



AIR WAYBILL COMPLETION INSTRUCTIONS

The charts below were designed to assist United Cargo customers in completing the Air Waybill (AWB) correctly when choosing the new shipping services: United Cargo EXP (express service) or United Cargo GEN (general service). For United Cargo SPD (small package service), AWB completion instructions have not changed.

The current United Cargo AWB stock is printed with check boxes for STANDARD and EXPRESS. These boxes correspond to the new services, GEN and EXP, as designated below. When the current stock of air waybills is depleted, a new United Cargo air waybill will be designed to include the GEN and EXP service designators.

IATA-standard generic (neutral) air waybills do not include pre-formatted product or service choices. United Cargo customers should enter GEN or EXP in the "Optional Shipping Information" field depending on their requested level of service. The IATA Air Waybill Handbook indicates this field is to be used at the issuing carrier's option.

1.) Instructions for completing United Cargo air waybill stock:

SERVICE/COMMODITY	INTERNATIONAL AIR WAYBILL		DOMESTIC AIR WAYBILL	
	EXPRESS	STANDARD	EXPRESS	STANDARD
"Hard Freight" - Bulk or Unitized:				
GEN standard priority service without performance guarantee		X		X
EXP highest priority freight service including 100% performance guarantee	X		X	
Perishables - Bulk or Unitized:				
GEN standard priority service without performance guarantee		X		X
EXP highest priority freight service including 100% performance guarantee	X		X	
Dangerous Goods:				
GEN standard priority service without performance guarantee		X		X
EXP highest priority freight service including 100% performance guarantee	X		X	
Cold-Blooded Animals:				
GEN standard priority service without performance guarantee		X		X
EXP highest priority freight service including 100% performance guarantee	X		X	
Live, Warm Blooded Animals	X	NA	X	NA
Articles of Extraordinary Value	X	NA	X	NA
Uncremated Human Remains	X	NA	X	NA



AIR WAYBILL COMPLETION INSTRUCTIONS CONT.

2.) Instructions for completing IATA standard neutral air waybill:

SERVICE/COMMODITY	NEUTRAL AIR WAYBILL ENTRY
"Hard Freight" - Bulk or Unitized:	
GEN standard priority service without performance guarantee	Enter GEN in "Optional Shipping Information" field.
EXP highest priority freight service including 100% performance guarantee	Enter EXP in "Optional Shipping Information" field.
Perishables - Bulk or Unitized:	
GEN standard priority service without performance guarantee	Enter GEN in "Optional Shipping Information" field.
EXP highest priority freight service including 100% performance guarantee	Enter EXP in "Optional Shipping Information" field.
Dangerous Goods:	
GEN standard priority service without performance guarantee	Enter GEN in "Optional Shipping Information" field.
EXP highest priority freight service including 100% performance guarantee	Enter EXP in "Optional Shipping Information" field.
Cold-Blooded Animals:	
GEN standard priority service without performance guarantee	Enter GEN in "Optional Shipping Information" field.
EXP highest priority freight service including 100% performance guarantee	Enter EXP in "Optional Shipping Information" field.
Live, Warm Blooded Animals	Enter EXP in "Optional Shipping Information" field. GEN service is not offered.
Articles of Extraordinary Value	Enter EXP in "Optional Shipping Information" field. GEN service is not offered.
Uncremated Human Remains	Enter EXP in "Optional Shipping Information" Field. GEN services are not offered.