



United Cargo Online User Guide

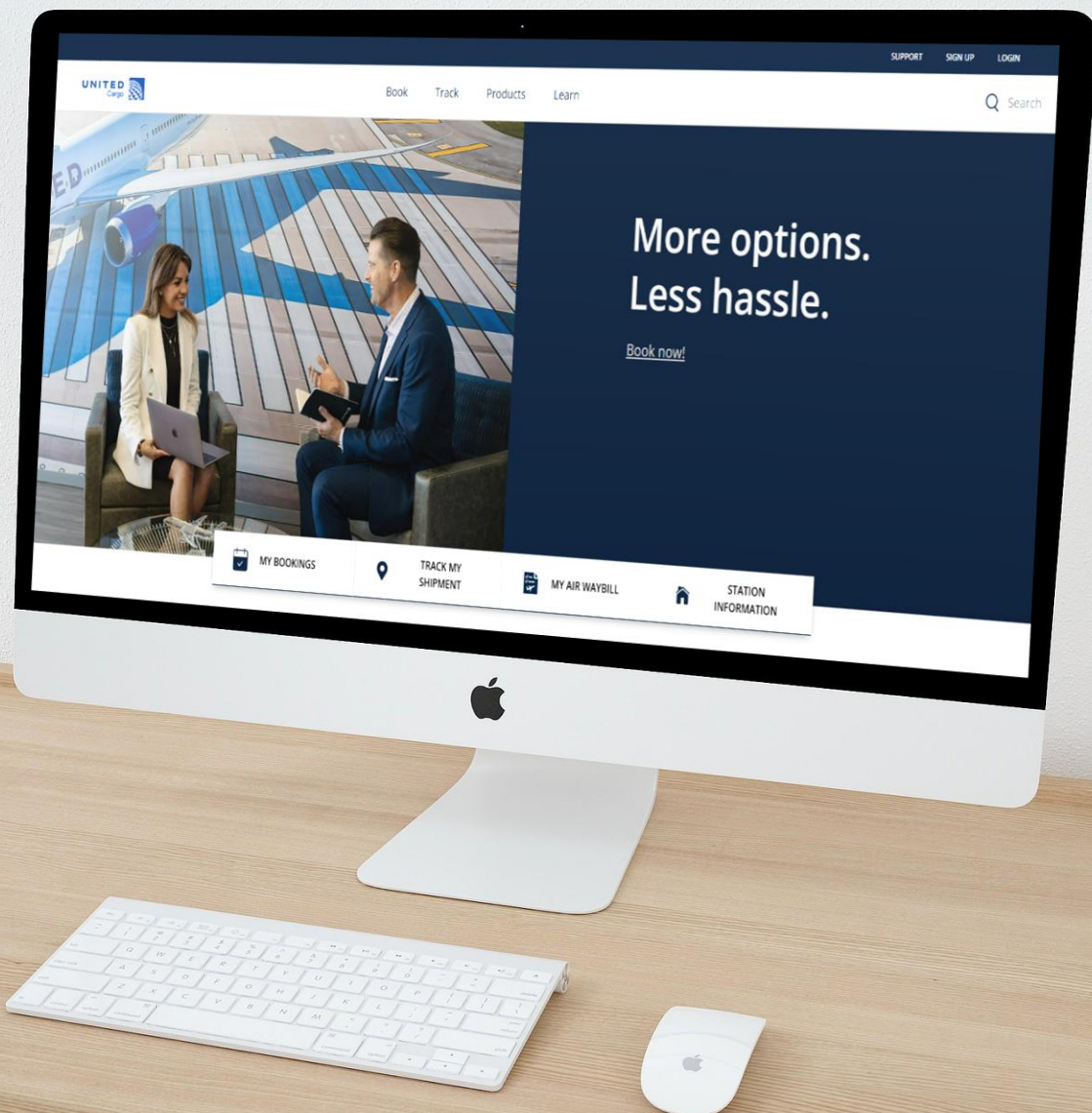




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Getting started

Use this guide to help navigate through unitedcargo.com. For any additional support, please visit the support section of our website to get connected with our customer service team.

ACCOUNT SIGN UP

To ship with us, 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.

HOW TO SIGN UP

To sign up for the first time as a new customer:

1. Visit unitedcargo.com
2. On the upper righthand side, select **Sign Up**.
3. This will redirect you to the **Sign Up to Book Online**.
4. Select Create a new account to be redirected to the **New Account Sign Up**.

To sign up for access to the online booking tool:

1. Visit unitedcargo.com
2. On the upper righthand side, select **Sign Up**.
3. This will redirect you to **Sign Up to Book Online**.

To sign into an existing account for online booking tool users:

1. Visit unitedcargo.com
2. On the upper righthand side, select **Login**.
3. This will redirect you to **the Online Booking Tool Login Page**.



New account sign up form

APPLICATION OVERVIEW



Applicant Information

You will be able to fill out the basic details surrounding your business profile and the type of shipping account you will be using to ship with us.

Billing

You will be able to provide the details necessary to fulfill your shipment.

Contact & Correspondence

You will be able to provide any additional contact information if needed.

Review & Submit

You will be able to review the information provided and accept our Terms and Conditions.



New account sign up form

STEP 1: APPLICANT INFORMATION

1. The applicant information form will allow you to provide the necessary information surrounding your business and most importantly what type of account you or the business will be using.

The account types are as follows:

- **United Credit Account:** Credit accounts are invoiced on a regular billing cycle with 30-day payment terms. No payment is required at time of tender.
 - **Non-Credit Account:** A non-credit account requires the shipment to be paid at the time of tender. Please contact your local station for payment options.
 - **IATA:** An IATA number is assigned by the International Air Transport Association (IATA) to be qualified, endorsed Cargo agents.
 - **GSA:** A United General Sales Agent (GSA) account is issued to the GSA on behalf of designated, non-IATA shippers within the GSA territory.
2. If your business already have an account with United Cargo, please provide the company name or account number that is registered.

New account application

1 Applicant information
2 Billing
3 Contact & Correspondence
4 Review & submit

Account Details

1 Type of account being requested (required)

United credit account 2
 Non-credit account 3
 IATA 4
 GSA 5

Does the applicant or one of its affiliates already have an account with United Cargo? (required)

Yes
 No

2 Existing company name or Account number (required)

Business name and contact

Applicant business name (required)

Prefix (required) First name (required) Last name (required)

Select

Email (required) Title (required)



New account sign up form

STEP 2: BILLING

1. The billing form will allow you to provide the contact information for who will be responsible for all billing questions that may arise. The contact information provided will also be the person who will electronically receive all invoices. If applicable, you will also have the opportunity to include the email address of your accounts payable department.
2. If the billing information is the same as your info, please check the **Same as applicant name** to populate the information you have provided in the applicant information form. This also applies to the **Billing Address** section of the billing form. All information is populated from the information provided in the applicant information form.

New account application

Applicant information
 2 Billing
 3 Contact & Correspondence
 4 Review & submit

- 1 A billing contact is required. United will use this information to contact your company with any billing questions that may arise. Additionally, all invoices will be sent electronically to the email address provided here, if applicable. Please include the email address of your accounts payable department.

Billing Contact

- 2 Same as applicant name

Prefix (required) First name (required) Last name (required)

Email (required) Title (required)

Accounts payable email address (required) Company dispute and resolutions email address (required)

Billing address

- Same as applicant address

Country (required)



New account sign up form

STEP 3: CONTACT & CORRESPONDENCE

The contact & correspondence form will allow you to add any additional company contacts you would like to include. This will include contacts for correspondence regarding charges to correction advice, additional billing contacts, and any general correspondence contacts you wish to include.

1. In each section of the form, you will be able to populate the information you entered in the applicant information form, in the case if of utilizing the same contact information. This is simply done by selecting the **same as business contact** box.
2. You will also have the opportunity to add more than one contact for each respective correspondence. This is done by selecting the **add another contact** button under each section of the form.

New account application

Applicant information
 Billing
 Contact & correspondence
 Review & submit

1 Please add additional company contacts. CCA contact is required. In order for contacts to be saved, you must add their first name, last name, and email.

(CCA) Charges correction advice contact (required)

Same as business contact

Prefix: First name (required): Last name (required):

2 Email (required): Title:

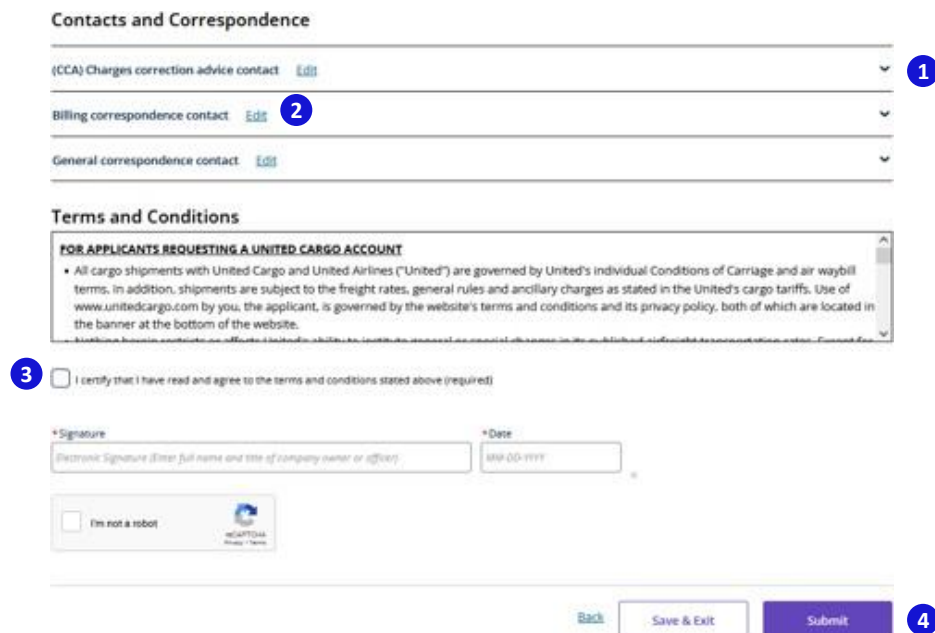
+ Add another CCA contact

New account sign up form

STEP 4: REVIEW & SUBMIT

This section of the application will allow to review and confirm the information has been provided in the previous steps.

1. To view all the information that has been entered for each section, expand the section view by selecting the **blue arrow** on the right.
2. If you would like to edit any previously entered information, select the **Edit** button next to each respective field.
3. To use the online portal, you must accept United Cargo's terms and conditions. To accept the terms and conditions, please check the box below, provide your full name or company name as the eSignature and the date.
4. Once everything is complete, please select the **Submit** button to create your online account to manage your shipments online.



Contacts and Correspondence

(CCA) Charges correction advice contact [Edit](#) **1**

Billing correspondence contact [Edit](#) **2**

General correspondence contact [Edit](#)


Terms and Conditions

FOR APPLICANTS REQUESTING A UNITED CARGO ACCOUNT

All cargo shipments with United Cargo and United Airlines ("United") are governed by United's individual Conditions of Carriage and air waybill terms. In addition, shipments are subject to the freight rates, general rules and ancillary charges as stated in the United's cargo tariffs. Use of www.unitedcargo.com by you, the applicant, is governed by the website's terms and conditions and its privacy policy, both of which are located in the banner at the bottom of the website.

3 I certify that I have read and agree to the terms and conditions stated above (required)

*Signature: *Date:

I'm not a robot 

[Back](#) [Save & Exit](#) [Submit](#) **4**

New account sign up: Additional information

TSA SECURITY REQUIREMENTS

In accordance with TSA security requirements, United Airlines will accept packages from Known Shippers (commercial or private shippers qualified by TSA requirements) or “TSA-approved indirect air carriers” (Freight Forwarders, Integrators, Couriers or Consolidators with TSA certification).

Known Shippers are entities who wish to tender their own goods for air transportation on a passenger air carrier and have gone through an approval process mandated by the TSA.

If you are not a Known Shipper, by filling out the New Account Application, the process of becoming a Known Shipper with United Cargo will be started. During this process we will verify your information through the TSA database.

If a site inspection is required there will be a non-refundable minimum fee of \$75.00. This fee is mileage based and may be higher. When a site visit is necessary, recurrent site visits following the initial inspection will be necessary to remain on the Known Shipper list.



Online booking tool sign up

With a valid United Cargo shipping account, you will be able to sign up for access to our online booking tool using our online booking sign up form. The sign up form will ask for your United Cargo account number, Company name, First and last name, and email address that you would like to associate with your online account.

Once you accept the terms and conditions and submit the form, the request will be processed with our team. Please allow up to 30 minutes for you to receive a welcome email to finish setting up your new online booking tool account.

SUPPORT
REGISTER
MY CARGO LOGIN

Sign up to book online or create a new account

Our website and mobile platform provide your organization with access to sensitive information that United Cargo considers to be proprietary. We must ensure that access to such information be controlled and that the security of such information be maintained. This security extends to you and others within your organization. To help us protect our sensitive information, we ask that you and your organization only access and use our sensitive information for business purposes related to your activities with United Cargo.

Company Name (required)

Account Number (required)

Don't have an account number? [Create an account.](#)

Prefix (required)

First name (required)

Last name (required)

Email (required)

Terms and Conditions

I accept the Terms and Conditions. I have read and agree to the terms of this Agreement and the company and its employees agree to use the Site and related service in accordance with the posted Terms and Conditions. I agree that Super Administrators shall only be authorized to set up accounts for those users who have legitimate business needs to access the Site, and who are doing so consistent with the purposes for which the Site is made available by United Cargo.

eSignature (required)

I'm not a robot

Submit
Cancel



Account navigation: My Profile

MY PROFILE OVERVIEW

Maintain total control over your account information by accessing your profile under the My Profile tab. This feature allows you to make changes to your contact information and address as needed so your shipments always stay accurate and up to date. The level of change a user can make to their profile varies based on user type.

My Profile Edit

First Name Yasin	Last Name Perez
Phone 555-555-5555	Email yasin.perez@united.com
Shipping Address 233 S Wacker Chicago, Illinois, 60606 UNITED STATES OF AMERICA	User Type Super Admin
	User Level Country



Account navigation: My Accounts

MY ACCOUNTS OVERVIEW

Keeping track of different accounts is easy with the My Accounts tab. Manage information such as company names, account numbers, and credit limits of your accounts, along with the accounts of added users.

My Accounts

User Type Super Admin	User Level Country	Direct Branch 233 S Wacker Dr Test 1 CHICAGO, IL, 60606, UNITED STATES OF AMERICA		City CHI		
Company Legal Name	Branch Address	Country	City	Account Type	Account Number	Credit Limit
ZZZ TEST UNITED CARGO	233 S Wacker Dr Test 1, CHICAGO, IL, 60606, UNITED STATES OF AMERICA	US	CHI	United	9999999982	

Account navigation: Managing users

MANAGE USER PAGE

Maintain total control over your account information by accessing your profile under the My Profile tab. This feature allows you to make changes to your contact information and address as needed so your shipments always stay accurate and up to date. The level of change a user can make to their profile varies based on user type.

1. To access this page after login, simply select your name, then select **Manage Users**.
2. From here, you will have the option as a Super Admin or Delegated Admin to manage users who are under your organization simply by searching using their name, email, or city.
3. You also have the option to add a new user to your organization and assign the new user a user type.

The screenshot displays the 'Manage User' interface. At the top right, a user menu is open, showing 'My Profile', 'My Account', 'Manage Users' (highlighted with a blue circle '1'), and 'Log Out'. Below this, the 'Manage User' page is shown. On the left, a 'User List' table contains several test users, each with an 'INACTIVE' status. A search bar and a dropdown menu for 'All Locations' are at the top of the list. A blue circle '2' is next to the search bar. On the right, the 'User Information' form is displayed, showing details for a user named 'Test'. The form includes fields for 'First Name', 'Last Name', 'Phone', 'Email', and 'Address'. A blue circle '3' is next to the 'Add User' button at the top right of the form.



Account navigation:

User types

As the account owner, you may decide that you want to give other people access to accounts. Using this feature, you can assign different types of access to people within your organization. Each user type has different capabilities within their account, and it is important to understand the differences between them when assigning a user type to a new account.

Super Admin

As account Super Admin, you decide how much control added users have over accounts. You have complete access/control over all user types and accounts, enable/disable users, and reset all passwords.

Designated Admin

As account Designated Admin, you have the ability to create accounts, add Standard Users, and control level of access power they have, usually on a regional level.

Standard User

As account Standard User, you have the ability to only access shipment information within specific, designated locations, assigned by a Designated Admin or Super Admin.

Account navigation: Adding users

Maintain total control over your account information by accessing your profile under the My Profile tab. This feature allows you to make changes to your contact information and address as needed so your shipments always stay accurate and up to date. The level of change a user can make to their profile varies based on user type.

Manage User


User List

Search by Name, User Type, City or Email

All Locations ▼

Test Designated Admin Designated Admin CHI	ACTIVE
Test DesignatedBranch Designated Admin CHI	ACTIVE
Test StandardUser Standard User CHI	ACTIVE
Test DesignatedCountry2 Designated Admin CHI	ACTIVE
Test DesignatedBranch Designated Admin CHI	ACTIVE
Test StandardUser Standard User CHI	ACTIVE
Test2 Test2 Designated Admin CHI	ACTIVE
TestStandard3 TestStandard3 Standard User CHI	ACTIVE

Add user

Back Next 

First Name (required) **Last Name (required)**

Phone Number **Email Address (required)**

Address (required)

State ▼ **Country (required)** ▼

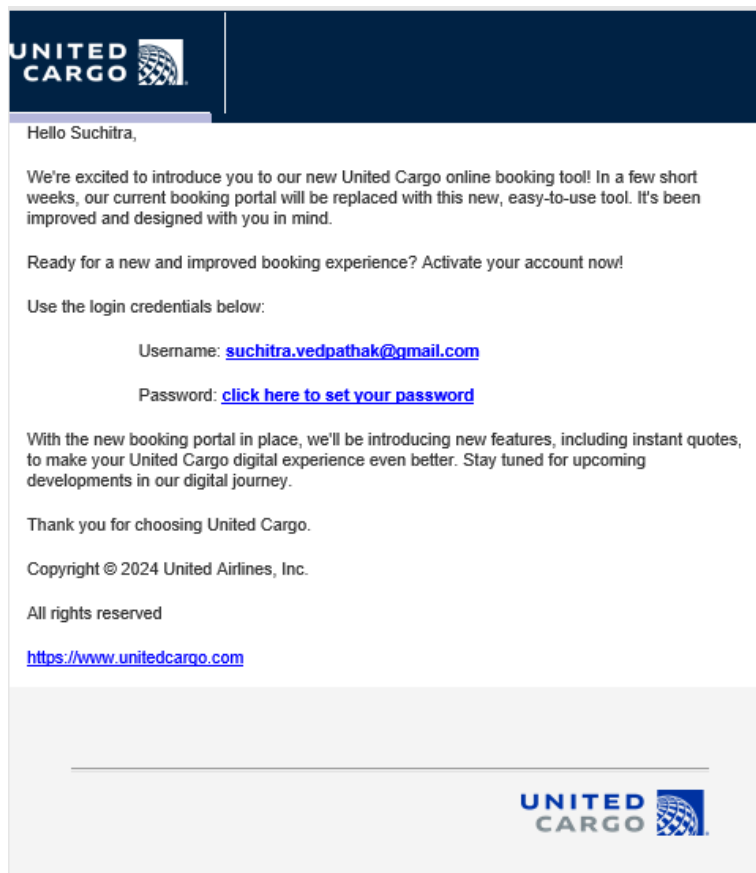
Direct Account (required)



Account navigation: Adding users (continued)

When the user has been added, they will receive a welcome email, informing them on their new account.

- Their username will be the email you have inputted on the sign up form.
- They will be instructed to first reset their password to gain access to the account.
- The email will also inform them which shipping account their user account has delegated access to.





Account navigation: Managing a user

As a Super Admin or Delegated Admin, you have the ability to edit access to current users, by simply navigating to the **Manage User** page, selecting **Access Management**, and then the **Edit** button.

1. You have the option to edit the current user type and user level for the specific user.
2. You have the option to select which branches within your organization they have access to.

Manage User

Add User

User List

Search by Name, User Type, City or Email

All Locations

- Test Designated Admin
Designated Admin | CHI ACTIVE
- Test Test1**
Designated Admin | CHI ACTIVE
- Test DesignatedBranch
Designated Admin | CHI ACTIVE
- Test StandardUser
Standard User | CHI ACTIVE
- Test DesignatedCountry2
Designated Admin | CHI ACTIVE
- Test DesignatedBranch
Designated Admin | CHI ACTIVE
- Test StandardUser
Standard User | CHI ACTIVE
- Test2 Test2
Designated Admin | CHI ACTIVE
- TestStandard3 TestStandard3
Standard User | CHI ACTIVE

User Information

Profile **Access Management** ← Edit

Direct Branch: ZZZ TEST UNITED CARGO User Type: Designated Admin User Level: Country

Company Legal Name	Branch Address	Country	City	Account Type	Account Number	Status
ZZZ TEST UNITED CARGO	233 S Wacker Dr Test 1, CHICAGO, IL 60606 UNITED STATES OF AMERICA	US	CHI			Active
				United	9999999982	Active

Account navigation: Deactivating a user

When deactivating a user, simply navigate to the **Manage User** page to view all the active users. Select a user and then select **Deactivate User**.

1. You can search for the user by utilizing the search bar to filter your results.
2. You can also utilize the list of users that displays active and deactivated users.

Manage User

Add User

User List

Search by Name, User Type, City or Email

All Locations

Test Designated Admin Designated Admin CHI	ACTIVE
Test Test1 Designated Admin CHI	ACTIVE
Test DesignatedBranch Designated Admin CHI	ACTIVE
Test StandardUser Standard User CHI	ACTIVE
Test DesignatedCountry2 Designated Admin CHI	ACTIVE
Test DesignatedBranch Designated Admin CHI	ACTIVE
Test StandardUser Standard User CHI	ACTIVE

User Information

Profile Access Management **Edit** **Deactivate User** ←

First Name
Test

Last Name
Test1

Phone
000000000

Email
test@united.com

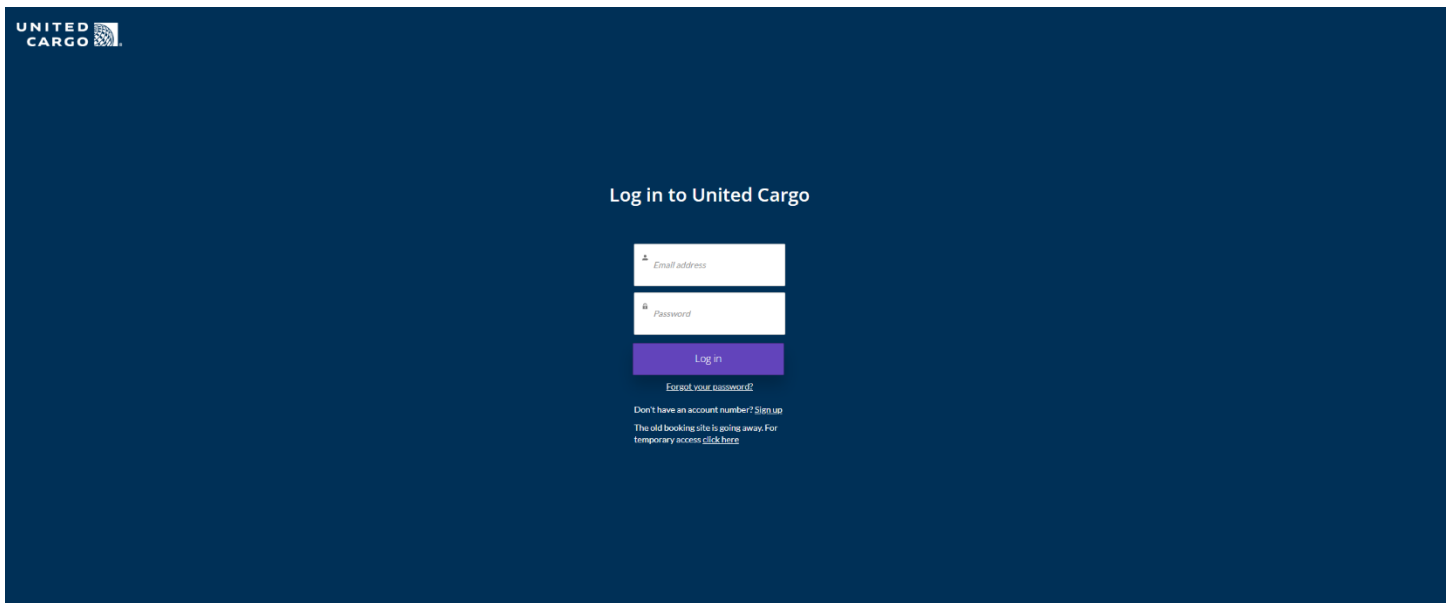
Address
test
test, Illinois, 60606
UNITED STATES OF AMERICA



Online booking tool

Use the online booking tool to navigate through and manage your shipments 24/7.

The online booking tool allows customers to book and manage their shipments online without having to reach out to our dedicated customer service team. You are now able to maintain total control of your account and shipments all within reach.





My Bookings: Overview

You can easily locate and track any shipment in the My Bookings tab under the My Cargo drop down option.

- This feature allows you to search for a specific shipment using the booking information such as Account number, Flight date, Booking Status, AWB prefix, and AWB.
- If you don't know the specific date that it was shipped, you can also enter a range of dates to find the booking as well.
- From here, you can also start a new booking.

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Cargo
Support | Hi, Agatha

My bookings New booking

Sort Account number Air waybill number Flight date Date range Booking status Shipment status [Reset all](#)

Journey number	Air waybill number	Origin	Destination	Weight and volume	Flight date	Pieces	Booking status	Shipment status
35396371	016-99967254	ORD	EWR	1 kg, 0.01 cbm	Dec 06, 2024	1	Confirmed	Preflight
35396369	016-99967243	ORD	EWR	120 kg, 0.09 cbm	Dec 05, 2024	10	Confirmed	Preflight
35396366	016-99967232	ORD	FRA	115 lb, 27 cu in	Dec 09, 2024	1	Confirmed	Preflight
35396352	016-99967210	ORD	FRA	115 lb, 27 cu in	Dec 05, 2024	1	Confirmed	Preflight
35396350	016-99967206	ORD	EWR	360 kg, 0.20 cbm	Dec 06, 2024	4	Confirmed	Preflight
35396347	016-99967195	EWR	FRA	276 lb, 0.27 cbm	Dec 04, 2024	3	Cancelled	N / A
35396344	016-99967184	IAD	ZRH	616 kg, 0.56 cbm	Dec 04, 2024	7	Confirmed	Preflight
35396342	016-99967173	EWR	FRA	74 kg, 1 cbm	Dec 04, 2024	7	Confirmed	Preflight
35396340	016-99967151	ORD	FRA	55 kg, 0.04 cbm	Dec 05, 2024	4	Confirmed	Preflight
35396335	016-99967140	EWR	SFO	217 kg, 0.02 cbm	Dec 06, 2024	7	Confirmed	Preflight

Displaying 10 of 8079

1 2 3 ... 808 [Next](#)



My Bookings: Creating a booking

When creating a booking, you will be welcomed by the online booking experience.

- From here, you can select the cargo product you would like for your shipment.
- You will have the ability to be assign an air waybill (AWB) number to your shipment or add your own.
- To save time, you can prepopulate information using a saved template for your frequent shipments.

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[Booking](#) [Templates](#) [Address book](#)

[Support](#) [Hi, Anastasia](#)

1 Shipment details
2 Flights and rates
3 Contact details
4 Review and Book

Shipment details

Welcome to the new United Cargo® online booking tool. United Cargo is committed to making your digital experience as easy and seamless as possible. Use this portal to create a booking with instant confirmation and notifications.

United Cargo products
[Compare products](#)

MOST POPULAR

GEN

EXP

QuickPak

UNITED CARGO SPECIALTY PRODUCTS

LifeGuard

Booking templates

Saved template (optional)

Select



My Bookings:

Creating a booking (continued)

As you navigate through the booking experience, you will be welcomed with details that will allow you to accurately make a booking.

- You can select your shipment account, and payment information (based on cargo product selected).
- You can also define your itinerary and select your tender date.
- Please note that shipments can only be booked up to 14 days in advance.

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Origin

Destination

Departure date

[Open advanced search](#)

Product details

Commodity code

Manifest description

Special handling code (optional)

Start typing to select a code. You can add multiple codes.

Bulk Container

Piece and weight details

Book 'By pieces' below to enter the shipment weight and dimensions for each piece and the volume of the shipment will be calculated. If you do not have dimensions, select "By total shipment."

Flight availability returned will be based on these calculations.

By piece By total shipment

Manually Upload CSV

Pieces

Weight per piece

Unit

Length

Width

Height

Unit

Stackable 1 pieces - 0 cbm - 0 kg



My Bookings:

Creating a booking (continued)

Based on your shipment details, you will be presented with suitable flight options and product offerings that will best suit your shipment needs

- You can select your preferred route option.
- You can also select the product that is available for the flight option selected.
- View high level features for each product offering.

[Booking](#) [Templates](#) [Address book](#)

[Support](#)
Hi, Anastasia

Flights and rates

Shipment details

Origin and destination ORD to BRU	Product GEN	Commodity code GCR - GEN Cargo	Total shipment 1 pieces - 0.8 cbm - 65 kg	Edit shipment details
--------------------------------------	----------------	-----------------------------------	--	---------------------------------------

[Sort](#)
[Stops](#)
[Aircraft Mode: 2 selected](#)
[Aircraft Type](#)
[Reset all](#)

DEPART ON: Aug 1st

Thu, Jul 31
Fri, Aug 01
Sat, Aug 02
Sun, Aug 03
Mon, Aug 04

⏪ 3/4 ⏩

[Compare products](#)



	GEN	EXP	UAPremium
<p>Direct Arrives Aug 2</p> <p>17:50 ORD ----- BH, OM ----- 08:50 BRU</p> <p>Boeing 787-10 UA 0972</p> <p>View details</p>	<p>Estimated freight charge 267 USD 2 USD per kg</p> <p><input type="radio"/> Select</p>	<p>Estimated freight charge 427.2 USD 3.2 USD per kg</p> <p><input type="radio"/> Select</p>	<p>Estimated freight charge 854.4 USD 6.4 USD per kg</p> <p><input type="radio"/> Select</p>



My Templates: Overview

When booking through United Cargo, you can create a booking template, which will store the information for shipments that you know you will be making regularly.

Similar to the My Bookings tab, you can search for templates using the template name, account number, origin, and destination.

 Booking ▾ Templates > Address book >
Support  Hi, Agatha

My templates

Search (optional)

Search

Sort ▾ [Reset all](#)

DISPLAYING 10 OF 2761

AutoTemplate By total shipment aevwT

Template Description [View](#) | [Delete](#) Start Booking

> [View details](#)

AutoTemplate By total shipment Phlda

Template Description [View](#) | [Delete](#) Start Booking

> [View details](#)

AutoTemplate By total shipment odFeu2

Template Description2 [View](#) | [Delete](#) Start Booking

> [View details](#)

AutoTemplate By total shipment KtUEA

Template Description [View](#) | [Delete](#) Start Booking

> [View details](#)



My Templates: Creating a template

You will have the ability to create a template during the booking experience.

- As you input the information for your shipment, you will be able to select **save as template** and able to name the template.
- When saving as a template, you must ensure all the necessary information on the shipping form is filled.

UNITED Cargo

Booking ▾ Templates > Address book >

Support Hi, Agatha

By piece By total shipment

Manually Upload CSV

Pieces: Weight per piece: Unit:

Length: Width: Height: Unit:

Stackable 1 pieces - 0 cbm - 0 kg

Add

Total shipment: 0 pieces - 0 cbm - 0 kg

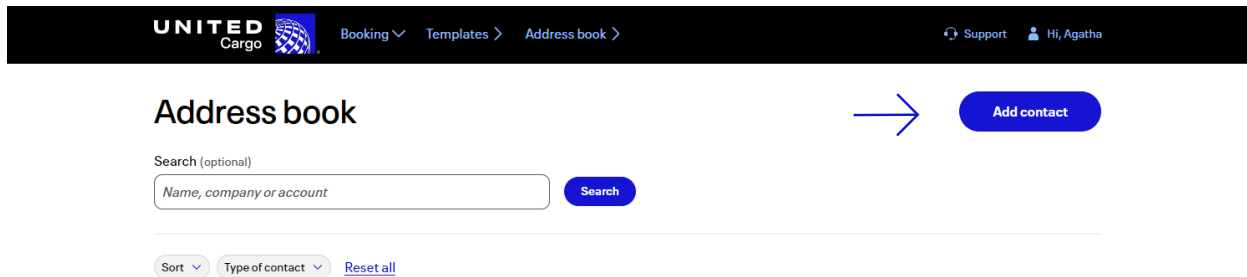
Next Save as template Save for later



Address Book: Overview

Maintain easy access to your contact list using the My Contacts tab.

- Search for any of your contacts using their name, company name, or account number.
- To create a contact, please select **Add contact** and from there you will be able to input the necessary information to be easily used in future bookings.

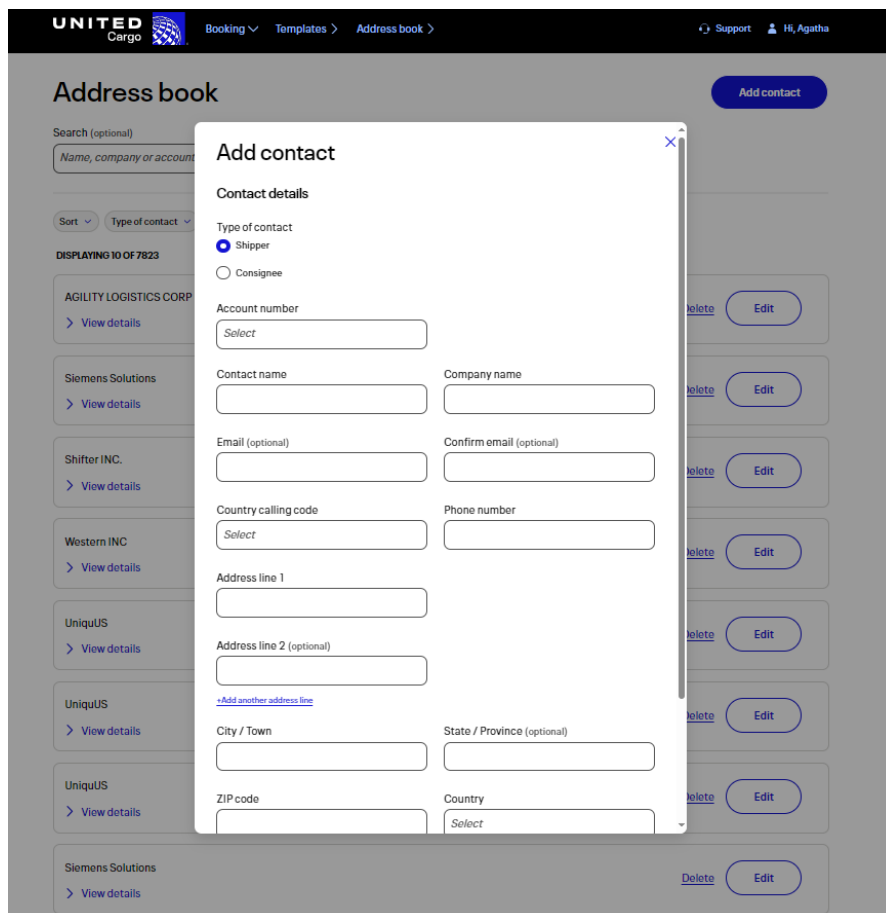




Address Book: Creating a contact

To create a contact simply select **Add contact** on the My Contacts page.

- From here you will be able to input your contact's information to be used on later bookings.
- You can also dictate if the contact is usually a shipper or a consignee for your shipments.





My Air waybill: Overview

Maintain easy access to your shipment's air waybill using the My Airwaybill page online or through the [Print my air waybill](#) on the booking confirmation page.

- From here you will be able to print the air waybill for the specific shipment selected.
- This feature is available for bookings made online.

[Book](#) [Track](#) [Products](#) [Learn](#)

[← Back to search](#)

My Air Waybill

[Print Air Waybill](#)

Air waybill number
016-69845123

Attention: Air Waybill information is incomplete. All information must be filled out before tendering shipment.

016 IAD 69845123		Original		016 - 69845123			
Shipper's Name And Address		Shipper's Account Number		Not Negotiable Air Waybill Issued By United Airlines Cargo P.O. BOX 66100 Chicago, Illinois 60666			
Consignee's Name And Address		Consignee's Account Number		It is agreed that the goods described herein are accepted in agreement with order and conditions hereon as subject for carriage SUBJECT TO THE CONDITIONS OF CONTRACT AND GOODS MAY BE CARRIED BY ANY OTHER VEHICLES INCLUDING ROAD OR ANY OTHER CARRIER UNLESS SPECIFIC CONTRACT INSTRUCTIONS ARE GIVEN HEREON BY THE SHIPPER, AND SHIPPER AGREES THAT THE SHIPMENT MAY BE CARRIED VIA INTERMEDIATE STOPPING PLACES WHICH THE CARRIER DEEMS APPROPRIATE; THE SHIPPER'S ATTENTION IS DRAWN TO THE NOTICE CONCERNING CARRIER'S LIMITATION OF LIABILITY. Shipper may increase such limitation of liability by declaring a higher value for carriage and paying supplemental charge if required.			
Issuing Carrier's Agent Name and City ZZZ TEST UNITED CARGO CHICAGO		Accounting Information GCR - General Freight (GCR)					
Agent's IATA Code		Account No. 000000000002					
Airport of Departure (Addr. of First Carrier) and Requested Routing WASHINGTON DULLES INTERNATIONAL APT							
to By First Carrier (Origin and Destination)		to by to by		Summe (Chg) (WT) (VAL) Other			
LAX UA				USD PP NVD NCV			
Airport of Destination LOS ANGELES INTERNATIONAL APT		For Carrier Use Only Flight/Date UA2276 6-Dec		Amount of Insurance XXX INSURANCE - If carrier offers insurance, and such insurance is requested in accordance with conditions thereof, indicate amount to be insured in figures in box marked "Amount of Insurance"			
Handling Information SCI							
No. of Pieces RCP	Gross Weight kg	Rate Class	Commodity Item No	Chargeable Weight	Rate/Charge	Total	Nature and Quantity of Goods (incl. Dimensions/Volume)
1	12	K					0 TEST
1	12						0 0.01CM
Prepaid		Weight Charge		Collect		Other Charges	



Thank you!

