

## AWB PREFIX 233 TRANSITION - FREQUENTLY ASKED QUESTIONS

### GENERAL INFORMATION

**Q: Why is MSC Air Cargo transitioning to AWB Prefix 233?**

A: The transition to AWB Prefix 233 introduces MSC Air Cargo's unique 3-digit code, designed to support smoother, more streamlined operations, simplify documentation and financial transactions, and enhance shipment visibility and tracking. This change makes it easier for you to recognize and engage with MSC Air Cargo across all touchpoints and represents a significant step forward in our service capabilities.

**Q: When does the transition to AWB Prefix 233 take effect?**

A: The official transition date is January 1st, 2026. From this date onwards, AWB Prefix 233 will be the sole AWB used throughout MSC Air Cargo operations.

**Q: What happens to my existing AWB stock with prefix 369?**

A: AWBs with prefix 369 will remain valid until flights, operated under contracts and spot sales concluded before December 31st, 2025, are completed. Once all such flights have been completed, the use of AWB prefix 369 will be fully withdrawn across the entire fleet.

**Q: What changes for me, as a customer, after 1st January 2026?**

A: Starting 1 January 2026, the following changes will apply to you:

- AWB 233 will become the sole AWB to be used for all shipments. AWB 369 will be withdrawn from the entire fleet and will no longer be permitted once all flights under contracts and spot sales concluded before 31 December 2025 have been completed.
- The invoicing party will change to MSC Air, replacing the current invoicing entity, MSC Air Cargo.
- Your commercial contracts will remain with MSC Air Cargo, but they will be issued in the name and on behalf of MSC Air, reflecting the updated operational structure.

### AIR WAYBILL STOCK

**Q: How will I receive the new AWB stock with prefix 233?**

A: Your local Commercial Team will contact you to coordinate the delivery of your new AWB stock with prefix 233.

**Q: What should I do with my unused AWB 369 stock after December 31st, 2025?**

A: Your local Commercial Team will contact you to assist with the withdrawal of your unused AWB 369.

## CONTRACT AND COMMERCIAL TERMS

### **Q: Will my commercial contract change with this transition?**

A: No. Your existing commercial terms, pricing, conditions, and service agreements remain completely unchanged. The only change is the contracting party name, which will be updated to **MSC Air S.p.A.** through a simple contract novation process.

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### **Q: What is a contract novation?**

A: A contract novation is an administrative process that updates the contracting party name while keeping all other terms and conditions identical. In this case, the contracting party will change to MSC Air S.p.A. to align with the new AWB prefix structure. There is no need for commercial renegotiation.

### **Q: My contract expires before December 31st, 2025. Do I need a novation?**

A: If your contract expires before December 31st, 2025, you will not need a novation. Your new contract will be directly with MSC Air S.p.A. Your Commercial Team will guide you through the renewal process.

### **Q: Who will contact me about the contract novation?**

A: Your local Commercial Team will reach out to you to facilitate the novation process and answer any questions you may have.

## COMPANY INFORMATION AND SYSTEM UPDATES

### **Q: What company information do I need to update in my systems?**

A: Please update your vendor and financial systems with the following information:

#### **MSC Air S.p.A.**

Corso Sempione 32/A, Milan, Italy

VAT: 07712651004

Bank Account EUR: GB37CITI18500815177138

Bank Account USD: GB15CITI18500815177146

SDI Code: H4GN416

SITA Address: GLNMSCR

PIMA Address: TDVAIR01GLNMSCR

### **Q: When should I complete the system updates?**

A: We kindly ask you to complete these updates before January 1st, 2026 to ensure uninterrupted service and smooth operations from the transition date.

### **Q: Which departments in my company need to be informed of these changes?**

A: We recommend informing the following departments:

- Operations team (for AWB usage)
- Accounts Payable/Finance (for payment details and vendor information)
- IT/Systems team (for vendor system updates)
- Procurement (for contract novation)
- Any teams involved in claims management

## PAYMENTS AND INVOICING

### Q: Will my invoicing structure change?

A: The key change is that **all invoices will be issued by MSC Air S.p.A. from January 1st, 2026.**

### Q: Where should I send payments starting January 1st, 2026?

A: Starting January 1st, 2026, **all payments must be made to MSC Air S.p.A.** using the bank account details provided:

- Bank Account EUR: GB37CITI18500815177138
- Bank Account USD: GB15CITI18500815177146

Please ensure your accounts payable team is informed of this change to avoid any payment disruptions.

### Q: What happens if I accidentally send a payment to the old account details?

A: To avoid payment delays or complications, please ensure all payments from January 1st, 2026 are directed to the new MSC Air S.p.A. bank accounts. If you have concerns about a payment, contact your local Commercial Team immediately.

## CLAIMS MANAGEMENT

### Q: How do I submit claims for MSC Air Cargo shipments?

A: From January 1st, 2026, all claims must be submitted through the MSC Air Cargo [dedicated portal](#) at **mscaircargo.com**. This process ensures your claims are handled efficiently and consistently.

### Q: What happens to claims submitted before January 1st, 2026?

A: Claims submitted before January 1st, 2026 will continue to be processed through the existing system until resolution. Any new claims from January 1st onwards should be submitted through the MSC Air Cargo portal at **mscaircargo.com**.

### Q: Who can I contact if I need help with the claims submission process?

A: Your local Commercial Team is available to provide support and answer any questions you may have about the claims submission process.

## CASS SETTLEMENT

### Q: Will CASS settlement procedures change?

A: Detailed communication regarding CASS settlement procedures under the new AWB prefix will be shared with you in **Q1 2026**. We will ensure you have all necessary information well in advance of any changes taking effect.

### Q: When will I receive more information about CASS settlement?

A: We will communicate specific details regarding CASS settlement in **Q1 2026**.

## SUPPORT AND ASSISTANCE

### Q: Who should I contact if I have questions about the transition?

A: Your local Commercial Team is fully prepared to support you through every step of this process. Whether you need clarification on timeline, assistance with system updates, or guidance on any aspect of the transition, please reach out to them directly.

### Q: What if I need help updating my systems?

A: Your local Commercial Team is available to provide hands-on support and answer any questions during the onboarding and system update process. Don't hesitate to contact them for assistance.

### Q: What if I miss the January 1st deadline for updating my systems?

A: To ensure uninterrupted service, we strongly encourage you to complete all necessary updates before January 1st, 2026. If you anticipate any delays, please contact your Commercial Team immediately so we can work together to minimize any potential disruptions.

### Q: Will there be any service interruptions during the transition?

A: We have designed this transition to be as seamless as possible. By completing the requested system updates and coordinating with your Commercial Team before January 1st, 2026, you can ensure uninterrupted service throughout the transition period.

## ADDITIONAL QUESTIONS

### Q: Does this change affect my GSSA or GSA relationship with MSC Air Cargo?

A: The transition to AWB Prefix 233 does not change your existing GSSA or GSA agreements. However, administrative updates may be required. Your Commercial Team will provide specific guidance relevant to your partnership structure.

### Q: Will my SITA and PIMA addresses change?

A: Yes, please update your systems with the new addresses:

- SITA Address: GLNMSCR
- PIMA Address: TDVAIR01GLNMSCR

### Q: Is this transition happening globally?

A: Yes, the transition to AWB Prefix 233 is being implemented across the entire MSC Air Cargo fleet globally, effective January 1st, 2026.

### Q: When will I know the exact timeline for when my AWB 369 stock will no longer be valid?

A: Your local Commercial Team will provide you with specific guidance regarding the timeline for your AWB stock transition. Please contact them directly for details relevant to your operations.

## STILL HAVE QUESTIONS?

Please don't hesitate to contact your local Commercial Team. We're here to ensure this transition is as smooth and seamless as possible for your business.



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