Saudia Cargo
e-Booking Handbook

السعودية SAUDIA CARGO

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+?

The Cargo Web+ is a complete self-service application which gives users an opportunity to perform various tasks relating to cargo shipments on their own. Saudia Cargo customers may look up flight schedules, status information, check capacity, capture and transmit AWB data and create bookings themselves without involving airline staff.

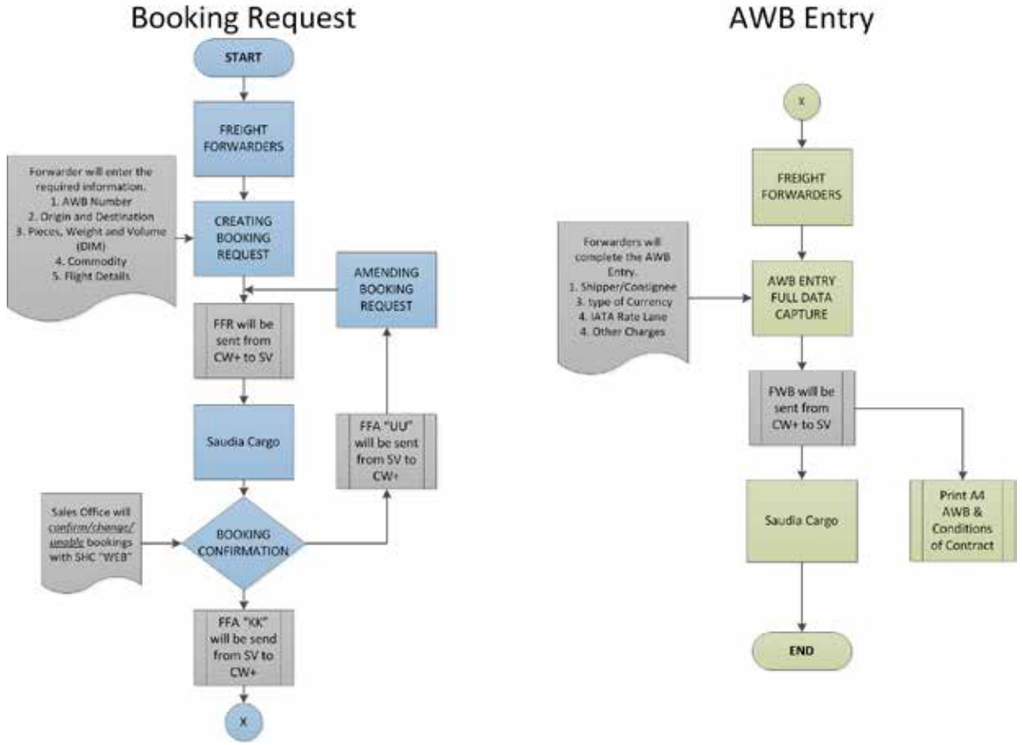
Benefits of Cargo Web+

- Save time and cost
- 24x7 service availability for even more features
- Increased efficiency and data quality
- User friendly for Saudia Cargo customers
- IATA e-Freight compliant
- Simple registration process. Users complete and submit an online form to the carrier.
- No special equipment or software is required

Features of Cargo Web+

- Create bookings in real-time
- Manage bookings completely unassisted
- Booking history reporting
- Allotment booking
- Shipment tracking – cargo tracking by air waybill number (AWB)
- Status update – creates and transmits shipment status update
- Schedules lookup – flight schedules by date or full time table
- Availability – space availability by weight and volume by date
- Air waybill data entry – generate electronic version of the AWB
- Station-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

How to Access e-Booking Portal

Go to www.saudiacargo.com

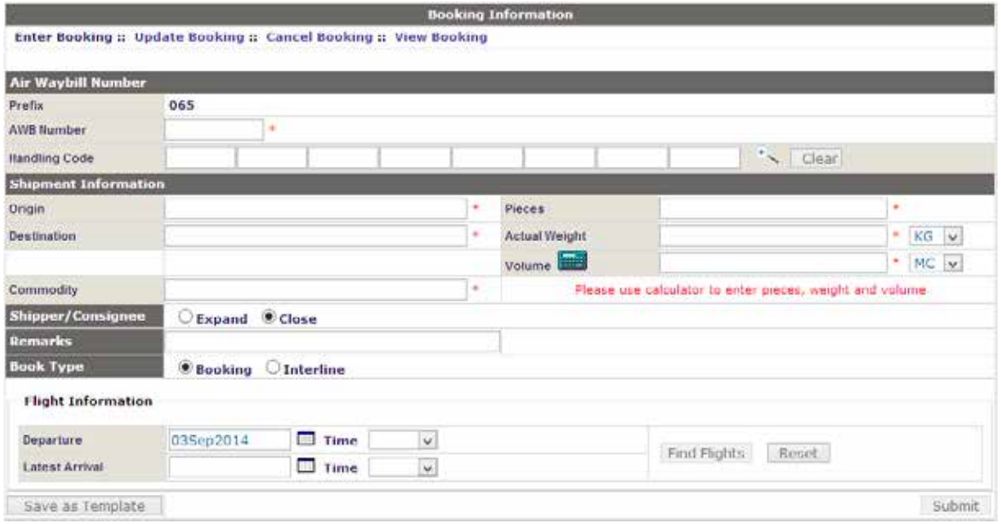
Click on e-Booking under the Quick Links

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

Enter your User and Password to access the portal

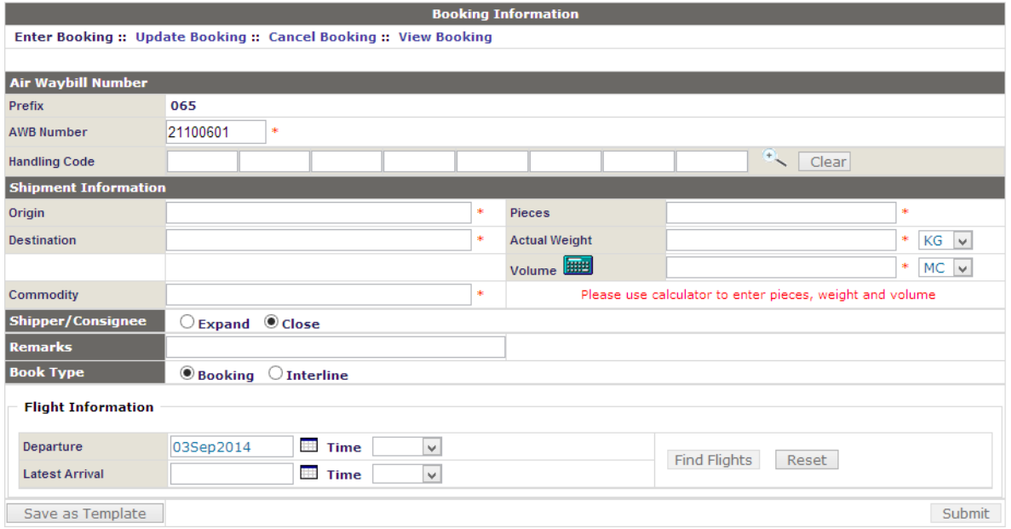
Creating Booking Request

- Booking Request starts with basic booking information required



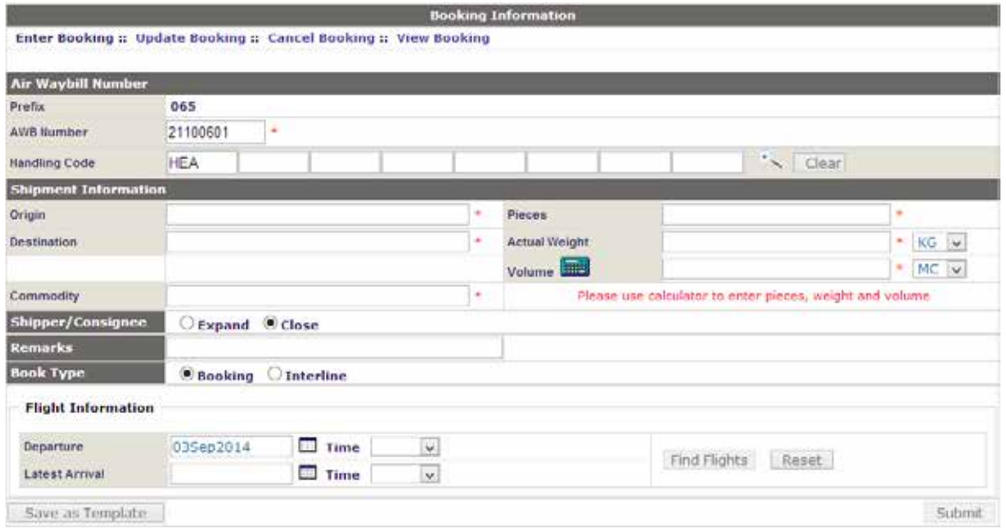
- AWB Number

Insert AWB number



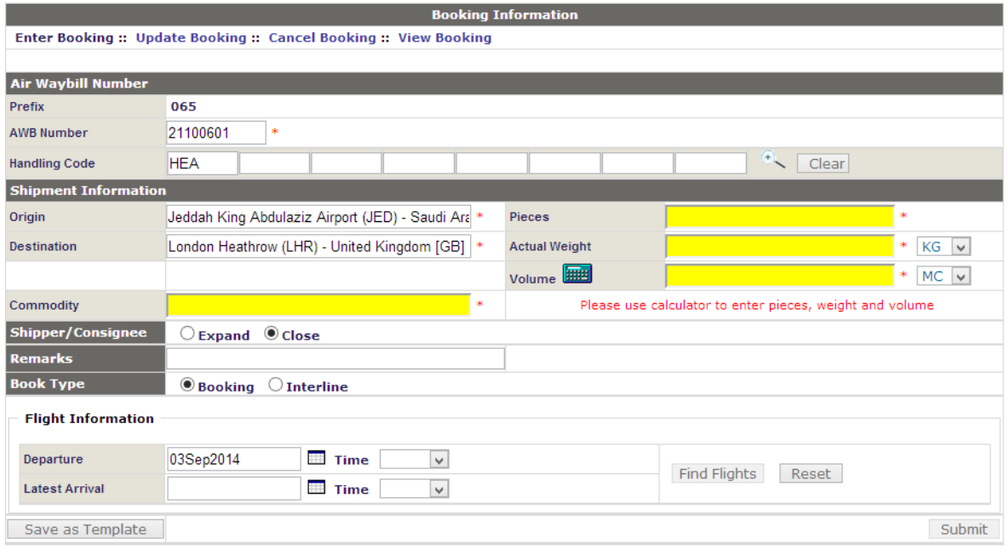
- Handling Code

You can add up to 9 SHCs as required



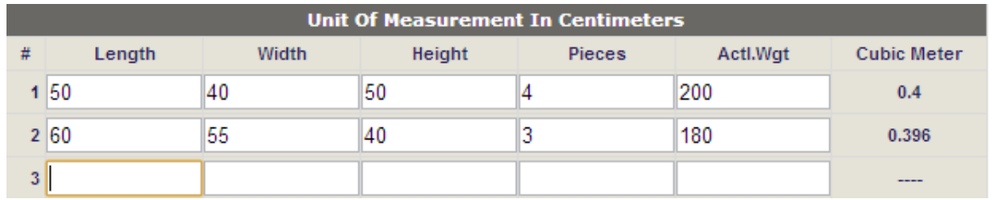
- Origin/Destination

Add the Origin and Destination of the shipment



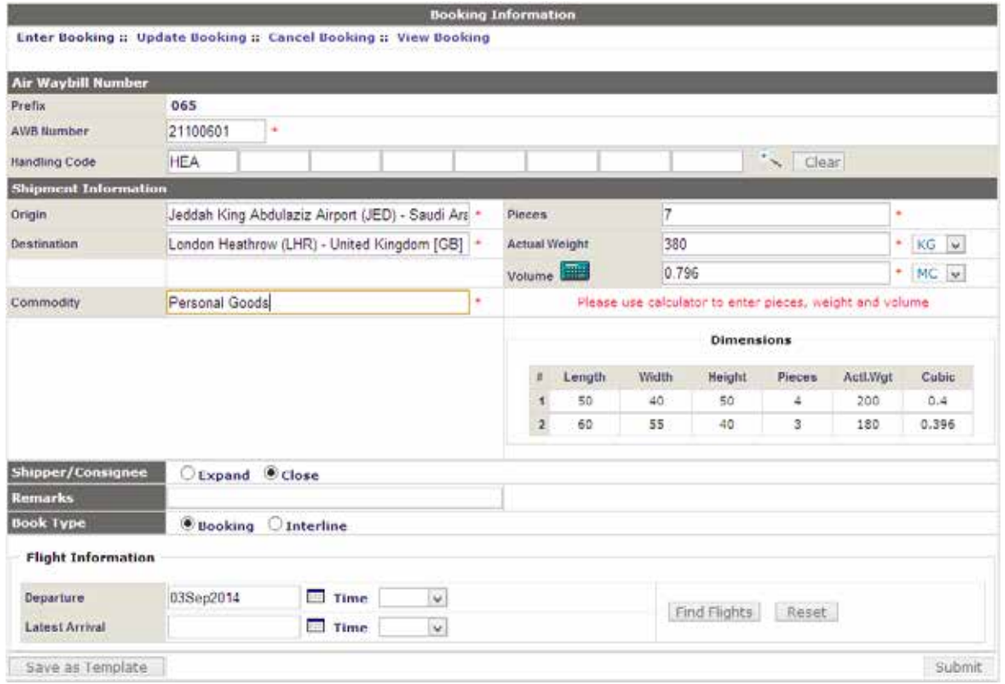
- Pieces/ Weight/ Volume

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



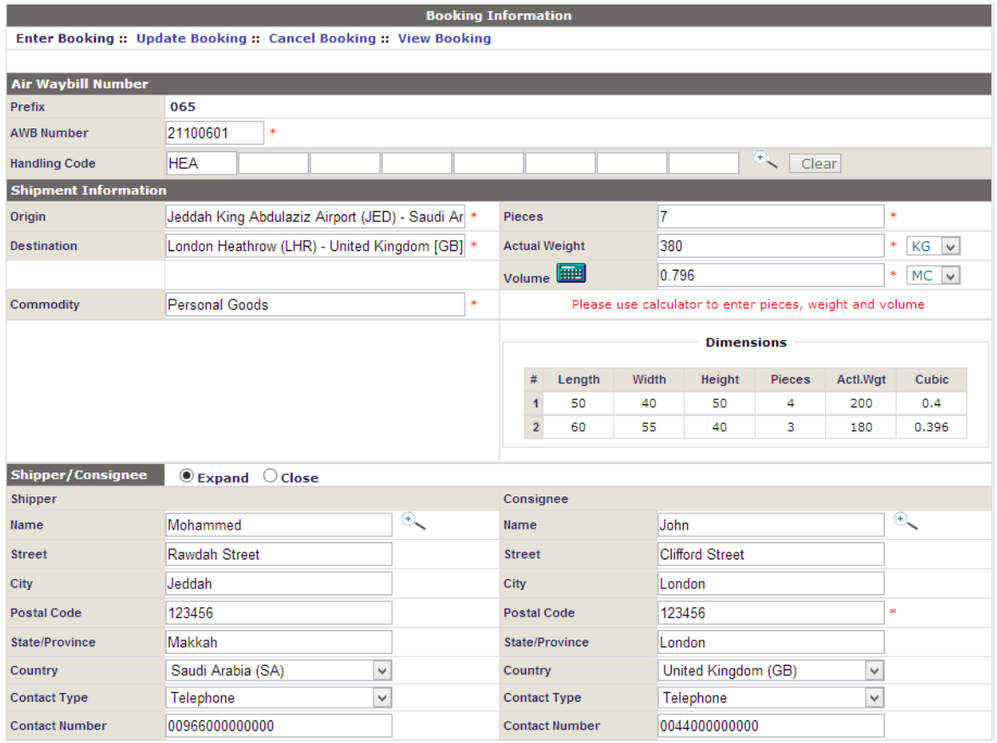
- Commodity

Update the commodity of the shipment



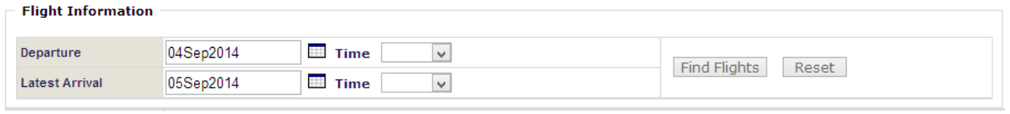
- Shipper/Consignee

Update Shipper/Consignee information



- Flight Information

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



System response after clicking Find Flights button

Selected Routing	From City	To City	Minimum Connection Time
Your Routing Selection	JED	LHR	0

#	Flight	Date	From	To	Departure Time	MD	Arrival Time	MD	Aircraft Type	Stop
1	SV103	04SEP	JED	LHR	0210		0635		77W	0

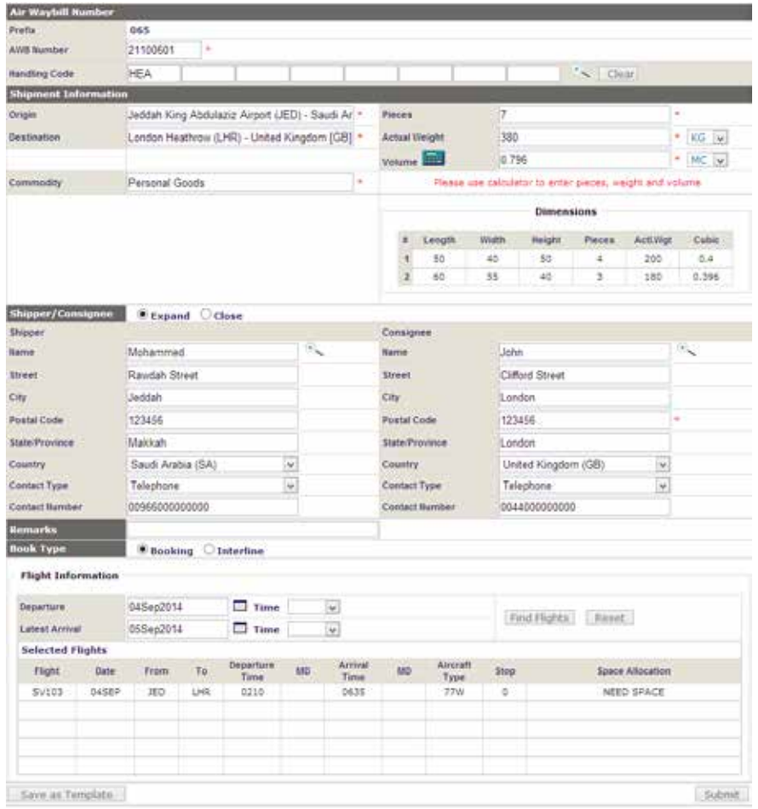
Selected Your Flight From **JED** to **LHR**

#	Select	Flight	Date	From	To	Departure Time	MD	Arrival Time	MD	Aircraft Type	Stop	Allotment Reference
1	◉	SV103	04SEP	JED	LHR	0210		0635		77W	0	NEED SPACE

Done

- Booking submission

After completing all mandatory fields in the booking screen click “Submit”



- Confirmation of Booking Details

If all details are correct click “Confirm” otherwise “Edit”

Booking Information

Air Waybill Number			
Prefix	065		
AWB Number	21100601		
Handling Code	HEA		
Shipment Information			
Origin	Jeddah King Abdulaziz Airport (JED) - Saudi Arabia [SA]	Pieces	7
Destination	London Heathrow (LHR) - United Kingdom [GB]	Actual Weight	380 KG
		Volume	0.796 MC
Commodity	Personal Goods		

Dimensions

#	Length	Width	Height	Pieces	Actl.Wgt	Cubic
1	50	40	50	4	200	0.4
2	60	55	40	3	180	0.396

Shipper		Consignee	
Name	Mohammed	Name	John
Street	Rawdah Street	Street	Clifford Street
City	Jeddah	City	London
Postal Code	123456	Postal Code	123456
State/Province	Makkah	State/Province	London
Country	SA	Country	GB
Contact Type	TE	Contact Type	TE
Contact Number	00966000000000	Contact Number	0044000000000
Remarks			

Selected Flights

Flight	Date	From	To	Departure Time	MD	Arrival Time	MD	Aircraft Type	Stop	Space Allocation
SV103	04SEP	JED	LHR	0210		0635		77W	0	NEED SPACE

Cancel Edit Confirm

- System response once you click “Confirm”

AWB 065-21100601

Thank You!

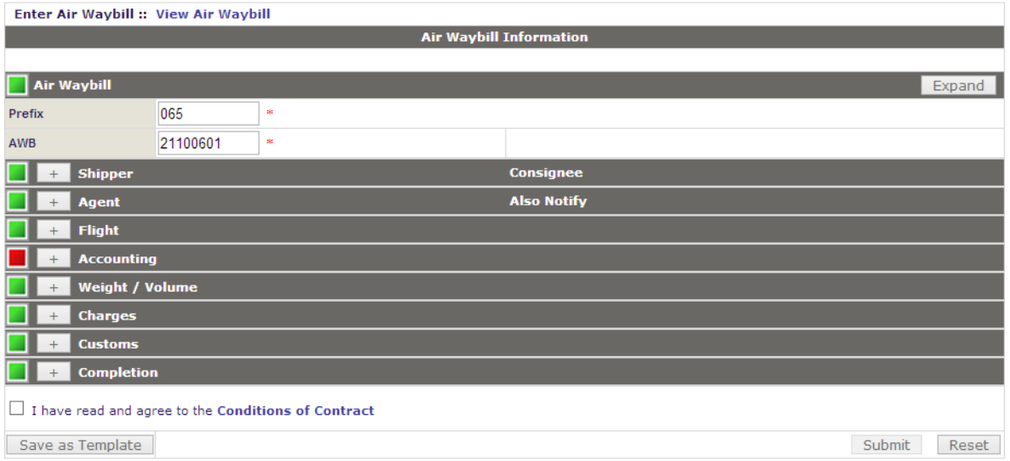
Your reservation has been queued for manual processing.

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

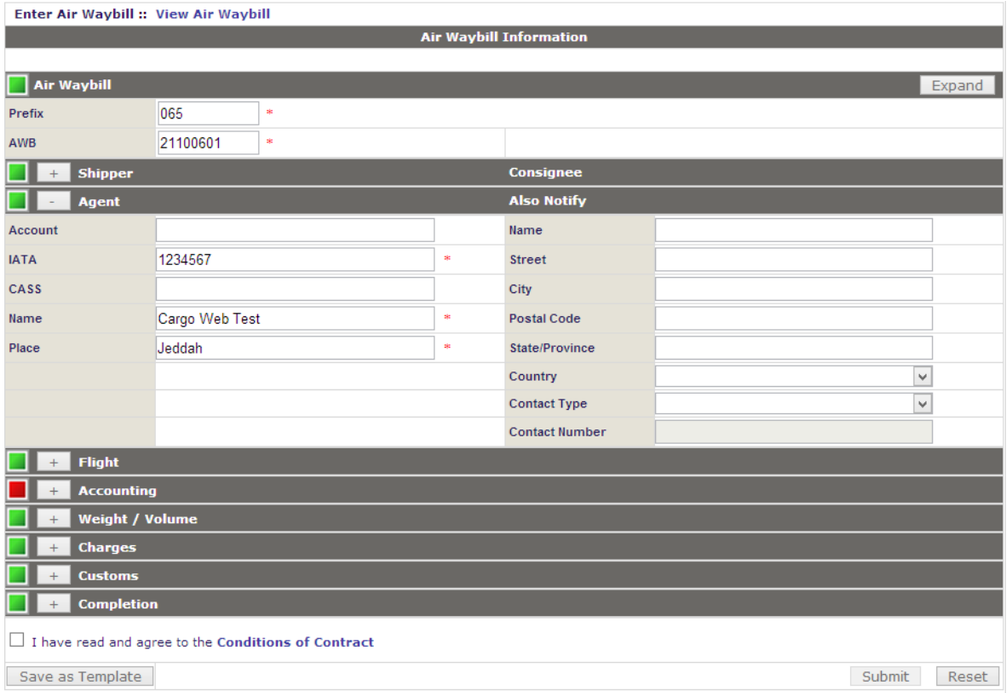


- Shipper/Consignee

  Insert the Shipper and Consignee information

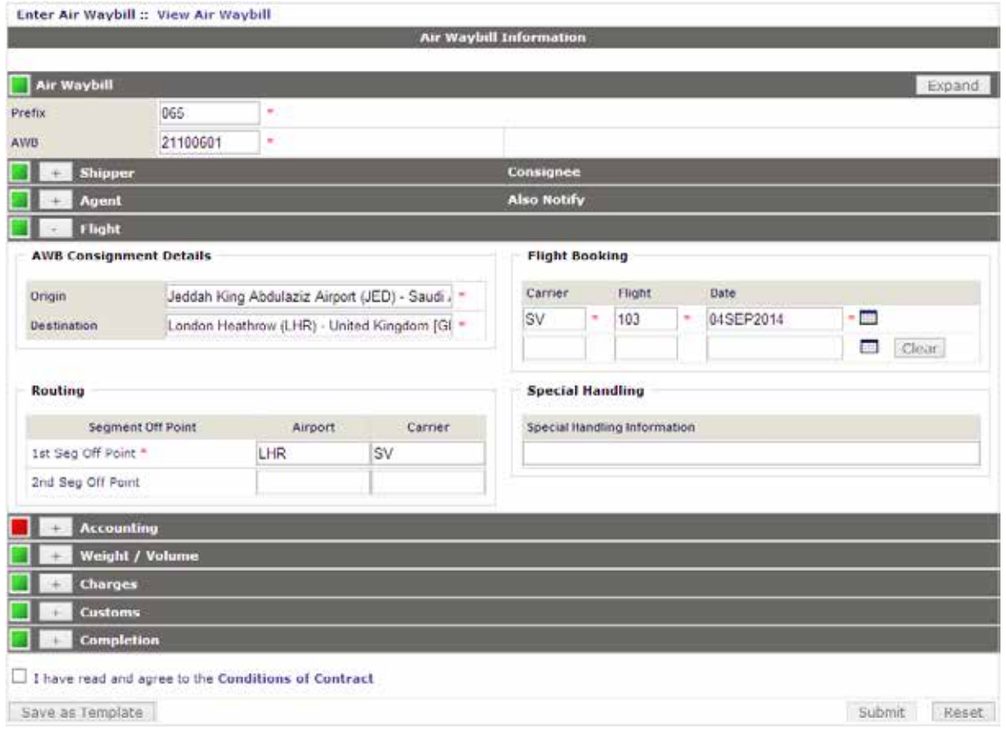
- Agent information

Complete Agent details if required



- Flights

Flight details will be updated from the booking record

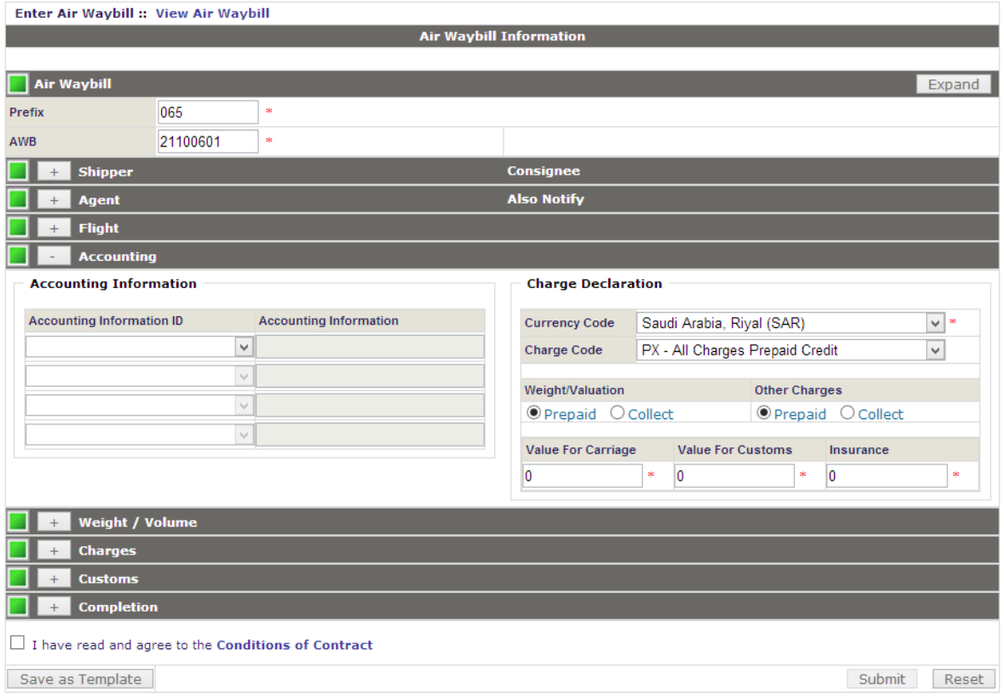


- Accounting

Insert Currency Code and Charge Code

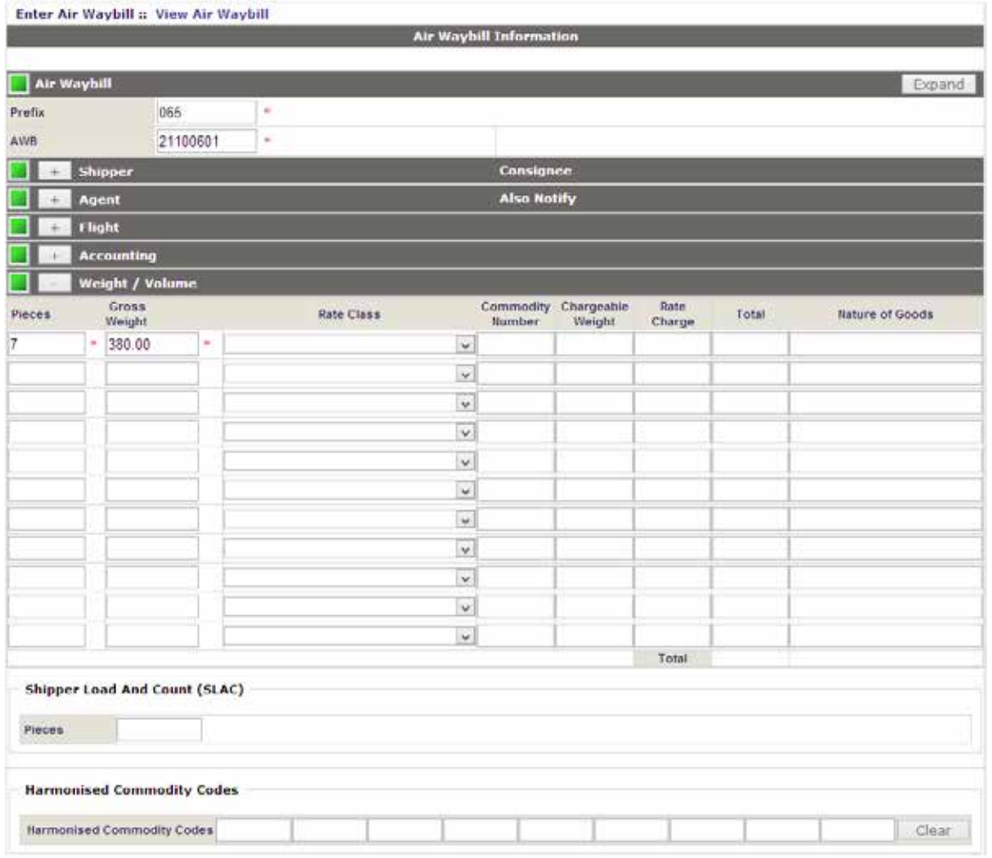
Currency Code: Saudi Arabia, Riyal (SAR)

Charge Code: PX – All Charges Prepaid Credit



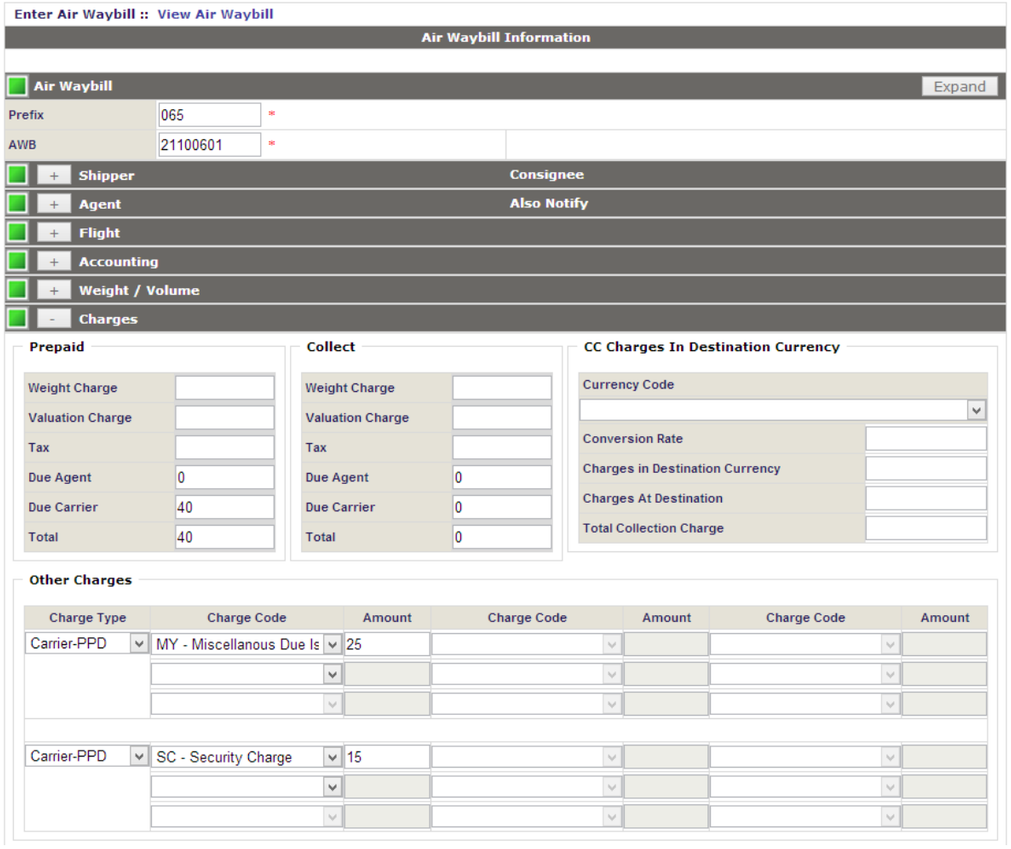
- Weight / Volume:

Weight and Volume details will be updated from the booking record



• Other Charges:

Update the Other Charges as required



• Agree to the Condition of Contract

• AWB Data Entry Submission

Printing AWB on A4 Format

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

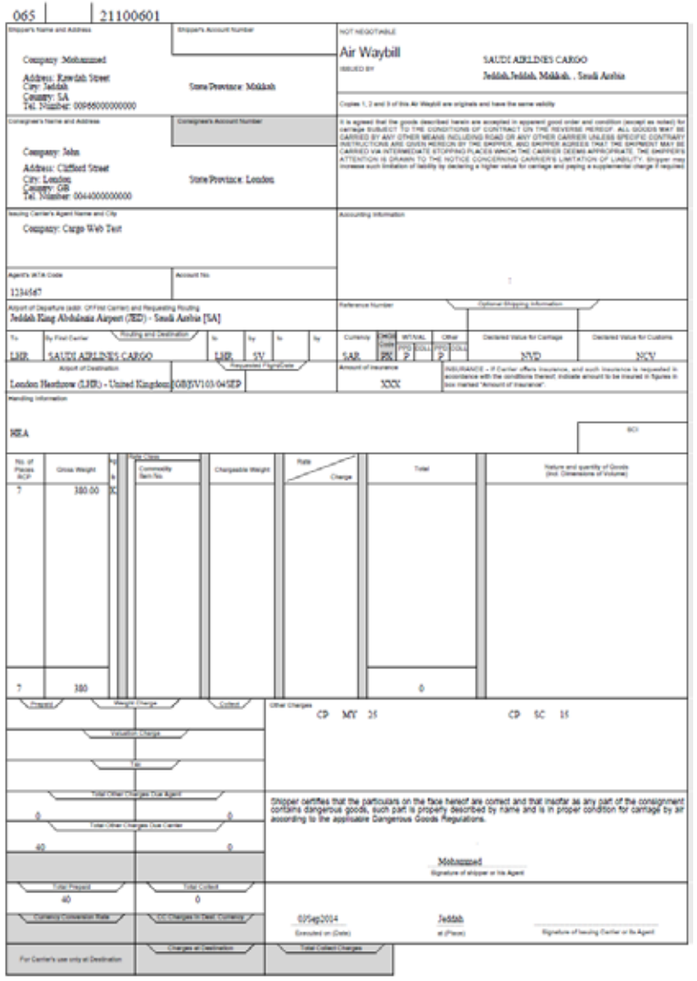
Air Waybill Complete

Your Air Waybill Has Been Submitted.

```
QN USCFMXS
.USCGZXS 030846
FWB/16 SV
065-21100601JEDLHR/T7K380
FLT/SV103/04
RTG/LHRSV
SHP
/MOHAMMED
/RAWDAH STREET
/JEDDAH/MAKKAH
/SA/123456/TE/00966000000000
CNE
/JOHN
/CLIFFORD STREET
/LONDON/LONDON
/GB/123456/TE/0044000000000
AGT//1234567
/CARGO WEB TEST
/JEDDAH
CVD/SAR/PX/PP/NVD/NCV/XXX
RTD/1/P7/K380.00
OTH/P/MYC25
/P/SCC15
PPD
/OA0/OC40/CT40
COL
/OA0/OC0/CT0
ISU/03SEP14/JEDDAH/MOHAMMED ABDULLAH
REF/USCGZXS
SPH/WEB/HEA
```

Print Conditions of Contract

Print Paper Copy of Air Waybill



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:

CARRIER includes the air carrier issuing this air waybill and all carriers that carry or undertake to carry the cargo or perform any other services related to such carriage.
SPECIAL DRAWING RIGHT (SDR) is a Special Drawing Right as defined by the 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;
that Convention as amended at The Hague 1955 and by Montreal Protocol No. 1, 2, or 4 (1975) as the case may be.
MONTREAL CONVENTION means the Convention for the Unification of Certain 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 Montreal Convention unless such carriage is not "international carriage" as defined by the applicable Conventions.
2.2 To the extent not in conflict with the foregoing, carriage and other related services performed by each Carrier are subject to:
2.2.1 applicable laws and government regulations;
2.2.2 provisions contained in the air waybill, Carrier's conditions of carriage and related rules, regulations, and timetables (but not the times of departure and arrival stated therein) and applicable tariffs of such Carrier, which are made part hereof, and which may be inspected at any airports or other cargo sales offices from which it operates regular services. When carriage is to/from the USA, the shipper and the consignee are entitled, upon request, to 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 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 scheduled stopping places for the route. Carriage to be performed hereunder by several successive Carriers is regarded as a single operation.
4. For carriage to which the Montreal Convention does not apply, Carrier's liability limitation for cargo lost, damaged or delayed shall be 19 SDRs per kilogram unless a greater per kilogram monetary limit is provided in any applicable Convention or in Carrier's tariffs or general conditions of carriage.
5./5.1 Except when the Carrier has extended credit to the consignee without the written consent of the shipper, the shipper guarantees payment of all charges for the carriage due in accordance with Carrier's tariff, conditions of 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 are unpaid.
6./6.1 For cargo accepted for carriage, the Warsaw Convention and the Montreal Convention permit shipper to increase the limitation of liability by 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 Carrier shall, in accordance with the procedures set forth in its general conditions of carriage and applicable tariffs, permit shipper to increase the limitation of liability by declaring a higher value for carriage and paying a supplemental charge if so required.
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 weight of the package or packages concerned.
7.2 Notwithstanding any other provisions, for "foreign air transportation" as defined by the U.S. Transportation Code:
7.2.1 in the case of loss of, damage or delay to a shipment, the weight to be used in determining Carrier's limit of liability shall be the weight which is used 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 same air waybill whose value is affected by the loss, damage or delay. The weight applicable in the case of loss or damage to one or more articles in a package shall be the weight of the entire package.
8. Any exclusion or limitation of liability applicable to Carrier shall apply to Carrier's agents, employees, and representatives and to any person whose 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 government 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 condition and in accordance with the contract of carriage.
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:
10.1.1 in the case of damage to the cargo, immediately after discovery of the 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 waybill, or if an air waybill has not been issued, within 120 days from the date of receipt of the cargo for transportation by the Carrier.
10.2 Such complaint may be made to the Carrier whose air waybill was used, or to the first Carrier or to the last Carrier or to the Carrier, which performed the carriage during which the loss, damage or delay took place.
10.3 Unless a written complaint is made within the time limits specified in 10.1 no action may be brought against 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 attach 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 Schedules

Origin	Jeddah King Abdulaziz Airport (JED) - Saudi	*	Departure	04Sep2014	Time
Destination	Riyadh (RUH) - Saudi Arabia [SA]	*	Latest Arrival	10Sep2014	Time

Get Schedules | Clear

Selected Routing	From City	To City	Minimum Connection Time
Your Routing Selection	JED	RUH	0

#	Flight	Date	From	To	Departure Time	MD	Arrival Time	MD	Aircraft Type	Stop

Selected Your Flight From **JED** to **RUH**

#	Select	Flight	Date	From	To	Departure Time	MD	Arrival Time	MD	Aircraft Type	Stop	Allotment Reference
1	○	SV1056	04SEP	JED	RUH	0100		0240		320	0	NEED SPACE
2	○	SV1020	04SEP	JED	RUH	0700		0840		77L	0	NEED SPACE
3	○	SV1022	04SEP	JED	RUH	0800		0940		320	0	NEED SPACE
4	○	SV1024	04SEP	JED	RUH	0900		1040		773	0	NEED SPACE
5	○	SV1026	04SEP	JED	RUH	1000		1140		32E	0	NEED SPACE
6	○	SV1028	04SEP	JED	RUH	1100		1240		320	0	NEED SPACE
7	○	SV1030	04SEP	JED	RUH	1200		1340		320	0	NEED SPACE
8	○	SV1032	04SEP	JED	RUH	1300		1440		321	0	NEED SPACE

Flights Availability Query

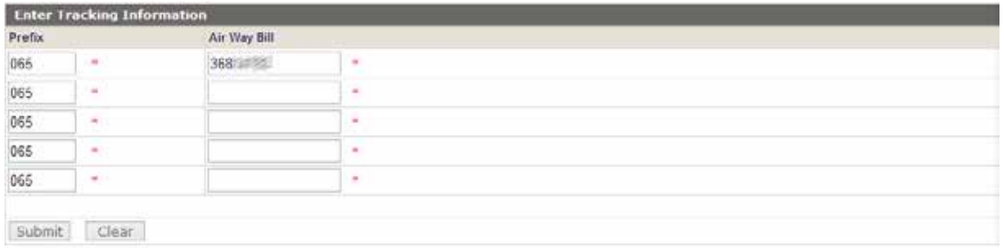
Selected Routing	From City	To City	Minimum Connection Time
Your Routing Selection	JED	RUH	0

#	Flight	Date	From	To	Departure Time	MD	Arrival Time	MD	Aircraft Type	Stop

Selected Your Flight From **JED** to **RUH**

#	Select	Flight	Date	From	To	Departure Time	MD	Arrival Time	MD	Aircraft Type	Stop	Allotment Reference
1	○	SV1056	04SEP	JED	RUH	0100		0240		320	0	NEED SPACE
2	○	SV1020	04SEP	JED	RUH	0700		0840		77L	0	NEED SPACE
3	○	SV1022	04SEP	JED	RUH	0800		0940		320	0	NEED SPACE
4	○	SV1024	04SEP	JED	RUH	0900		1040		773	0	NEED SPACE
5	○	SV1026	04SEP	JED	RUH	1000		1140		32E	0	NEED SPACE
6	○	SV1028	04SEP	JED	RUH	1100		1240		320	0	NEED SPACE
7	○	SV1030	04SEP	JED	RUH	1200		1340		320	0	NEED SPACE
8	○	SV1032	04SEP	JED	RUH	1300		1440		321	0	NEED SPACE

AWB Tracking



Shipment History Details

AWB Number	Part #	Status	Flight	Date	Destination
065-368	1	Delivered to consignee		28AUG 12:40	LHR

Status History - Part 1 of Shipment 065-368	Date
4 pieces at 45.0 kilos delivered at 1240 hrs on 28AUG at London, England, United Kingdom	28AUG 12:40
4 pieces at 45.0 kilos cleared customs at 1222 hrs on 28AUG at London, England, United Kingdom	28AUG 12:22
4 pieces at 45.0 kilos received on flight SV115 at 0120 on 25AUG at London, England, United Kingdom	25AUG 01:20
4 pieces at 45.0 kilos documents delivered at 1908 hrs on 25AUG at London, England, United Kingdom	25AUG 19:08
4 pieces at 45.0 kilos departed on flight SV115 on 25AUG from Jeddah, Saudi Arabia to London, England, United Kingdom	25AUG
4 pieces at 45.0 kilos departed on flight SV115 on 25AUG from Jeddah, Saudi Arabia to London, England, United Kingdom	25AUG
4 pieces at 45.0 kilos manifested on flight SV115 on 25AUG from Jeddah, Saudi Arabia to London, England, United Kingdom	25AUG
4 pieces at 45.0 kilos prepared for loading on flight SV115 on 25AUG from Jeddah, Saudi Arabia to London, England, United Kingdom	25AUG
4 pieces at 45.0 kilos freight and documents received from shipper at 1129 hrs on 25AUG at Jeddah, Saudi Arabia	25AUG 11:29
4 pieces at 45.0 kilos booked on flight SV115 on 25AUG from Jeddah, Saudi Arabia to London, England, United Kingdom	25AUG

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