

Customer Announcement

Online Booking Changes Coming June 11

June 8, 2017

At United Cargo, our primary goal is to improve our service to you – and the technology that connects our businesses is a key component of that service. This weekend we will deploy the first in a series of technology changes designed to make it easier to do business with us.

The changes effective June 11 will enhance our booking process via a robust availability function that more accurately matches the display of our network options with your transport needs. These changes will be most noticeable to customers who book online at unitedcargo.com or cargoportalservices.com, though customers who book via our Contact Centers or Sales Teams may experience additional dialogue as we determine your shipment's time of arrival and your booking confirmation contacts.

Customers who book online will notice the following changes:

- We have enhanced our availability logic to return more precise route recommendations. To enable that benefit, some aspects of the “Make booking” process are changing:
 - “Commodity Code” is now a required entry to generate flights/routes via “Get Flights”
 - The new optional “Via Airport” field allows you to specify your preferred transfer airport
 - The “Dimensions” tool allows you to indicate whether your pieces are tiltable and/or stackable to facilitate more accurate routing options
 - The option to bypass the “Get Flights” function by direct entry of a flight number and date is no longer available. Completion of all the required fields on the “Make Booking” screen is required to generate the available routes for your shipment

- Some aspects of the route selection/submit booking process are also changing:
 - Once you’ve selected a route on the “Available Routes” screen, the shipment details (pieces, weight, volume, etc.) cannot be modified. Click “Modify Shipment/Flight details” if you need to adjust this info. You will then be able to modify the details and search for a new routing
 - After you enter all required info and click “Submit Booking,” the system will return a display of “Your booking status.” The three booking status options are:
 - *Confirmed* – The details of your booking are displayed and you can choose to receive shipment status notifications
 - *Pending* – Your booking is being reviewed by United Cargo and you should receive email communication from United within one hour
 - *Cannot be confirmed* – Please return to the Available Routes screen, modify your shipment /flight details and choose another route, or contact your United Cargo Sales Representative

Online booking process elements not listed above will remain unchanged. Please reference the updated [Quick Reference Guide to Booking on unitedcargo.com](#) for all the details on what's changing and what's remaining the same.

All of us at United Cargo thank you for your support as we work to make our technology more efficient, more valuable and easier for you to use. As always, please feel free to contact your United Cargo Sales professional with any questions or concerns.