

Trace request form

If you are unable to locate your shipment, please complete this form so we locate and move your freight to its final destination.

Complete this form in its entirety, with a detailed description of any missing pieces. If you have any pictures of your missing shipment, please include them in your email to help us to identify your freight.

Once completed, save and email this PDF form to cst@united.com using the air waybill number as the subject line of the email.

Shipper's Information

First name: _____ Phone number: _____

Last name: _____ Address: _____

Email: _____

Shipment details

Air waybill number: _____ Original routing: _____

Reference number: _____ Total pieces: _____

Commodity: _____ Total weight: _____

Quantity missing: _____ Dimensions: _____

Color of packaging: _____

Labels and markings: _____

What type of shipment was this? (EXP, GEN, QuickPak, etc.) _____

Is this shipment perishable? Yes No

Additional description information: