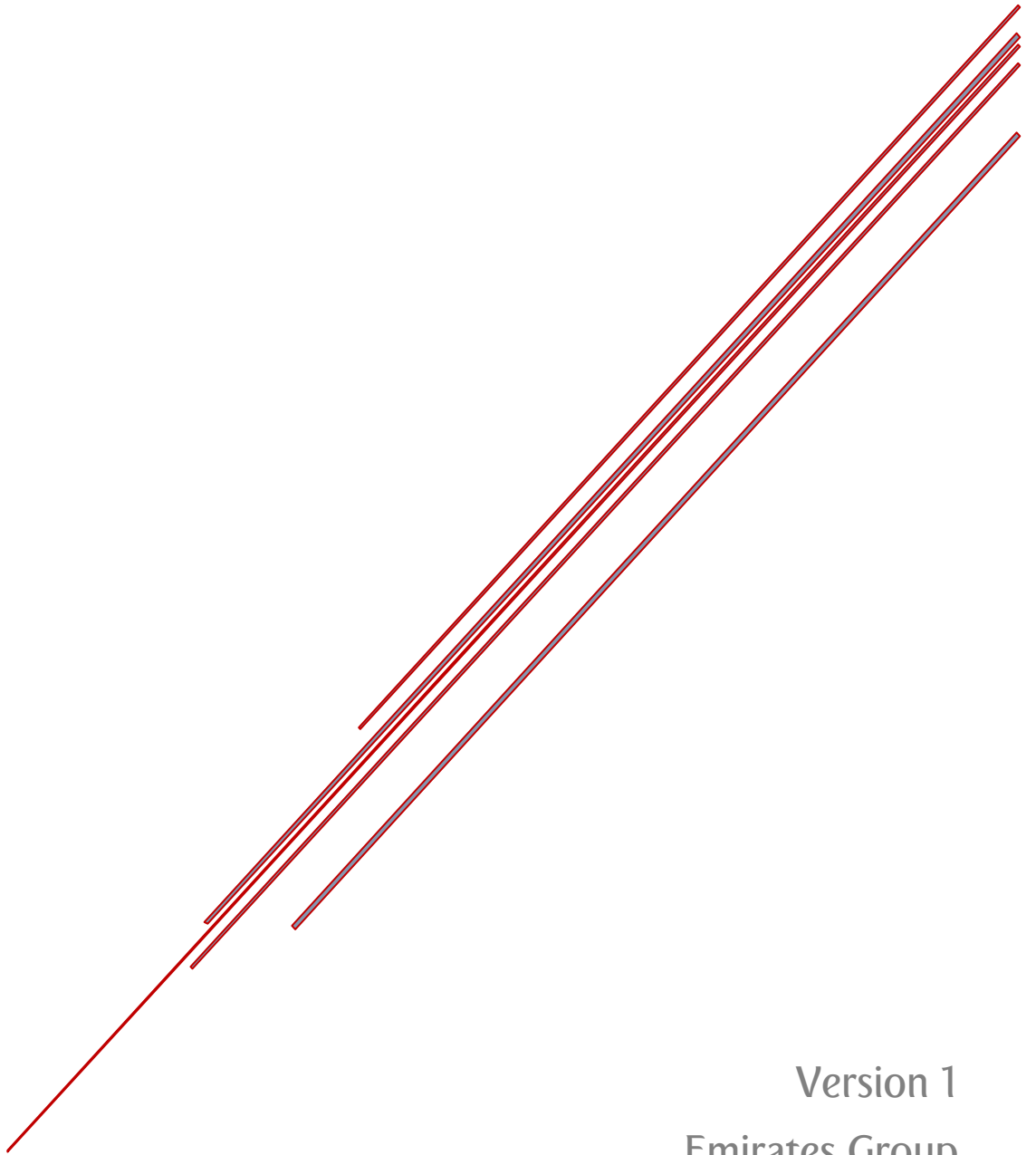


# OFFER & BOOKING PROCESS

e-SkyCargo User Guide



Version 1  
Emirates Group  
SkyCargo

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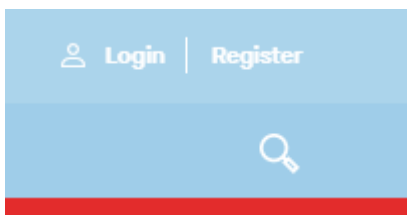
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## Access to e-SkyCargo

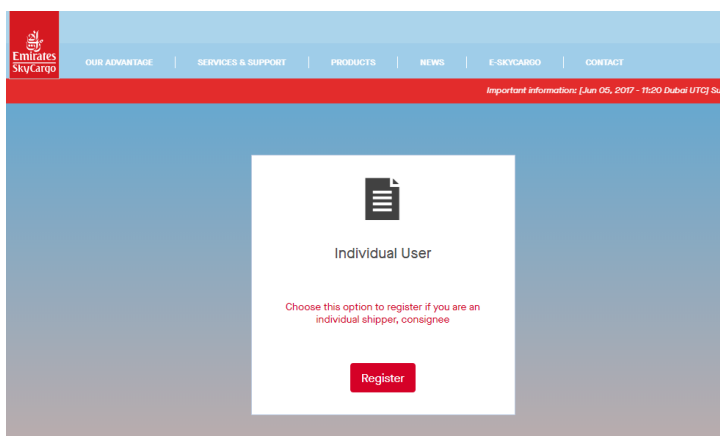
In order to access the e-SkyCargo website please visit [www.skycargo.com](http://www.skycargo.com). On the top right-hand side of the screen, there would be functions such as Login and Register. The “Login” feature would allow you access to the website if you have already registered on the website and have valid credentials. If you have not registered; you would need to click on “Register” and complete the registration process to access the website.



**Figure 1 - Login & Register Buttons**

## Access to e-SkyCargo – Register

Upon clicking on “Register”, you would need to update all the mandatory fields and complete the registration process. Upon successful validation by the website, you would then have access to the website for limited functionalities. To have the option to perform bookings using Air waybill stock and extended access to other functionalities, you would need to contact your local SkyCargo office and they would assist you further.

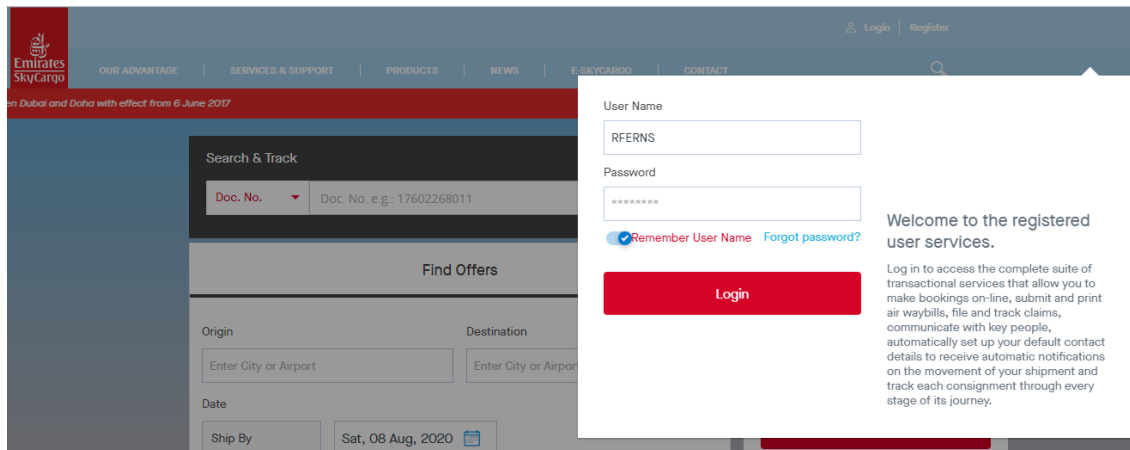


**Figure 2 - Register Tab Options**

## Access to e-SkyCargo – Login

Upon your registration details being successfully validated, you may click on “Login” and enter your credentials to access the website.

Note: The “Remember User Name” feature will store your “User Name “only.



**Figure 3 - Login Tab**

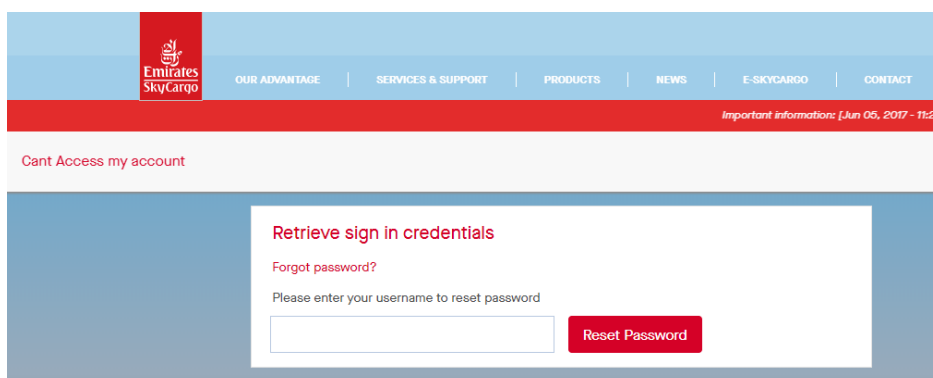
### Access to e-SkyCargo – Forgot password

If you are unable to remember your password or would like to reset your password, you may click on the “Forgot password?” feature upon clicking on “Login”. Enter the “Username” for which the password needs to be reset and select “Reset Password”.

Once done, a link to reset your password would be sent to your registered email address.

- System will then send the password reset link to the user’s registered email address.
- Select the password reset link, which will display the option to capture New Password
- Confirm New Password.
- After entering the password details, the select “Apply” to reset the password.

Alternatively, you can select “Cancel” forgot password request and exit Forgot Password feature.



**Figure 4 – Retrieving Credentials Due to Forgotten Password**

## e-SkyCargo Menu

The functionalities pertaining to SkyCargo are available under the tab “E-SKYCARGO”.

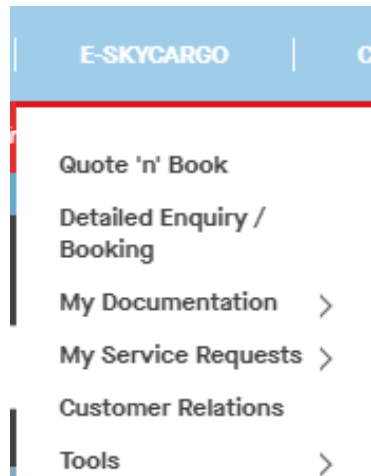


Figure 5 - e-SkyCargo Menu

## Finding an Offer

Below is the Offer search performed by a Branch contact.

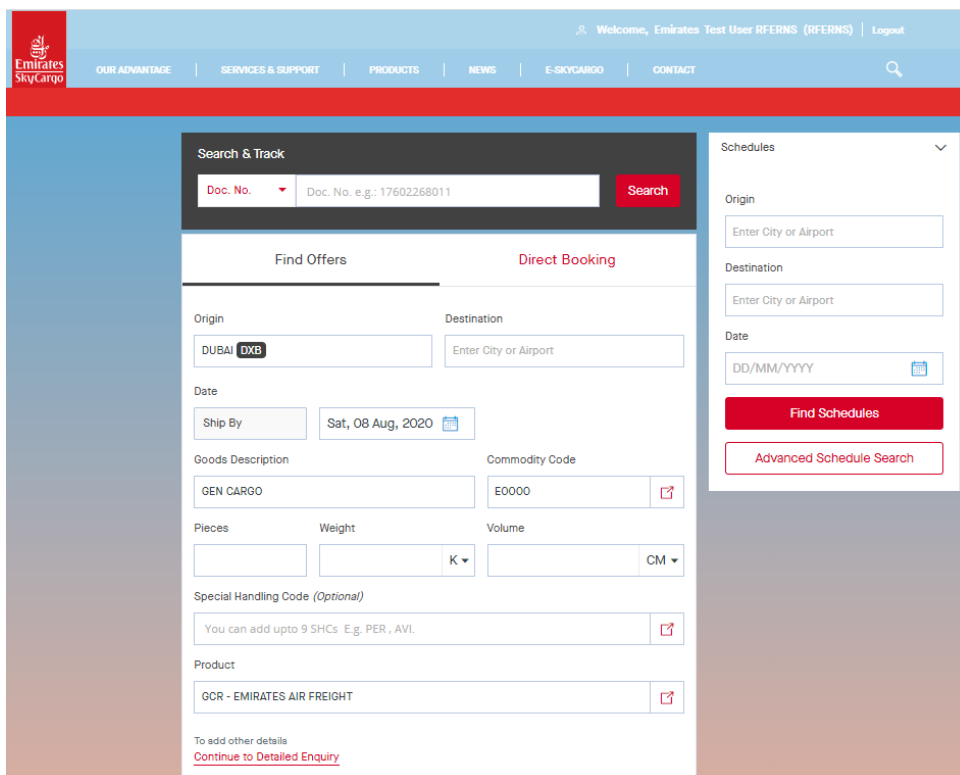
- Option 1: Under the “Find Offers” section you may enter basic search parameters such as Origin, Destination, Ship By Date, Goods Description, Commodity Code, Pieces, Weight, Volume, and Product in “Find Offers” page and then selecting “Show Offers”.
- Option 2: Under “Direct Booking” section you may enter basic shipments parameters along with the relevant flight details based on your preference.
- Option 3: Under “Detailed Enquiry” may be accessed to enter the same information as under “Find Offers” along with additional information such as Dimensions, Charge Details, Shipper and Consignee (Optional), Handling Info & Remarks (Optional), Accounting Information (Optional), Airline Additional Shipment Reference (Optional), Allotments, manual update of flight Itinerary(s) or the option of “Find Offers” .
  - o Upon selecting an offer in either of the above options will allow you to complete the booking process. Walk-in customers won’t have an option of entering AWB

- Every subsequent page has different calls for action buttons: such as Cancel, Modify, New Enquiry etc. that can be used if needed.

## Finding an Offer – Step 1 (Basic Enquiry)

The basic details about the shipment needed to be entered prior to clicking on “Show Offers” to view the list of offers that are commercially and operationally viable.

- Origin (pre-populated) based on user profile but can be changed manually to any origin if needed
- Destination
- Ship by Date (pre-populated) of the next day but can be changed if needed
- Goods Description – describe the nature of goods as commodity code will be recommended based on goods
- Commodity Code – best search will be recommended based on goods description.
- Pieces
- Weight
- Weight unit (pre-populated)
- Volume (auto computed based on weight density)
- Volume unit(pre-populated)
- Special Handling Code (optional)
- Product



The screenshot shows the Emirates SkyCargo web interface for finding offers. The main form is titled "Find Offers" and includes the following fields and options:

- Search & Track:** A search bar with a dropdown for "Doc. No." and a "Search" button.
- Find Offers:**
  - Origin:** DUBAI DXB
  - Destination:** Enter City or Airport
  - Date:** Ship By: Sat, 08 Aug, 2020
  - Goods Description:** GEN CARGO
  - Commodity Code:** E0000
  - Pieces:** [Empty field]
  - Weight:** [Empty field] K
  - Volume:** [Empty field] CM
  - Special Handling Code (Optional):** You can add upto 9 SHCs E.g. PER , AVI.
  - Product:** GCR - EMIRATES AIR FREIGHT
- Schedules:**
  - Origin:** Enter City or Airport
  - Destination:** Enter City or Airport
  - Date:** DD/MM/YYYY
  - Buttons:** Find Schedules, Advanced Schedule Search

Figure 6 - Find an Offer (Basic Enquiry)

## Finding an Offer – Step 1 (Detailed Enquiry)

The Detailed Enquiry feature is similar to the “Find an offer” feature, however, it contains the below additional fields

- Dimensions
  - Shipper & Consignee (Optional)
  - Handling Info & Remarks (Optional)
  - Accounting Information (Optional)
  - Airline Additional Shipment Reference (Optional)
  - Allotments
  - Itinerary
- **Note:** Detailed Enquiry feature is a permission controlled feature.
  - **Note:** You can update the dimensions by entering the dimension details manually or uploading the dimensions from a spreadsheet using the upload dimension functionality.
  - The user can select whether the default offers should be based on allotment or free sale capacity.
- After providing the input details, select “Find Offers” to continue to the next step.
- Alternatively, if you know the flight details, the same can be entered in the Itinerary details.

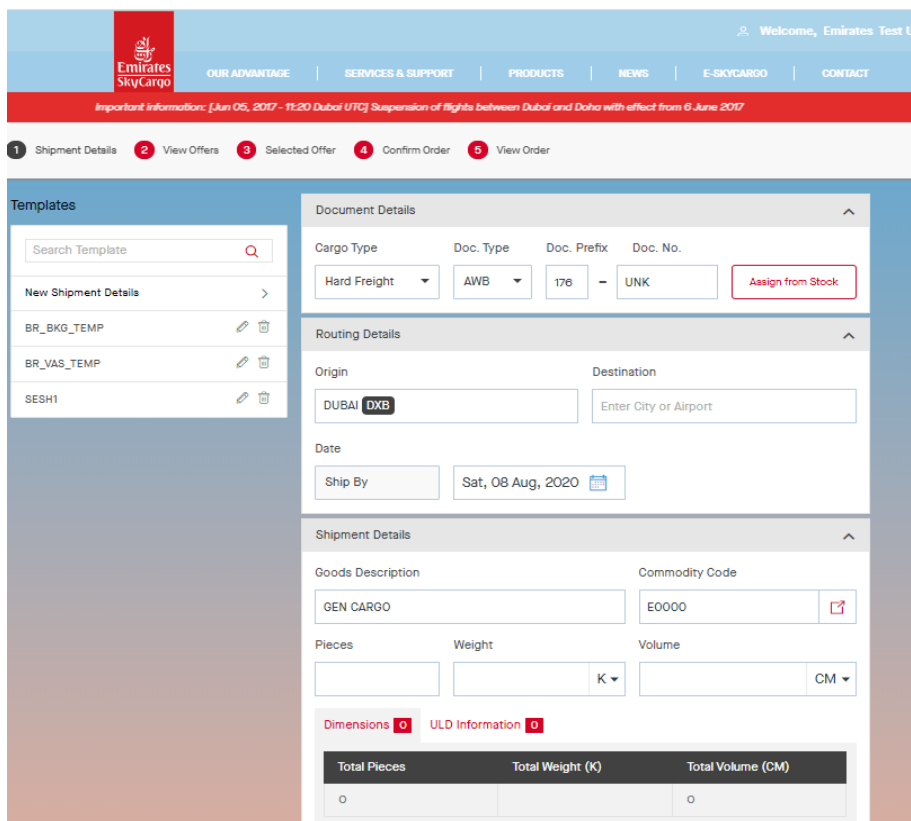
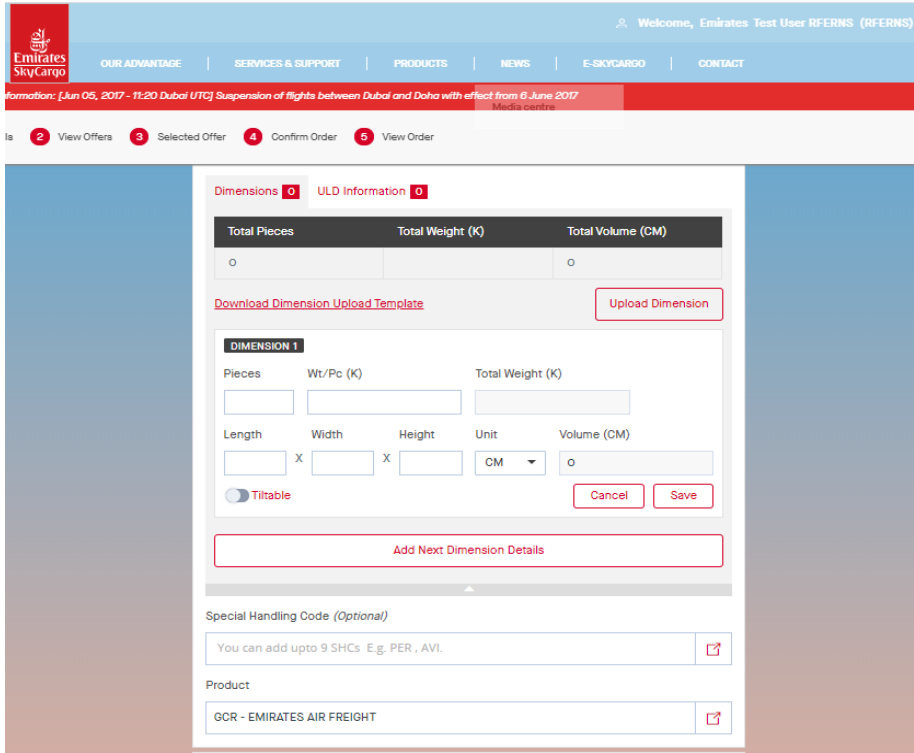


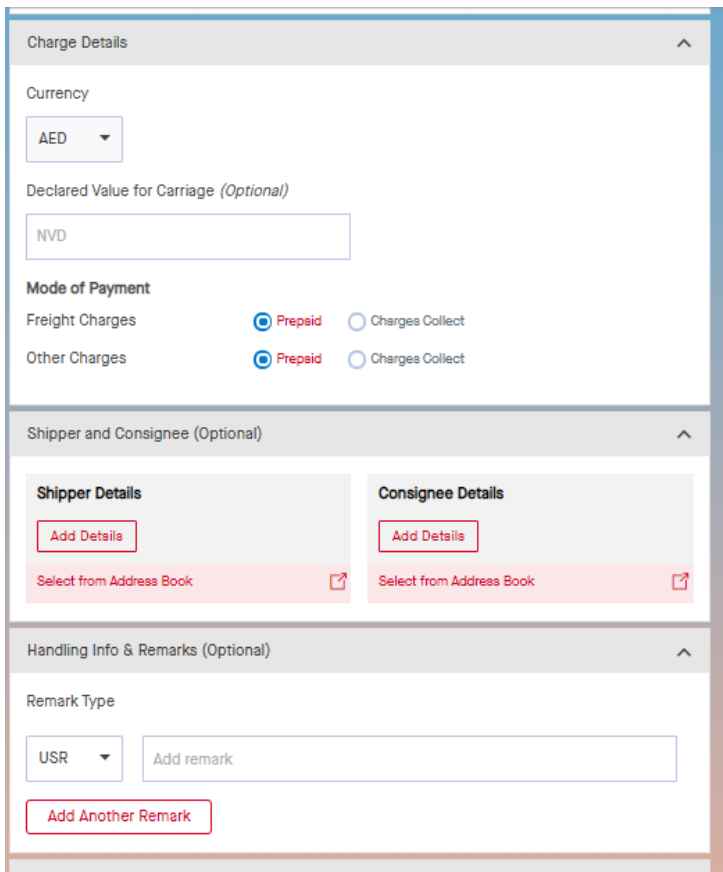
Figure 7 - Find an Offer (Detailed Enquiry) -1





**Figure 8 - Find an Offer (Detailed Enquiry) -2**

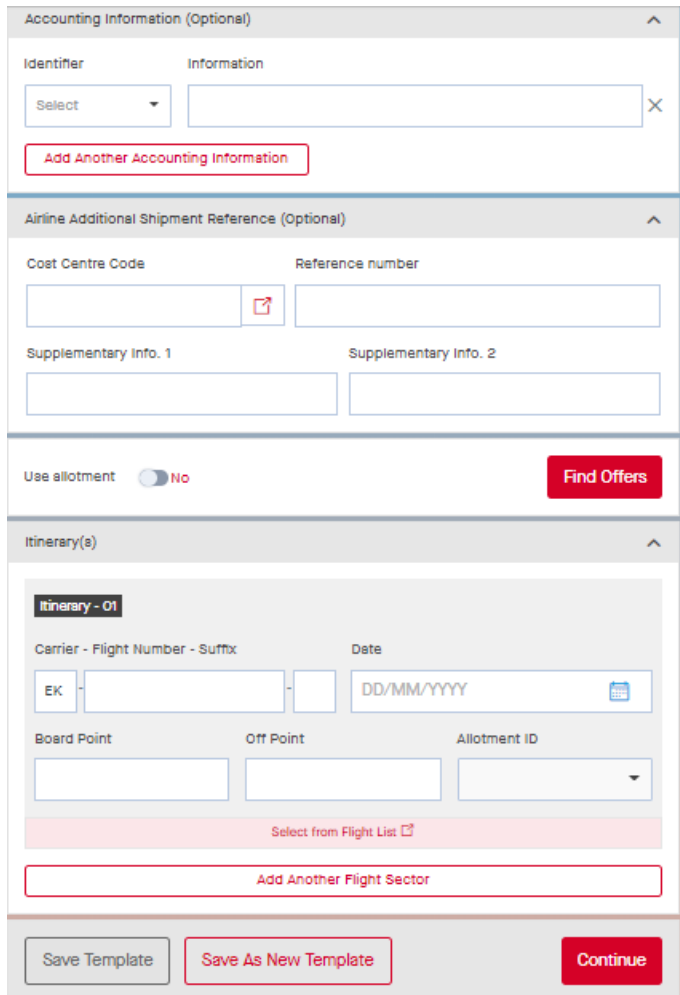
**Note:** Although Shipper & Consignee details are optional, updating their details will help in initiating the best customer tariff.



**Figure 9 - Find an Offer (Detailed Enquiry) -3**

**Note:**

- Users can select the related identifier based on account information.
- Insert an SRN if found
- An appropriate allotment id should be selected.



Accounting Information (Optional)

Identifier Information

Select

Add Another Accounting Information

Airline Additional Shipment Reference (Optional)

Cost Centre Code Reference number

Supplementary Info. 1 Supplementary Info. 2

Use allotment  No **Find Offers**

Itinerary(a)

Itinerary - 01

Carrier - Flight Number - Suffix Date

EK - DD/MM/YYYY

Board Point Off Point Allotment ID

Select from Flight List

Add Another Flight Sector

Save Template Save As New Template Continue

**Figure 10 - Find an Offer (Detailed Enquiry) -4**

## View an Offer – Step 2

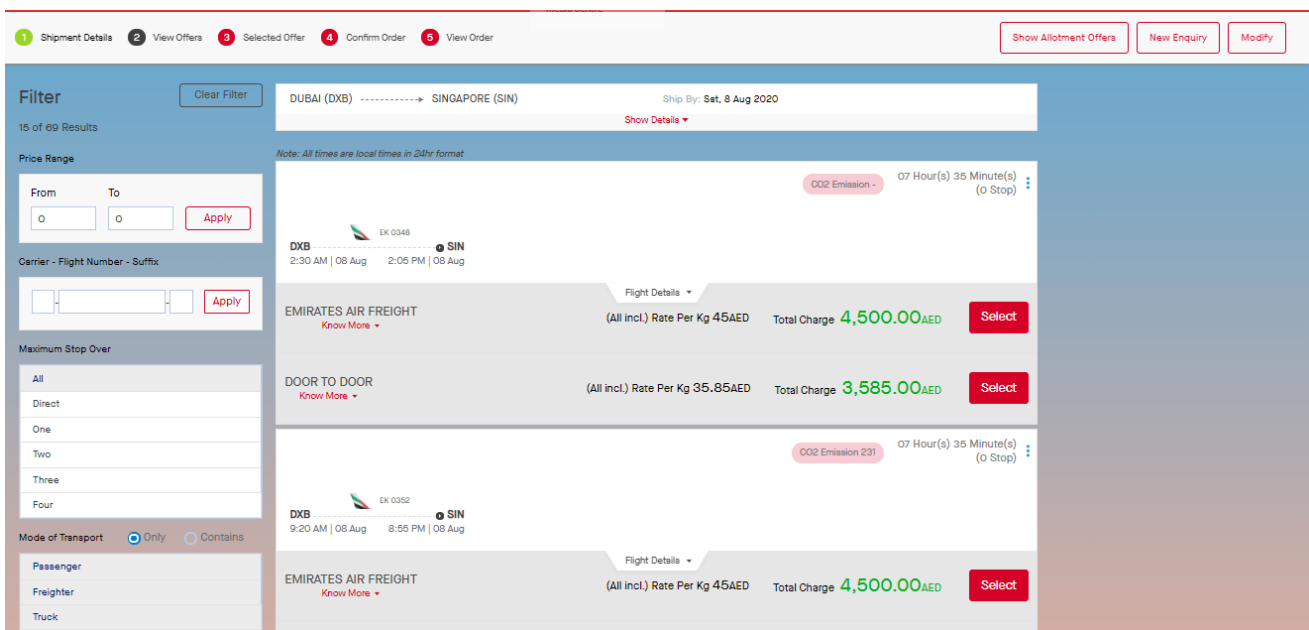
View Offer is a common step regardless of whether you are navigating through “Find Offers” or “Continue to Detailed Enquiry” feature. The default offers are based on free sale capacity. If your customer branch has customer allotment for the requested route, then you can view the allotment offers by selecting “Show Allotment Offers”.

The offer results can be further filtered by

- Price Range (based on Total Charges)
- Carrier Code/Flight Number
- Maximum Stop Over
- Mode of Transport
- Body Type
- Time of Departure

Choose your preferred offer and then continue to next step by selecting “Select” option.

**Note:** if no offers displayed, user should get in touch with local SkyCargo office for further help.



The screenshot displays the 'View Offer' step in the e-SkyCargo system. At the top, a progress bar shows five steps: 1. Shipment Details, 2. View Offers (current), 3. Selected Offer, 4. Confirm Order, and 5. View Order. On the right, there are buttons for 'Show Allotment Offers', 'New Enquiry', and 'Modify'. The main content area is titled 'Filter' and shows 15 of 60 results. The route is DUBAI (DXB) to SINGAPORE (SIN) with a ship-by date of Sat, 8 Aug 2020. The filter sidebar on the left includes sections for Price Range, Carrier - Flight Number - Suffix, Maximum Stop Over (with options: All, Direct, One, Two, Three, Four), and Mode of Transport (with options: Only, Contains). The main area displays two flight offers:

Offer Type	Rate Per Kg	Total Charge	Action
EMIRATES AIR FREIGHT	(All incl.) Rate Per Kg 45AED	4,500.00AED	Select
DOOR TO DOOR	(All incl.) Rate Per Kg 35.85AED	3,585.00AED	Select
EMIRATES AIR FREIGHT	(All incl.) Rate Per Kg 45AED	4,500.00AED	Select

Figure 11 - View an Offer

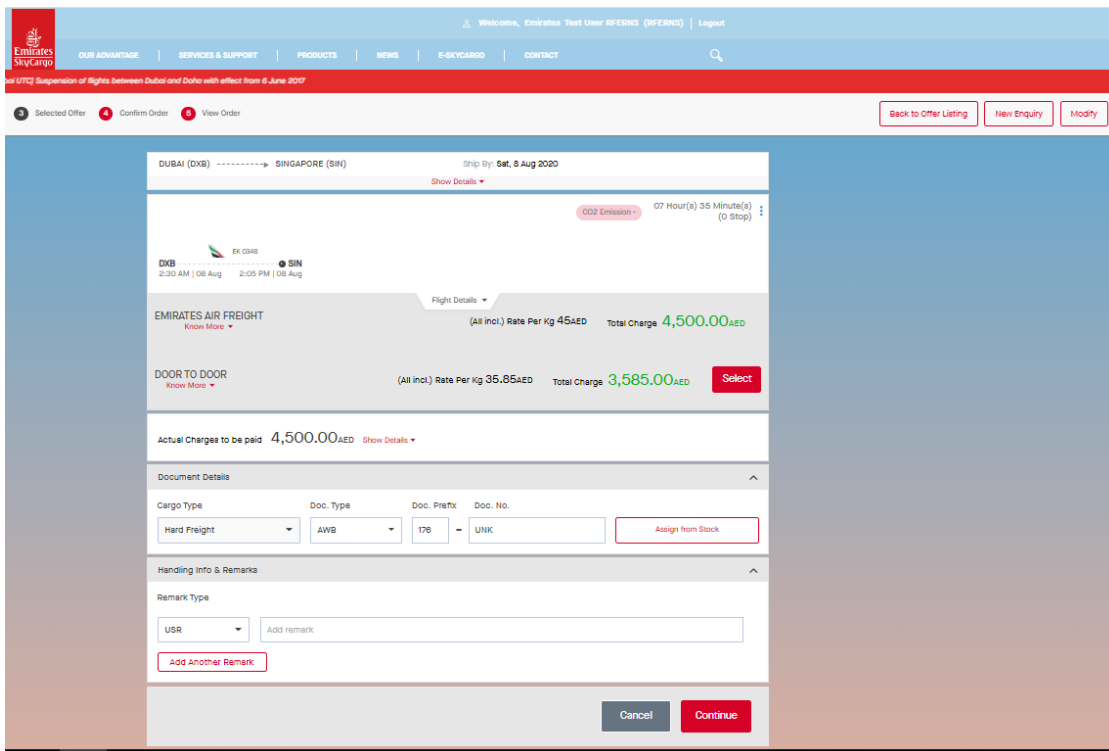
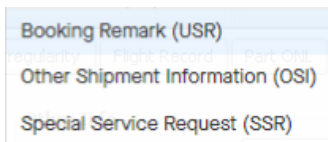
### Selected Offer – Step 3

- Upon selecting an offer, the user can: View the flight details along with CO2 emissions value.
- View the breakup of the total charges for the selected offer
- Update document details.
- Enter Handling Info & Remarks

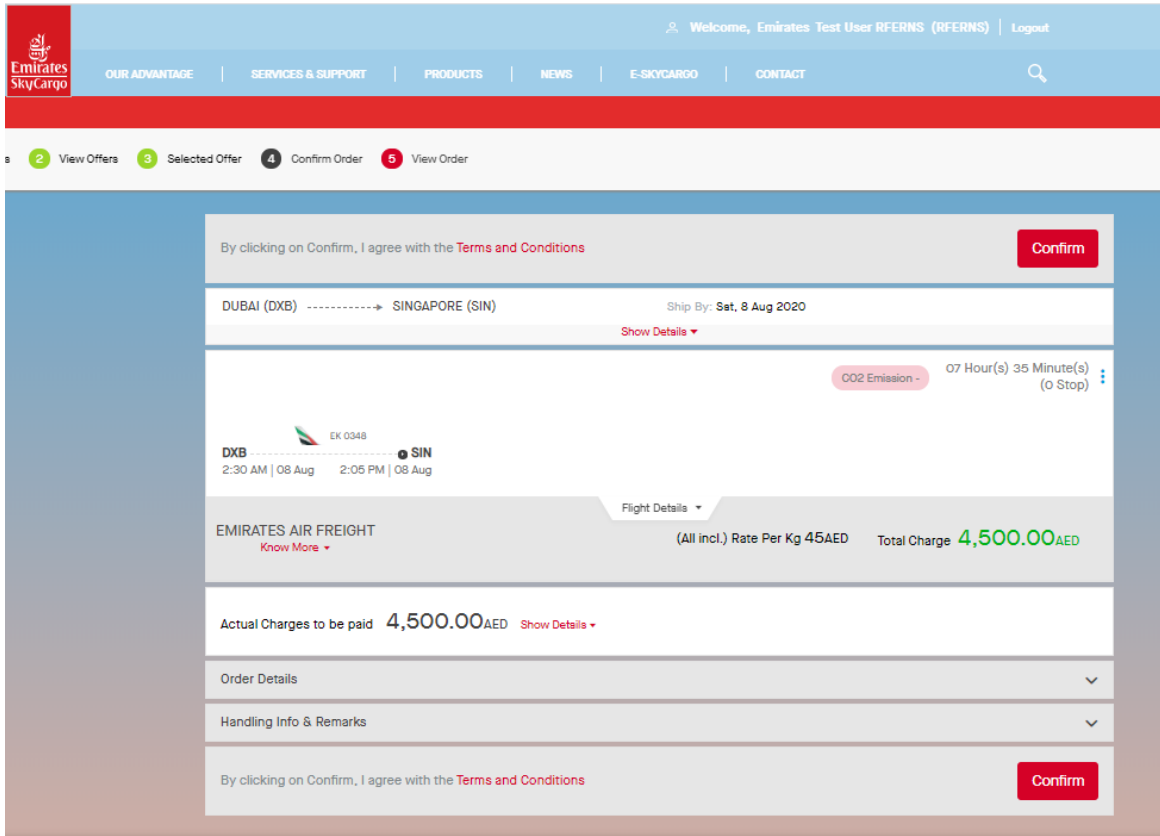
**Note:**

- In the document details users select the correct cargo type , and use the assign from stock option
- Users can update handling remarks based on their preference.

**Remark Types:**



**Figure 12 - Selected Offer**



## Confirm Order – Step 4

- Preview your booking.
- Accept the Terms & Conditions

*Figure 13 - Confirm an Order*

## View Order – Step 5

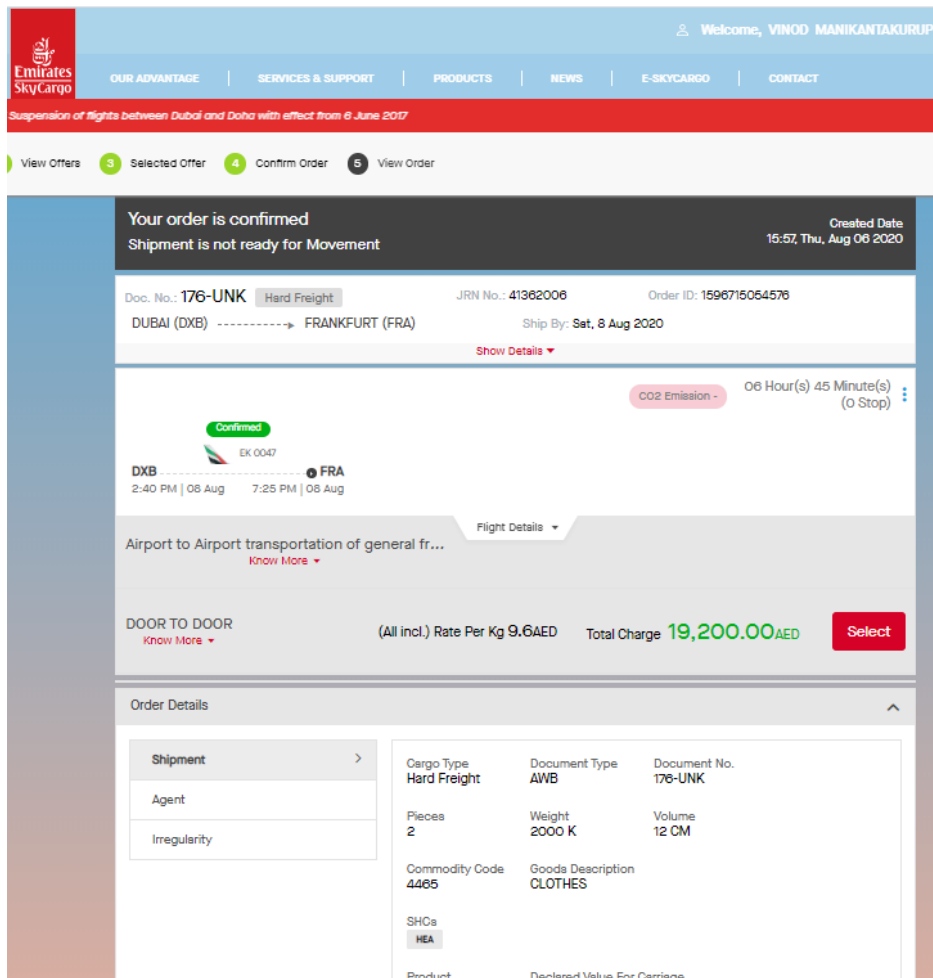
Order Summary is displayed after you have successfully placed an order for the selected offer.

- If the Order is **confirmed**, status will be displayed as “Your Order is confirmed” in “View Order” step.
- If the order is **not confirmed**, status will be displayed “Your Order is waiting for Confirmation” in “View Order” step.

- For an Order with **multi sectors**, if order is **not confirmed**, each flight sector may have different status which will be displayed against each sector.

• In the “view order” step the current features are available:

- Upon selecting **Modify**, the user will be routed to the Detailed Booking (Step 1) with details of the current shipment.



The screenshot displays the 'View Order' page for a confirmed shipment. The order is for Hard Freight from Dubai (DXB) to Frankfurt (FRA) on flight EK 0047, scheduled for August 6, 2020. The total charge is 19,200.00 AED. The order details section shows the following information:

Shipment	Cargo Type	Document Type	Document No.
Hard Freight	AWB	176-UNK	
Pieces	Weight	Volume	
2	2000 K	12 CM	
Commodity Code	Goods Description		
4465	CLOTHES		
SHCs			
HEA			
Product	Declared Value For Carriage		

• The user can also use **Select Alternate Offer**, if you are looking for alternate flight offers for the same shipment details.

• Alternatively, if you want to search for new offer or place a new order, then select **New Enquiry**.

Order Details ▼

Important Information

**Bring your cargo to:**

Dubai Cargo Village - Cargo Mega  
Terminal - CMT - 1st Floor  
DUBAI | PO Box: 686  
UNITED ARAB EMIRATES

**Contact**

Phone: -  
Fax: -  
Email: -

Documentation ▲

Air Waybill >

AWB No: 176-UNK

Status  
Not Captured

Tracking Details ▲

Latest status at your current local time 3:57 PM Thursday, August 6, 2020

BKD

DXB, 3:57 PM,  
Aug 6, 2020

✈️

Booked on Flight EK-0047, 08 Aug 2020, DXB-FRA

2 Pieces  
2000 K

DXB  
ETD 14:40,  
Sat, Aug 8, 2020

→

FRA  
ETA 19:25,  
Sat, Aug 8, 2020

Planned Time

Milestones

Most Recent ▼
Local Time ▼

BKD

DXB, 3:57 PM,  
Aug 6, 2020

✈️

Booked on Flight EK-0047, 08 Aug 2020, DXB-FRA

2 Pieces  
2000 K

DXB  
ETD 14:40,  
Sat, Aug 8, 2020

→

FRA  
ETA 19:25,  
Sat, Aug 8, 2020

Planned Time

Figure 16 - View Order - 3

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