

DELTACARGO.COM USER GUIDE



DELTACARGO.COM WORKS FOR YOU

Deltacargo.com has a myriad of features to make the shipping process seamless.

Ship with us today and experience the Delta difference for yourself.



INTERACTIVE DESIGN

- Use all [deltacargo.com](#) features from any device, whether it's a computer, mobile device, or tablet
- Book, manage, track, or check-in a shipment from any page
- Use the advanced booking path to quickly book shipments using time-saving tools like templates



REPORTING

- Select "View All Details" under MANAGE for a quick, up-to-date view of all active shipments
- Number of shipments booked and currently in transit viewable from every page
- Operational alerts and important news sent directly to your mailbox, available for all shipments or even just one AWB



CUSTOMIZATION

- Save booking preferences for personalized experience
- Selected notifications proactively send at each shipment milestone, from acceptance to delivery
- Save frequently booked shipments as templates
- Create recurring bookings to have frequent shipments automatically booked



PAYMENT OPTIONS

- Visibility to import fees through MANAGE
- Provide payment online, using either your credit account, credit card or PayCargo
- VISA, MasterCard, American Express, & Discover accepted
- Digital payment receipts



TRACKING

- Tracking map shows real time plane and/or truck progression from departure to arrival
- Request proactive email notifications for shipment milestones
- Master and house air waybill customs status displayed on tracking page
- Electronic air waybill (eAWB) status displayed on tracking page



CHECK-IN

- eAWB: Submit domestic and international air waybill details free of charge, regardless of shipment booking channel. View and submit house air waybills
- Self-print or email important documents like air waybills, receipts, or the booking summary page

GETTING STARTED WITH DELTACARGO.COM

The Registration Dashboard houses everything needed to begin using deltacargo.com. From known shipper validation to account registration, it's all here and it's all easy.

Registration Dashboard

 Register for Online Booking Book, track and manage your shipments online from anywhere in the world. Deltacargo.com is available in all countries, use one of the links below to get started. Register for Online Login Credentials Add New User to Existing Profile	 Known Shippers If you need to sign up as a known shipper with Delta Cargo, or if you're already a known shipper and would like to update your company's information, please use one of the links below. Validate Known Shipper Status (U.S. Only) Update Account Information (U.S. Only)
 Account Number Application If you are an Indirect Air Carrier (IAC), freight forwarder or a non-U.S. based company, apply for an account number using the link below. Apply for an Account Number	 Apply for Credit If you would like to add a line of credit to your existing Delta Cargo account, please use the link below. Add a Line of Credit (U.S. Domestic & Export Only)

REGISTERING WITH DELTA CARGO

- The "Registration Dashboard" features six dedicated forms for each type of request:
 - Register for Online Login Credentials
 - Add New User to Existing Profile
 - Validate Known Shipper Status (U.S. Only)
 - Update Account Information (U.S. Only)
 - Apply For an Account Number
 - Add a Line of Credit (U.S. Domestic & Export Only)
- Select "Validate Known Shipper Status" to request known shipper approval with Delta Cargo
- Newly approved Known Shippers are automatically registered on deltacargo.com after account numbers have been created
- Using deltacargo.com will save time while making bookings
- For customers who do not already have a deltacargo.com login, click Sign Up and select "Register for Online Login Credentials"
- Once registered, shipper details default to the primary account number to save time when booking

KNOWN SHIPPER PROCESSING

- Guests who begin the booking process without known shipper status will have the opportunity to submit their application mid-booking process and, if approved, immediately proceed with the booking without logging in
- When registered and logged in, the shipper details during booking default to the customer's account number to save time and avoid manual data entry

CUSTOMIZE YOUR EXPERIENCE

Creating a deltacargo.com profile creates a customized shipping experience tailored to your unique needs. Easily store important information so that it's all ready when you are.

MY PROFILE

- Once logged in, click the dropdown arrow above CHECK-IN and select "Go to My Profile"
- Manage email notification preferences for shipment milestones
- Review contact information and select email notification preferences and preferred units of measurement
- View all agreements accepted electronically, such as air waybill terms and conditions
- Ability to specify default booking path that automatically displays once logged in

ACCOUNT INFORMATION

- Two tabs under Account Information: "List of Account Information" and "Saved Credit Card Information"
- List of Account Information tab displays the accounts for which the user has access
- Saved Credit Card Information tab displays credit card details that have been stored for secure payment
- Click "Add a new debit/credit card" to save for future bookings
- Delete or edit credit card information using the edit icon under "Action"

ADDRESS BOOK

- The address book function allows users to store frequently used contacts to use as shipper or recipient
- Click "Add Contact" to add an individual contact or click "Import Excel file for Address Book" to upload multiple contacts at once
- Edit or delete contacts by clicking the edit icon under "Actions" column
- When making a booking, click address book icon in the "Full Name" bar and select desired contact to easily populate saved information

BOOKING TEMPLATES

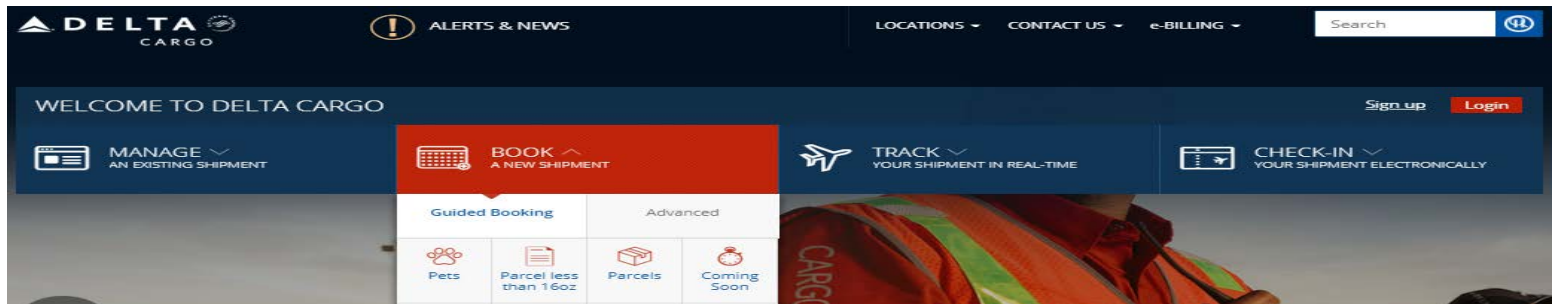
- The "Booking Templates" tab allows users to manage all templates in one easy location
- Ability to view all created templates
- Clicking edit icon opens a new booking form where users can submit a new booking, update an existing template by clicking "Save," or create a new template by clicking "Save As"
- Share templates with other users by clicking the share icon

RECURRING BOOKING

- The recurring booking tool allows users to seamlessly schedule bookings from the advanced booking page. Once scheduled, deltacargo.com will submit those bookings for each instance requested
- Save time by scheduling bookings up to 90 days in advance
- Create your customized recurring booking schedule from the advanced booking page while selecting shipment date
- Available for DASH, DASH Critical, Express, Critical and allocations

GUIDED BOOKING OVERVIEW

Guided booking paths give users step-by-step instructions when making a booking. Simply go to the BOOK tab and select the shipment type to get started.



BOOKING PETS

- Click on the “Pets” icon under the "Guided Booking" tab to begin
- Enter origin and destination and the preferred shipping date and time
- Enter type of animal and breed
 - Breed Smart Search is a safety check that ensures only permitted breeds are booked online
- Select kennel size by choosing either a standard kennel size via visual icons or entering a custom kennel size
- Enter description of the animal, agree to terms and conditions, and click “Find Flight”
- Under displayed flight options, click “Details” under each option to view connection information
- Enter shipper & recipient information
- Pricing estimate and commodity codes displayed
- Provide a credit card and charges will be applied at time of drop-off
- Option to print or email a live animal checklist, ensuring all arrangements are made before acceptance
- All warm-blooded animal bookings will be reviewed by the Customer Service Center

BOOKING DOCUMENTS

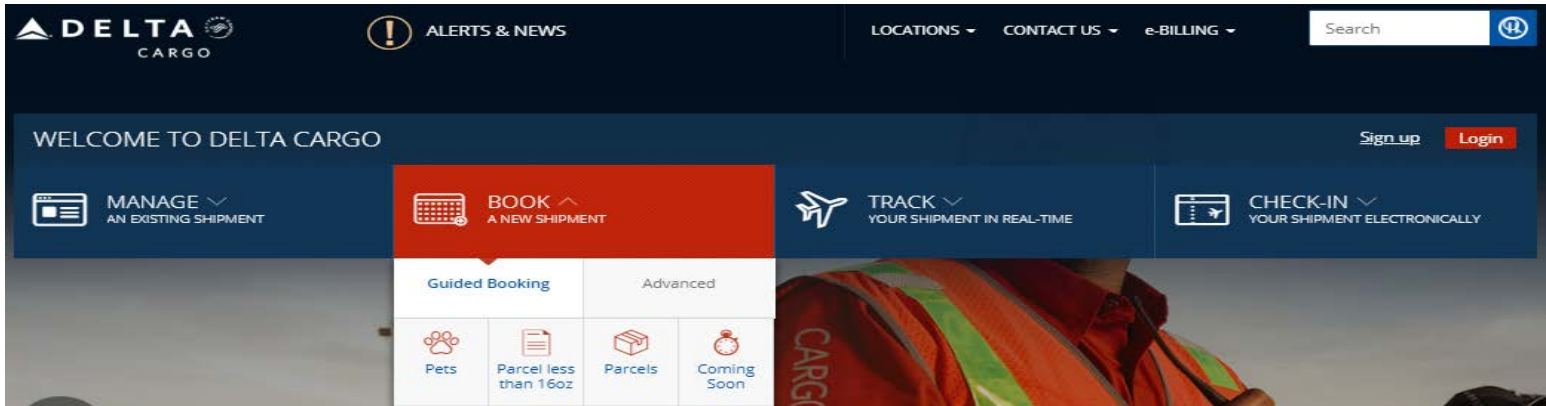
- Anyone can book documents under 16 oz. online – no need to be a Known Shipper!
- Enter origin and destination, shipment date and time, and the quantity and weight of the documents being shipped
- Select desired flight and product
- Enter description of the shipment and shipper information
- Enter recipient information
- Pricing estimate displayed
- Provide a credit card and charges will be applied at time of drop-off

BOOKING DANGEROUS GOODS

- The dangerous goods feature enables the most efficient way for users to book parcels containing dangerous goods
- Feature has been built into existing booking paths
- Simply designate how many parcels contain dangerous goods and enter applicable UN name or number
- Select packaging instructions and enter amount
- Quickly book parcels with dangerous goods as limitations are automatically checked against aircraft types
- Expedite acceptance process

GUIDED BOOKING OVERVIEW

Guided booking paths give users step-by-step instructions when making a booking. Simply go to the BOOK tab and select the shipment type to get started.



BOOKING PACKAGES

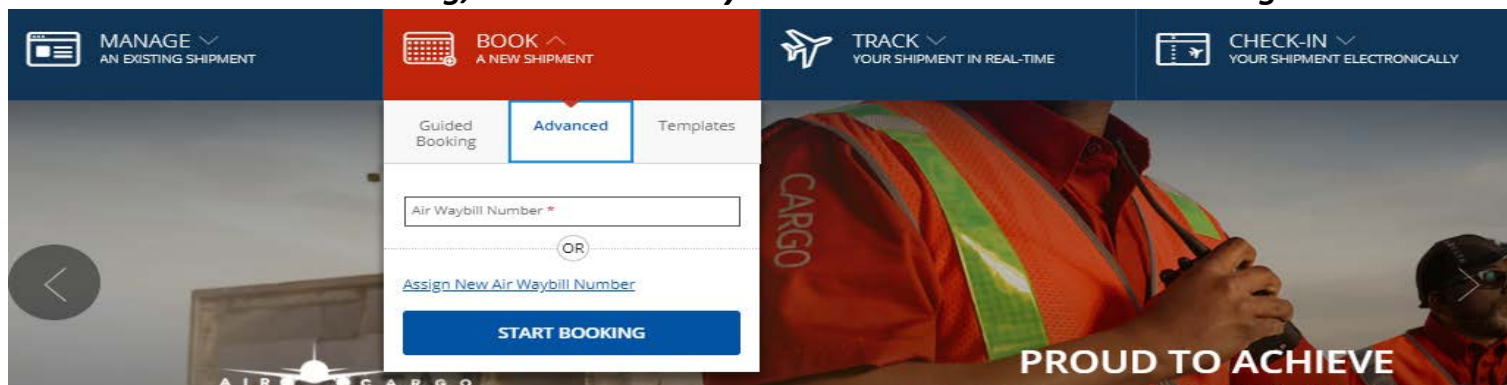
- Book multiple pieces with individual dimensions and weights by clicking the “Packages” icon
- Enter origin and destination and preferred shipping date
- Enter package quantity and dimensions
- Click “Add Package” to enter additional pieces with different dimensions
- Enter total piece count and total weight
- Under displayed flight options, click “Details” under each option to view connection information
- If not logged into account, shipper must be validated via TSA database
- If logged-in and have known shipper credentials , can bypass known shipper check and proceed with shipment
- Enter shipper and recipient information
- Pricing estimate and commodity codes displayed
- Provide a credit card or use credit account for payment

BOOKING SPECIALTY PRODUCTS

- Specialty bookings include human remains, perishables, and valuable items
- Select specialty item being booked from radio buttons
- Enter origin and destination and preferred shipment date and time
- Enter product-specific shipment details, weight, and dimensions
- Select desired flight and product
- Must log in or automatically be validated as a known shipper to proceed with shipment
- Enter shipper and recipient information
- Pricing estimate and commodity code displayed
- Provide a credit card or use credit account for payment

ADVANCED BOOKING OVERVIEW

***Advanced booking paths allow experienced users to seamlessly make bookings.
To start booking, enter an air waybill number or have one auto-assigned.***



USING THE ADVANCED BOOKING FORM

- To begin a booking using the advanced booking path, user must log in
 - Default account is automatically used, but switch by clicking on username dropdown and selecting preferred account
- In "Advanced Booking" dropdown, either enter an AWB number from previously allocated stock or select "Assign a new Air Waybill Number" to continue
 - If an AWB is assigned, the number appears in the upper left-hand corner of the "Booking Summary" page
- Once in the booking form, select the type of shipment either from dropdown or by clicking on the product logo displayed on the right side of the page
- Add shipment description
- "Booking Remarks" is an optional, freeform text field where additional shipment information can be added
- Choose shipment method and total weight
- Enter shipment quantity and dimensions
- Enter origin and destination and preferred shipping date to search available options
 - If flight number is already known, enter here to bypass search options
- If applicable, enter allocation ID in field next to flight number
- Shipper information automatically populates based on the default account, but can be easily changed if needed, as in third party billing scenarios
- Enter consignee information
- Pricing estimate and commodity codes displayed
- Provide a credit card or use credit account for payment
- Submit booking or save booking as a template for later use

BOOKING DANGEROUS GOODS

- The dangerous goods feature enables the most efficient way for users to book parcels containing dangerous goods
- Feature has been built into existing booking paths
- Simply designate how many parcels contain dangerous goods and enter applicable UN name or number
- Select packaging instructions and enter amount
- Quickly book parcels with dangerous goods as limitations are automatically checked against aircraft types
- Expedite acceptance process

TEMPLATES & ALLOCATIONS OVERVIEW

**Save time by storing frequently shipments as templates for quick and easy access.
Allocations can be stored as a part of a template or used on a per booking basis.**

Sort flights by Fewest Flights GO		General The most economical way to move your consolidated shipments.	Express Heavy Express shipping and high, priority boarding for your, consolidated shipments.
ATL Departs: 3:15 PM Flight: DL070 Nonstop Details Arrives: 5:55 AM Aircraft: A330-300		Acceptance cutoff time: 05/31/2019 11:15 AM Pick-up: 06/01/2019 11:55 AM 387.25 USD SELECT	Acceptance cutoff time: 05/31/2019 12:15 PM Pick-up: 06/01/2019 8:55 AM 516.25 USD SELECT

BOOKING USING TEMPLATES

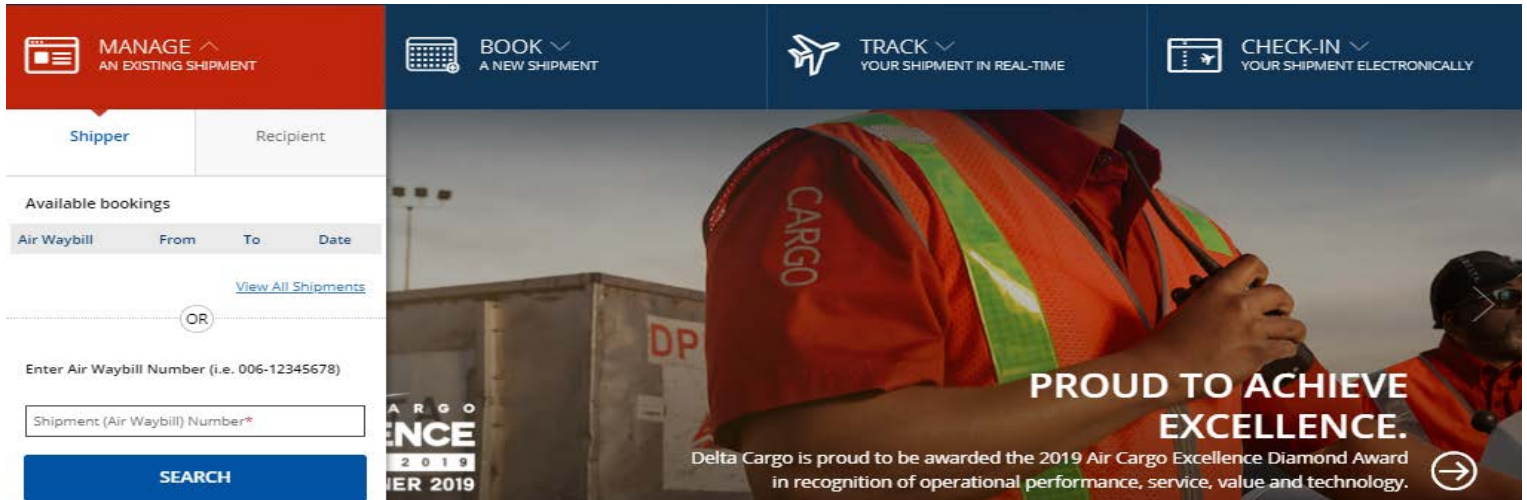
- Creating and using templates is an easy way to expedite repeat bookings – every field in the advanced booking form can be saved as a template
- To create a template, fill out of the advanced booking form and click “Save”
- If using a current template, save a modified version using the “Save As” function
- To use existing template, log in and click the "Template" tab under BOOK and available templates will display
- Alternatively, go to the "Advanced Booking " form and choose desired template from the “Populate Option with Saved Template” dropdown
- Make any needed changes and submit booking
- To manage existing templates, go to the templates tab under profile. (See “Building Your Deltacargo.com Profile”)

BOOKING USING ALLOCATIONS

- Under the BOOK tab, select the Advanced Booking tab and complete the “Booking Details” section
- Allocation information is entered under the second section, “Routing Details”
- Manually enter the flight number and date assigned to the allocation
- Save time by using the recurring booking tool to schedule all bookings for the allocation. Once scheduled, deltacargo.com will automatically create bookings for each instance requested.
- All flight allocations are released 24 hours before flight time

MANAGE OVERVIEW

The MANAGE feature allows shippers to review, edit, delete, and customize notifications for their bookings and recipients to view and pay collect charges.



The screenshot displays the Delta Cargo MANAGE interface. At the top, there are four main navigation buttons: 'MANAGE' (with a dropdown arrow and the text 'AN EXISTING SHIPMENT'), 'BOOK' (with a dropdown arrow and the text 'A NEW SHIPMENT'), 'TRACK' (with a dropdown arrow and the text 'YOUR SHIPMENT IN REAL-TIME'), and 'CHECK-IN' (with a dropdown arrow and the text 'YOUR SHIPMENT ELECTRONICALLY'). Below the 'MANAGE' button, there are two tabs: 'Shipper' and 'Recipient'. The 'Shipper' tab is active, showing a section titled 'Available bookings' with columns for 'Air Waybill', 'From', 'To', and 'Date'. Below this, there is a link 'View All Shipments'. A search section follows, with an 'OR' button and a text input field for 'Enter Air Waybill Number (i.e. 006-12345678)'. Below this is another text input field for 'Shipment (Air Waybill) Number*' and a blue 'SEARCH' button. The background of the interface features a large image of a Delta Cargo worker in an orange safety vest with 'CARGO' written on it, holding a radio. Overlaid on this image is the text 'PROUD TO ACHIEVE EXCELLENCE.' and a paragraph stating 'Delta Cargo is proud to be awarded the 2019 Air Cargo Excellence Diamond Award in recognition of operational performance, service, value and technology.' with a circular arrow icon.

MANAGING BOOKINGS AS THE SHIPPER

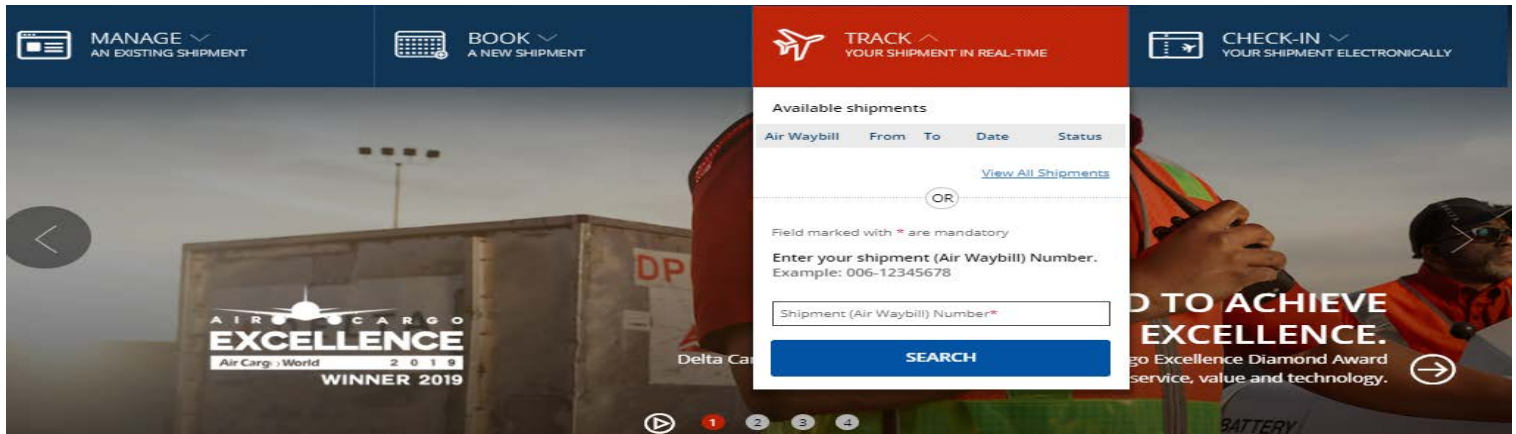
- Guests should enter the AWB number, shipper email address, and origin airport in the MANAGE-Shipper dropdown
- Once submitted, the "Booking Summary" page displays, where user can edit, delete, or create a booking
- If choosing to print the AWB online, users must agree to the eAWB submission terms and conditions before continuing
- For logged-in users, available bookings appear in the MANAGE – Shipper dropdown for easy access
- Access additional bookings not shown in the dropdown by selecting the “View More Details” link
- After clicking desired shipment, the "Shipment Details" page displays an overview of all the information for each shipment
 - If a shipment hasn’t been accepted, an edit option is displayed under the “Actions” header
 - If a shipment is currently in transit, track easily from this page
- Scroll right to see the weight and special handling codes that apply to each shipment
- Click “Retrieve” to go to the "Booking Summary" page, the estimated rate and other shipment details are displayed
- From the booking summary page, logged-in users can delete, edit, copy, or create a new booking
- Can request email notifications and email or print the AWB, receipt, or booking summary page. (To enter multiple email addresses at once, separate emails using a comma or semi-colon.)

MANAGING SHIPMENTS AS THE RECIPIENT

- Guests can enter the AWB number and final destination in the MANAGE-Recipient dropdown
- Once submitted, the "Consignee Import Payment" page displays, where user can view or pay for destination charges
- For logged-in users, active AWBs appear in the MANAGE – Recipient dropdown for easy access .
- Charges can be paid using a credit card or a Delta Cargo credit account

TRACK OVERVIEW

Tracking provides real-time visibility throughout the shipment lifecycle, with additional GPS enhancements offered for the highest transparency.



USING THE TRACKING FEATURE

- Track any AWB by entering the AWB number in the TRACK dropdown
- A shipment status bar and key flight details are prominently displayed at the top of the page
- An in-transit map allows users to track shipments while moving via plane or truck
- For international shipments, customs status will be available for master and house AWBs
- When logged in to deltacargo.com, shipments that have already been accepted appear in the TRACK banner and can be clicked for quick access
- Logged-in users can also view the status of all their shipments on a single page by selecting the “View More Details” link

SUBSCRIBE TO EMAIL NOTIFICATIONS

One-time shipment tracking updates

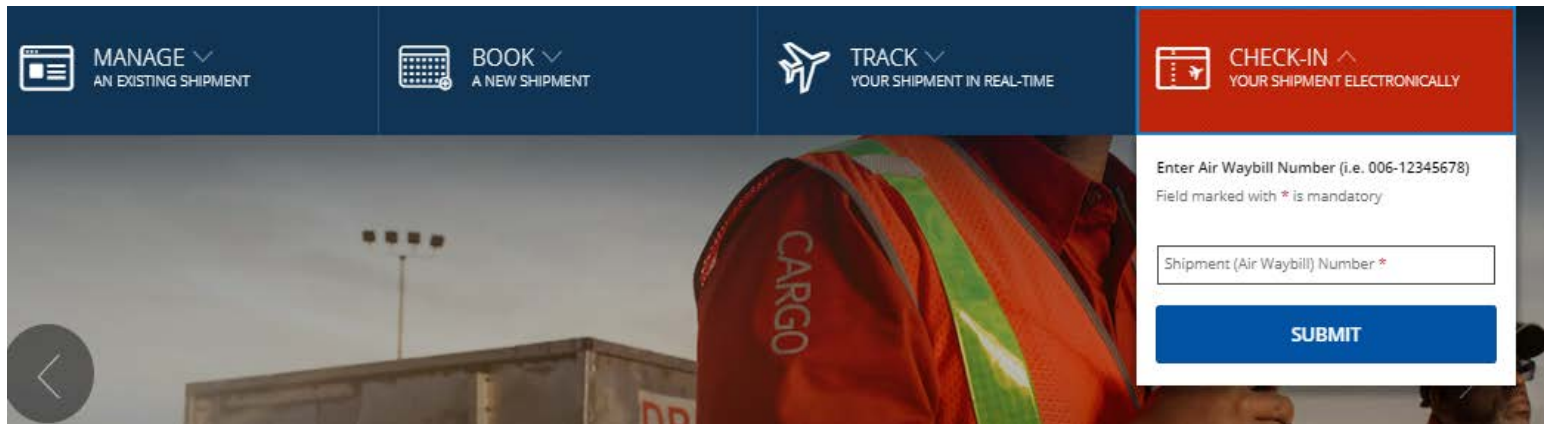
- Enter the AWB in the Track dropdown
- Click the Request status updates envelop
- Enter the email address(es) and select the desired milestones
- Click submit

Subscribe to tracking updates

- Login to deltacargo.com
- Select Go to my profile by clicking on your name and account number
- Select the desired milestones and save changes

CHECK-IN (eAWB) OVERVIEW

The CHECK-IN feature allows any user to submit air waybills electronically free of cost, improving data accuracy and eliminating the need for any paper documentation.



HOW TO CHECK-IN ON DELTACARGO.COM

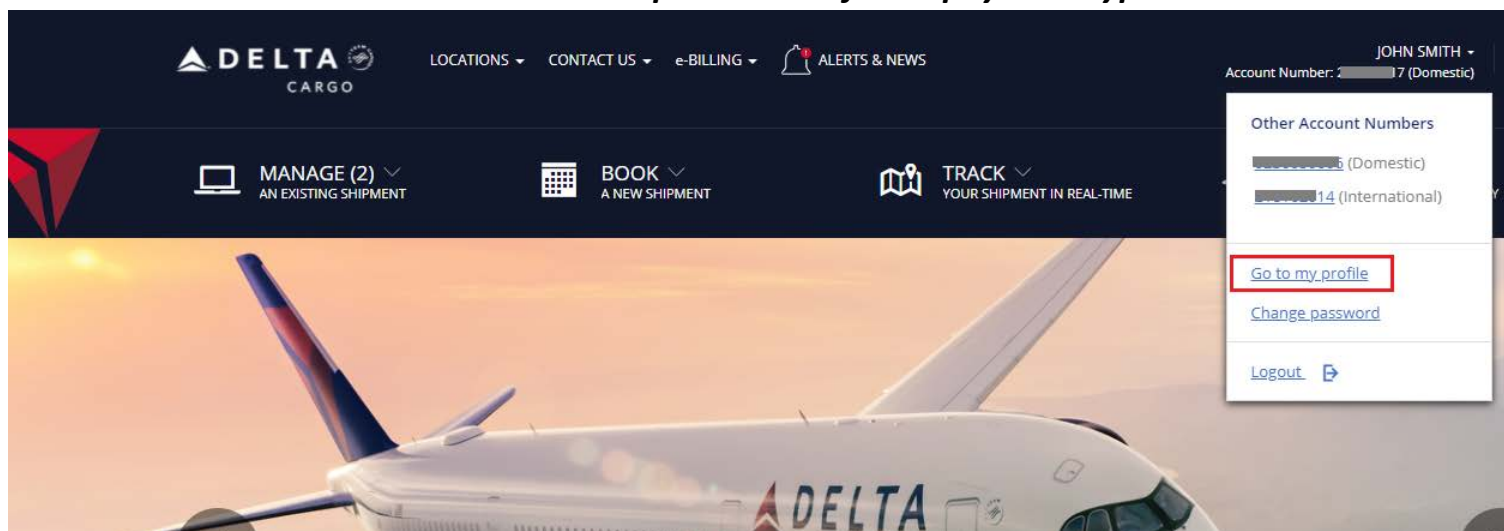
- The CHECK-IN feature on deltacargo.com allows users to submit their air waybills electronically (eAWB)
- All domestic and international AWBs can be submitted free of cost, regardless of booking channel
- Guest users need to accept the terms and conditions in order to complete the electronic AWB form
- Logged-in users will only need to accept terms and conditions once and it will be saved to online profile
- Under the dropdown, enter the AWB number and origin station of the shipment
- After clicking “Submit”, a booking overview displays, with both master AWB and associated house AWB details shown
- Click the icon under "Action" to review AWB details before final submission
- Make any edits by going to MANAGE and entering the AWB number *(For instructions on how to edit a shipment, please see MANAGE section of this guide.)*
- If all AWB details displayed are correct, click “Submit AWB”
- Once the shipment details have been submitted electronically, a confirmation page displays options to view/print the AWB, view the booking summary, or return to the deltacargo.com homepage
- When dropping the shipment off for acceptance, customers will not need to bring or pay for a paper AWB

ABOUT ELECTRONIC AIR WAYBILL (eAWB)

- Electronic air waybills (eAWB) are simply the electronic versions of paper air waybills
- Using eAWB when tendering a shipment has many benefits, such as:
 - Reduction in processing costs due to the removal of paper AWB
 - Improved accuracy and visibility of AWB data
 - Reduction in shipment handling delay occurrences due to missing or illegible paper AWBs
 - Real-time access to AWB data for all personnel from any location

DIGITAL PAYMENT RECEIPT

Digital payments receipts are available to print, email or proactively subscribe for all U.S. origin or destination shipments and for all payment types.



HOW PRINT A PAYMENT RECEIPT ON DELTACARGO.COM

Prepaid Credit Card Receipts

- Prepaid receipts are available after the shipment has been accepted
- You do not need to login for credit card payment receipts
- Guests should enter the AWB number, shipper email address, and origin airport in the MANAGE → Shipper dropdown
- Once submitted, the "Booking Summary" page displays, where user can print or email a receipt
- Users must login to view a summary of charges receipt for shipments invoiced to a cargo credit account
- The summary of charges can be viewed via the booking summary page or the Shipment Details page using the 'view more details' link under the Manage → Shipper & Track features

Collect Receipts

- Collect receipts for destination charges are available after the shipment has been delivered
- Guests should enter the AWB number and destination airport in the MANAGE → Recipient dropdown
- Once submitted, the "Consignee Import Payment" page displays, where user can print or email a receipt
- You do not need to login for PayCargo and credit card payment receipts

HOW TO SUBSCRIBE FOR PAYMENT RECEIPTS

- Login to deltacargo.com
- Select Go to my profile by clicking on your name and account number
- Select Payment Receipt to subscribe to email notifications

OTHER IMPORTANT FEATURES



STATION INFORMATION

- To view station information, click “Locations” in the site header and select the appropriate region from the dropdown menu
- Enter in airport code if known or search for stations by region
- Once the airport code is entered, a map populates showing the location of cargo stations
- Click the map pin to see the facility address and get driving directions
- Below the map, dropdowns display hours of operation, customs information, facility information, minimum drop-off time, and holiday hours

PAYING BY CREDIT CARD

- Store a credit card for U.S origin bookings anytime prior to dropping off your shipment
- Add credit card to any existing booking using MANAGE, edit booking
- While card information will be stored at time of booking, customers will not be charged until the shipment is tendered at acceptance
- View import (collect) fees and store payment using MANAGE, Recipient
- View saved and add new credit cards by clicking View My Profile on the dropdown under the account number and navigating to the "Account Information" tab
- VISA, MasterCard, American Express , or Discover credit cards are accepted

REQUESTING AWB STOCK

- Scroll to the bottom of the home page and select “Request Air Waybills” under the "Customer Support" header
- Electronic AWB requests are processed real-time 24x7, 365 days a year
- No AWB number? No problem. Book shipments 24/7 on deltacargo.com. An AWB number will be automatically assigned and displayed on the booking summary page.
- If CNS stock for US export is needed, must request directly via CNS by visiting <https://casslink.iata.org>

FREQUENTLY ASKED QUESTIONS

I'M UNSURE HOW TO NAVIGATE THE NEW SITE. DO YOU HAVE ANY TOOLS TO HELP?

Yes! We have video tutorials and instructional guides available on our "New Site Features" page, linked in the footer navigation on the home page.

DURING BOOKING IT ASKS FOR A SHIPMENT DESCRIPTION. WHAT SHOULD BE ENTERED?

Any special instructions that are pertinent for the movement of the shipment. If you are shipping Human Remains, be sure to include the name of the deceased in your description.

WHY CAN'T I GET MY LOGIN AND PASSWORD TO WORK?

User IDs are most commonly email addresses and may contain letters, numbers, or the underscore (_) character and must be at least 6 and no more than 25 characters long. Passwords must be between 6 and 10 characters long and may contain only upper- or lower-case alphanumeric characters (a-z, A-Z, 0-9). To reset your password or username, select the appropriate link at the bottom of the "Login" window.

HOW DO I ADD A NEW USER TO MY ACCOUNT?

Go to the Registration Dashboard (found under "Shipping Tools" header at the bottom of the homepage) and click "Add a New User to an Existing Profile." Complete the form and submit.

WHY DO I KEEP GETTING AN ERROR MESSAGE WHEN I PUT IN MY AWB NUMBER?

Please ensure that the air waybill number you've entered is valid and contains eight or eleven numeric characters. While the 006 prefix is most common and auto populated, this can be changed by hitting the backspace key, if needed.

WHAT IF I HAVE MORE THAN 11 INDIVIDUAL PETS/PACKAGES IN A SINGLE SHIPMENT?

Deltacargo.com's online booking agent can only handle shipments that have 11 or fewer different dimensions. If you have greater than 11 for your total shipment, you will need to contact Delta Cargo at 1-800-DL-CARGO (1-800-352-2746).

I ENTERED A COMMODITY TYPE, BUT WHEN I WENT TO CHANGE THE BOOKING, IT DOESN'T APPEAR ON THE SCREEN. WHY NOT?

The commodity type has been stored in our system and will be available on the AWB at the time the shipment is tendered.

WHY DOES MY SHIPMENT SHOW UNCONFIRMED IN THE BOOKING INFORMATION?

Your shipment may show unconfirmed for several reasons, ranging from specialty product booking that requires review by one of our customer service agents to an error in the booking information entered. If you have a specific question regarding the status of your booking, please contact the Delta Cargo Customer Service Center at 1-800-DLCARGO (1-800-352-2756).

CAN I BOOK SOMETHING TO AN AREA THAT IS ONLY SERVED BY DELTA CONNECTION?

Yes, you can book a DASH shipment on our Delta Connection flights. ? Is this all products now?

ONCE I'M IN DELTACARGO.COM, CAN I RETURN TO DELTA.COM?

Yes, a link to delta.com is available in the footer navigation on the home page.