

Air Greenland – FWB Policy

Purpose

This policy outlines the procedures for completing and submitting Freight Waybills (FWB) in accordance with IATA standards. The objective is to ensure accurate and efficient data exchange between all relevant parties, minimizing delays and ensuring smooth cargo handling.

Scope

This policy applies to all customers and agents shipping goods with Air Greenland.

1. FWB Submission Requirements

Compliance with IATA Standards:

All FWBs must comply with IATA Cargo-XML standards and electronic Air Waybill (e-AWB) guidelines.

System Compatibility:

Ensure your system supports FWB Version 16.

Submission Timing:

FWBs must be submitted electronically to Air Greenland's SITA address CHACSGL after booking confirmation and before cargo delivery to our Ground Handling Agent (GHA) or Air Greenland terminals.

Classification Requirement:

Air Greenland currently accepts only EAP-classified FWB messages (i.e., shipments accompanied by physical documents).

Error Handling:

If you receive an FNA (Functional Error) message, please correct and re-send the amended FWB/XFWB immediately to avoid delays.

2. FWB Content Guidelines

2.1 Special Handling Codes (SHC)

Must include relevant codes for special handling. Please see our guide on website for Special Handling codes.

Air Greenland reserves the right to correct missing or incorrect SHC information. Any resulting Cargo Charges Correction Advice (CCA) and associated fees may be charged to the originating agent or forwarder.

2.2 Accounting Information

- FZ Agreement: Must include the FZ number
- Fresh fish or live crabs: Must include product name:
 - FRESHFISH
 - LIVECRABS

Air Greenland reserves the right to correct missing or incorrect accounting information. Any resulting Cargo Charges Correction Advice (CCA) and associated fees may be charged to the originating agent or forwarder.

2.3 Customs Status

Customs status information is mandatory in the FWB.

Air Greenland reserves the right to correct missing or incorrect customs status information. Any resulting Cargo Charges Correction Advice (CCA) and associated fees may be charged to the originating agent or forwarder.

2.4 Volume

Volume is mandatory in all FWB messages.

Air Greenland only accepts volume information entered in the AWB Consignment Details line of the FWB message.

Volume submitted in RTD lines will not be processed and cannot be used to create or update the shipment volume in Air Greenland's system.

FWBs submitted without volume information may require manual correction by Air Greenland. Any such correction may be subject to a Cargo Charges Correction Advice (CCA) fee.

2.5 Rating Information

The applicable kg-rate and chargeable weight information must be included in the K line directly following the related B line.

K lines transmitted in RTD lines further down in the FWB message are not supported by Air Greenland's system.

Failure to transmit the K line immediately following the related B line may result in incorrect rating and chargeable weight calculations within Air Greenland's system.

Air Greenland reserves the right to correct any incorrectly formatted FWB message prior to invoicing.

Any correction requiring a Cargo Charges Correction Advice (CCA) will be subject to the applicable CCA fee and may be charged to the originating agent or forwarder.

3. Missing FWB at Cargo Acceptance

If no FWB is received at the time of cargo acceptance, Air Greenland or the GHA will manually capture the data. A service fee will be charged to the forwarder in such cases.

4. Contact Information

For questions or further assistance, please contact:

 cargo@airgreenland.gl