

Accuracy of Consignee and Shipper Phone Numbers in AWBs (FWB, FHL)

Background

The phone number for both the **shipper** and the **consignee** is important for operational, security, and compliance purposes. Following a recent **data quality investigation** conducted on Air Waybill (AWB) submissions, it has been observed that the **accuracy of shipper and consignee phone numbers does not meet the required standard**. Multiple cases were identified where phone number fields are incomplete, dummy, or contains filler values (e.g., 0000000000, 123456789, or repeated digits).

Current Concern

It has been observed that in some cases, phone number fields are being submitted with dummy values, placeholders, or left incomplete. Examples include entries such as 0000000000, 123456789, or repeated filler digits..

Conclusion

Accurate shipper and consignee phone numbers are required—they are essential for compliance, and operational efficiency. We kindly request all partners to take immediate steps to ensure their systems validate and submit correct phone number data in every AWB.

Requirement

All airlines and express couriers are reminded of the following:

1. Required Field: The shipper and consignee phone numbers to be provided in Air Waybills (AWBs).
2. No Dummy Values: Do not submit filler or placeholder numbers (e.g., 0000000, 123456, etc.).
3. Accuracy: Ensure the numbers provided are active and correspond to the correct parties.
4. Data Quality: Consistent monitoring should be in place to avoid repeated errors.