Saudia Cargo e-Booking Handbook

ODSAD Widthat



PERFECTLY PLACED

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Terminology

FFR	AWB Space Allocation Request Message
FFA	AWB Space Allocation Answer Message
UU	Unable to Confirm Booking
NN	Need Confirmation Request
KK	Booking Confirmed
FWB	Electronic Air Waybill Data
FHL	Electronic House Waybill Data
FSU	Freight Status Update for all shipment movements
EAW	Electronic AWB without accompanying documents
EAP	Electronic AWB with accompanying documents
ECC	Electronic AWB
SHC	Special Handling Code
RCS	Shipment received from Shipper
MAN	Manifested (ULD Assignment made)
DEP	Flight Departed
ARR	Shipment Arrived
RCF	Receive from freight
NFD	Notification for Delivery / Notification of Arrival
AWD	Documents arrived
DLV	Delivered to consignee

Introduction to

Saudia Cargo e-Booking Portal (Cargo Web+)

What is Cargo Web+?	Features of
The Cargo Web+ is a complete self-service application	Create boo
which gives users an opportunity to perform various tasks relating to cargo shipments on their own. Saudia	• Manage bo
Cargo customers may look up flight schedules, status	 Booking his
data and create bookings themselves without involving	Allotment
airline staff.	• Shipment t number (A'
Benefits of Cargo Web+	 Status upda status upda
Save time and cost	 Schedules I
 24x7 service availability for even more features 	time table
Increased efficiency and data quality	 Availability by date
User friendly for Saudia Cargo customers	 Air waybill
IATA e-Freight compliant	of the AWE
 Simple registration process. Users complete and 	 Station-to-s
submit an online form to the carrier.	
 No special equipment or software is required 	

es of Cargo Web+ e bookings in real-time ge bookings completely unassisted ing history reporting ment booking ent tracking – cargo tracking by air waybill er (AWB) update – creates and transmits shipment update ules lookup – flight schedules by date or full able bility – space availability by weight and volume te aybill data entry – generate electronic version AWB in-to-station text messaging (TTY)

Cargo Web+ Process Flow



Cargo Web+ Registration

http://saudiacargo.com/ebooking-registration

Fill the required information to submit your request

السعودية SAUDIA CARGO

Company Information			User Account Inf
Company Name			Preferred User Nam
Street		<u>8</u>	Pasaword
City			First Name
State			LastName
Zip / Post Code			Title
Country		-	Phone
Phone			Extension
fas			Email
IATA (7 digita)		-	Туре
CASS (4 digita)			
Tracking	Enable Disable		
Booking	@Enable Obisable		
Availability	Enable Oisable		
Schedule	Enable O Disable		
Air Wayell	fnable Opisable		



How to Access e-Booking Portal

Go to <u>www.saudiacargo.com</u>

Click on e-Booking under the Quick Links



Or directly go to http://saudiacargo.com/ebooking-login

Enter your User and Password to access the portal



Creating Booking Request

• Booking Request starts with basic booking information required

i.			Book	ing	Information			
Enter Booking :: Up	date Booking :: 0	Cancel Bookin	g :: View Bool	king				
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					Volume	1.1		- MC 💌
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Remarks								
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Flight Information								
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AWB Number

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Prefix	065								
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Shipment Information	ı								
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						Volume			* MC 🗸
Commodity					*	Please use	calculator to en	ter pieces, weight	and volume
Shipper/Consignee	OExpan	d 🔍 Clos	e						
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Latest Arrival			Time	~			rina riigha	5 Nesel	
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Handling Code

You can add up to 9 SHCs as required

Air Waybill Number									
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AWB Number	21100601								
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Origin/Destination

Add the Origin and Destination of the shipment

	Booking Information
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Prefix	065
AWB Number	21100601 *
Handling Code	HEA Clear
Shipment Information	n
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Destination	London Heathrow (LHR) - United Kingdom [GB] * Actual Weight * KG 🗸
	Volume 🛲 🛛 🗸 🗸 Volume Volume
Commodity	* Please use calculator to enter pieces, weight and volume
Shipper/Consignee	○ Expand
Remarks	
Book Type	●Booking ◯Interline
 Flight Information 	
Departure	03Sep2014 Time V
Latest Arrival	Time V
Save as Template	Submit

• Pieces/ Weight/ Volume

Use the calculator to insert the number of Pieces/Weight/Volume

		Unit	Of Measuremen	t In Centimeter	s	
#	Length	Width	Height	Pieces	Actl.Wgt	Cubic Meter
1	50	40	50	4	200	0.4
2	60	55	40	3	180	0.396
3						

Enter Booking ::	Update Booking ::	Cancel Booking ::	View Booking

Booking Information

Air Waybill Numb	icr.		
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Commodity

Update the commodity of the shipment

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Shipper/Consignee

Update Shipper/Consignee information

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Prefix	065			
AWB Number	21100601 *			
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Destination	London Heathrow (LHR)	- United Kingdom [GB] *	Actual Weight
				Volume 🎟
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Shipper/Consign	E Expand Close			2 60
Shipper	Conse			Consignee
Name	Mohammed	•		Name
Street	Rawdah Street			Street
City	Jeddah			City
Postal Code	123456			Postal Code
State/Province	Makkah			State/Province
Country	Saudi Arabia (SA)	~		Country
Contact Type	Telephone	¥		Contact Type
Contact Number	0096600000000			Contact Number

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Cliff	ord Street				
Lon	don				
123	456		*		

London

United Kingdom (GB) Telephone 004400000000 × × • Flight Information

You can search an appropriate flight for your booking by departure or arrival date and time

• Booking submission

After completing all mandatory fields in the booking screen click "Submit"

Flight Information				
Departure	04Sep2014	Time 🗸	Find Elighte	Posot
Latest Arrival	05Sep2014	Time V	Find Flights	Reser

System response after clicking Find Flights button

	Sele	cted Rou	ting			From City		1	To City			Minimum	Connection Time	e
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Street		Ravidah St	reat .				Street		CH	501
City		Jeddah					City		Lot	ndi
Postal Code		123456					Postal	lode	12	14
State-Province		Makkati					State P	iovinice.	Lot	d
Country		Saudi Ara	bia (SA)		v		Country	r:	Ur	10
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London United Kingdom (GB) Telephone 0044000000000

Find Flights Renet

Space Allocation NEED SPACE

Saudia Cargo e-Booking Handbook | 14

Submit

• Confirmation of Booking Details

If all details are correct click "Confirm" otherwise "Edit"

					Booking	Informat	ion					
Air Waybill	Number	-										
Prefix		065										
AWB Number		21100601										
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• System response once you click "Confirm"

AWB 065-21100601

Thank You!

Your reservation has been queued for manual processing.

Please check your booking request in a few minutes or contact us for further information.

Capturing AWB Data

• Go to AIR WAYBILL from the main Manu to perform AWB data capture

Enter the AWB number

Enter Air Waybill :: View Air Waybill									
Air Waybill Information									
_									
Air Waybill				Expand					
Prefix	065	35							
AWB	21100601	*							
📕 🕂 Shipper			Consignee						
📕 🕂 Agent			Also Notify						
📕 🕂 Flight									
📕 🕂 Accounting	J								
📕 🕂 Weight / V	olume/								
📘 🕂 Charges									
📘 🕂 Customs									
📘 🕂 Completion	n								
I have read and agree to the Conditions of Contract									
Save as Template				Submit Reset					

• Shipper/Consignee

Insert the Shipper and Consignee information

		Ai	ir Waybil	I Information
📕 Air Waybill	11.4	- 112		
Prefix	065	•		
AWB	21100601	+ 1		
5hipper				Consignee
Account				Account
Name	Mohammed		. 0	Name
Street	Rawdah Stre	et	*	Street
City	Jeddah		•	City
Postal Code	123456			Postal Code
State/Province	Makkah			State/Province
Country	Saudi Arabia	(SA)	*	Country
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🚺 🚺 Custom	\$			
Comple	tion			

I have read and agree to the Conditions of Contract

Save as Template

Expand

Clifford Street		*
London		-
123456		
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United Kingdom (GB)	Ŷ	
Telephone	Y]
0044000000000		1

- Agent information
- Complete Agent details if required

Enter Air Waybill ::	View Air Wayb	ill			
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Prefix	065	*			
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+ Weight / V	oiume				
+ Customs					
+ Completion	n				
□ I have read and ag	ree to the Condi	tions of Contract			
Save as Template					Submit Reset

Flights

Flight details will be updated from the booking record

Air Waybill Prefix 065 Airwo 21100601 21100601 • Consignee Also Notify + Agent Also Notify - Flight Also Notify AWB Consignment Details - Origin Jeddah King Abdulaziz Airport (JED) - Saudi, • Destination London Heathrow (LHR) • United Kingdom [Gi Segment Off Point LHR Ist Seg Off Point * LHR 2nd Seg Off Point LHR + Accounting Special Handling Information + Accounting - + Weight / Volume - + Charges -	5 100601 Consignee Also Notify tails iddah King Abdulaziz Airport (JED) - Saudi imada Heathrow (LHR) - United Kingdom [G] imada Heathrow (LHR) - United Kingdom [G] imada Airport Carrier LHR SV Tue	Air Waybill Pretix 065 W/B 21100601 Shipper Consignee Agent Also Notify Flight Booking Origin Jeddah King Abdulaziz Airport (JED) - Saudi, * Destination London Heathrow (LHR) - United Kingdom [G] * Special Handling Special Handling Special Handling Special Handling Information Special Handling Information * Accounting * Accounting * Charges * Completion					and the second second	1000				
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W0 21100601 • + Shipper Consignee Agent Also Notify + Agent Also Notify - Flight Bate AVB Consignment Details Flight Booking Origin Jeddah King Abdulaziz Airport (JED) - Saudi. Flight Booking Destination London Heathrow (LHR) - United Kingdom [G] System Routing Special Handling Special Handling segment Off Point LHR SV 2nd Seg Off Point + Accounting Special Handling Information + Meight / Volume Carrier + Charges	Image: Special Handling	W0 2110061 + Shipper Consignee + Agent Also Notify • Flight AVB Consignment Details Origin Jeddah King Abdulaziz Airport (JED) - Saudi = Destination London Heathrow (LHR) - United Kingdom [G] = Flight Booking Carrier Flight Booking Carrier Segment Off Point LHR Syecial Handling Special Handling Special Handling Special Handling Special Handling Special Handling Special Handling Special Handling Special Handling Special Handling Special Handling Special Handling Special Handling Special Handling Special Handling Special Handling Special Handling Special Handling Special Handling Special Handling Special Handling Special Handling Special Handling	refix	065								- V
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Accounting

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Charge Code: PX – All Charges Prepaid Credit

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Printing AWB on A4 Format

• FWB contains all AWB information will be generated and sent to the Saudia Cargo system

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Print Conditions of Contract

Print Paper Copy of Air Waybill

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NOTICE CONCERNING CARRIERS' LIMITATION OF LIABILITY

If the carriage involves an ultimate destination or stop in a country other than the country of departure, the Montreal Convention or the Warsaw Convention may be applicable to the liability of the Carrier in respect of loss of, damage or delay to cargo. Carrier's limitation of liability in accordance with those Conventions shall be as set forth in subparagraph 4 unless a higher value is declared.

CONDITIONS OF CONTRACT

1. In this contract and the Notices appearing hereon

CARRER includes the air carrier issuing this air waybil and all carriers that are unpaid. carry or undertake to carry the cargo or perform any other services related to 6.18.1 For cargo accepted for carriage, the Warsaw Convention and the such carriage.

International Monetary Fund.

WARSAW CONVENTION means whichever of the following instruments is applicable to the contract of carriage.

the Convention for the Unification of Certain Rules Relating to International Carriage by Air, signed at Warsaw, 12 October 1929; that Convention as amended at The Hague on 28 September 1955;

1, 2, or 4 (1975) as the case may be.

MONTREAL CONVENTION means the Convention for the Unification of Certain, weight of the package or packages concerned. Rules for International Carriage by Air, done at Montreal on 28 May 1999 2./ 2.1 Carriage is subject to the rules relating to liability established by the Warsaw Convention or the Nontreal Convention unless such carriage is not 7.2.1 in the case of loss of, damage or delay to a shipment, the weight to be "international carriage" as defined by the applicable Conventions

services performed by each Carrier are subject to

2.2.1 applicable laws and povernment regulations: and arrival stated therein) and applicable tariffs of such Carrier, which are package shall be the weight of the entire package. sales offices from which it operates regular services. When carriage is

receive a free copy of the Carrier's conditions of carriage. The Carrier's conditions of carriage include, but are not limited to: 2.2.2.1 limits on the Carrier's liability for loss, damage or delay of goods.

including fragile or perishable goods;

2.2.2.2 claims restrictions, including time periods within which shippers or consignees must file a claim or bring an action against the Carrier for its acts or omissions, or those of its agents;

2.2.2.3 rights, if any, of the Carrier to change the terms of the contract, 2.2.2.4 rules about Carrier's right to refuse to carry:

2.2.2.5 rights of the Carrier and limitations concerning delay or failure to perform service, including schedule changes, substitution of alternate Carrier condition and in accordance with the contract of carriage or aircraft and rerouting.

3. The agreed stopping places (which may be altered by Carrier in case of necessity) are those places, except the place of departure and place of destination, set forth on the face hereof or shown in Carrier's timetables as 10.1.1 in the case of damage to the cargo, immediately after discovery of the by several successive Carriers is reparded as a single operation. 4. For carriage to which the Montreal Convention does not apply. Carrier's tability limitation for cargo lost, damaged or delayed shall be 19 SDRs per klogram unless a greater per klogram monetary limit is provided in any applicable Convention or in Carrier's tariffs or general conditions of carriage. days from the date of receipt of the cargo for transportation by the Carrier. the written consent of the shipper, the shipper guarantees payment of all or to the first Carrier or to the last Carrier or to the Carrier, which performed charges for the carriage due in accordance with Carrier's tanff, conditions of the carriage during which the loss, damage or delay took place. carriage and related regulations, applicable laws (including national laws implementing the Warsaw Convention and the Montreal Convention), government regulations, orders and requirements.

5.2 When no part of the consignment is delivered, a claim with respect to such consignment will be considered even though transportation charges thereon

Montreal Convention permit shipper to increase the limitation of liability by SPECIAL DRAWING RIGHT (SDR) is a Special Drawing Right as defined by the declaring a higher value for carriage and paying a supplemental charge if required.

6.2 In carriage to which neither the Warsaw Convention nor the Montreal Convention applies Carner shall, in accordance with the procedures set forth in its general conditions of carriage and applicable tariffs, permit shipper to increase the limitation of lability by declaring a higher value for carriage and paying a supplemental charge if so required.

that Convention as amended at The Hague 1955 and by Montreal Protocol No. 7.7.1 In cases of loss of, damage or delay to part of the cargo, the weight to be taken into account in determining Carrier's limit of liability shall be only the

> 7.2 Notwithstanding any other provisions, for "foreign air transportation" as defined by the U.S. Transportation Code:

used in determining Carrier's limit of liability shall be the weight which is used 2.2 To the extent not in conflict with the foregoing, carriage and other related to determine the charge for carriage of such shipment, and

7.2.2 in the case of loss of, damage or delay to a part of a shipment, the

shipment weight in 7.2.1 shall be prorated to the packages covered by the 2.2.2 provisions contained in the air waybill. Carrier's conditions of carriage same air waybill whose value is affected by the loss, damage or delay. The and related rules, regulations, and timetables (but not the times of departure weight applicable in the case of loss or damage to one or more articles in a

made part hereof, and which may be inspected at any airports or other cargo. 8. Any exclusion or limitation of lability applicable to Carner shall apply to Carrier's agents, employees, and representatives and to any person whose to/from the USA, the shipper and the consignee are entitled, upon request, to aircraft or equipment is used by Carrier for carriage and such person's agents, employees and representatives.

> 9. Carrier undertakes to complete the carriage with reasonable dispatch. Where permitted by applicable laws, tariffs and povernment regulations. Carrier may use alternative carriers, aircraft or modes of transport without notice but with due regard to the interests of the shipper. Carrier is authorized by the shipper to select the routing and all intermediate stopping places that it. deems appropriate or to change or deviate from the routing shown on the face hereof

10. Receipt by the person entitled to delivery of the cargo without complaint shall be prima facie evidence that the cargo has been delivered in good

10.1 in the case of loss of, damage or delay to cargo a written complaint must. be made to Carrier by the person entitled to delivery. Such complaint must be made

scheduled stopping places for the route. Carriage to be performed hereunder damage and at the latest within 14 days from the date of receipt of the cargo. 10.1.2 in the case of delay, within 21 days from the date on which the cargo was placed at the disposal of the person entitled to delivery.

10.1.3 the case of non-delivery of the cargo, within 120 days from the date of issue of the air waybil, or if an air waybil has not been issued, within 120 5.6.1 Except when the Carrier has extended credit to the consignee without 10.2 Such compliant may be made to the Carrier whose air waybill was used,

10.3 Unless a written complaint is made within the time limits apecified in 10.1 no action may be brought soainst Carrier.

10.4 Any rights to damages against Carrier shall be extinguished unless an action is brought within two years from the date of arrival at the destination, or from the date on which the aircraft ought to have arrived, or from the date on which the carriage stopped.

11. Shipper shall comply with all applicable laws and government regulations of any country to or from which the cargo may be carried, including those relating to the packing, carriage or delivery of the cargo, and shall furnish such information and altach such documents to the air waybill as may be necessary to comply with such laws and regulations. Carrier is not liable to shipper and shipper shall indemnify Carrier for loss or expense due to shipper's failure to comply with this provision

12. No agent, employee or representative of Carrier has authority to alter, modify or waive any provisions of this contract.

Flights Schedules Query

Find Flight Schedules Enter Information To Find Flight Sche Jeddah King Abdulaziz Airport (JED) - Saudi Departure Origin Destination Riyadh (RUH) - Saudi Arabia [SA] Latest Arrival

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Flights Availability Query

AWB Tracking

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4 pieces at 45.0 kilos delivered at 1240 hrs on 28AUG at London, England, United Kingdom 4 pieces at 45.0 kilos cleared customs at 1222 hrs on 28AUG at London, England, United Kingdom 4 pieces at 45.0 kilos received on flight SV115 at 0120 on 25AUG at London, England, United Kingdon 4 pieces at 45.0 kilos documents delivered at 1908 hrs on 25AUG at London, England, United Kingdor 4 pieces at 45.0 kilos departed on flight SV115 on 25AUG from Jeddah, Saudi Arabia to London, Engla 4 pieces at 45.0 kilos departed on flight SV115 on 25AUG from Jeddah, Saudi Arabia to London, Engla 4 pieces at 45.0 kilos departed on flight SV115 on 25AUG from Jeddah, Saudi Arabia to London, Engla 4 pieces at 45.0 kilos manifested on flight SV115 on 25AUG from Jeddah, Saudi Arabia to London, Engla 4 pieces at 45.0 kilos prepared for loading on flight SV115 on 25AUG from Jeddah, Saudi Arabia to London, Engla 4 pieces at 45.0 kilos prepared for loading on flight SV115 on 25AUG from Jeddah, Saudi Arabia to London, Engla 4 pieces at 45.0 kilos freight and documents received from shipper at 1129 hrs on 25AUG at Jeddah, 4 pieces at 45.0 kilos booked on flight SV115 on 25AUG from Jeddah, Saudi Arabia to London, Engla

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