

# **Quick reference guide for booking at UnitedCargo.com**

Use this guide to assist you with making bookings using the My Cargo section of [unitedcargo.com](https://unitedcargo.com).

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# Registration for access

**To enroll to book online, visit [unitedcargo.com/register](https://unitedcargo.com/register).**

For new website registration requests, please complete the online registration form by selecting “Enroll to book online.” We encourage you to complete all fields in order to help reduce processing time.

Be sure to include:

- Branch account number and/or IATA account number on the request
- Registered business address in the contact information

Upon receiving the [unitedcargo.com](https://unitedcargo.com) application request, our website administration team will review your application and respond with your eligibility status. As a reminder, the established Customer ID and Password combination is not eligible for use until you receive a second activation notification email from [cargoregistration@united.com](mailto:cargoregistration@united.com).

## Apply to ship with us<sup>1</sup>

To ship with United Cargo your company must have an established business relationship with United that includes a United Cargo or IATA account number. The account application must be submitted by an authorized company officer or the owner.

The online application process has a “Save and exit” feature that allows you to start the process, save the information you entered, exit, and then return at a later time to complete the application.

[Apply via email, fax or mail](#)

Continue application

Apply to ship

## Enroll to book and view shipments online 24/7

If you have a United Cargo or IATA account number and are compliant with your country's cargo security program, you may enroll to book<sup>2</sup> and view shipments online. You must enroll before attempting to login.

Enroll to book online


# Registration form

**To set up an account, please fill out all the information on the registration form.**

Under member information, you must include your IATA and/or United account numbers. If your form is submitted without the account numbers, it will result in a processing delay.



## Register

\* Indicates mandatory fields.

Member Information	
First name*	Dr. <input type="text"/>
Middle name	<input type="text"/>
Last name*	<input type="text"/>
Date of birth	DD MMM YYYY 
Company name*	<input type="text"/>
Title	<input type="text"/>
Account numbers	<input type="text"/>

**Under contact information, please note the following for city and location:**

- City = City code for the airport from which the shipper originates traffic. For cities with multiple airports (NYC, CHI, LON), be sure to use the city code, NOT the airport code.
- Place/Location = The city as shown in the postal address. (Ex. Newark)
- A city code lookup feature is available to the right of the city field.

Contact Information	
Street address 1*	<input type="text"/>
Street address 2	<input type="text"/>
Street address 3	<input type="text"/>
City*	<input type="text"/> 
P.O. Box	<input type="text"/>
ZIP/Postal code	<input type="text"/>
State/Province	<input type="text"/>
Place/Location*	<input type="text"/>
Country name*	<input type="text"/> 
E-mail address*	<input type="text"/>
Telephone no.*	<input type="text"/>
Mobile no.	<input type="text"/>
Preferred medium	<input checked="" type="radio"/> E-Mail

# Make a booking

## Shipment details

From the My Cargo page, go to “Make Booking.” If you have already saved a booking template, you may select it here. Please note that the “Get Next” and “Cancel AWB” buttons do not function and should not be used.

Please fill out all required fields before clicking “Get Flights.”

**Make booking**

\* Indicates mandatory fields.

Make bookings on-line up to 14 days in advance. Create booking templates for your recurring bookings and get shipment progress notifications.

Booking Template

Document No. \*      Confirmation No.

**Shipment Details**

Origin *	<input type="text"/>	<input type="text"/>	<input type="button" value="↗"/>	Total Pieces *	<input type="text"/>	Dimensions
Final Destination *	<input type="text"/>	<input type="text"/>	<input type="button" value="↗"/>	Weight *	<input type="text"/>	Kilos <input type="button" value="v"/>
Nature of Goods *	<input type="text"/>			Volume *	<input type="text"/>	Cubic Mete <input type="button" value="v"/>
Product Code*	<input type="text"/> <input type="button" value="↗"/>			Loadable Volume	<input type="text"/>	Cubic Mete <input type="button" value="v"/>
Depart On*	DD MMM YYYY	<input type="button" value="c"/>	Select <input type="button" value="v"/>	Time <input type="button" value="v"/>	<input type="button" value="Add ULD Details"/>	
Arrive By	DD MMM YYYY	<input type="button" value="c"/>	Select <input type="button" value="v"/>	Time <input type="button" value="v"/>	Commodity Code* <input type="text"/> <input type="button" value="↗"/>	
Via Airport	<input type="text"/>	<input type="text"/>	<input type="button" value="↗"/>			
<input checked="" type="checkbox"/> Passenger		<input checked="" type="checkbox"/> Freighter		<input checked="" type="checkbox"/> Truck		<input type="checkbox"/> Non-stop flights only

The Commodity Code is now required in order to search proper availability or to get flights.

**Shipment Details**

Origin *	<input type="text"/>	<input type="text"/>	<input type="button" value="↗"/>	Total Pieces *	<input type="text"/>	Dimensions
Final Destination *	<input type="text"/>	<input type="text"/>	<input type="button" value="↗"/>	Weight *	<input type="text"/>	Kilos <input type="button" value="v"/>
Nature of Goods *	<input type="text"/>			Volume *	<input type="text"/>	Cubic Mete <input type="button" value="v"/>
Product Code*	<input type="text"/> <input type="button" value="↗"/>			Loadable Volume	<input type="text"/>	Cubic Mete <input type="button" value="v"/>
Depart On*	DD MMM YYYY	<input type="button" value="c"/>	Select <input type="button" value="v"/>	Time <input type="button" value="v"/>	<input type="button" value="Add ULD Details"/>	
Arrive By	DD MMM YYYY	<input type="button" value="c"/>	Select <input type="button" value="v"/>	Time <input type="button" value="v"/>	Commodity Code* <input type="text"/> <input type="button" value="↗"/>	
Via Airport	<input type="text"/>	<input type="text"/>	<input type="button" value="↗"/>			
<input checked="" type="checkbox"/> Passenger		<input checked="" type="checkbox"/> Freighter		<input checked="" type="checkbox"/> Truck		<input type="checkbox"/> Non-stop flights only
<input type="checkbox"/> Widebody & Trucks only						<input type="button" value="Get Flights"/>
Use my Allotment	<input type="text"/> <input type="button" value="↗"/>					

# Make a booking

## Dimensional tool

The dimensional tool allows you to add the number of pieces and the units of measurement (L x W x H). After filling out the fields, it will calculate the total number of pieces and volume. You will also be able to specify whether your shipment is tiltable or stackable. Once complete, click “Close” and the calculated volume will be added to the “Make Booking” screen.

Dimensions <span style="float: right;">✕</span>									
		No. Pcs	Units	Length	Width	Height	Volume(CM)	Tiltable	Stackable
1	<input checked="" type="checkbox"/>	2	Centimetres ▼	20.00	30.00	19.00	0.0228	<input type="checkbox"/>	<input checked="" type="checkbox"/>
2	<input checked="" type="checkbox"/>	5	Centimetres ▼	23.00	19.00	27.00	0.058995	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
3	<input type="checkbox"/>		Centimetres ▼					<input type="checkbox"/>	<input checked="" type="checkbox"/>
		7					0.081795		

## Get flights

Once all shipment details have been entered, click “Get Flights” to view available flights for the origin and destination identified.

**My cargo**

- [Make booking](#)
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- [View my bookings](#)
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### Make booking

\* Indicates mandatory fields.

Make bookings on-line up to 14 days in advance. Create booking templates for your recurring bookings and get shipment progress notifications.

Booking Template

Document No. \*      Confirmation No.

**Shipment Details**

Origin * <input type="text" value="ORD"/> <input type="button" value="CHICAGO O'HARE"/>	Total Pieces * <input type="text" value="1"/>	Dimensions <input type="text"/>
Final Destination * <input type="text" value="DEN"/> <input type="button" value="DENVER"/>	Weight * <input type="text" value="2000"/>	<input type="text" value="Kilos"/>
Nature of Goods * <input type="text" value="TEST"/>	Volume * <input type="text" value="8"/>	<input type="text" value="Cubic Mete"/>
Product Code * <input type="text" value="EXP"/>	Loadable Volume <input type="text" value="8"/>	<input type="text" value="Cubic Mete"/>
Depart On * <input type="text" value="11 May 2017"/> <input type="button" value="Select"/> <input type="button" value="Time"/>	<input type="button" value="Add ULD Details"/>	
Arrive By <input type="text" value="DD MMM YYYY"/> <input type="button" value="Select"/> <input type="button" value="Time"/>	Commodity Code * <input type="text" value="GCR"/>	
Via Airport <input type="text"/>		
<input checked="" type="checkbox"/> Passenger <input checked="" type="checkbox"/> Freighter <input checked="" type="checkbox"/> Truck <input type="checkbox"/> Non-stop flights only		
<input type="checkbox"/> Widebody & Trucks only		
Use my Allotment <input type="text"/>	<input type="button" value="Get Flights"/>	

# Make a booking

## Route selection

From the list of available routes, choose the route that meets your needs by selecting the radio button to the left of the flight number, then click the select button.

### Available Routes

	Flight No.	Org.	Dest.	Dep. Date - Time*	Arr. Date - Time*	Mode*	Product	Aircraft Type
<input checked="" type="radio"/>	UA 1962	ORD	OMA	14 JUN 17 - 1222	14 JUN 17 - 1357	PAX	GCR	Boeing 737-900ER
<input checked="" type="radio"/>	UA 0802	OMA	DEN	15 JUN 17 - 0625	15 JUN 17 - 0701	PAX		Boeing 737-900ER
<input type="radio"/>	UA 0780T	ORD	OMA	13 JUN 17 - 2100	14 JUN 17 - 1200	TRK	GCR	Truck
<input type="radio"/>	UA 0802	OMA	DEN	15 JUN 17 - 0625	15 JUN 17 - 0701	PAX		Boeing 737-900ER
<input type="radio"/>	UA 0780T	ORD	DEN	13 JUN 17 - 2100	15 JUN 17 - 1100	TRK	GCR	Truck

Once you have selected your route, the shipment details, such as pieces, weight, volume and flight details cannot be modified. If you need to modify these details, click the “Modify Shipment/Flight Details” button shown below in red. When this button is selected, you will be able to update your criteria and search for a new routing.

#### Shipment Details

Origin * <input type="text" value="ORD"/> CHICAGO O'HARE	Total Pieces * <input type="text" value="1"/>	Dimensions <input type="text"/>
Final Destination * <input type="text" value="DEN"/> DENVER	Weight * <input type="text" value="2000"/>	<input type="text"/> Kilos <input type="text"/>
Nature of Goods * <input type="text" value="TEST"/>	Volume * <input type="text" value="8"/>	<input type="text"/> Cubic Mete <input type="text"/>
Product Code * <input type="text" value="EXP"/>	Loadable Volume <input type="text" value="8"/>	<input type="text"/> Cubic Mete <input type="text"/>
Depart On * <input type="text" value="26 Apr 2017"/> <input type="text"/> <input type="text"/>	<input type="button" value="Add ULD Details"/>	
Arrive By <input type="text" value="DD MMM YYYY"/> <input type="text"/> <input type="text"/>	Commodity Code* <input type="text" value="GCR"/>	
Via Airport <input type="text"/>		
<input checked="" type="checkbox"/> Passenger <input checked="" type="checkbox"/> Freighter <input checked="" type="checkbox"/> Truck <input type="checkbox"/> Non-stop flights only		
<input type="checkbox"/> Widebody & Trucks only		
<input type="button" value="Get Flights"/>		
Use my Allotment <input type="text"/>		

#### Special Handling Code

Computation of air waybill rating and other charges would be based on the first SHC entered

Special Handling code

	Flight No.*	Departure Date*	From*	To*	Use My Allotment
<input checked="" type="checkbox"/>	UA 0493	27 Apr 2017	ORD	DEN	<input type="checkbox"/>
<input type="checkbox"/>		DD MMM YYYY			<input type="checkbox"/>

Modify Shipment/Flight details

# Make a booking

## Shipper & Consignee information

Shipper and Consignee information is not required to make a booking, however it is required to save an air waybill using this website. You may add the Shipper and Consignee information when making a booking or you may update this information after the booking has been made.

### Notes on Shipper & Consignee information fields:

- Place / Location = The city as shown in the postal address. (Ex. Newark)
- City = City code for the airport from which the shipper originates traffic. For cities with multiple airports (NYC, CHI, LON), be sure to use the city code, NOT the airport code.
- A city code lookup feature is available to the right of the city field.

Upon entering an address, you may click the “Save in Address Book” option and it will enable quick fill-in for future bookings.

**Shipper**

[Get from Address Book](#)

Shipper name

Street address 1

Street address 2

Street address 3

**Place/location**

PO Box

Zip/Postal code

State/Province

**City**

Country code

Phone no

Mobile no

Save in Address Book

**Consignee**

[Get from Address Book](#)

Consignee name

Street address 1

Street address 2

Street address 3

**Place/location**

PO Box

Zip/Postal code

State/Province

**City**

Country code

Phone no

Mobile no

Save in Address Book



# Make a booking

## Agent and account number information

Most of the agent details will be prepopulated based on the information in your profile. However, you must select the account number you wish to associate with the shipment. Many customers may have multiple account numbers, including United Cargo accounts and IATA accounts.

To choose your account number, click the folder icon next to the “Account No” field to generate the “List of Account Numbers” popup window. Choose your account from the window.

**Agent**

Agent Name	PANALPINA INC	Zip/Postal code	99999
Street address 1	Adrs line1	State/Province	IL
Street address 2	Adrs line2	Place/location	ELK GROVE VILLAGE
Street address 3	Adrs line3	Country code	US UNITED STATES OF AI
City	CHI CHICAGO	Account No.*	<input type="text"/>
PO Box	99999		

**List of Account Numbers**

--Select search field--

Total 2 records found. Page 1 of 1

	Account No.	Account Desc.	Account Type
<input type="radio"/>	71540330013		UNITED
<input type="radio"/>	01170070031		IATA

# Make a booking

## Submit your booking

Once all criteria is selected, click the “Submit Booking” button at the bottom to finish your booking.

You will be directed to a confirmation page that indicates the status of the booking confirmation/journey number and booking details. You may also set up shipment status notifications from this screen.

## Booking Request Confirmation

\* Indicates mandatory fields.

Thank you for booking with United Cargo 360°

Please visit [My Bookings](#) to view the latest status of all your booking requests.

**Your Booking Status: Confirmed**  
Please review the details of your booking below.

### Booking details

**Confirmation No.:** 4666541

**AWB Number:** 016 Unknown

**Booking Status:**  
UA0493-27 APR 2017-ORD-DEN  
[Confirmed]

**Origin:** ORD

**Destination:** DEN

**Total Pieces:** 1

**Weight:** 2000.0 K

**Volume:** 8.000000 CM

**Nature of Goods:** TEST

**Special Handling Code:** None

**Product:** EXP

### Shipment status notifications



→ Email

To receive **up-to-date shipment notifications** via e-mail for this booking, [click here](#)

[Create New Booking](#)

[Proceed to AWB](#)

# Allotment booking

## Book against an allotment:

From the “Make booking” screen, enter the required criteria identified by the red asterisks, such as origin, destination, depart on date and total pieces. If you know your allotment ID, you can enter it in the box. If not, click the folder icon to the right of the field to search for an allotment.

Once all information is entered, click “Get Flights.” Please note that your “Special Handling Code” must be entered before clicking “Get Flights.”


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## Make booking







\* Indicates mandatory fields.

Make bookings on-line up to 14 days in advance. Create booking templates for your recurring bookings and get shipment progress notifications.

Booking Template  

Document No. \*      Confirmation No.

**Shipment Details**

Origin *	ORD	CHICAGO O'HARE		Total Pieces *	1	Dimensions
Final Destination *	DEN	DENVER		Weight *	100.00	Kilos <input type="button" value="v"/>
Nature of Goods *	TEST			Volume *	0.1	Cubic Mete <input type="button" value="v"/>
Product Code *	GCR			Loadable Volume	0.1	Cubic Mete <input type="button" value="v"/>
Depart On *	26 Apr 2017	<input type="button" value="Select"/>	<input type="button" value="Time"/>	<input type="button" value="Add ULD Details"/>		
Arrive By	DD MMM YYYY	<input type="button" value="Select"/>	<input type="button" value="Time"/>	Commodity Code *	GCR	
Via Airport	<input type="text"/>					
<input checked="" type="checkbox"/> Passenger <input checked="" type="checkbox"/> Freighter <input checked="" type="checkbox"/> Truck <input type="checkbox"/> Non-stop flights only <input type="checkbox"/> Widebody & Trucks only						
Use my Allotment <input type="text"/>						

A list of allotments will display if an allotment is available for the dates, origin, and destination entered.



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# Allotment booking

Ensure the dates, origin and destination are correct, then click “search.” A list of available allotments will display. Select your allotment and click “close” at the bottom of the page.

## List of Allotments

Allotment ID  Origin\*  Destination\*  Flight No.    Flight Date  

Total 18 records found Page 2 of 2   2

	Allotment ID	Air.	Flt. No.	Sfx.	Origin	Destination	Dep. Date - Time*	Arr. Date - Time*	Product	3HC	Commodity	All.Type	Avl. Wt.*	Avl. Vol*
<input type="radio"/>	017ORDDENPAN02	UA	0775		ORD	DEN	11 MAY 17 - 1255	11 MAY 17 - 1440	EXP			BLK	2000.00	8.00
<input type="radio"/>	017ORDDENPAN01	UA	0627		ORD	MSP	11 MAY 17 - 2105	11 MAY 17 - 2235	GCR			BLK	1000.00	10.00
	017ORDDENPAN01	UA	1274		MSP	DEN	12 MAY 17 - 0905	12 MAY 17 - 1014	GCR			BLK	1000.00	10.00
<input type="radio"/>	017ORDDENPAN02	UA	0775		ORD	DEN	12 MAY 17 - 1255	12 MAY 17 - 1440	EXP			BLK	2000.00	8.00

Upon selecting your allotment, the window will automatically close and the allotment ID will populate to the “Make booking” page.

From this point forward, complete the remaining required information on the “Make booking” page to submit your booking.

# Check availability

When checking availability, a full list of United-operated mainline flights and trucks will return (UAX flights will not display). Flights for multiple days will return in order by journey time, with the shortest length of the journey listed first.

When selecting your flights, keep in mind our standard minimum connection times. The following is a list of minimum connection times by product, enabling easier flight selection:

## GEN

- ULD (Containers)
  - Domestic: 2 hours
  - International: 5 hours
- Bulk:
  - Domestic: 5 hours
  - International: 5 hours
- Truck-to-flight: 4 hours

## EXP

- ULD (Containers)
  - Domestic: 2 hours
  - International (from truck): 4 hours
- Bulk
  - Domestic: 4 hours
  - International and shipper-loaded ULD: 5 hours

# View my bookings







Bookings and registrations are at the branch level. Bookings for your branch location will be displayed in the “My Bookings” or “Company Booking” tab in order of booking date with the most recent booking listed at the top.

- Select “My bookings” to view the list of bookings made by the current user only.
- Select “Company bookings” to view a list of bookings made by your company regardless of the user or channel. (Ex. Web, phone, etc.)

## View my bookings

\* Indicates mandatory fields.

Check the latest status of your bookings.

<a href="#">My Bookings</a>	<a href="#">Company Booking</a>	<a href="#">Advanced Search</a> 
Doc Type / Number	<input type="text"/> <input type="text"/>	
Origin	<input type="text"/>	
Final Destination	<input type="text"/>	
Flight Date	DD MMM YYYY 	
Booking Period	24 Mar 2017 	07 Apr 2017 
		<input type="button" value="Search"/> <input type="button" value="Reset"/>

# My notification settings

Use “My notifications settings” to set up email alerts that will be triggered for every booking made through the United Cargo web portal.

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## My notification settings

Use this service to set the default contact/communication details as well as the default shipment milestones for all booking made through the Cargo web site.

### Contact Details

Contact name	Email
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

Add additional row

### Shipment Status

- Shipment booking confirmation email
- Physical receipt of shipment from shipper or shipper's agent
- Departure of shipment on a flight
- Arrival of shipment on a scheduled flight
- Shipment arrival notified to consignee or consignee's agent
- Physical delivery of shipment documentation to consignee or consignee's agent
- Physical delivery of shipment to consignee or consignee's agent

Save