBS/0000000000/DUMDUM/1/K9/1/IVERMECTIN MEDI</i> <i>TXT/IVERMECTIN</i> <i>HTS/293890</i></p>

Customs Requirements by Country		
Country	Station(s)	Mandatory Customs Requirement
		If there are more HS codes than can be documented on the FWB or FHL, then the HS Codes for the most significant shipments by weight or volume should be provided.

GUIDANCE ON THE GOODS DESCRIPTION FOR UAE PLACI

Not Acceptable	Acceptable
Animals	Must specify the animal classification: Horse Cat/Dog Bovine
Apparel/Clothing/Garments Wearing Apparel Ladies' Apparel Men's Apparel	Shoes, Footwear Women's Dresses Men's Shirts Boy's Jackets
Appliances	Must specify the type and brand of the appliances: Refrigerator Stove Microwave Oven Coffee Machines
Accessories	Hair Elastics Sunglasses Socks
Auto Parts Auto Automobiles	Must specify the type and the brand of the parts: Air Filters Automobile Brakes Automotive Windshield (Car Brand) (Car Name)
Alcohol	Denatured industrial ethyl alcohol Undenatured industrial ethyl alcohol Whiskey Rum
As Ordered	(see other acceptable descriptions for examples)

Not Acceptable	Acceptable
As Per Attached	(see other acceptable descriptions for examples)
AWB/ HAWB	Airwaybill Document
Biological Substances	(see other acceptable descriptions for chemical examples)
Bazaar Goods	(see other acceptable descriptions for examples)
Caps	Baseball Caps Blasting Caps Bottle Caps Hub Caps
Chemicals, hazardous Chemicals, non-hazardous	Actual Chemical Name (not brand name): Aluminum Potassium Sulfate Methyl Alcohol
Cleaning Products	Detergents Mops Window Cleaner
Consolidated (if the load is not consolidated and house bills are not expected to follow)	Consolidated (where house bills are expected to follow)
Consumer Goods	A clear and concise description of the item is required
Crafts/Craft Supplies Handicrafts	Pipe Cleaners Construction Paper Pompoms Decorative objects made by hand
General Documents Documents Docs Dox	Must State Type of the document, Specify the document identification number if possible: "Passport" "Identity Card" "Civil Records Documents"
Electronic Goods Electronics	Must specify the type and the brand of the electronic goods; Computers, Monitors, Televisions, Mobile Telephones, DVD players, Electronic Toys, Video Game Consoles, Electronic Dolls
Equipment Industrial Equipment	Oil Well Equipment Poultry Equipment Automotive Equipment

Not Acceptable	Acceptable
Film	Camera Film Polyethylene Film Polyester Film
Flooring	Wood Flooring Carpet Ceramic Tile Marble Flooring
Agricultural products Foodstuffs Food preparations Food Meat Fish Produce/Assorted Produce/Mixed produce/Mix Veg Pet food Cases of Food Snacks	Packaged Rice, Bulk Rice Fresh Beef, Frozen Chicken Live Trout, Frozen Salmon, Canned Tuna Fresh Oranges, Frozen Broccoli, Canned Peaches Canned Dog Food, Dry Cat Food, Juice, Olive Oil, Soda
Didactic articles Stationery	Pencils Smart boards Books Pens Luxury Pens
Gifts/ Novelty Items	Dolls Remote Control Cars Picture Frames
Household Goods/ Personal Effects	Acceptable only when goods are Personal / Used Household Effects transported by a commercial carrier. Otherwise, See other specific examples in the table
Indecipherable descriptions ex. "RED SMOOTH MODULAR", "CDRE", "D6T PARTS", "RIPE	A clear and concise description of the item is required – see other acceptable descriptions for examples
Iron and steel	Iron Pipes Iron Plates Iron Building Material Steel Building Material
Leather Articles	Saddles Leather Handbags



Not Acceptable	Acceptable
	Leather Jackets Shoes
Machines	Must specify the type and the model of the machine; Sewing Machines Printing Machines Metal Working Machinery Cigarette Making Machinery
Machine Parts	Oil Pumps Seals Engines
Medical Supplies Biologicals Laboratory Goods Aid consignments	Medical Gloves Syringes Dialysis Machine Blood, plasma, tissue, semen Glass vials for laboratory use
Medication/Pharmaceuticals	Insulin Allergy Medication
Metal	Ingots of metal (precious or otherwise) Round bars of steel or other metal Deformed bars/rebars (of metal) Plates (of metal) Billets (of metal) Slabs (of metal) Pipes (of metal) Beams (of metal) Tubes/Tubing (of metal) Angles, shapes and sections (of metal) Sheets (of metal) Expanded metal Flat bars (of metal) Strand wire (of metal)
Oil	Must specify type of oil and the country of origin; Mineral Oil Motor Oil Olive Oil
Online Retailer Online Retailer Shipment	A clear and concise description of the item is required – see other acceptable descriptions for examples

Not Acceptable	Acceptable
Ore	Iron Ore Copper Ore
Packaging Boxes Cartons	Corrugated Cardboard Boxes Mailing Envelopes Plastic Bubble Wrap
Palletized Shipment	A clear and concise description of the item is required – see other acceptable descriptions for examples
Paper	Paper Rolls Wrapping Paper Paper Pulp Paper Towel Printing Paper
Pipes	Plastic Pipes PVC Pipes Steel Pipes
Plants/Flowers Cuttings	Tulips Cedar Saplings Tomato Plants
Plastic Goods Industrial Plastics	Plastic Kitchenware Plastic Toys Plastic Sheets Plastic Tubes
Polyurethane	Polyurethane Threads Polyurethane Medical Gloves
Powder	Must specify the type and brand of the powder; Flea Powder Baby Powder Corn Starch
Promotional Items	A clear and concise description of the item is required – see other acceptable descriptions for examples
Pump	Oil Pump Water Pump Bicycle Pump
Rubber Articles	Rubber Hoses Tires

Not Acceptable	Acceptable
	Rubber Toys Rubber Conveyor Belts
Rods	Welding Rods Rebar Aluminum Rods Reactor Rods
Sample	Must add more clarification and type of the sample goods; Shampoo Sample Conditioner Sample Makeup Sample
Scrap	Plastic Scrap Aluminum Scrap Iron Scrap
Serial Number only ("SN HAFR997MJ02041010")	A clear and concise description of the item is required – see other acceptable descriptions for examples in the table
Shingles	Asphalt Shingles Steel Shingles Wood Shingles
Spare Parts	Cellphone Replacement Screen New Automobile Breaks
Sporting Goods	Hockey Sticks Soccer Balls Goal Nets
Steel	Steel Plates Steel Coils
Supplements	Must specify the type of supplements and pharmaceutical components; Vitamins Protein Powder
Supplies	A clear and concise description of the item is required – see other acceptable descriptions for examples
Taxable Groceries	Ice Cream Potato Chips
Textiles	Must specify type of textiles;

Not Acceptable	Acceptable
	Carpets/Rugs Silk Finished Fabric Rolls
Tiles	Must specify type, model and country of origin of the tiles; Ceramic Tiles Marble Tiles
Toiletries/Bathroom Products/ Sanitary goods	Towels Toothbrushes Shampoo
Tools	Must specify the type of the tool with a clear description of the usage; Hand Tools Power Tools Industrial Tools
Toys/Games	Wooden Children's Toys Plastic Children's Toys Board Games Console Games
Vehicles	Must specify type of the vehicles and the brand; Cars, Trucks, Buses Tractors, Combines Bicycles Boats
Wires	Steel Wire Copper Wire Auto Harness Coiled Wire (Industrial)
Wood	Hemlock logs with bark Empty Wood Pallets Cut Lumber

GUIDANCE ON THE ACCEPTED TRADERS' INFORMATION FOR UAE PLACI

Acceptable Trader Information Element

Trader Name
(Shipper/Consignee)

Acceptable

- Individual Names

- o Must be the ultimate shipper/consignee name, who would receive or ship the cargo.
- o Carrier, Freight Forwarder and consolidator information is not accepted.
- o Recommended to be full name at least First name plus middle name or last name of the actual shipper/consignee (Example: Steven Jackson).
- o Highly recommended to be same as the name on any identification card (Passport, National ID).
- o Must not contain any filler values (TBD, TBC, Unknown, number, address, Symbols).

- Company Names

- o Must be the ultimate shipper/consignee company name, who would receive or ship the cargo. (Example: XX Water Heaters Company LLC)
- o Carrier, Freight Forwarder and consolidator information is not accepted.
- o Recommended to be full company name. (Example: XXX General Trading FZCO)
- o Highly Recommended to be same as the name on company registration license.
- o Must not contain any filler values (Example: TBD, TBC, Unknown).

Trader Address
(Shipper/Consignee)

- Accepted trader's addresses

- o Street Address

- o Must be accurate and reflect the ultimate shipper/consignee address. (Example: Central Street 13)
- o Carrier, Freight Forwarder and consolidator information is not accepted.
- o Must not contain any filler values (Example: Unknown, Same as ..., 'City Name')

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- Must not be the same as Country Name value or Location value.
- Recommended to be same as the name on any identification card (Passport, National ID).
- For import shipments **Consignee** address must be located in the UAE.
- For other shipments **Consignee** address must be located at the destination port.
- o Location (Place/City)
 - Must be accurate and reflect the ultimate shipper/consignee location (City or place). (Example: Jamaica, Mumbai)
 - Must not contain any filler values (Example: Unknown, Same as ..., 'City Name')
- o Coded Location (ISO Country Code)
 - Must be accurate and reflect the ultimate shipper/consignee Country. (Example: IN, US)
 - Must not contain any filler values (Example: XX)
- o Postal Code
 - Must be accurate and reflect the ultimate shipper/consignee postal code. (Example: 3702)
 - Must not contain any filler values (Example: 123, 00)
- o Contact Number
 - Must be accurate and reflect the ultimate shipper/consignee contact number.
 - Must not contain any filler values (Example: 00000000)