



WITHOUT PREJUDICE

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Booking Execution and Billing

Dear Valued Business Partners,

Thank you for your continuous support and we would like to provide an update on recent process revisions as we are now 3 months post system implementation.

As part of the implementation exercise, we at RedCargo are in the midst of reviewing our existing processes from booking to billing to comply with financial audit requirements. We will be aligning our processes along with the system capabilities gradually to ensure data integrity and proper reconciliation between our system and our Cargo Terminal Operators (CTO)'s systems. All the measures highlighted in this memo will be effective immediately for October billing.

Booking Execution

The system allows users to amend booking details without any restrictions until you click *Execute* (8 hours before flight). Once *Execution* is performed the system recognizes the information as final for operational activities to take place. Operational messages sent by CTO i.e. FSURCS, FFM, FSUDLV or FSUARR will then prompt the system to perform data validation i.e. pieces, weight and chargeable weight *Executed* against *Accepted*. This multi-party validation ensures that the correct weight, pieces and volume are captured for the booking. Therefore, there is no need to wait for the shipment to arrive at warehouse for *Execution*.

It compulsory for shipments to be executed for your shipment data to be captured for flight planning and booking list to be transmitted to origin and destination CTOs. Unexecuted AWBs may be reused for other shipments.

To facilitate billing and month-end closing, we have configured the system to automatically execute all AWBs on last days of every month for flights operating within the same month. This activity is required to ensure that all AWBs are accounted for within the same month. To avoid any undesired auto execution by the system, Agents are reminded to keep track of your AWB stock and moves unutilized AWBs to another date or use them for other shipments before month end. The List Booking tab from the system allows users to monitor the bookings based on Booked / Executed status to assist them with the AWB management.

Once an AWB is automatically executed at the end of the month, CCA fee will apply to reopen the AWB.



Billing Process

As shipment flown dates sometimes differ from original flight dates, all AWB will be processed for billing at Execution Date with proof of Acceptance from CTOs. Please be assured that NOT all AWB Executed will be billed. Only AWB Executed with Operational Data received as mentioned above will be billed based on Execution Date.

Example of the scenarios are as below;

Book Date	Execution Date	Acceptance Date @ Warehouse	Flight Date	RedCargo Billing Cycle Date
27-Oct	Agent: 28-Oct	30-Oct	30-Oct	28-Oct
27-Oct	Agent: 28-Oct	01-Nov	03-Nov	28-Oct
27-Oct	Agent: 01-Nov	03-Nov	03-Nov	01-Nov
27-Oct	Auto Execute: 30-Oct	Nil	Nil Activity	Nil
27-Oct	NO auto execution – due to flight date in Nov	Operational activity to take place	03Nov	To be captured in Nov (if materialize)

Rates in System

All contractual rates and IATA rates have been configured in the system and the system is capable of automatically applying rates on AWBs based on contractual rates, commodity rates, spot rates or special handling rates. If you have a contractual rate with us for the route you are making a booking for, MKT rates will apply, otherwise, the system will automatically apply IATA rates. The AWB rates captured by the system will be deemed as FINAL.

To ensure that the rates are captured accurately, we appreciate your cooperation to ensure that the booking is done correctly. If a combination of IATA + MKT is chosen for multi-leg booking; please take note the system WILL apply both IATA + MKT rate by route (MKT for contractual rate and IATA for non-contractual rate). Therefore Agent need to ensure the accuracy of booking to ensure that rate capture is accurate. The same also applies for Truck + Air booking; please ensure RFS is selected as under Partner Type in Booking when booking for Truck + Air combination to ensure only AIR is captured for rate calculation.

We will be sending you all your individual contractual rates configured in the system as part of initial rates setup confirmation. Any revisions will be done directly in the system and any ad-hoc requests we receive after the initial setup period will be resolved within 3 working days.



Please continue to email us at help@redcargo.asia or contact us on our dedicated helpline # +60386600005. We encourage **all system-related queries to be channeled directly to this email address**, and **not to any other AirAsia group or individual email addresses** you may be familiar with, to allow us to track and resolve your queries on a timely basis.

We hope you have found the support team responsive, and helpful so far.

We thank you for your support, as always.

The RedCargo team