

eAWB Data Capture (2026) - FAQ

Tags	Question	Answer
Overview	Why is there a new eAWB Data Capture?	eAWB Data Capture has been completely renewed from a technical perspective and migrated to a modern, flexible platform. The goal is to ensure stable operations and enable future development. Functionally, the new version largely reflects the previous one, with some improvements implemented. Visually, eAWB Data Capture has been aligned with the other eServices.
Templates	Will my entries from former "preferred partners" be transferred from eAWB Data Capture to new eAWB Data Capture automatically?	No. Due to different architecture and restructured address information this is technically not feasible. However, templates - including address information - are planned to be transferred.
Overview	What are the changes from "legacy" to "new" eAWB Data Capture (2026)?	In addition to a primarily technical 1:1 migration as part of a refactoring project—which means that the known functionalities essentially remain unchanged—the project also incorporates the new design/CI-guidelines and meets updated software architecture requirements, including enhanced security. The structure of data entry forms and data elements has been optimized, while no significant functional changes have been made. Furthermore, integration with other LH Cargo eServices has been further optimized and expanded.
Operation	Do I have to fill all data fields in all tabs?	The requirements for information strongly depend on the single shipment type. While some shipments, e.g. General Cargo require comparatively little data others, e.g. temperature-sensitive or DGR shipments, require comprehensive data. For standard shipment types with low information requirements, e.g. General Cargo Direct shipments, data filling in the mandatory fields is usually sufficient.
HAWB	How can I capture House Air Waybill data in eAWB Data Capture?	eAWB Data Capture starts by default in "AWB mode". As soon as you enter an AWB number, an additional HAWB input field becomes visible. At the top of each tab in eAWB Data Capture, you will find the field "HAWB: Select a HAWB number" and the "Add +" button. Click "Add +" to enter your HAWB details.
eAWB	While using eAWB Data Capture is my shipment automatically an eAWB shipment?	No. Please note two important points: 1.) You must actively mark each shipment as an eAWB shipment. In the "Shipment" tab, please select the appropriate eFreight option: "EAW" for an eAWB shipment without accompanying paper documents (paperless), or "EAP" for an eAWB shipment with accompanying documents. If a pouch is used for these documents, eAWB Data Capture provides an option to print a pouch label. 2.) Please ensure you have signed the IATA eAWB Multilateral Agreement.
eAWB	What do I have to do to participate eAWB in connection with using eAWB Data Capture?	1.) You must actively mark each shipment as an eAWB shipment. In the "Shipment" tab, please select the appropriate eFreight option: "EAW" for an eAWB shipment without accompanying paper documents (paperless), or "EAP" for an eAWB shipment with accompanying documents. If a pouch is used for these documents, eAWB Data Capture provides an option to print a pouch label. 2.) Please ensure you have signed the IATA eAWB Multilateral Agreement.
Operation	Can I use LH Cargo eAWB Data Capture to provide shipment data to other carrier?	No. Lufthansa Cargo eAWB Data Capture is only valid for use of 020- Lufthansa Cargo air waybills

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Cost	What are the costs of eAWB Data Capture?	None. eAWB Data Capture by Lufthansa Cargo is a cost-free web-based eService which is available for registered customers
Data validation	Does eAWB Data Capture include immediate data validation during data capture?	Yes, on Data Field level: respective data field is marked with a red frame and shows the need to enter correct data in the data field // comprehensive level: while pressing button "next" an error message is displayed at the top of the screen and you can not step to the next tab until the detected error is corrected. Finally, additional validations apply upon saving AWB or HAWB data
Data Update	Is it possible to update AWB-/HAWB shipment data?	Yes. You can update AWB-/HAWB-data at any time before Goods Acceptance
Data Error	When entering data I receive an error pop-up "....xxx". What can I do?	When a validation error applies system shows the related error message. These error messages are usually self explaining. In case an unexpected error message should appear please contact the eChannel support team
Templates	I regularly use the same shipper and consignee information. Do I always have to capture the same data?	No. To provide a user-friendly, customer-focused solution, eAWB Data Capture includes an address book feature for shipper and consignee address data. After entering the relevant address in the "Participant" tab, simply click "Add to my addresses" to save it to your personal address book. Stored addresses can be easily found and loaded using the "Search" option.
Support	I have technical problems with eAWB DC? Who can be contacted for support?	Please contact our support team via phone: +49 (0) 1802/ 737 737 (opening hours: Monday-Friday 08:00-20:00 CET; 0,06€/call from the German landline; costs for call from mobile networks max. 0,60€/call or via mail: "echannelsupport@dlh.de"
eAWB	What is the IATA eAWB Multilateral Agreement and why do I have to sign this with regard to eAWB?	As a freight forwarder, you must sign the IATA eAWB (Electronic Air Waybill) Multilateral Agreement to participate in the eAWB program. This agreement enables you to use electronic air waybills instead of paper documents, streamlining the shipment process and increasing efficiency. By signing, you accept the terms and conditions for using eAWB with multiple airlines, simplifying the legal framework for electronic documentation. The agreement is free of charge and can be easily signed online directly through IATA. (https://www.iata.org/en/programs/cargo/e/efreight/#tab-4)
Operation	I already transmitted electronic AWB- and/or HAWB data via my own messaging system. Can I also use "eAWB Data Capture" and for what reasons?	Yes, you can also use "eAWB Data Capture" even if you already transmit AWB and/or HAWB data through your own messaging system. eAWB Data Capture offers several advantages, including a user-friendly interface, address book functions, and the ability to easily manage and store shipment data. It can help streamline your workflow, reduce manual entry errors, and provide additional features such as template management and document pouch labeling. Using eAWB Data Capture can complement your existing system and enhance your overall efficiency and data management. Using eAWB Data Capture can be helpful, e.g. if your messaging solution is technically limited to number of row/characters of address data, than eAWB Data Capture is most cases allows to add

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Operation	Do I still have to provide a paper AWB copy at Goods Acceptance when I use eAWB Data capture?	No. If eAWB option is marked than no paper-AWB is required anymore at Goods Acceptance, as the information is already available digitally
Printing option	What kind of printing options are provided in eAWB Data Capture?	Within eAWB Data Capture print options are available for AWB, HAWB, House Manifest, Consignment Security Declaration and Cargo Pouch Label. The print option can be found at the bottom of the "Summary" Tab
Booking	I already entered some of the required data within the booking. Can this data be automatically used in eAWB DC?	When listing an AWB for a shipment via eAWB Data Capture all data from booking which is relevant for AWB data is automatically transferred and displayed in the related data elements. Moreover, some information from user profile will be prepopulated such as Execution Details, etc.
Data Update	Is an update of already entered data possible? What do I have to do?	Yes , as long as shipment has not yet been accepted by LH Cargo user can update AWB and HAWB at any time. When listing the AWB automatically all data captured before is displayed. Any updates need to be completed by saving data from Summary Tab.
eAWB	Why should I provide electronic AWB-/HAWB data to Lufthansa Cargo and mark all shipments as eAWB?	eAWB has been the global industry standard since 2019, and Lufthansa Cargo operates "eAWB only" since 2022. By marking all shipments as eAWB and providing electronic AWB/HAWB data, you benefit from faster goods acceptance, free PreCheck service, and avoid a €50 fee for non-eAWB shipments. This ensures compliance, efficiency, and cost savings.
eAWB	Where do I find additional eFreight information of Lufthansa Cargo?	eFreight - Lufthansa Cargo
Registration	I do not find "eAWB Data Capture" on lufthansa-cargo.com?	Please check if you are signed in. eAWB Data Capture by Lufthansa Cargo is available only for registered customers.
Registration	How can I register for "eAWB Data Capture"?	Please find the User registration here:

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Operation	Can I use eAWB Data Capture for all shipments and to all destinations or are there any exclusions?	Yes. eAWB Data Capture is valid for all products and to all destinations, there are no exclusions
Data Quality	Single data fields are red marked. What does that mean and how can I continue?	Highlighting of a data element in red color applies when validation has failed. This can be caused by e.g. entering invalid characters, exceeding max. characters length, etc. User than should take corrective action.
Data Quality	Why does the validation icon not turn to checkmark when moving to a different tab by clicking on the tab header?	In eAWB Data Capture any tab and data element related validations are only triggered when using the "NEXT" button. Purpose of Tab header to navigate to a different tab is to allow user to switch back and forth between tabs w/o being blocked by pending validations and/or missing data entries.
Data Quality	It is not possible to move to the next tab, when I press the button "NEXT". What does that mean and how can I continue?	This can happen if validation of a previous Tab has not been completed yet. In the given case please check validation status of all previous tabs, complete data entry and trigger validation by clicking on NEXT button.
eAWB	How do I sign the IATA eAWB Multilateral Agreement?	Signing the IATA eAWB Multilateral Agreement is cost-free and can be easily performed online directly at IATA.
Templates	What kind of template functions are available in eAWB Data Capture?	For recurring customer- or address-data, eAWB Data Capture offers the options "Add to my addresses" (->"Participant" tab) and "Save as template" (-> all tabs), allowing users to store this data individually and retrieve and reuse it when needed.
Data validation	What checks are performed during Data Validation?	eAWB Data Capture performs all kind of validations required to successfully create AWB / HAWB data or update existing data. In this way it is ensured that quality and completeness of data is as high as possible. There are four levels of validation. 1) data element level, 2) Tab level, 3) overarching eAWB Data Capture validations, 4) validations when saving data. If any of such validation fails a corresponding error message is displayed.
HAWB	The houses within my Consol shipment have changed. Is there an option to delete single Houses from the entire shipment?	Yes, eAWB Data Capture supports deleting HAWB data completely from LH Cargo's system. This can also be done for HAWB data created from a FHL or XFZB message submitted to LH Cargo before.

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Automatic population and calculations	Several data elements are prefilled and some of them are even greyed out. - part 1: quantity details on "Shipment" Tab and "Security&Screening" Tab. Why that?	eAWB Data Capture prepopulates any data from booking and user profile which is required to complete data capture. This is supposed to speed up the data capture process. Almost any of these prepopulated data elements can be overwritten by the user if desired. Moreover, some automatic calculations apply: 1) Chargeable weight is calculated based on gross weight or volume, 2) total weight and volume is calculated from dimensions if captured for all pieces
Automatic population and calculations	Several data elements are prefilled and some of them are even greyed out. - part 2: AWB Execution details on "Shipment Tab" and Issued By name on "Security&Screening" Tab. Why that?	eAWB Data Capture prepopulates any data from booking and user profile which is required to complete data capture. This is supposed to speed up the data capture process. Almost any of these prepopulated data elements can be overwritten by the user if desired. In addition, some data elements are prepopulated from this signed in user's profile, id not available, i.e. AWB Origin, AWB Execution details, measurement units, Currency Code, Sec status issue by
Data Capture	In eAWB Data Capture (legacy version), certain input fields were marked as "mandatory." How is this handled in the new eADC?	Indicators are now more included in new eAWB Data Capture (2026), because 1.) all mandatory and conditional checks are covered by validations and 2.) misleading, because in several cases information is conditionally mandated
Data Capture	Which data fields are mandatory, and how does eADC help me to identify these required entries?	Any information required for a certain shipment type, i.e. which is mandated in any case and/or under certain conditions, is validated during data capture process. E.g. a Customs Code is only required for shipments inside or from EU to outside EU. Thus, validation checks presence only under these conditions.