

URGENT ACTION REQUIRED



Airline Telex Amendment- Thai Customs Authority Required

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Dear Partner,

The **information provided on the HAWB is incorrect** and requires a “**Sita Telex Amendment**” from the Airline.

The HAWB is used by the Thai Customs Authority as a manifest and is used as the main document for customs clearance procedures. Thai Customs is very strict on this matter and we **can not clear this cargo** until we have the HAWB Telex Amended by the Airline stating the correct information.

The **CORRECT** information is stated in the **BODY** of the **EMAIL** this letter came on and examples of the problem and solution are stated on the second page of this letter.

Thailand is unique as it is probably the only country in the world that requires this to be done. The Airline **can and will do this** Telex Amendment for the HAWB. Please urgently contact the Airline and have them send the “Amendment” to destination airline – In case they do not understand or refuse to do, please have them check with their BKK branch who will be able to explain what they need to do.

Please confirm that this has been done, and send us a copy of the Telex to allow our airport staff to trace and clear this shipment ASAP.

This cargo is urgently required – please do as per our instructions to avoid any unnecessary storage charges.

If you have any questions, please call or email us.

Thank you,

East-West Logistics Co., Ltd.

Air Import Department

air.imp@ewas.co.th



Common Reasons for Needing an Airline Telex Amendment

PROBLEM

SOLUTION

- | | |
|--|--|
| <ul style="list-style-type: none">• Incorrect Consignee Information | <ul style="list-style-type: none">• Have the Correct Spelling of Consignee, Address or other information as stated in the body of the email this came with by the Airline in a Telex Amendment. |
| <ul style="list-style-type: none">• Incorrect Invoice Number
The invoice number does not match that of the HAWB. | <ul style="list-style-type: none">• Have the Correct Invoice Number placed in a Telex Amendment by the Airline. |
| <ul style="list-style-type: none">• Conditions–
Prepaid (PP)/ Collect (CC) | <ul style="list-style-type: none">• If the terms of the shipment are DDU/CIF etc then it should state PP and all charges of the HAWB should be in the PP section.• If the terms are Exworks or FOB then it should state CC and all charges on the HAWB should be in the CC section.• Have the Correct Conditions (CC or PP) Telex Amended by the Airline. |
| <ul style="list-style-type: none">• “As Agreed” is the rating on the AWB and Thai Customs will calculate Tax based on IATA rates. | <ul style="list-style-type: none">• Have the Actual/Agreed Selling Rate replaced in the rating. DO NOT state “As Agreed” |

Above are the most common reasons for the need of a Telex Amendment made by the issuing Airline. There are other reasons that occur though we have put the most common above for quick reference and understanding.

Remarks:

Any incorrect information that is declared on HAWB for cargo bound to BKK, needs to be corrected for customs clearance by Sita Telex Amendment by the airlines