

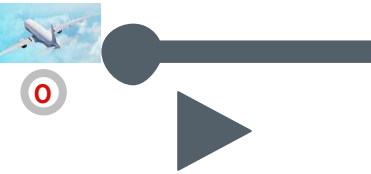
NOTE:
 *Headings in Red – process in Cargo Office
 *Heading in grey – Process in Cargo Warehouse, acceptance area or airside

VISUALIZED EXPORT CARGO JOURNEY: FROM ACCEPTANCE TO AIRCRAFT LOADING



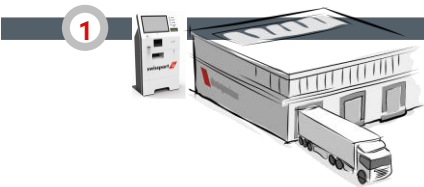
Cargo Booking: By the forwarder

- ❖ With the airline
- ❖ Booking list (FBL) sent by the airline
- ❖ To Cargospot
- ❖ Create a slot booking at the warehouse



Cargo Terminal: swissport

- ❖ Truck arrives at Swissport warehouse
- ❖ Driver register at Kiosk - Shipment selection
- ❖ Forwarder Identification conducted
- ❖ Customs document or message checks
- ❖ Regulated agents' cargo security documents checks
- ❖ Approval for offload given and door allocation done



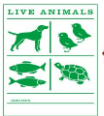
Acceptance area

- ❖ Shipment offloaded from the truck
- ❖ Condition / damage checked
- ❖ Freight on Hand in Warehouse message triggered (FOH)
- ❖ Truck departs from the door
- ❖ Cargo stored in the acceptance area



Acceptance area

- ❖ Ready for carriage checks conducted
- ❖ Cargo labelling



Acceptance area

- ❖ Cargo weighing (IWS) – Integrated Weighing Solution
- ❖ Dimensions are taken



Cargo security screening

- ❖ Done per National aviation security program
- ❖ Cargo security screening for unknown shipper
- ❖ Screening certificate is issued



Dangerous goods and special Cargo at acceptance area

- ❖ Dangerous Goods Checklist
- ❖ Pharmaceutical acceptance checklist
- ❖ Live animal Checklist
- ❖ Any other check as locally required
- ❖ Cargo declared Fit to Fly?



Cargo Office

- ❖ Presentation of Cargo Documents
- ❖ Full Data capture of Airwaybill (FWB) and House airwaybill (FHL)
- ❖ Ok to accept from airline?
- ❖ Acceptance of Cargo and documents done in Cargospot
- ❖ Invoice and payment



Export Cargo Dispatch

- ❖ Cargo staging
- ❖ ULD serviceability checks
- ❖ Dispatch to Ramp
- ❖ Cargo towing team
- ❖ Freight Out Warehouse (FOW) triggered



Cargo Warehouse

- ❖ Cargo acceptance
- ❖ All checks completed; RCS (Cargo and Document accepted) message triggered
- ❖ Cargo storage
- ❖ Cargo location recorded



Cargo office

- ❖ Pallet Weight statement (PWS) or UWS
- ❖ Flight pouch prepared.
- ❖ Loading priorities sent to Load Controller
- ❖ NOTOC (Notification to Captain) Generated
- ❖ Sent to load control (UWS & NTM)
 - ❖ NTM- Electronic NOTOC Message



Build Up area

- ❖ Space allocation received
- ❖ Allocated ULD retrieval
- ❖ ULD and net serviceability checks.
- ❖ Cargo Build up and manifesting
- ❖ Cargo weighing & Tagging



At the aircraft stand

- ❖ Cargo Delivered to the ramp.
- ❖ Fit to Fly checks
- ❖ Loaded as per the plan
- ❖ Documents loaded in the aircraft

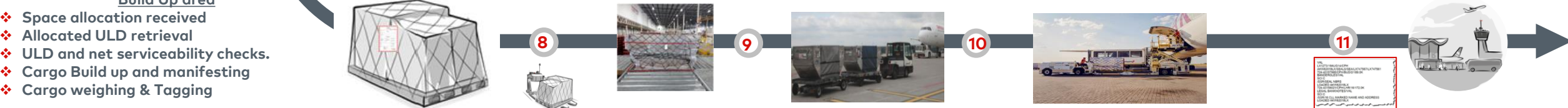


Flight departure

- ❖ Flight Departed in the system
- ❖ Departure message sent (DEP) and Final Flight Manifest (FFM)
- ❖ Post departure messaging
- ❖ Create flight file



Flight departure



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VISUALIZED IMPORT CARGO JOURNEY: FROM AIRCRAFT ARRIVAL TO DELIVERY



Cargospot/Breakdown preparation

- ❖ Flight departed by Origin station in system
- ❖ Final Flight Manifest (FFM) is received
- ❖ Pre arrival preparations
- ❖ Resources Allocation

At the Aircraft Stand

- ❖ Aircraft arrival
- ❖ Cargo offloaded
- ❖ Documents retrieved
- ❖ Cargo towing to Warehouse

Import Cargo Office

- ❖ Cargo Documents delivered
- ❖ Split the documents
- ❖ Manifest for cargo breakdown is prepared.
- ❖ Check / Capture the data.
- ❖ Transmit to the customs database

Cargo Warehouse

- ❖ Cargo received in the warehouse.
- ❖ Freight In Warehouse (FIW) triggered and timings captured in the Mobile APP.
- ❖ No break ULDs and BUPs (Bulk Unitization Program) sorted
- ❖ Cargo placed at the breakdown area



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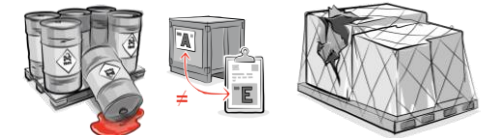
Cargo Warehouse

- ❖ Breakdown manifest retrieved from Mobile
- ❖ Cargo breakdown commences
- ❖ Cargo is checked against incoming manifest
- ❖ RCF (Received Freight at destination) is triggered



Cargo Warehouse

- ❖ Cargo irregularities noted and raised
- ❖ Cargo discrepancies noted and reported
- ❖ ULDs discrepancies irregularities reported
- ❖ Damage reports created



Cargo storage in Warehouse

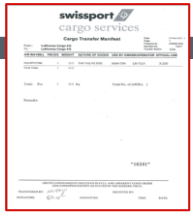
- ❖ Special cargo stored in correct location:
- ❖ Dangerous goods?
- ❖ Live animal Holding area?
- ❖ Strong room?
- ❖ Cold-room?
- ❖ General storage location?



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Transfer Cargo

- ❖ Transfer to the connecting carrier
- ❖ Cargo and documents transfer
- ❖ Transfer manifest is signed
- ❖ Cargo transfer is completed in Cargospot.



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Cargo office

- ❖ Prepare clearance documents
- ❖ Notification of cargo and document arrival, NFD is triggered
- ❖ Irregularities reporting confirmation
- ❖ Discrepancies reporting confirmation
- ❖ Accept the flight in Cargospot
- ❖ Create flight file

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Cargo office

- ❖ Positively Identify the driver
- ❖ Forwarder collects document
- ❖ Notification follow ups

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Swissport Payments office

- ❖ Invoicing of account customers
- ❖ Payment collection for cash customers
- ❖ Collection of airline Charges Collect fee



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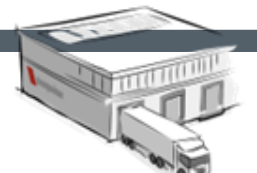
Imports Delivery office

- ❖ Cargo selected at the Kiosk screen
- ❖ Truck assigned to door
- ❖ Release documents presented
- ❖ Cargo Retrieved from staging/storage
- ❖ Cargo delivered to the agent

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Cargo warehouse/pick up bay

- ❖ Cargo loaded in the agent truck
- ❖ Cargo pick up done in Mobile
- ❖ Filing of prove of delivery, DLV (Cargo delivered to Consignee) is triggered.
- ❖ Truck departed from door

Local Authorities

- ❖ Customs clearance process
- ❖ Veterinary inspectors
- ❖ Plant inspectorate
- ❖ Standards Inspections

