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9. Messaging

Revision: 2
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Page	Date	Comment
5	18 November 2024	Typo corrected. *(Minor)*

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9.1 Introduction

This section of the manual will cover the basics of Messaging, namely:

- Messaging Rules
- Available Messages
- Explanation of Messages

Within the automated systems in use by DHL, various formats are available depending on the customer airlines requirements. The correct format will be selected either automatically based on the customer airline flight identifier or manually selected as required.

When requested by a customer airline, standard IATA LDM, UWS, CPM and UCM can be automatically generated and transmitted through Sable. The system will be tailored to the customer request and will be produced and transmitted by the use of the 'Produce LDM' button under the 'Print' header. If required, the requested messages can be produced manually by using the examples shown at **9.5 - Non-Standard Messages** and sent via SITA.

SCM messages will be produced through the RUM+ system which can be accessed at:

- **https://rum.dhl.com/login.jsp**

If a customer airline who's ULDs are not tracked by RUM+ requests a SCM, it will be produced manually according to the IATA standard shown in **9.5 - Non-Standard Messages** or airline policy.

Additional information about messaging systems can be found in the NMIV User Manual, current edition.

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9.2 Messaging Rules

The Network relies heavily on timely and correct messages being distributed to all involved parties. With this in mind, the following messaging rules apply.

1. **Time**

For the air movements all operational timings are standardised and expressed as UTC (Universal Time Coordinated). For the road movements local times are used.

2. **Distribution Timing**

Messages must be sent in accordance with following timings:

Movement Messages (MVT)

- **Departure** No later than **15 minutes after ATD**

  If the aircraft or truck has not departed within 15 minutes of **STD**, one of the following messages must be sent:

  1. ED – Estimated Departure
  2. NI – Next Information

- **Arrival** No later than **15 minutes after ATA**

  If the aircraft or truck has not arrived within 15 minutes of **ETA** contact ENCC, advise that the movement is delayed and seek more information.

Load Messages (LDM – CPM)

- Must be sent no later than **15 minutes after ATD**. It is recommended that LDMs/CPMs are sent when loading has been completed and the doors of the aircraft or truck have been closed. Keep in mind that LDMs provide Hubs and Gateways with vital information as to the total inbound loads, and that timely distribution of this information will enable Hubs and Gateways to plan accordingly, thereby ensuring the best possible connectivity of freight.

3. **Distribution**

It must be ensured that all messages will reach all relevant parties. This will usually be achieved by setting up the distribution lists in either WebCon or NMIV, but there may from time to time be an ad-hoc requirement to copy entities, departments or people not on the distribution list. This may be achieved by copying the message to an email client and sending the message from there.

In NMIV there is a functionality which allows users to send ad-hoc distribution. Functionality is called from the outbound LDM screen where at the bottom of the screen through “send to others” additional SITA addresses or mail accounts can be added manually by the user.

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9.3 Available Messages

All of the messages in this section will be transmitted in IATA standard format.

9.3.1 Movement Message (MVT)

The MVT provides information about the movement of trucks and aircraft. Departure messages will have an off-block and airborne times.

- Off-block The time a truck departs **or**
    1. The time an aircraft moves away under own power **or**
    2. The time push-back of an aircraft commences
- Airborne The time an aircraft lifts off from the runway
- Landing Estimated on Block (NMIV functionality)
- Landing The time an aircraft touches down on the runway
- On-block The time a truck arrives **or**
    1. The time an aircraft comes to a complete stop at its designated parking place, the aircraft parking break has been set and at least one engine shut down.

9.3.1.1 Movement Message Codes

- **AD Actual Departure**

  A delay code is required if departure is more than 5 minutes later than schedule (i.e. from STD + 6 minutes onward)

- **ED Estimated Departure**

  To be used when a delay of more than 15 minutes is expected and an estimated time of departure is available (Delay Code required)

- **NI Next Information**

  To be used if a delay of more than 15 minutes is expected, but no estimated departure is available

  (Delay Code required)

- **EA Estimated Arrival**

  Sent in conjunction with a DEP message

- **AA Actual Arrival**
- **RR Return to Ramp**

  Aircraft returned without going airborne or Truck returned to departing station

- **FR Forced Return**

  Aircraft returned after going airborne

- **DIV Diversion**

  Movement has been diverted to another destination, due to weather conditions or for operational requirements.

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9.3.2 Load Messages (LDM)

The LDM provides information about the freight onboard a movement, including destination, ULD Number (if applicable), loading position, weight, volume and contents (flagging).

Note:

The LDM shall accurately reflect the actual configuration of the aircraft, truck or van used for the movement, including the correct names and required data elements of all loading positions

9.3.3 Ad-Hoc Schedule Messages (ASM)

The ASM provides information about changes to the network, including:

- Aircraft Change
- Routing Change
- Timing Change
- Cancellation
- Ad-hoc Flights

9.3.4 Request Message (RQM)

If a MVT or LDM message has not been sent within the prescribed 15 minutes, a RQM message may be sent, alerting the Departing or Arriving Station to dispatch the missing message.

9.3.5 ACARS Messages

Some aircraft are equipped with an on-board ACARS system, enabling receipt and transmission of short messages. The ACARS system may be set up to automatically transmit movement messages, as follows:

- ED Estimated Departure
- Out Off-block
- Off Airborne
- On Landed
- In On-block
- FR Forced Return
- RR Return to Ramp
- FRM Fuel Report Message

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9.4 Explanation of Movement Messages

9.4.1 Departure Messages

1.Standard Departure Message

1	M	V	T																			
2	B	C	S	1	2	8	/	1	9	.	N	8	7	2	S	J	.	C	P	H		
3	A	D	2	1	3	0	/	2	1	4	5		E	A	2	3	0	5		B	R	U
4	F	R	T	2	0	5	0	0														
5	S	I																				

1. **MVT;** indicates type of message
2. MVT-Nr. and Scheduled Operational Date, Registration and Departure Station IATA-Code
3. **Actual Departure;** Off-Blocks /Airborne (UTC), **Estimated Arrival** (UTC) and Arrival Station IATA-Code
4. **FRT;** gross-weight of freight on board (without comma or “KG”). Don't use "NIL" for zero-weights, use "**0**"
5. **Supplementary Information**; free text, optional.

Note:

Use Sub-delay codes as applicable and according to Delay Code List in DHLAGOM **1.19 - Delay and Diversion Codes for Air and Road Movements**.

2.Departure Message Delayed

1	M	V	T																			
2	B	C	S	1	2	8	/	1	9	.	N	8	7	2	S	J	.	C	P	H		
3	A	D	2	1	4	5	/	2	2	0	5		E	A	2	2	2	5		B	R	U
4	D	L	3	8	B	/	6	2	C	/	0	0	2	5	/	0	0	1	7			
5	F	R	T	2	0	5	0	0														
6	S	I																				

1. **MVT**; indicates type of message
2. MVT-Nr. and Scheduled Operational Date, Registration and Departure StationIATA-Code
3. **Actual Departure**; Off-Blocks /Airborne (UTC), **Estimated Arrival** (UTC) and Arrival Station IATA-Code
4. **DL**; Delay-code 1 & 2 and Delay-time 1 & 2 (in hours and minutes). Sub-delay code letters must be used if applicable.

If only one delay reason is applicable, use the following format:

	D	L	3	3	A	/	0	0	1	5												

5. **FRT**; gross-weight (without comma or KGs). Don't use "NIL" for zero-weights, use "**0**"
6. **Supplementary Information**; free text, optional.

Note:

Sub-delay codes are **not** to be used for arrival delays.

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9.4.2 Arrival Message

1.Standard Arrival Message

1	M	V	T																
2	B	C	S	1	2	8	/	1	9	.	N	8	7	2	S	J	.	B	R	U
3	A	A	2	2	2	7	/	2	2	3	4								
4	S	I																	

1. **MVT;** indicates type of message *(essential for electronic reading)*
2. MVT-Nr. and Scheduled Operational Date, Registration and Arrival Station IATA-Code
3. **Actual Arrival**; Landing/On-blocks (UTC)
4. **Supplementary Information**; free text. Optional; to include information such as aircraft serviceability for next sector, etc.

2.Arrival Message Delayed

In the event that a flight arrives at the destination with a total delay in excess of 5 minutes (on-top of any possible departure delay) an Arrival Delayed Message shall be sent to the departure station and other appropriate addresses, no later than 15 minutes after the aircraft has arrived at the destination. This message stipulates the additional delay reason and time. The standard format shall be used at all times and for all types of movement.

1	M	V	T																
2	B	C	S	2	5	3	/	1	2	.	N	8	7	2	S	J	.	A	T	H
3	A	A	0	7	2	1	/	0	7	2	6								
4	D	L	7	3	/	8	1	/	0	0	0	8	/	0	0	0	7		
5	S	I																	

1. **MVT**; indicates type of message *(essential for electronic reading)*
2. MVT-Nr. and Scheduled Operational Date, Registration and Arrival Station IATA-Code
3. **Actual Arrival**; Landing / On-blocks (UTC)
4. **DL**; Delay-code 1 & 2 and Delay-time 1 & 2 (in hours and minutes)

   If only one delay reason is applicable, use the following format:

	D	L	7	3	/	0	0	1	5										

5.Supplementary Information; free text. Optional; to include information such as aircraft serviceability for next sector, etc.

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9.5 Non-Standard Messages

1. Mixing different destinations in the same bulk compartment

The mixing of destinations in bulk holds in inevitable to ensure the maximisation of volumes, however, due to character restriction on the LDM, only the first HUID entered and its associated destination will show. In order to avoid the misrouting of shipments, when destinations are mixed in a bulk hold the following warning must be added in the SI line:

'Mixed destinations loaded in hold **' where ** identifies the hold or compartment number.

2. IATA LDM Example

Example 1 — load message for cargo flights:

LDM
AB904/01.XYABC.1234.2/0
-BSL.A/65.C/920.D/1045.E/1121.K/65.TW3216
-GVA.B/740.F/2325.G/1874.H/1212.J/387.TW6538
SI .GVA.BIG/GH/2200.RRY/B/2
LMC
.BSL.MAIL/A/PLUS/250
.GVA.CARGO/1/PLUS/70
=

3. UWS Example

Example 1 — message example (provisional and actual data mixed):

UWS
AF1234/01.CDG
-PMA1235AF/ATH/2000A/C.PMD/Q7.AVI
-PMA1/ATH/3000P/C
-AKE1234LH/BOM/1000A/M.RRY/22
BULK
-ATH/2300P/120/C
SI AVI IS BABY ELEPHANT
=

Example 2 — message example (actual data only):

UWS
AF1234/01.CDG.FINAL
-PMA1234AF/ATH/2000A/C.PMD/Q7.AVI
-PMA1-P1G2135SN/ATH/3225A/C
-AKE1234LH/BOM/1000A/M.RRY/22M
BULK
-ATH/2400A/120/C
SI AVI IS BABY ELEPHANT
=

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4. CPM Example

Example 1 — message for a multi-sector flight with transfer and transhipment ULD/load on board:

QX SFOKKAA HNLKKAA
.ORDKKAA 310226
CPM
AA678/31.N1234AA.60462
-11L/HNL/700/B-11R/HNL/250/C.FIL
-12L/SFO/430/BT-12R/SFO/600/BH
-13L/SFO/500/B/M-13R/SFO/380/S
-21P/SFO/2160/H/C.PER
-22P/HNL/2100/C
-23P/HNL/2600/C
-31P/N
-32P/SFO/110/X
-33P/UAK/HNL/250/X
-41L/SFO/90/X-41R/SFO/200/M/HNL/800/C.RRY/5
-42L/HNL/500/B1-42R/HNL/410/BH
-51/SFO/500/M/HNL/650/C.VR1
-52.NIL
-53/SFO/400C.PER.VR2
-54.NIL
SI - 12R/TW265/LAX/B
-21P/PA470/NRT/C
-42R/UA007/HKG/BT
-51/JL146/GUM/C
=

Example 2 — message example for a single-sector flight:

QX SPLKKKL
.GVAKPCX 031234
CPM
KL296/03.PHBFM.1234567890AB
-11L/240/B-11R/360/C
-12L/560/BT-12R/645/B
-13L/540/B-13R/745/B/M
-21P/2456/C
-22P/3226/C
-23P/X
-31P/N
-32P/X
-33P/X
-41L/X-41R/850/C
-42L/435/B-42R/325/B
-51P/M
-53P/C
-DL/4567/C-DR/3423/C
-EL/3424/C-ER/7543/
=

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5. SCM Example

Example 1

QX SFOKKAA HNLKKAA
.LAXKKAA 310226
SCM
LAX.23DEC/1230
.AVE.4018BA/4085BA/4167BA/7277AA.T4
.AVK.0324BA/0482BA/0802BA/0788BA.T4
.AVM.0334SR.T1
.AAY.0782DHL/0828DHL/1073DHL/6070TE.T4
SI NETS BA ONE/SK ONE
=

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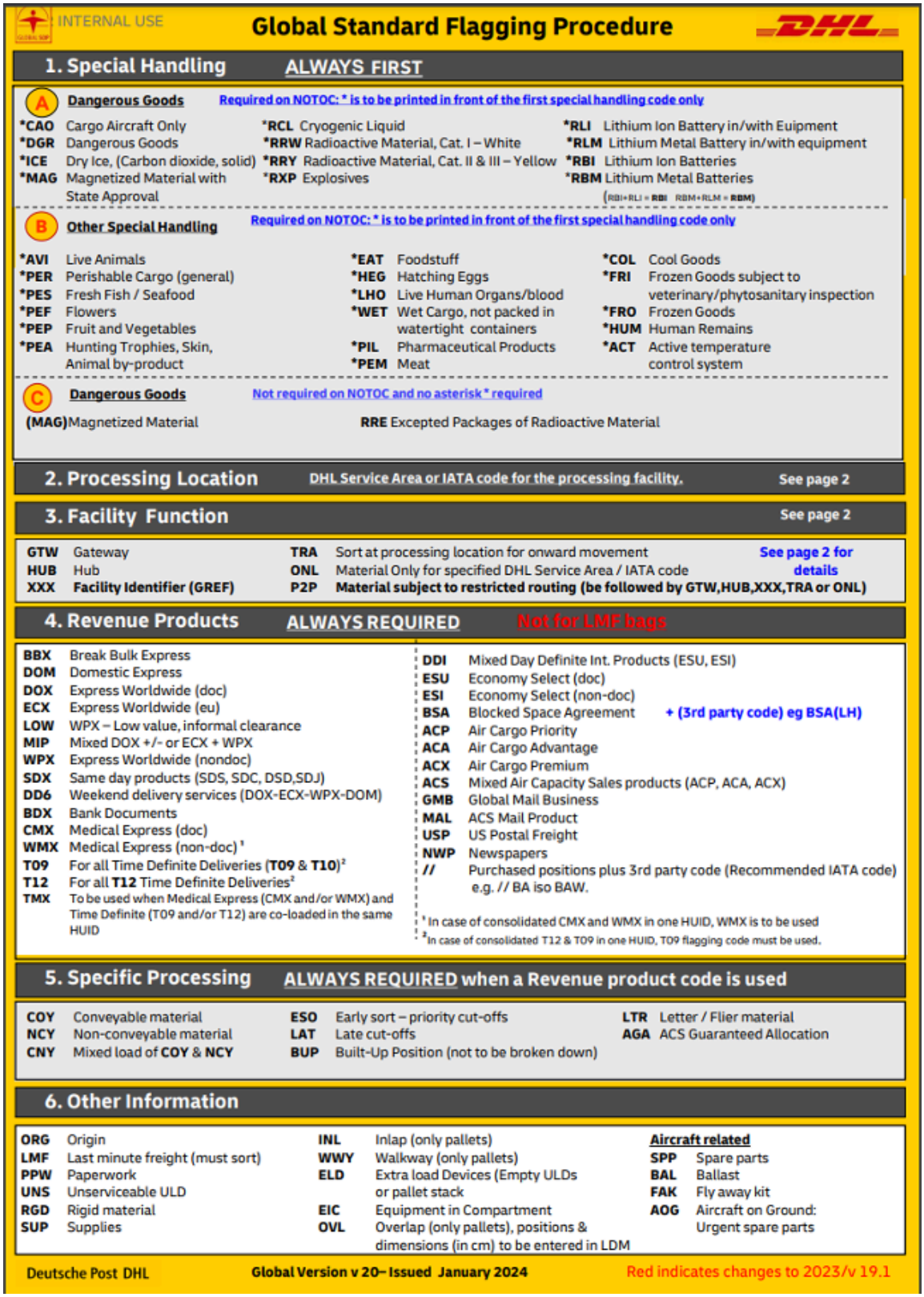
9.6 GSFP Quick Reference Guide

Please refer to The NMIV info center Smart Connect page for the latest version. **https://connect.dpdhl.com/content/page/65d88f462fb05a57758cdd14**



INTERNAL USE

Global Standard Flagging Procedure

1. Special Handling — ALWAYS FIRST

A Dangerous Goods

Required on NOTOC: * is to be printed in front of the first special handling code only

*CAO	Cargo Aircraft Only	*RCL	Cryogenic Liquid	*RLI	Lithium Ion Battery in/with Euipment
*DGR	Dangerous Goods	*RRW	Radioactive Material, Cat. I – White	*RLM	Lithium Metal Battery in/with equipment
*ICE	Dry Ice, (Carbon dioxide, solid)	*RRY	Radioactive Material, Cat. II & III – Yellow	*RBI	Lithium Ion Batteries
*MAG	Magnetized Material with State Approval	*RXP	Explosives	*RBM	Lithium Metal Batteries

(RBI+RLI = RBI RBM+RLM = RBM)

B Other Special Handling

Required on NOTOC: * is to be printed in front of the first special handling code only

*AVI	Live Animals	*EAT	Foodstuff	*COL	Cool Goods
*PER	Perishable Cargo (general)	*HEG	Hatching Eggs	*FRI	Frozen Goods subject to veterinary/phytosanitary inspection
*PES	Fresh Fish / Seafood	*LHO	Live Human Organs/blood	*FRO	Frozen Goods
*PEF	Flowers	*WET	Wet Cargo, not packed in watertight containers	*HUM	Human Remains
*PEP	Fruit and Vegetables	*PIL	Pharmaceutical Products	*ACT	Active temperature control system
*PEA	Hunting Trophies, Skin, Animal by-product	*PEM	Meat		

C Dangerous Goods

Not required on NOTOC and no asterisk * required

(MAG) Magnetized Material — **RRE** Excepted Packages of Radioactive Material

2. Processing Location

DHL Service Area or IATA code for the processing facility. See page 2

3. Facility Function

See page 2

GTW	Gateway	TRA	Sort at processing location for onward movement	See page 2 for details
HUB	Hub	ONL	Material Only for specified DHL Service Area / IATA code	
XXX	**Facility Identifier (GREF)**	P2P	**Material subject to restricted routing (be followed by GTW,HUB,XXX,TRA or ONL)**	

4. Revenue Products — ALWAYS REQUIRED — Not for LMF bags

BBX	Break Bulk Express
DOM	Domestic Express
DOX	Express Worldwide (doc)
ECX	Express Worldwide (eu)
LOW	WPX – Low value, informal clearance
MIP	Mixed DOX +/- or ECX + WPX
WPX	Express Worldwide (nondoc)
SDX	Same day products (SDS, SDC, DSD,SDJ)
DD6	Weekend delivery services (DOX-ECX-WPX-DOM)
BDX	Bank Documents
CMX	Medical Express (doc)
WMX	Medical Express (non-doc) [1]
T09	For all Time Definite Deliveries (**T09** & **T10**) [2]
T12	For all **T12** Time Definite Deliveries [2]
TMX	To be used when Medical Express (CMX and/or WMX) and Time Definite (T09 and/or T12) are co-loaded in the same HUID

DDI	Mixed Day Definite Int. Products (ESU, ESI)
ESU	Economy Select (doc)
ESI	Economy Select (non-doc)
BSA	Blocked Space Agreement + (3rd party code) eg BSA(LH)
ACP	Air Cargo Priority
ACA	Air Cargo Advantage
ACX	Air Cargo Premium
ACS	Mixed Air Capacity Sales products (ACP, ACA, ACX)
GMB	Global Mail Business
MAL	ACS Mail Product
USP	US Postal Freight
NWP	Newspapers
//	Purchased positions plus 3rd party code (Recommended IATA code) e.g. // BA iso BAW.

[1] In case of consolidated CMX and WMX in one HUID, WMX is to be used
[2] In case of consolidated T12 & T09 in one HUID, T09 flagging code must be used.

5. Specific Processing — ALWAYS REQUIRED when a Revenue product code is used

COY	Conveyable material	ESO	Early sort – priority cut-offs	LTR	Letter / Flier material
NCY	Non-conveyable material	LAT	Late cut-offs	AGA	ACS Guaranteed Allocation
CNY	Mixed load of **COY** & **NCY**	BUP	Built-Up Position (not to be broken down)		

6. Other Information

ORG	Origin	INL	Inlap (only pallets)	**Aircraft related**	
LMF	Last minute freight (must sort)	WWY	Walkway (only pallets)	SPP	Spare parts
PPW	Paperwork	ELD	Extra load Devices (Empty ULDs or pallet stack	BAL	Ballast
UNS	Unserviceable ULD			FAK	Fly away kit
RGD	Rigid material	EIC	Equipment in Compartment	AOG	Aircraft on Ground: Urgent spare parts
SUP	Supplies	OVL	Overlap (only pallets), positions & dimensions (in cm) to be entered in LDM		

Deutsche Post DHL — **Global Version v 20– Issued January 2024** — Red indicates changes to 2023/v 19.1

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FOR INTERNAL USE

Global Standard Flagging Procedure – Supplementary Information

A full explanation of GSFP codes is given in the Global Standard Flagging Procedure e-learning course. Visit the website at:

Learning material

Flagging: General information

- Maximum 29 characters
- No spaces and no additional symbols allowed between.
- In case of space constraints information between (...) to be dropped first. Except for (MAG) which must not be removed,
- Put additional information in brackets (...) i.e. anything not covered by these GSFP codes if space permits
- Every Handling Unit must have a printed Handling Unit Identifier (HUID) attached
- Remove / destroy any old Tags, HUIDs, tape, etc.

Processing location code (column 2)
The three-letter code which uniquely identifies the location of the processing facility within the DHL operations network, i.e. designated DHL Service Area code / Facility code or IATA.

Facility Function code (column 3)
The three-character code which identifies the principle functions, or major activities, performed at the location or the specific facility (GREF approved facility identifier to be used)

Facility Code + Facility Identifier
Contents for specific facility only and only to be broken down at this specific facility.

Service Area Code + ONL
Contents for specified destination only. By-pass intermediate sorts.

Service Area Code + GTW
Contents for a mixture of destinations INSIDE the country associated with the code. A GTW normally has a Clearance Processing function.

Service Area Code + TRA
Contents to be broken down and processed for destinations and movements OUTSIDE the country.
Note within USA TRA also includes transfer to DOMESTIC movements and to DOMESTIC destinations.

Service Area Code + HUB
Contents to be broken down and processed for a mixture of destinations and movements INSIDE **AND** OUTSIDE the country associated with the code (GTW + TRA)

Service Area Code + P2P +...
The content of the handling unit contains shipments subject to restricted routing; either by specific law and/or by embargo(s); from transiting certain locations regardless of shipment origin and final destination. This code; when used; **MUST ALWAYS BE FOLLOWED** by one of the other 5 facility functions codes

Do not use MIX in any situation

Joint Venture flagging
Special conventions apply to the flagging of material on joint venture movements, where DHL collate the Load Message.
GSFP Release Notes v20 December 2023

Definition of NCY

The Global SEF guidelines for NCY design are dimensions 120 x 80 x 80cm, and individual piece greater than 30 Kg/66Lbs. This will vary by locations where some locations can only cater for smaller dimensions.

For more details see GSFP relaese motes section 6

Always communicate with onward facilities about NCY loading requirements.
Note: Pieces containing dry ice, medical samples or perishable goods may be processed as conveyable, providing they meet the other conveyable conditions. See Dangerous Goods reference Guide NO_R00012 v2.1.1 Business Rule DGR_05_01

Paperwork Loading Instructions

Includes: Customs Controlled Paperwork, DGR, Manifest, ACS.

Do NOT include NOTOC

Transport Type	PPW Loading Location
A/C B747	Crew entry door
B757	Behind the cargo barrier / In cockpit [3]
A300	Behind the 9G-net [2]
B767, B777	COMPARTIMENT 5 – BULK DHX – FLIGHT DECK AREA
A330	Behind 9-G bulkhead
Other A/C (incl B727)	Front belly
A/C without bellies	Behind cockpit
Road vehicles	In cab, with driver

PPW loading: Remember, Load last. Unload first

[2] If smoke curtain is in use place between 9G-net and smoke curtain
[3] Only if Aircraft has a solid bulkhead. Exact location must always be detailed in the SI field of LDM
[4] Crew bags are not part of GSFP's PPW flag

Global Version v 20– Issued January 2024

Red indicates changes to 2023/v 19.1

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9.7 Delay and Diversion codes for Air and Road Movements

The Global Network Delay Codes can be found on NMIV, accessible through the following link:

NMIV Login (dhl.com)

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