

Cargo Operations Advisory

Advisory No.:	CGO 161
To:	WestJet Cargo Agents
Applicable to:	GSAs and Freight Forwarders in specified countries
From:	WestJet Aviation Security
Release Date:	Sep 09, 2024
Effective Date:	Immediately
Read by Date:	Sep 09, 2024
Re:	Clarification of 'Established business relationship' for shippers of cargo destined for or transiting USA and/or Canada from specified countries.

THIS ADVISORY CONTAINS SECURITY SENSITIVE INFORMATION AND MUST NOT BE DISCLOSED TO THIRD PARTIES.

THIS ADVISORY SUPERSEDES THE INFORMATION CONTAINED IN CGO 158 DATED 30 AUG, 2024.

WestJet is **introducing new requirements** for shipments destined for or transferring/transiting through Canada and/or United States of America (USA) on passenger flights to comply with all applicable regulations.

This is applicable to shipments originating from all countries mentioned in attachment 02.

To accept shipments which fall in above criteria on WestJet passenger flights, **shall meet** the below requirements:

1. Established Business Relationship Requirements:

Effective immediately, WestJet Airlines is requiring known consignors, regulated agents, and freight forwarding partners:

- A. To ensure that **consolidations and shipments tendered to WestJet** for transport, only contain cargo from shippers that the forwarder has an **established business relationship that exists before 29th Aug 2024** and that includes the establishment of an account with physical and billing addresses AND a payment or credit history documented through invoices or billing

records OR a documented history of sales that may include any contacts or activities OR other documented correspondence or business records.

This requirement applies to every piece in a consolidated shipment, i.e., the known consignor, regulated agency, or freight forwarder must ensure all items in the consolidated shipment were shipped by a person with an established business relationship with regulated agent and freight forwarding partners.

- B. Any account that is/will be accepted by the regulated agent/Known Agent on or **after 29th Aug 2024** and validated by WestJet Airlines with documentation that, at a minimum, shall provide the following information:
- a. A business or corporate registration certificate, license, or record;
 - b. Business or corporate information, including name, address, phone number, and email address;
 - c. Contact information, including name and position, of authorized point of contact for the account;
 - d. Payment information, such as a corporate credit card number; and
 - e. A signed contract between the person/entity and the regulated agent or WestJet.

WestJet GSA shall use the checklist provided in attachment 3 below to validate new customers onboarding criteria mentioned in point B above.

- C. WestJet freight forwarders **shall declare to WestJet** that the criteria mentioned in point A & B (as applicable) above have been met when the shipment booking is requested/booked on WestJet. They may use the declaration template provided in attachment 1, provide in their own template or transmit this declaration information electronically to WestJet. **Without this declaration and validation, such shipments shall not be booked on WestJet passenger flights.**
- D. Remove any shipments or pieces in a consolidated shipment that do not meet the above criteria. Any cargo or piece that does not meet these requirements shall **not be included in a consolidated shipment** tendered to WestJet Airlines for transport destined or transiting/transferring through the United States and/or Canada.

If unclear whether such a relationship exist with a customer, a contact can be made with WestJet's Cargo sales office who will be able to provide more information on this.

2. Interline Shipments on WestJet:

GHAs are only allowed to accept interline shipments on WestJet destined or transiting/transferring United States and or Canada, if accompanied by documentation that the cargo was accepted from a known consignor and from a person or entity with an established business relationship.

3. Shipments of Live Animals (AVI):

When live animals are shipped as cargo on an Air Waybill via use of a business such as a veterinary/pet service, the shipper shall have an established business relationship with WestJet or its known agent/freight forwarder.

If animals are transported by direct individuals, those can be handled as carry-on or oversized baggage.

4. Record Keeping:

1. WestJet general sales agents (GSAs) shall keep a copy of declaration provided by Known agents/freighter forwarders and documentation used by them to determine that a person opening a new account meets the requirements for an established business relationship under this advisory for a minimum of 120 days.
2. A record of refused cargo in accordance with above measures shall also be maintained for minimum 120 days.
3. WestJet freight forwarders/known agents, who declare to WestJet about having an established business relationship with their shipper/s according to criteria mentioned in this advisory, shall also retain all related documentation used to validate the shipper for a minimum of 120 days and produce to WestJet or any other appropriate authority immediately upon request.

ATTACHMENT 01**Declaration**

Enter Company Name _____ certify that shipment/s under MAWB number _____, meet the criteria mentioned under point 1& 2 above and related documentary evidence can immediately be provided to WestJet Airlines upon request.

Full Name

Signature and Date

ATTACHMENT 02**List of affected countries:**

- | | |
|---------------------------|---------------------|
| 1. Albania | 35. Montenegro |
| 2. Andorra | 36. Netherlands |
| 3. Armenia | 37. North Macedonia |
| 4. Austria | 38. Norway |
| 5. Azerbaijan | 39. Poland |
| 6. Belarus | 40. Portugal |
| 7. Belgium | 41. Romania |
| 8. Bosnia and Herzegovina | 42. Russia |
| 9. Bulgaria | 43. San Marino |
| 10. Croatia | 44. Serbia |
| 11. Republic of Cyprus | 45. Slovakia |
| 12. Czech Republic | 46. Slovenia |
| 13. Denmark | 47. Spain |
| 14. Estonia | 48. Sweden |
| 15. Finland | 49. Switzerland |
| 16. France | 50. Tajikistan |
| 17. Georgia | 51. Turkey |
| 18. Germany | 52. Turkmenistan |
| 19. Greece | 53. Ukraine |
| 20. Holy See | 54. United Kingdom |
| 21. Hungary | 55. Uzbekistan |
| 22. Iceland | |
| 23. Ireland | |
| 24. Italy | |
| 25. Kazakhstan | |
| 26. Kosovo | |
| 27. Kyrgyzstan | |
| 28. Latvia | |
| 29. Liechtenstein | |
| 30. Lithuania | |
| 31. Luxembourg | |
| 32. Malta | |
| 33. Moldova | |
| 34. Monaco | |

ATTACHMENT 03

GSA Checklist to onboard new customers for shipments destined or transiting/transferring Canada and United States

Date		
Customer Name		
Address		
Phone number and eMail		
Contact person name		
Contact person title/position		
Payment information (e.g credit card/company direct billing etc)		
Has Westjet signed a contract with the customer	Yes	No (a contract must be agreed with the customer to enable booking)
Form completed by	GSA Employee Name	Signature