How to book online with United Cargo

Use this guide to assist you with making bookings using the My Cargo section of unitedcargo.com.
To enroll to book online, visit 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 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.
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.

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

- **Airport City Code** = 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 Airport City Code field.
- **City** = The city as shown in the postal address. (*Ex. Newark*)
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.

Make sure to fill out **all** required fields before clicking “Get Flights.”

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

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**Get flights**

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

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.
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:

- **City** = The city as shown in the postal address. *(Ex. Newark)*
- **Airport City Code** = 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 Airport City Code field. Upon entering an address, you may click the **“Save in Address Book”** option and it will enable quick fill-in for future bookings.
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.
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.
Make a 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.”

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

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.
### How to 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:

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<thead>
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<th>GEN</th>
<th>EXP</th>
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<tbody>
<tr>
<td>ULD (Containers):</td>
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<tr>
<td>Domestic: 2 hours</td>
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<tr>
<td>International: 5 hours</td>
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<tr>
<td>Bulk:</td>
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<tr>
<td>Domestic: 5 hours</td>
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<tr>
<td>International: 5 hours</td>
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<tr>
<td>Truck-to-flight: 4 hours</td>
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<tr>
<td>ULD (Containers):</td>
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<tr>
<td>Domestic: 2 hours</td>
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<tr>
<td>International (from truck): 4 hours</td>
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<tr>
<td>Bulk:</td>
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</tr>
<tr>
<td>Domestic: 4 hours</td>
<td></td>
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<tr>
<td>International and shipper-loaded ULD: 5 hours</td>
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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.)
Use "My notifications settings" to set up email alerts that will be triggered for every booking made through the United Cargo web portal.