



24th December 2025
ANAW No.25-017

Dear Valued Customer

ANA Cargo Inc.

Request for Accurate FWB/FHL Information for Shipments to Vietnam(Update as of 24Dec)

Thank you for your continued support of the ANA group.
Recently there have been a number of cases where insertion of unacceptable characters in the FWB/FHL caused an error and lack of declaration in the Vietnam Customs system, leading to penalties. We kindly ask you to review the details and provide accurate information. Also note that all pre-arrival information for shipments bound for Vietnam must be provided electronically at least 180 minutes prior to arrival at the airport. If the required data is not provided, shipments may be delayed, refused or penalized by the Vietnam Customs. We appreciate your understanding.

Note

1) Effective Date

Immediately

2) Subject Freight

Applies to all freight bound for Vietnam (HAN/SGN)

3) Required messages and information

a) Following messages and message versions are recommended for Vietnam.

- FWB message version 16 or 17
- FHL message version 4 or 5

b) Freight forwarders are required to provide accurate description in each mandatory entry.

Please take caution especially for the below.

(1) Shipper and Consignee Name and Address

Insert the Address according to the IATA message format, within the 35 letters limit including spaces per row. The following items are mandatory when inserting the address.

Mandatory Items: City, Ward, Street, House

(2) Accurate and detailed Commodity Name

(3) SLAC pieces shall be written in "No. of Pieces" on MAWB and House Manifest, and also in the FWB and FHL.

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(4) "Nature of Goods" is limited within 15 digits based on Cargo IMP

format. When Commodity Name exceed 15 digits, write first 15 letters

in Nature of Goods and then in "Free Text Description of Goods" write

"TXT/" followed by the proper commodity name in full.

(5) The following cannot be processed by the Vietnam Customs system,

so do not insert it in the FWB/ FHL.

- Special characters: Example (Additional) "@", "#", "//", "*", "()", ",", ";" (Comma)
- Capital letters in the "Zip code"
- Email addresses in the OCI

(6) UN No. shall be written in "OCI"-when the goods are classified as Dangerous Goods according to the valid IATA DGR.

4) Document

In case manual correction of the AWB is necessary, please provide a copy of MAWB and HAWB to the origin sales.

5) Others

- a) ANA will not illegally use any HAWB information received from the customer except as required for transportation. ANA will not illegally share information except as required by regulations of the authorities.
- b) Please contact local ANA Sales staff for the data transmission charges.
- c) ANA will not be responsible for the delay, rejection or penalty from the Vietnam Customs caused by the customers' false entry or incorrect data transmission.

End