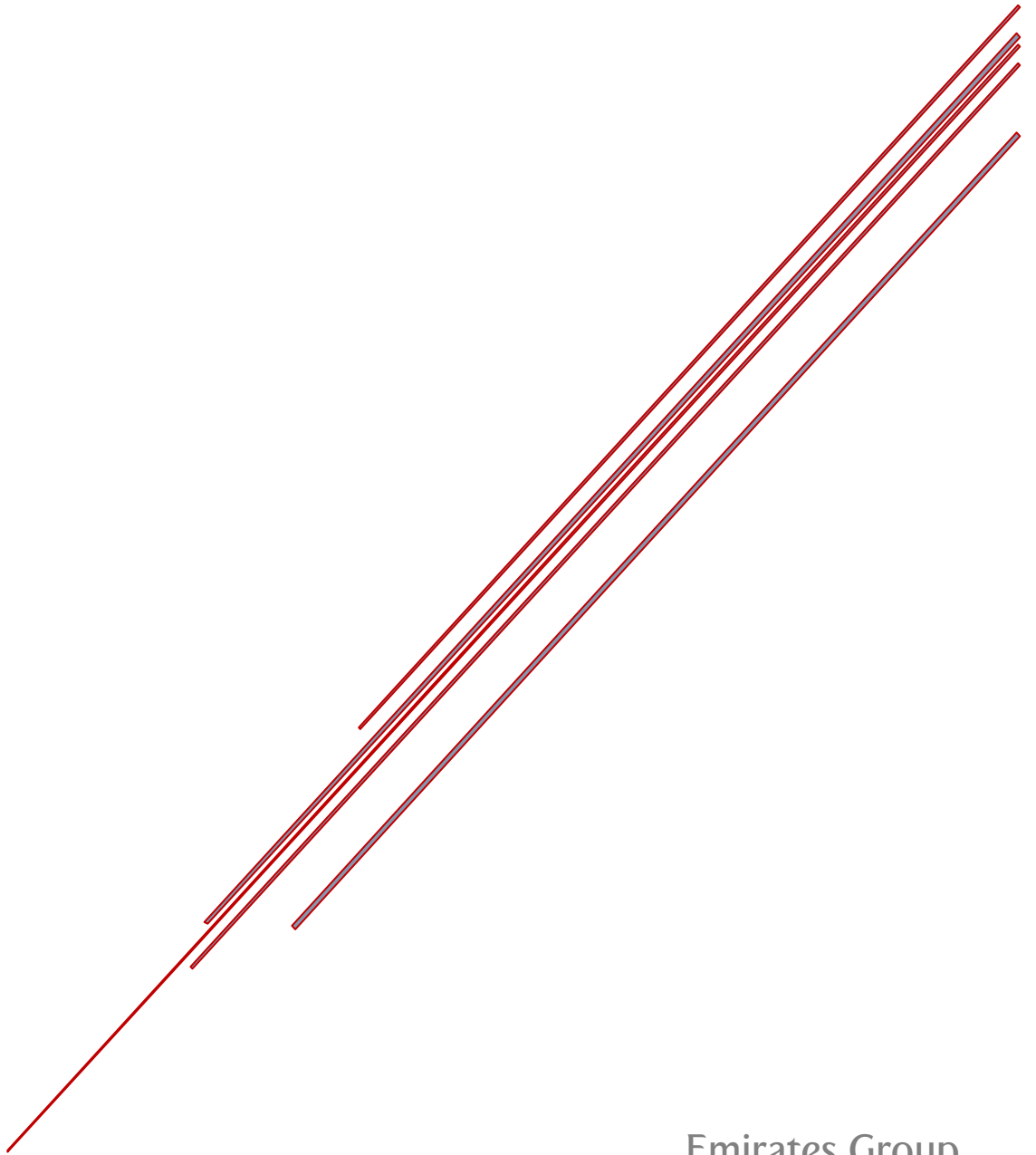


E-SKYCARGO GENERAL FUNCTIONALITIES

e-SkyCargo User Guide



Emirates Group
SkyCargo



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Customer Relations

Customer Relations feature provides customers the ability to submit an “Intent” or “Claim” or “Complaint” and view their status. The access follows through the menu link: E-SKYCARGO - Customer Relations.

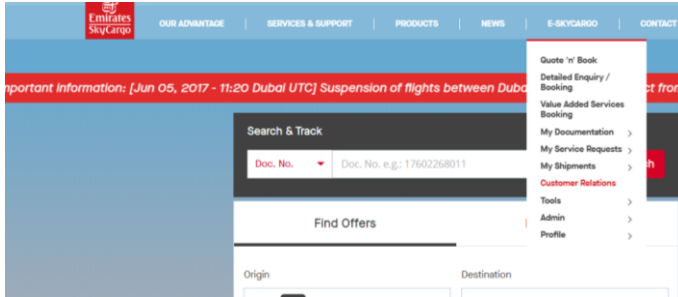


Figure 1 - Customer Relations Tab

This menu takes you to the dashboard where you will be able to view the List of Claims, Intents and Complaints raised by you and you can track and view the status of all your intents/claims and complaints that you have filled.

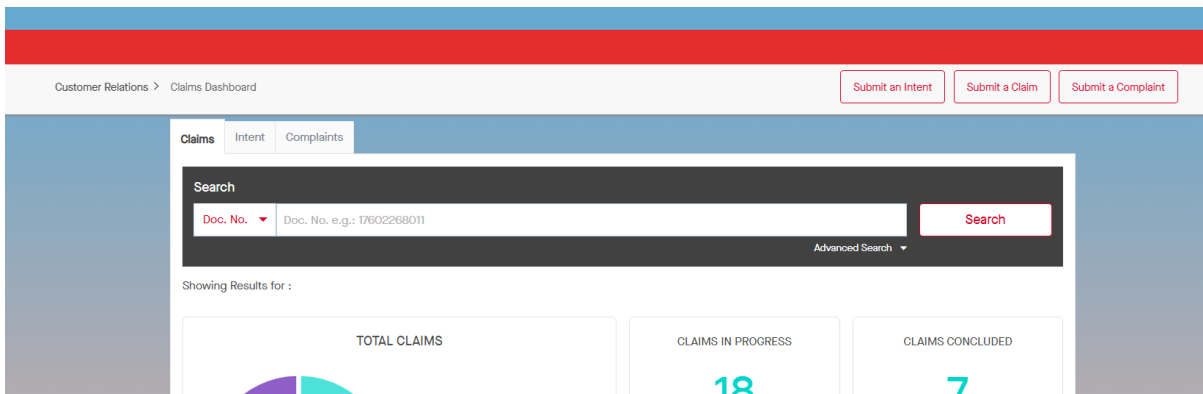


Figure 2 - Customer Relations Home Page

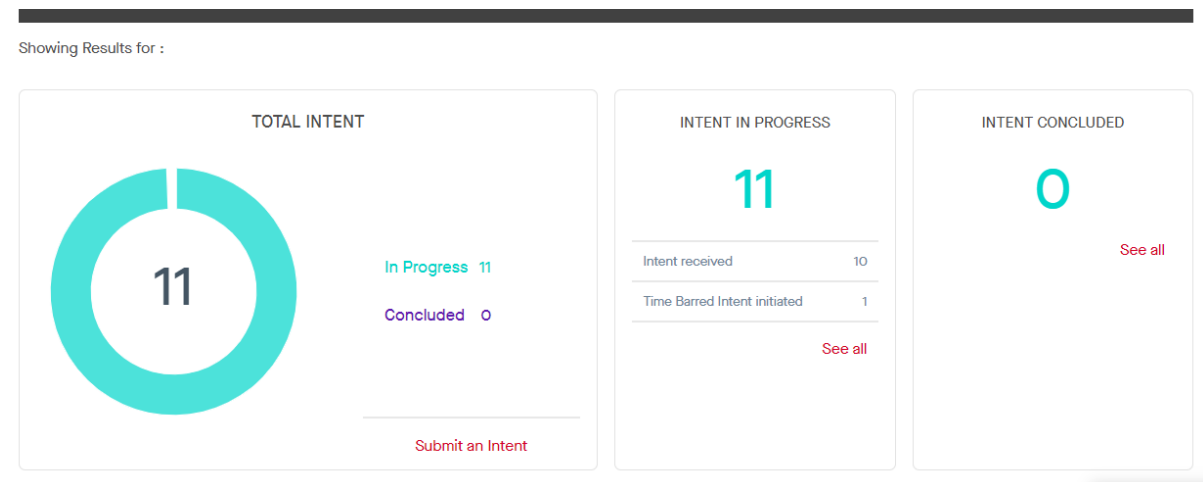


Figure 3 - Customer Relations Summary Dashboards

In the list of the intent click on “: “to also send an email/Withdraw the intent or Submit the claim same applies for claim and complaints

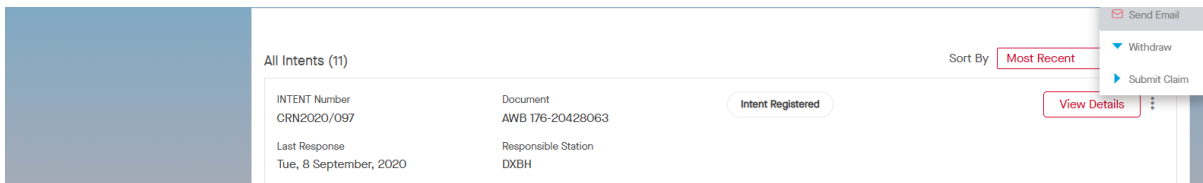


Figure 4 - Customer Relations Summary Table

Submit an Intent:

In the intent dashboard you can either search the AWB No. or Order ID or JRN number to check if there is an intent filled if the result is ZERO then kindly click on Submit an intent which is on the top right side of the page.

A new tab like the below screen appears

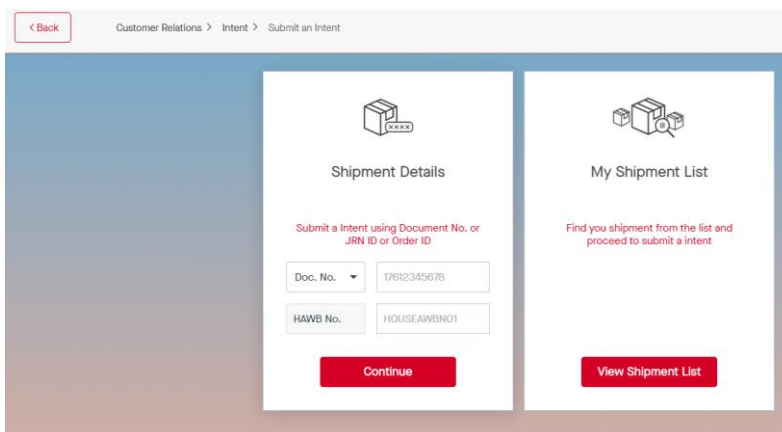


Figure 5 - Submit an Intent Page

You can submit an intent by submitting either by of the one below details.

- Document No. (Prefix - No.) AWB Number to be provided in the format Document Prefix followed by Document number without spaces. Example:17602776292or
- JRN No. or
- Order ID

Select “Continue” to retrieve the document for which the Intent must be filed.

Or if you have booked the shipment from your profile then under My shipment list you can select View Shipment List and select the AWB for which you would like to file an intent and click on Submit intent

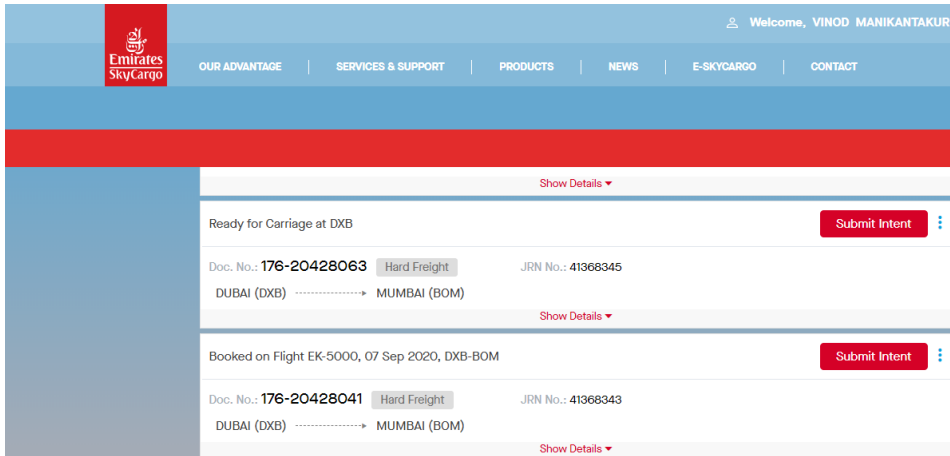


Figure 6 - List of AWBs

The document details will be retrieved and below sections will be displayed to you. Then you can proceed with completing the submission.

Update the email address to which you would like us to respond to and your reference number (if any)

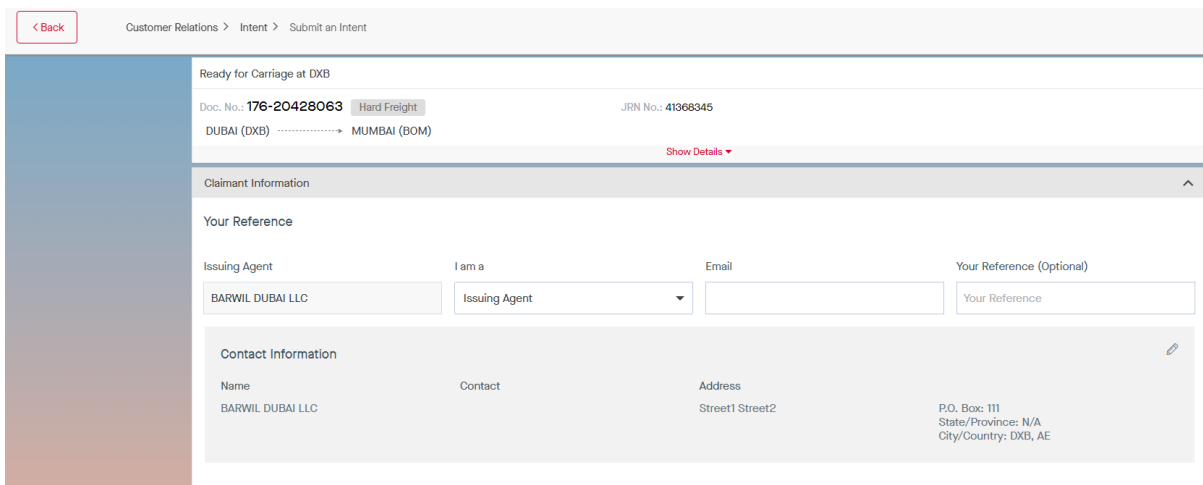


Figure 7 - Intent Details Update

If you have the claimed weight and value please update the same also kindly select the appropriate reason for filing submitting a claim.

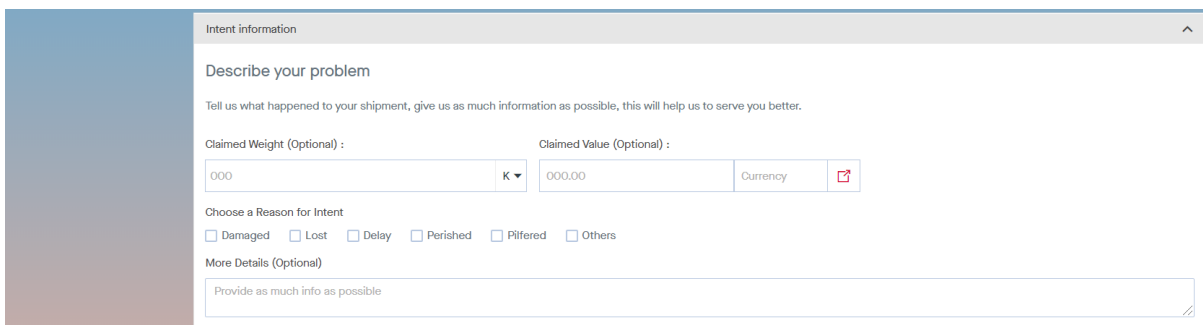


Figure 8 - Intent Details Update

If you have any documents to be uploaded select the document type and then click on browse to select the location of the document and provide a small description like letter or cargo damage report, etc. Kindly note that its not mandatory to submit documents at this stage.

If you have selected the incorrect document you can remove the same by clicking on the trash can.

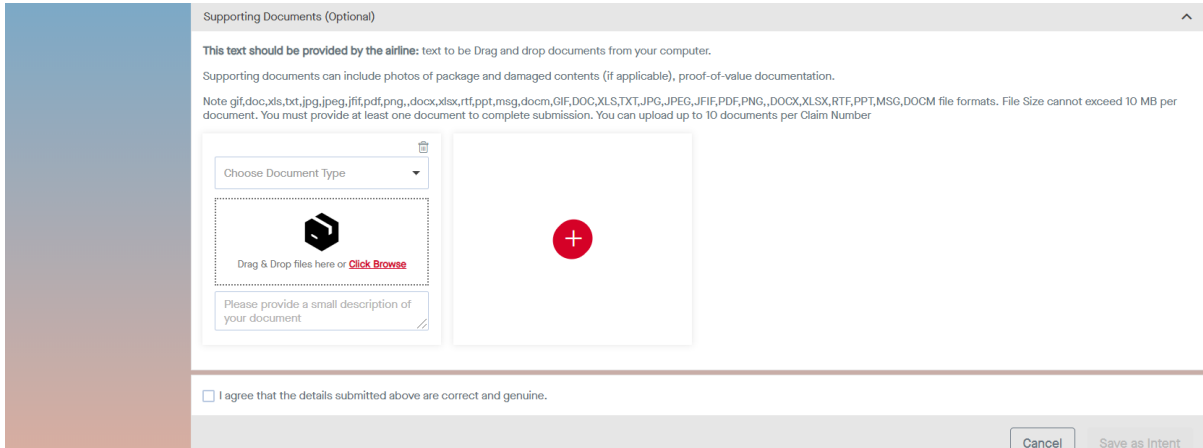


Figure 9 - Intent Support Documents

Once you have updated the details you need to tick mark the agreement and then the Save as intent button is activated.



Figure 10 - Agreement Acceptance Box

Once you click on Save as intent, the system will respond with the intent number and an auto email is sent to your email as an acknowledgement and requesting for further documents.

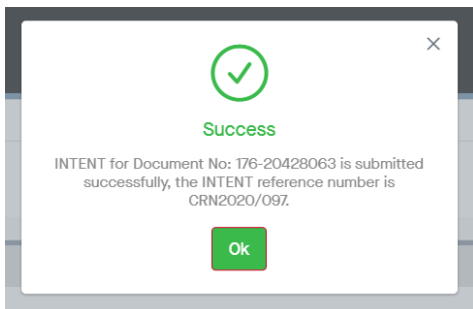


Figure 11 - Intent Successfully Submitted

Submit a Claim:

In the claim dashboard you can either search the AWB No. or Order ID or JRN number to check if there is a claim filled if the result is ZERO then kindly click on Submit a claim which is on the top right side of the page.

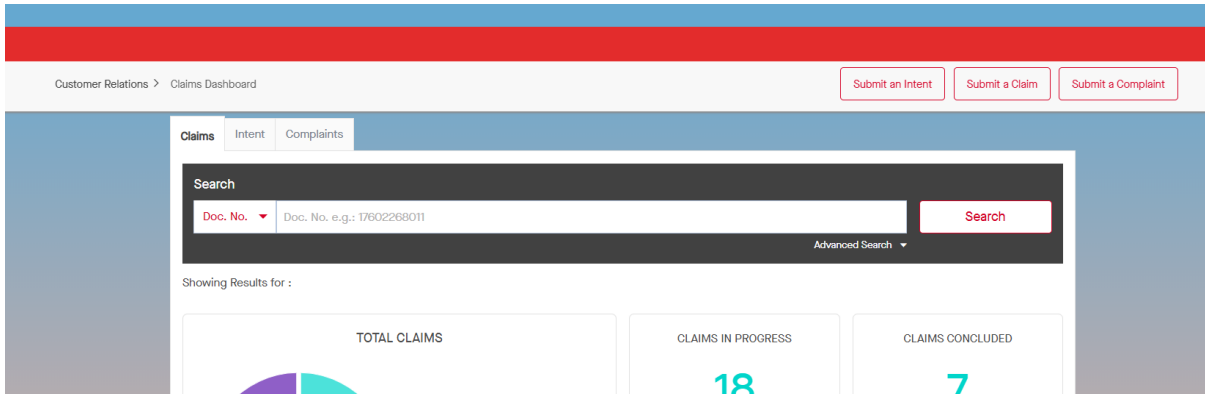


Figure 12 - Claims Summary Dashboard

A new tab like the below screen appears

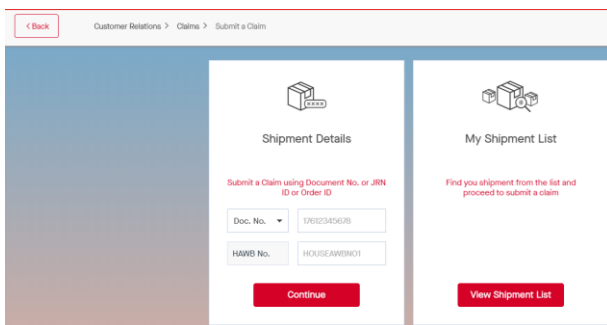


Figure 13 - Claims Entry Options

- Document No. (Prefix – No.) AWB Number to be provided in the format Document Prefix followed by Document number without spaces. Example:17602776292or
- JRN No. or
- Order ID

Select “Continue” to retrieve the document for which the Intent must be filed.

Or if you have booked the shipment from your profile then under My shipment list you can select View Shipment List and select the AWB for which you would like to file a claim and click on Submit a claim

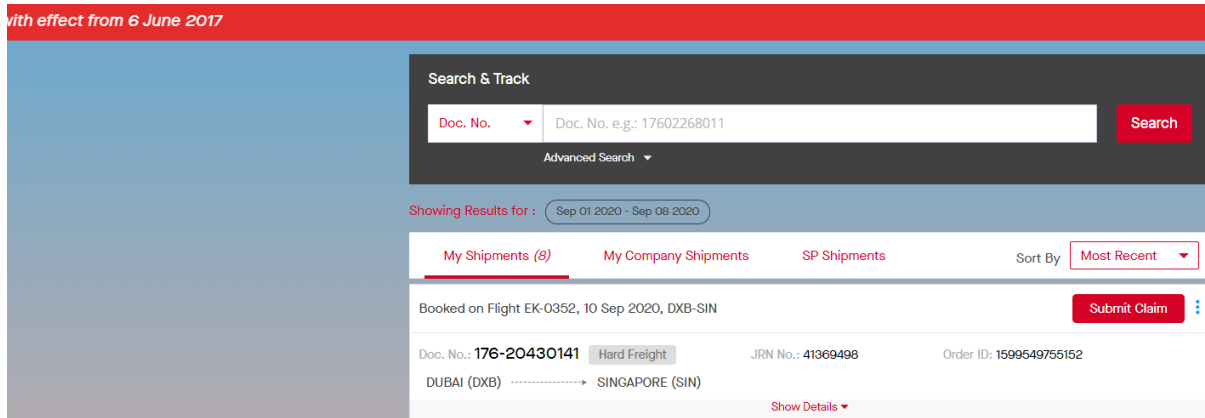


Figure 14 - List of AWBs

The document details will be retrieved and below sections will be displayed to you. Then you can proceed with completing the submission.

Kindly update the email address to which you would like us to respond to and your reference number (if any)

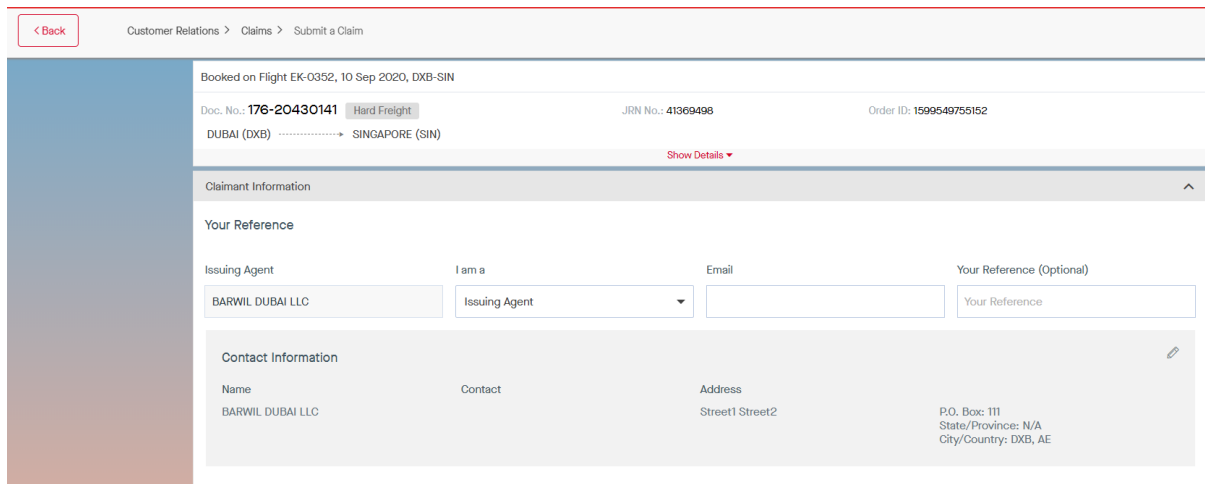


Figure 15 - Claim Details Update

Update the claimed weight and value and the reason for filing the claim.

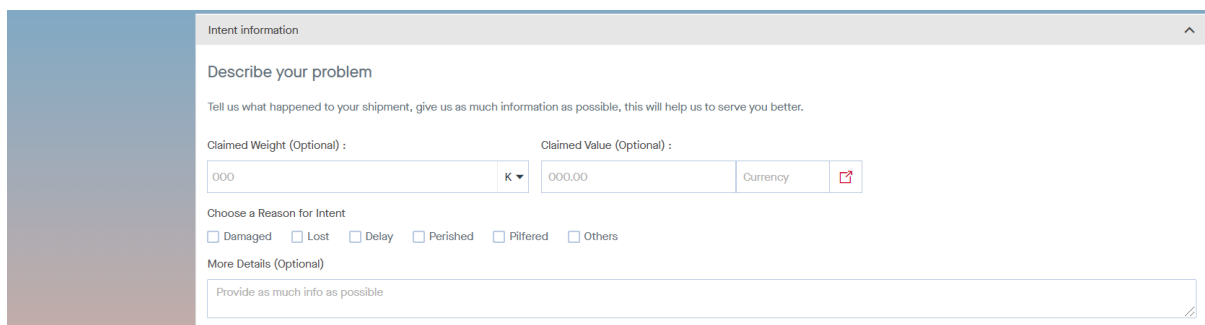


Figure 16 - Claim Details Update

To upload documents, select the document type and then click on browse to select the location of the document and provide a small description like letter or cargo damage report, etc. It is mandatory to submit the documents so that the claim can be processed.

If you have selected the incorrect document you can remove the same by clicking on the trash can.

Figure 17 - Claim Support Document

Tick mark the agreement and then the Submit Claim button is activated.

Figure 18 - Agreement Acceptance Box

Once you click on Submit Claim, the system will respond with the claim number and an auto email is sent to your email as an acknowledgement and requesting for further documents.

Figure 19 - Claim Successfully Submitted

The CRN appears on your dashboard where you can view the status of the claim.

All Claims (26)		Sort By
CLAIM Number CRN2020/098	Document AWB 176-20430141	Most Recent
Last Response Tue, 8 September, 2020	Responsible Station DXBH	Claim Initiated View Details

Figure 20 - Claim Summary

Submit a Complaint

In the complaint dashboard you can either search the AWB No. or Order ID or JRN number to check if there is a complaint filed if the result is ZERO then kindly click on Submit a Complaint which is on the top right side of the page.

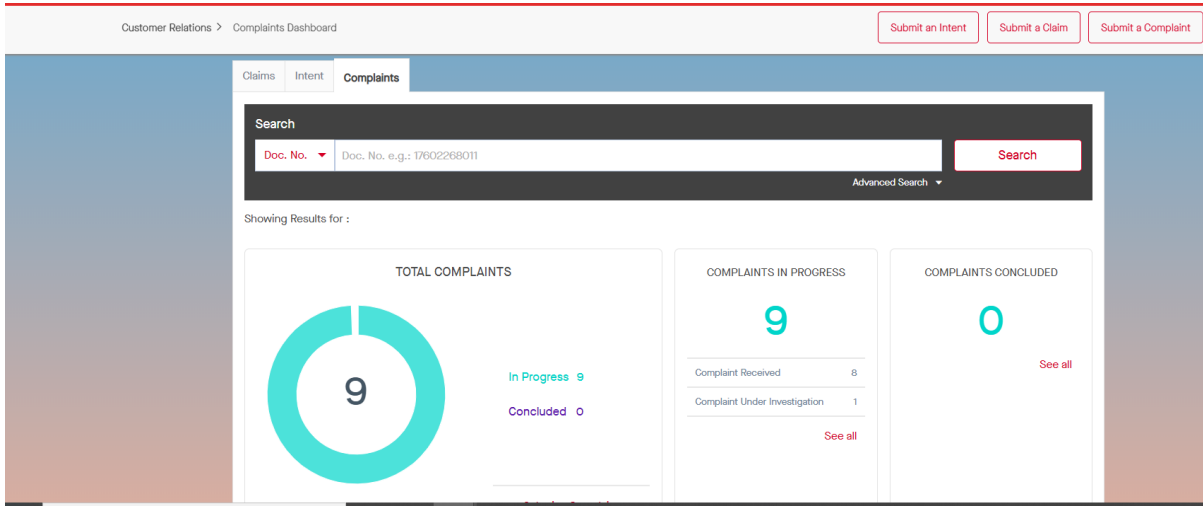


Figure 21- Complaints Summary Dashboard

A new tab like the below screen appears

Shipment Service Complaint – for complaint which the customer requires feedback on a AWB

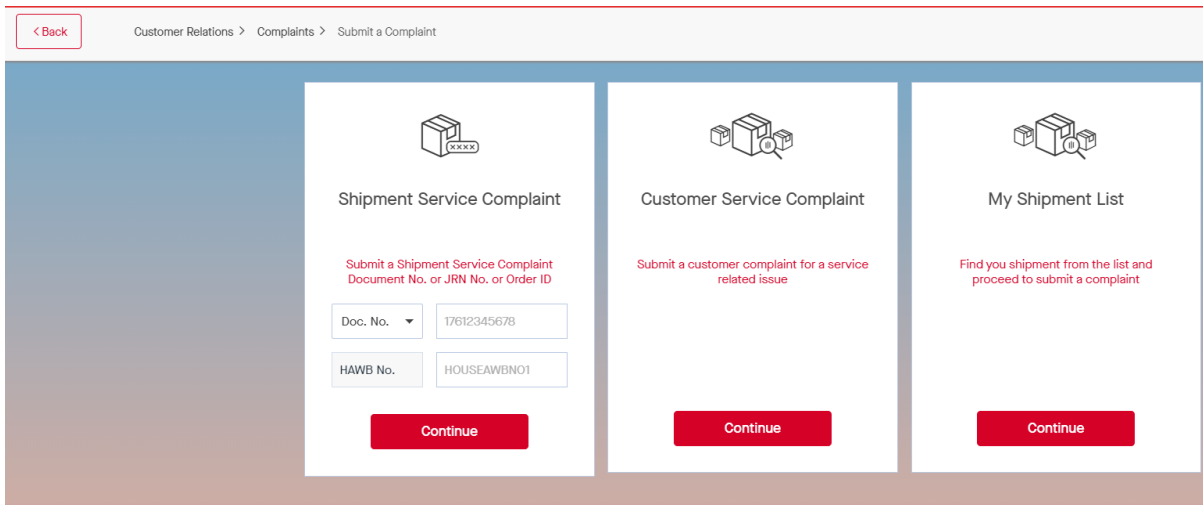


Figure 22 - Complaints Entry Options

You can complaint by submitting either by of the one below details.

- Document No. (Prefix – No.) AWB Number to be provided in the format Document Prefix followed by Document number without spaces. Example:17602776292or
- JRN No. or
- Order ID

Select “Continue” to retrieve the document for which the Complaint must be filed.

Or if you have booked the shipment from your profile then under My shipment list you can select View Shipment List and select the AWB for which you would like to file a claim and click on Submit complaint

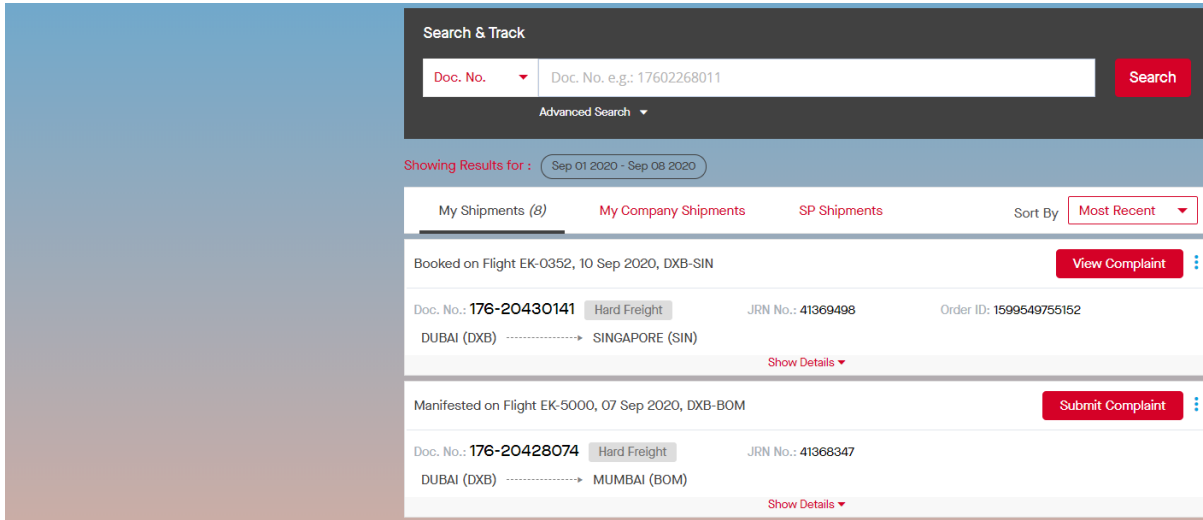


Figure 23 - AWBs List

The document details will be retrieved and below sections will be displayed to you. Then you can proceed with completing the submission.

Select the type of customer and update the email address

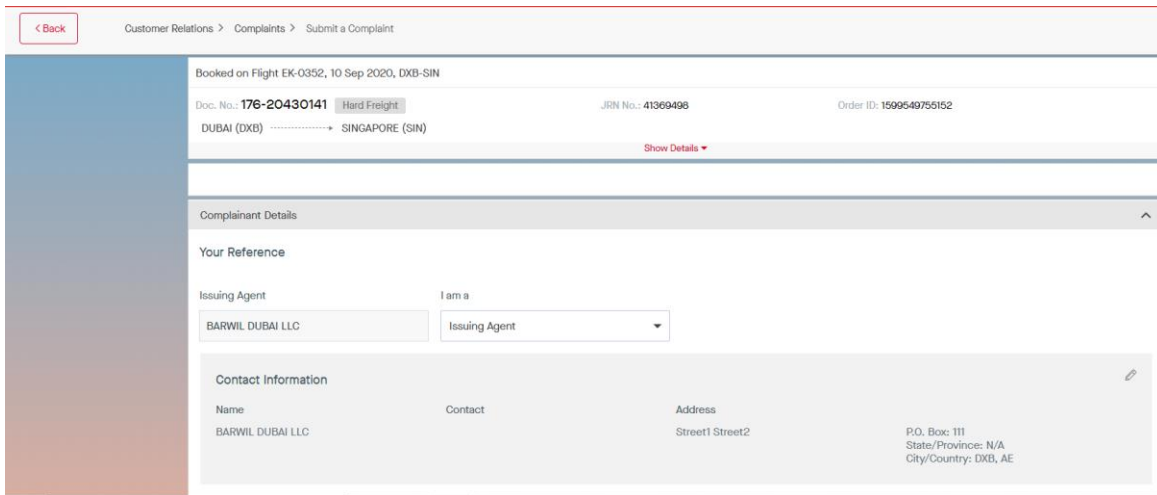


Figure 24 - Complaint Details Update

Select the reason for complaint. If the product is Emirates Pharma then the Temperature deviation is activated. It is mandatory for the customer to fill in the questionnaire.

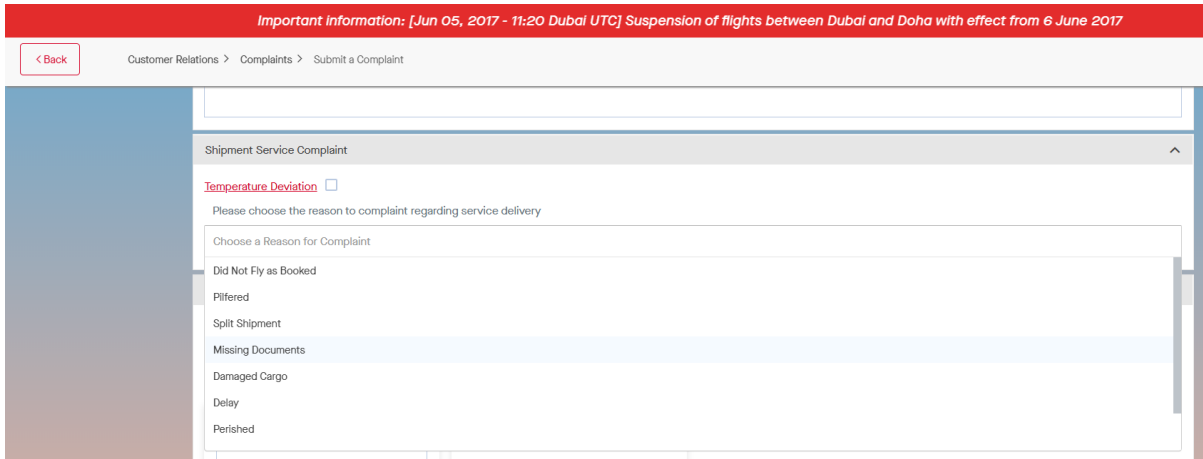


Figure 25 - Select Reason of Complaint

Select details that will assist the team to investigate the complaint.

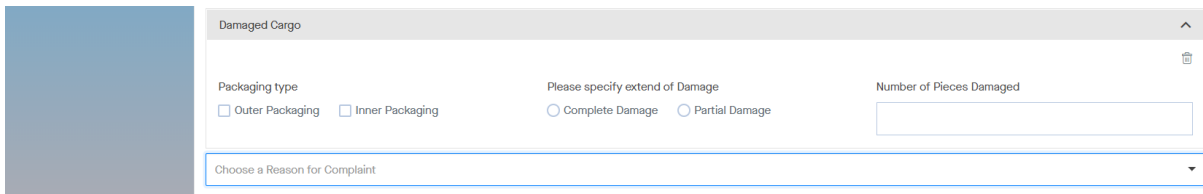


Figure 26 - Additional Complaint Details

To upload documents, select the document type and then click on browse to select the location of the document and provide a small description like letter or cargo damage report, etc. It is mandatory to submit the documents so that the claim can be processed.

If you have selected the incorrect document you can remove the same by clicking on the trash can.

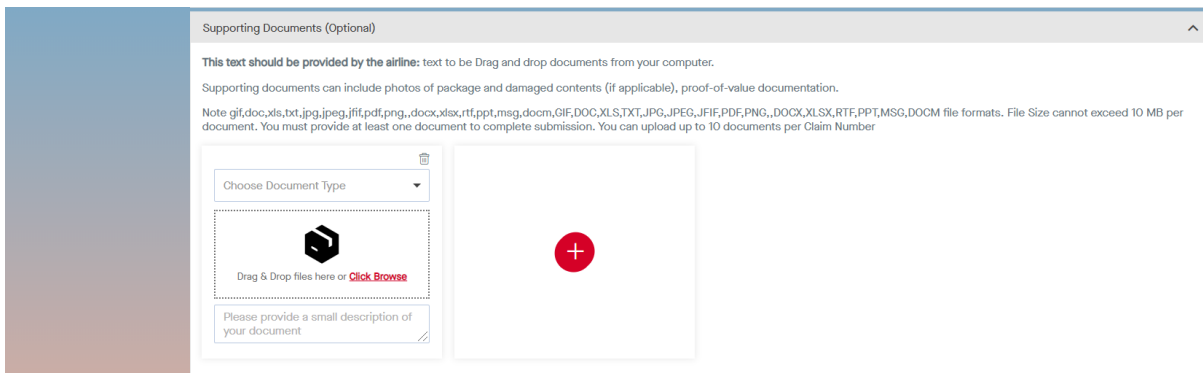


Figure 27 - Complaint Support Documents

Tick mark the agreement and then the Submit Complaint button is activated.

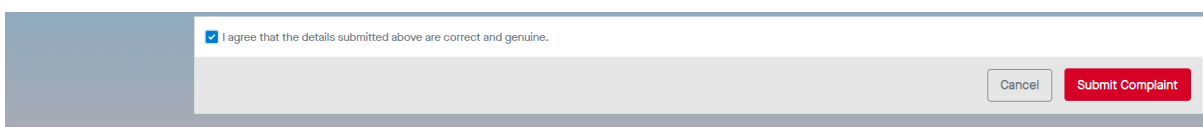


Figure 28 - Agreement Acceptance Box

Once you click on Submit Complaint, the system will respond with the complaint reference number and an auto email is sent to your email as an acknowledgement.

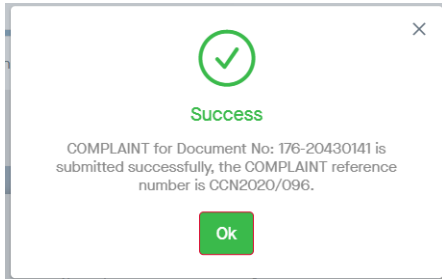


Figure 29 - Complaint Successfully Submitted

Note

- Pharma complaints the questionnaire, logger graph and download must be uploaded to initiate the investigations. Any incomplete information will result in delay in investigating your complaint.
- Submitting of Complaint can't be construed as an intent to claim.

Shipment Service Complaint – for complaint for a service issue

Select the type of customer and update the email address

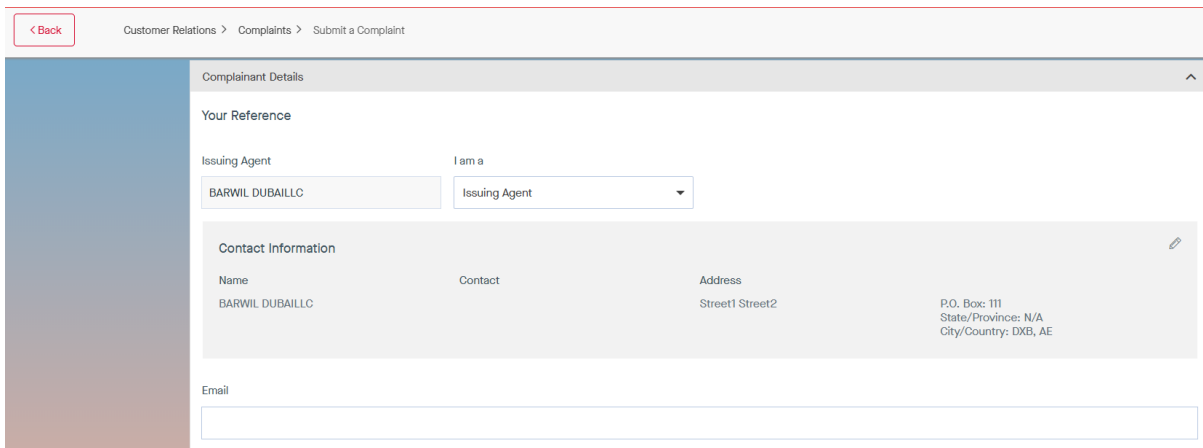


Figure 30 - Complaint Details Update

Select the type of complaint and explain briefly what the issue was

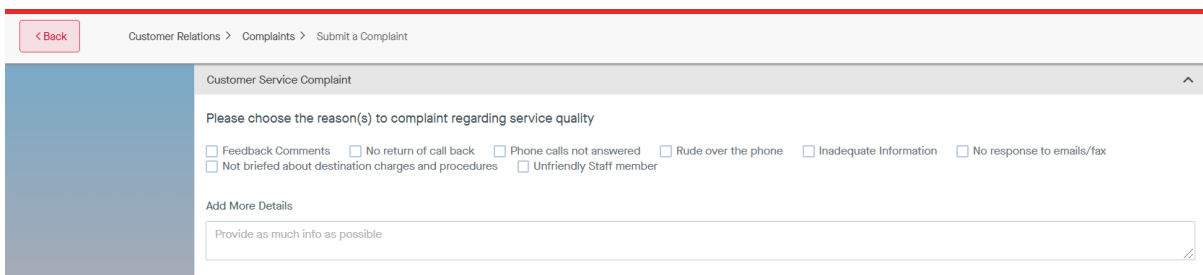


Figure 31 - Complaint Details Update

To upload documents, select the document type and then click on browse to select the location of the document and provide a small description like letter or cargo damage report, etc. It is mandatory to submit the documents so that the claim can be processed.

If you have selected the incorrect document you can remove the same by clicking on the trash can.

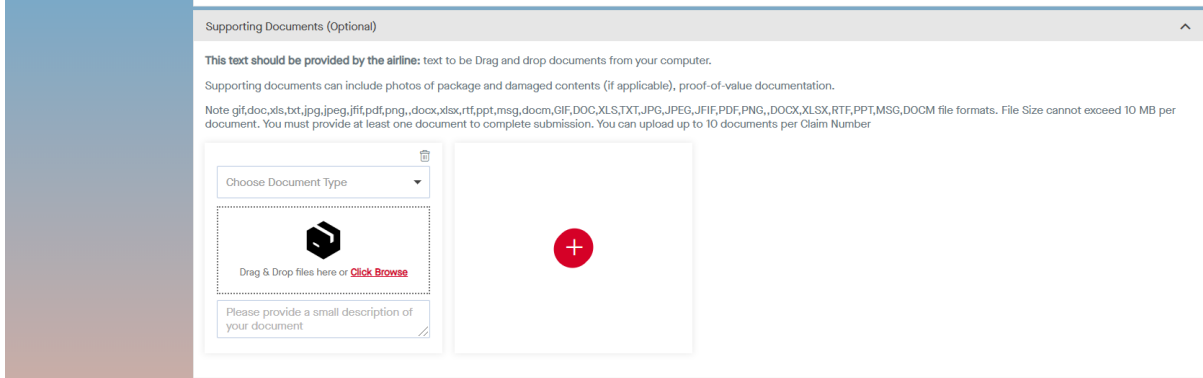


Figure 32 - Complaint Support Document

Tick mark the agreement and then the Submit Complaint button is activated.

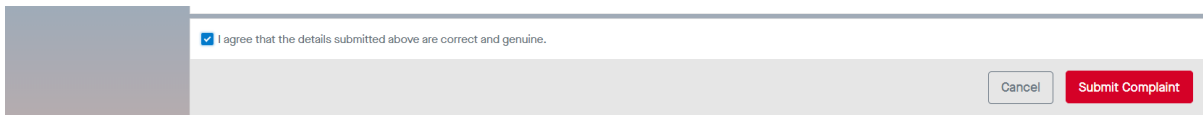


Figure 33 - Agreement Acceptance Box

Once you click on Submit Complaint, the system will respond with the complaint reference number and an auto email is sent to your email as an acknowledgement.

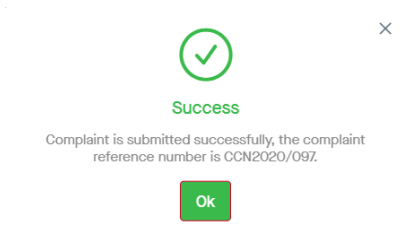


Figure 34 - Complaint Successfully Submitted

My templates

Templates enable you to store your frequently used data inputs for

- Offer request
- Order request
- AWB request
- HAWB request

You can then use the templates to autofill the request in the corresponding feature. The templates are stored within e-SkyCargo and are mapped and available only at an individual user level. To create a **Template**, navigate to Shipment Details feature. By default, some data elements will be pre-populated based on the user profile.

You can then capture the other data elements in the Shipment Details and select the option **Save as New**

Template under your preferable name. Templates can be edited and deleted.

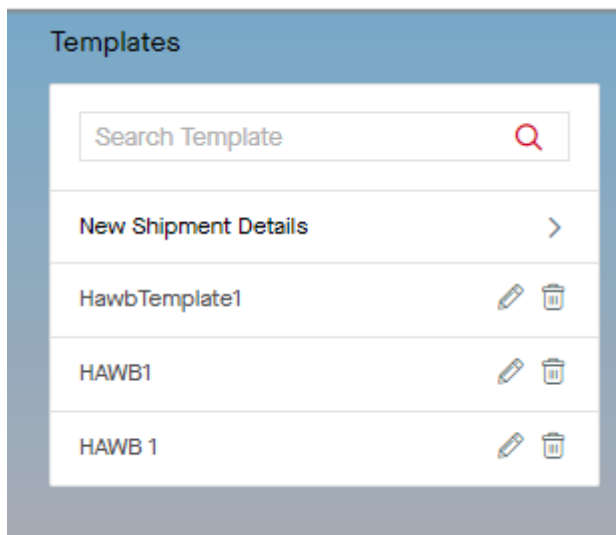


Figure 35 - Templates List

My address book

My Address Book enables you to store your frequently used Addresses, which can be re-used for capturing Shipper or Consignee addresses.

- Navigation -> Profile->My Address Book

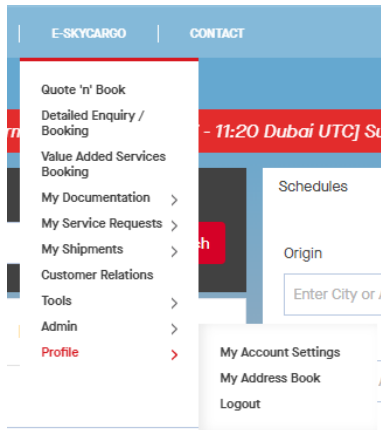


Figure 36 - My Address Book Tab

Add New option to add a new address to the address book. After entering the mandatory fields you can save it. The contacts can be edited and deleted at any time. You can also create, edit and delete new address from shipment details as well through the booking process. You can then perform search in Address Book by entering a value such as name, surname in the search space.

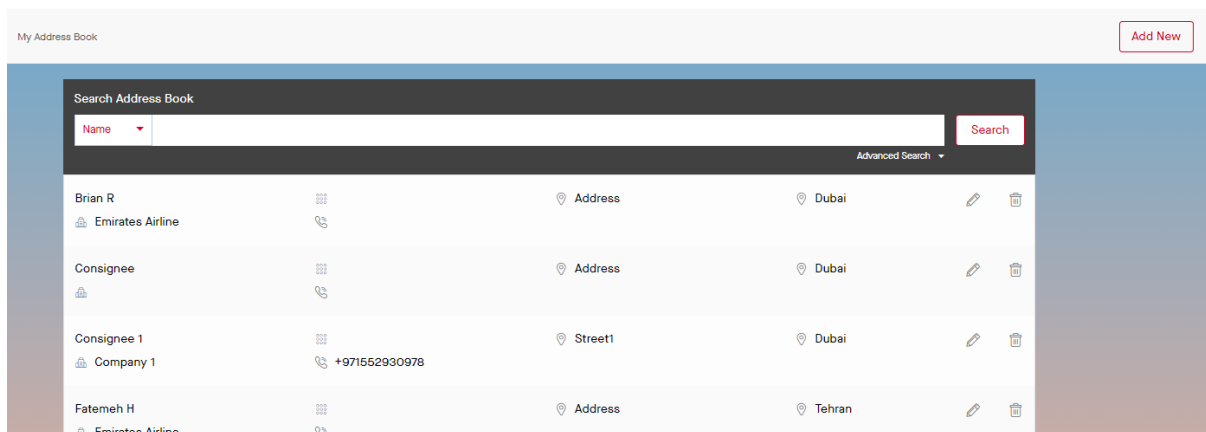
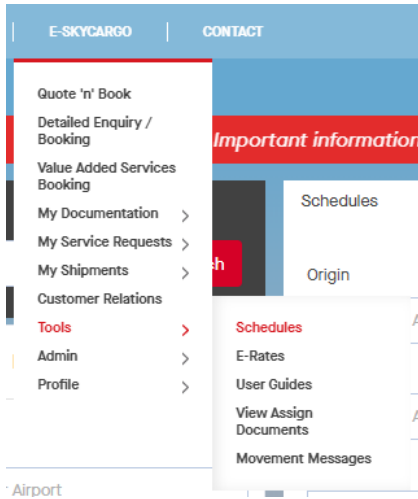


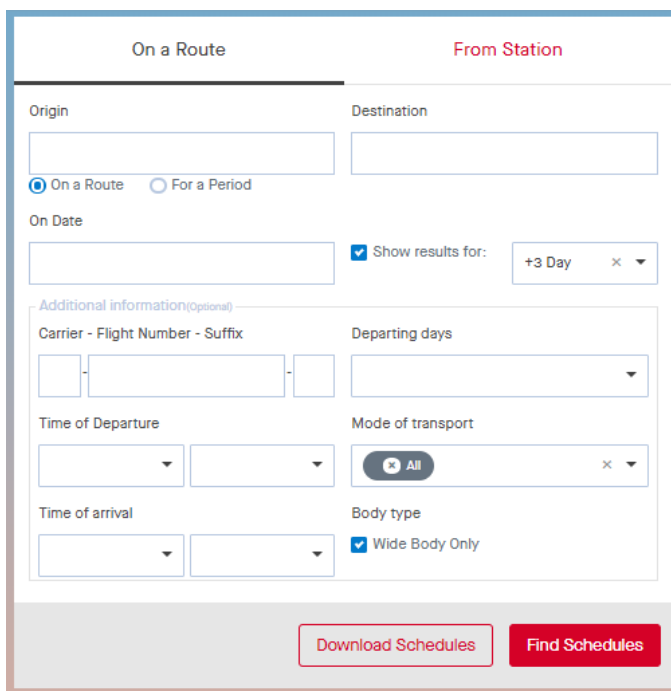
Figure 37 - Address Book

Schedules

On the right side of the Offer & Order home page, you can view the widget “Schedules”. You can search for schedules by providing an Origin, Destination & Date. Alternatively, you can navigate to Schedules as Tools-> Schedules.



The system will then display a results page with all the available schedules starting from the “Date”, you had provided on the Home page. Each result of schedule search will be displayed with Routing, Flights & Departing days. By default, the Flight Details will be in a collapsed mode. You can expand the same to view additional details corresponding to the flight. The schedule can be downloaded as well.



The screenshot shows the 'Advanced Schedule Search' form. It has two tabs: 'On a Route' (selected) and 'From Station'. The form includes the following fields and options:

- Origin** and **Destination** text input fields.
- Radio buttons for **On a Route** (selected) and **For a Period**.
- On Date** text input field.
- Show results for:** dropdown menu with '+3 Day' selected.
- Additional information (optional)** section with:
 - Carrier - Flight Number - Suffix** text input field.
 - Departing days** dropdown menu.
 - Time of Departure** dropdown menu.
 - Mode of transport** dropdown menu with 'All' selected.
 - Time of arrival** dropdown menu.
 - Body type** dropdown menu with 'Wide Body Only' checked.
- Download Schedules** and **Find Schedules** buttons at the bottom.

Figure 38 - Advanced Schedule Search

Assign documents

Stock holding users are provided with the capability of “Assigning” their document stock to an active branch contact of any non-stock holding company registered in SkyCargo operating system. They can control the functions that can be conducted for the assigned documents i.e. booking and AWB capture.

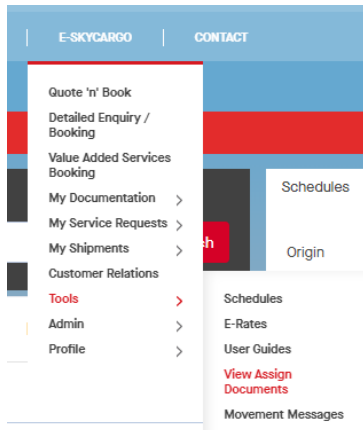


Figure 39 - View Assign Document Tab

Stock holding customers have the capability of modifying the assigned documents to the non-stock holding company. Also, Stock holding customers have the capability of recalling the documents assigned to the non-stock holding company if they are not used yet. Please note that a document cannot be assigned to another stock holding agent. The assign document function can be found under tools. You can perform a search in the “View/Assign documents” page to view the list of User Names and assigned AWBs.

You will be able to modify the document until the document is used. If you need to edit any of the following attributes, select the “Edit” option, modify the details and select the “Save” option.

- Start Date
- End Date
- Booking attribute
- AWB Capture Attribute

If the Stock holding agent wants to recall the document assigned to Non-stock holding agent, select the “Recall” (Delete) option in the search result table. If the document is not yet used, the system removes the assignment of this document from the user.

Movement messages

From Offer & Order, you will be able to send the Arrival and Departure movement messages electronically.

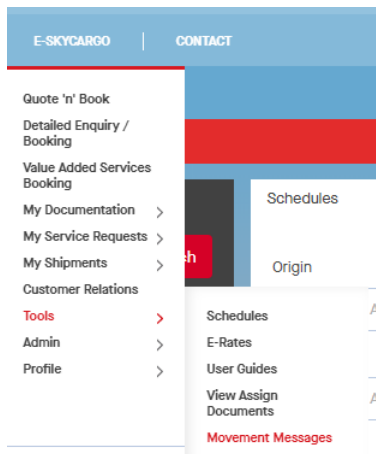


Figure 40 - Movement Messages Tab

In the “Arrival Message” page, select at least one Communication Type and enter the Communication details.

- SITA
- Email

Enter the mandatory fields and then select “Send Messages”. The system will build the MVT message in the standard IATA AHM format from the input details.

In the “Departure Message” page, select at least one Communication Type and enter the Communication details.

- SITA
- Email

Enter the mandatory fields and then select “Send Messages”. The system will build the MVT message in the standard IATA AHM format from the input details.

The “Normal Delay” and “Extra Delay” sections will be activated only when you check the box against these sections. By default, both the sections are inactive.

In View Movement Messages feature, user can view the list of flights for which the Departure or Arrival message was triggered