

e-SKYCARGO BOOKING GUIDE

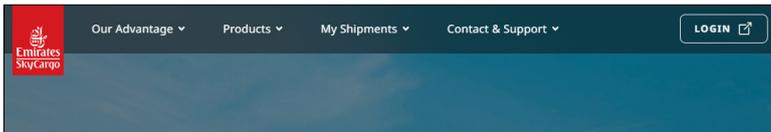


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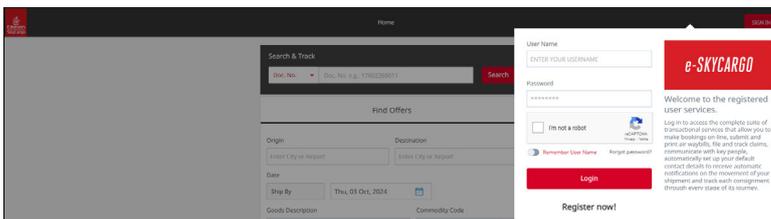
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1. Creating a User ID

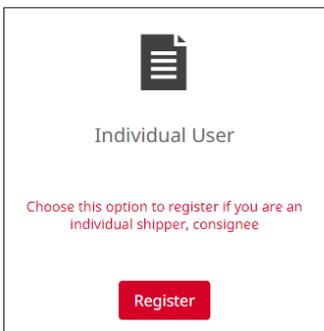
- i. Go to SkyCargo.com
- ii. Click on “Login” on the top right corner.



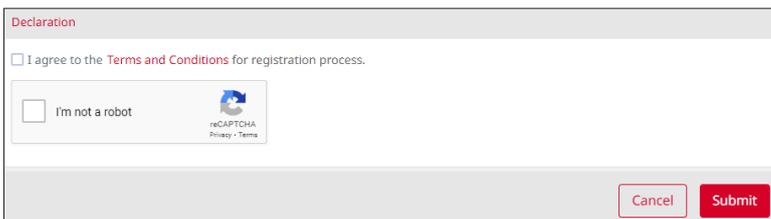
- iii. You will be directed to our registration page. Click on “Register”.



- iv. Click on Register again.



- v. Complete the form by entering information like your username, password, e-mail, default airport and other personal information like your first and last name along with your address.



- vi. Once completed, scroll down, agree on the terms and conditions and click on the “Submit”.
- vii. You will receive a verification e-mail, on the e-mail address used during the registration process. Click on the link and your account will be verified.

2. Assigning Stock

2.1 IATA - Emirates SkyCargo Customer

- i. Provide the below information to: e-SkyCargo@emirates.com

User ID	Entered during the registration process
IATA CASS code	Registered with SkyCargo
Customer Branch code (if available)	Assigned by Emirates SkyCargo

- ii. The e-SkyCargo team will update the details and you will be able to assign your Air Waybill (AWB) stock for your shipments that are booked online.

2.2 Non-IATA Emirates SkyCargo Customer

- i. You can proceed with booking online and you will be provided with a confirmation number referred to as “JRN”.
- ii. The Emirates SkyCargo team will assist you in assigning the Air Waybill (AWB) number.
 - a. In cases where the Emirates SkyCargo station is not updated, the booking will be cancelled 48-24 hours before departure.

3. Creating a booking

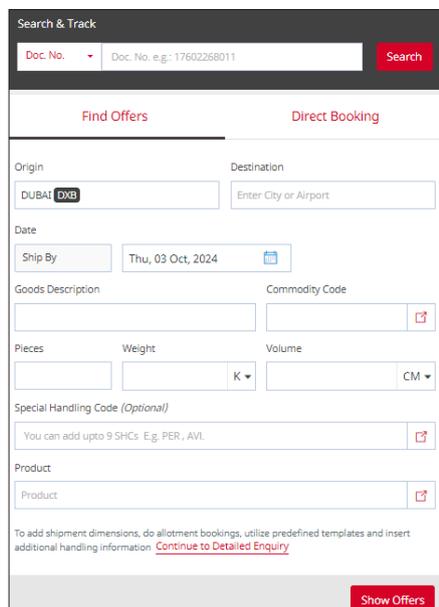
3.1 Quote ‘n’ Book

More convenient booking functionality, where you enter details and see the different options available.

- i. Login to Emirates SkyCargo using your registered user ID and password.
- ii. You will automatically be on the Quote ‘n’ Book screen or you can access Quote ‘n’ Book through the below path.



- iii. You will be directed to our registration page. Click on “Register”.



- If you require to create a detailed booking, example entering your allotment ID or if you already know what flight you need to book on, scroll down and click on “Detailed Enquiry”.

To add shipment dimensions, do allotment bookings, utilize predefined templates and insert additional handling information [Continue to Detailed Enquiry](#)

Show Offers

- iv. Enter the required details and click on “Show Offers” and the available flights will appear.
 - **Origin:** Where your shipment will depart from, you can type the IATA airport or city 3-letter codes or the city name.
 - **Destination:** Where your shipment will arrive, you can type the IATA airport or city 3-letter codes or the city name.
 - **Date:** Intended departure date of the shipment.
 - **Goods Description:** Enter a shipment description (1 word).
 - **Commodity Codes:** Select a relevant commodity code.
 - **Pieces:** Number of pieces.
 - **Weight:** Total weight of your shipment in kilogrammes (kg).
 - **Volume:** Automatically computed in cubic metres (CBM).
 - **Special Handling Code:** Select applicable special handling code.
 - **Product:** Select applicable product code.

Find Offers
Direct Booking

Origin

Destination

Date

Goods Description

Commodity Code

Pieces

Weight

Volume

Special Handling Code (Optional)

Product

To add shipment dimensions, do allotment bookings, utilize predefined templates and insert additional handling information [Continue to Detailed Enquiry](#)

Show Offers

- v. Select the desired flight by clicking on “Select”.



DXB → **HKG**
1:45 PM | 09 Oct | 1:05 AM | 10 Oct

CO2 Emission 160

07 Hour(s) 20 Minute(s)
(0 Stop)

Emirates AirFreight
[Know More](#)

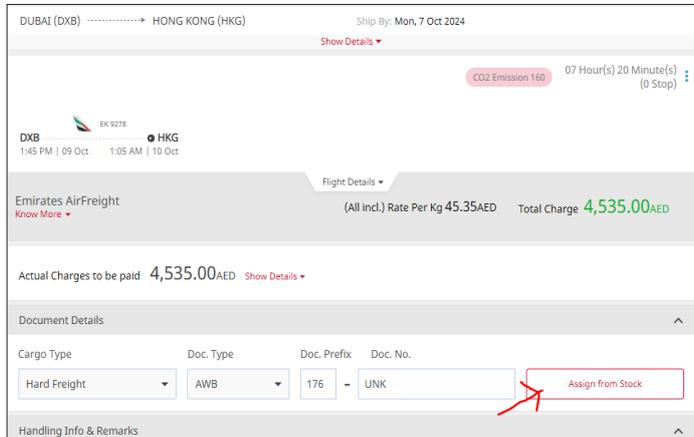
Flight Details ▾

(All Incl.) Rate Per Kg 45.35AED

Total Charge **4,535.00AED**

Select

- vi. Click on “Assign from Stock” to utilise one of your Air Waybills (AWBs).



DUBAI (DXB) HONG KONG (HKG) Ship By: Mon, 7 Oct 2024

CO2 Emission 160 07 Hour(s) 20 Minute(s) (0 Stop)

DXB EK 9278 HKG
1:45 PM | 09 Oct 1:05 AM | 10 Oct

Emirates AirFreight (All Incl.) Rate Per Kg 45.35AED Total Charge 4,535.00AED

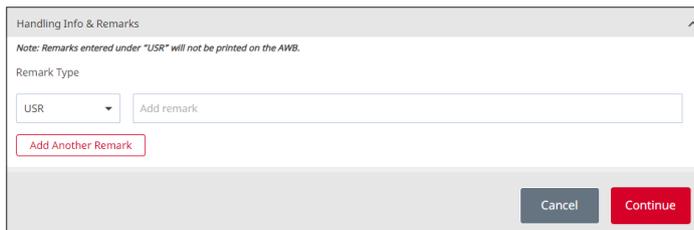
Actual Charges to be paid 4,535.00AED Show Details

Document Details

Cargo Type	Doc. Type	Doc. Prefix	Doc. No.
Hard Freight	AWB	176	UNK

Assign from Stock

- vii. Add any remarks if required and click on “Continue”.



Handling Info & Remarks

Note: Remarks entered under "USR" will not be printed on the AWB.

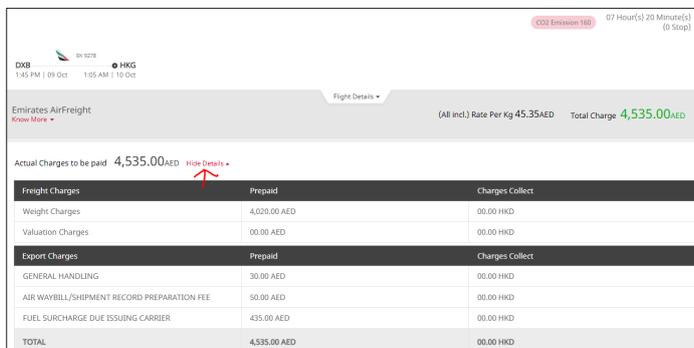
Remark Type

USR Add remark

Add Another Remark

Cancel Continue

- viii. View the applicable freight rate and other charges by clicking on “Show Details”.



Actual Charges to be paid 4,535.00AED Hide Details

Freight Charges	Prepaid	Charges Collect
Weight Charges	4,020.00 AED	00.00 HKD
Valuation Charges	00.00 AED	00.00 HKD
Export Charges	Prepaid	Charges Collect
GENERAL HANDLING	30.00 AED	00.00 HKD
AIR WAYBILL/SHIPMENT RECORD PREPARATION FEE	50.00 AED	00.00 HKD
FUEL SURCHARGE DUE ISSUING CARRIER	435.00 AED	00.00 HKD
TOTAL	4,535.00 AED	00.00 HKD

- ix. Once you verify all the information, click on “Confirm”.



Order Details

Handling Info & Remarks

By clicking on Confirm, I agree with the Terms and Conditions

Confirm

4. Booking Details

4.1 Entering the Correct Goods Description and Commodity Code

The system will automatically offer you the most relevant commodity codes based on the goods description. In case you want to ship an aircraft engine.

- i. Type “Engine” in the Goods Description.
- ii. Click on the pop-out window icon – highlighted below.

Goods Description	Commodity Code
ENGINE	

- iii. The relevant options will show below, double click on the commodity and it will be selected.

Commodity Code

ENGINE x Q

Code	Description
4616	DIESEL ENGINES, PUMPSETS
9717	AIRCRAFT ENGINES, AIRCRAFT PARTS EXCL FUSELAGES, WINGS, A/CRAFT
4600	ENGINES, TURBINES
4609	INTERNAL COMBUSTION ENGINES, TURBINES
8800	SURVEYING INSTRUMENTS, ENGINEERING INSTRUMENTS
4108	AIRCRAFT PARTS EXCL AIRCRAFT ENGINES

< 1 > CANCEL APPLY

- iv. In case you are not satisfied with the options, select all the text and then click on delete to reset the search.

Commodity Code x

ENGINE x Q

- v. The commodity code search will be reset, and you can type in your new goods description or commodity code, before double clicking on the required commodity.

Commodity Code x

Type to search Q

Code	Description
0838	ENDIVES, CELERY
0850	MUSHROOMS, MUSHROOM SPAWN
0866	TAROS
0880	TOMATOES
0885	SOUPS
0898	*****YEAST - INACTIVE
0899	YEAST

< 1 2 ... 56 > CANCEL APPLY

4.2 Entering the Correct Special Handling Code (SHC)

The special handling code entered will determine the service levels required for your shipment and product, in addition to impacting the freight rate and local other charges.

Below is a list of the most commonly used Special Handling Codes.

Special Handling Code	Goods Description
ERT	2°C to 25°C
CRT	15°C to 25°C
COL	2°C to 8°C
FRO	-20°C
PER	Perishable Cargo
PIL	Pharmaceutical Cargo
SPX	Secured Cargo

To enter a Special Handling Code

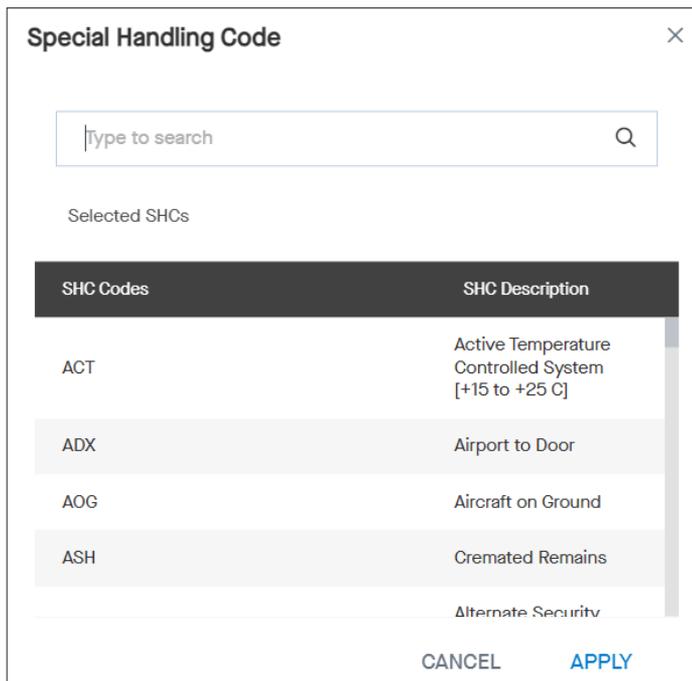
- i. Click on the pop-out window.



Special Handling Code (Optional)

You can add upto 9 SHCs E.g. PER , AVI.

- ii. Search by Special Handling Code (SHC) if you are already aware of the SHC you want to use. Alternatively, you can type in the description and the most relevant SHC will pop up.



Special Handling Code [X]

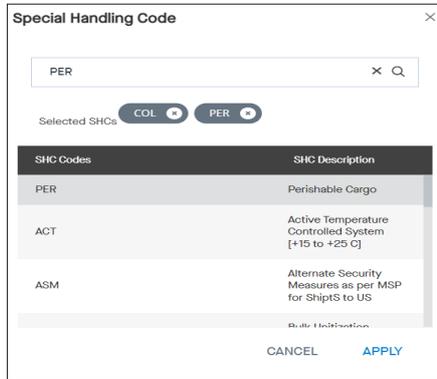
Type to search [Q]

Selected SHCs

SHC Codes	SHC Description
ACT	Active Temperature Controlled System [+15 to +25 C]
ADX	Airport to Door
AOG	Aircraft on Ground
ASH	Cremated Remains
	Alternate Security

CANCEL APPLY

- iii. You can select more than one SHC, by clicking once on the relevant SHC and it will be added to the list.



- iv. The selected SHCs will appear.



4.3 E-Freight

Specific Special Handling Codes (SHCs) for E-Freight.

Type	Applicable SHC
e-AWB neither documents nor pouch	EAW
e-AWB with either documents or pouch attached	EAW

4.4 Secured Cargo

To indicate that cargo is already screened, and to avoid additional screening charges, Special Handling Code (SHC) "SPX" must be entered.

4.5 Choosing the appropriate product code

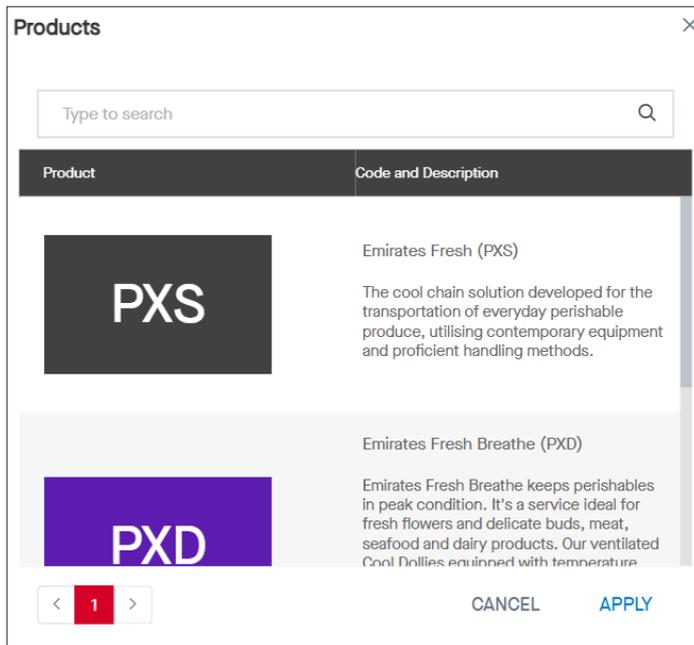
The list of products available will depend on the commodity codes and special handling codes (SHCs) selected in addition to the origin and destination.

To enter a Special Handling Code

- i. Click on the pop-out window.



- ii. In our example, our commodity is “Tomato”, hence the below products are available to select from:



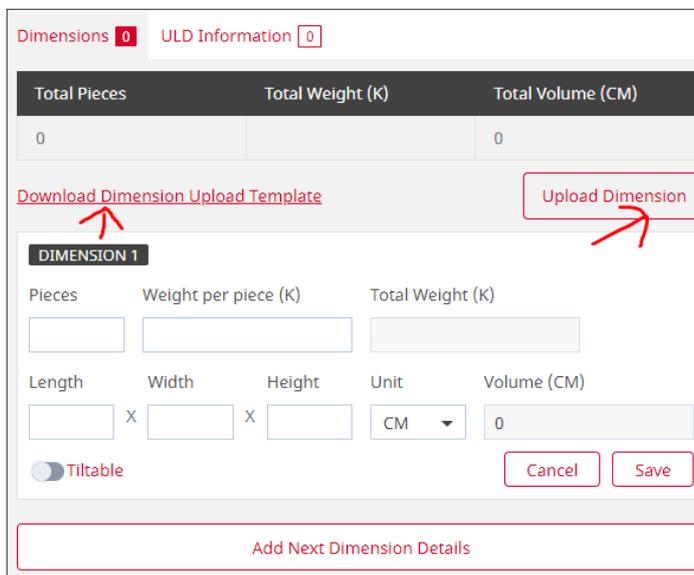
5. Detailed Inquiry Booking

After scrolling down on the Quote ‘n’ Book page and clicking on detailed inquiry, you will be directed to the detailed inquiry booking page. This allows you to add and complete all your booking details in one step.

There are additional details available on the detailed inquiry booking page like:

5.1 Dimensions

- i. Could be entered individually per piece or through our upload template feature.



5.2 Shipper and Consignee Details

Shipper Details
Consignee Details

Select from Address Book
Clear All Fields

Shipper Name

Company Name (Optional)

Street Address

Street Address2 (Optional)

Street Address3 (Optional)

Place/Location

P.O. Box (Optional)

Pincode/Zip (Optional)

State/Province (Optional)

City Code (Optional)

City Names

Country

Email (Optional)

Phone No. (Optional)

Save To Address Book
Delete
Cancel
Save and Continue

5.3 Itinerary and Allotments

- i. Directly entering the flight number and date, along with the board and off point.

Itinerary - 01

Carrier - Flight Number - Suffix
Date

EK -

Thu, 03 Oct, 2024

Board Point
Off Point
Allotment ID

DUBAI DXB

HONG KONG HKG

[Select from Flight List](#)

[Add Another Flight Sector](#)

- ii. Click on “Select From Flight List” to view available flights in a table format, and double click on the desired flight, and select a relevant Allotment ID if available.

Flights

x Q

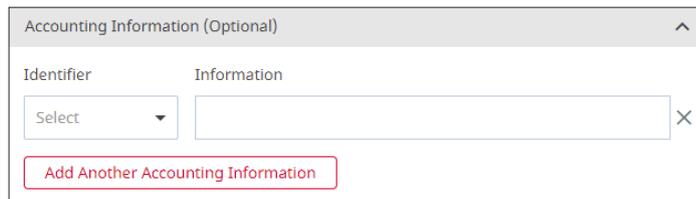
Flight	From -> To	Depart	Arrive
EK-0384	DXB-HKG	20/Mar/24 03:05	20/Mar/24 17:40
EK-0382	DXB-HKG	20/Mar/24 03:30	20/Mar/24 14:45
EK-0380	DXB-HKG	20/Mar/24 10:40	20/Mar/24 21:50
EK-9278	DXB-HKG	20/Mar/24 13:45	21/Mar/24 00:55
EK-0384	DXB-HKG	21/Mar/24 03:05	21/Mar/24 17:40
EK-0380	DXB-HKG	21/Mar/24	21/Mar/24

< 1 2 3 >
CANCEL APPLY

- iii. After selecting the flight, click on “Add Another Flight Sector” to add additional segments.
- iv. Freighter operated flights arrive and depart from DWC and will require a trucking leg to be added in “Add Another Flight Sector” to truck the shipment to DXB for onward passenger flights.

5.4 Accounting Identifier

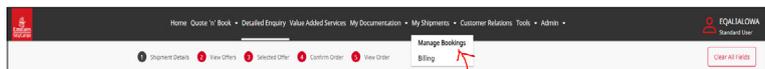
For contracts that are filed with an accounting code (if applicable), enter the accounting information and the applicable rates will be offered.



6. Rebooking or Cancelling your Shipments :

In case you require to change your shipment flight details, follow the below steps:

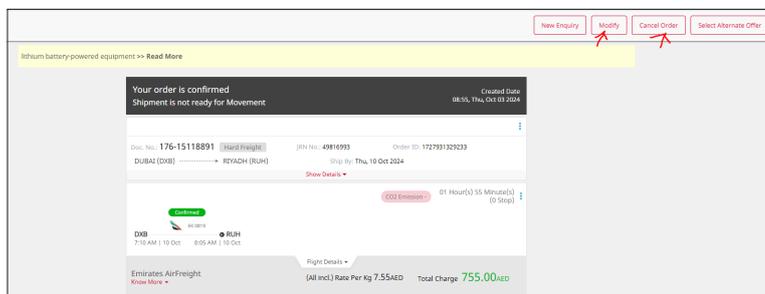
- i. Navigate to “Manage Bookings”.



- ii. A list of all your bookings will appear. Click on “View Shipment” to amend or cancel the shipment.



- iii. To cancel your shipment, click on “Cancel Order”. To change your shipment booking details, click on “Modify”.

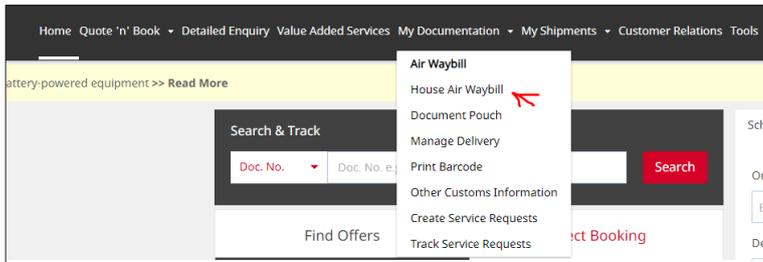


- iv. You will be directed to a detailed booking page where you can change your origin, destination, date, commodity, special handling code, product and flight details.
- v. Once you update the required details, click on “Update” and you will be guided through the booking process to confirm your new shipment details.

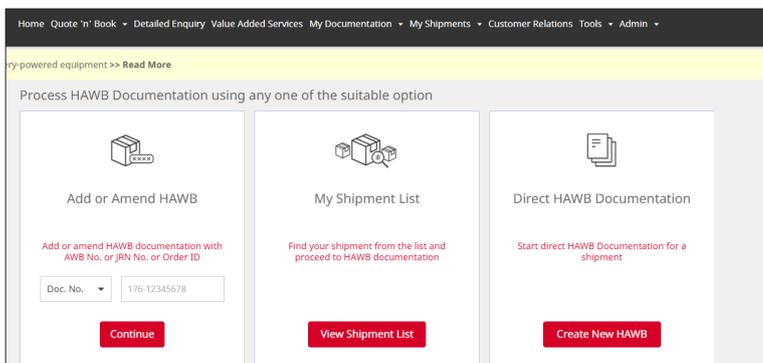
7. Adding House Air Waybills (HAWBs)

To add or amend House Air Waybill (HAWB) follow the below steps.

- i. Navigate to “House Air Waybill”.



- ii. Click on “View Shipment” list.



- iii. A list of bookings made by yourself, and your company would appear below, select the desired one and click on “Create HAWB”, ensuring you have already executed your Air Waybill.

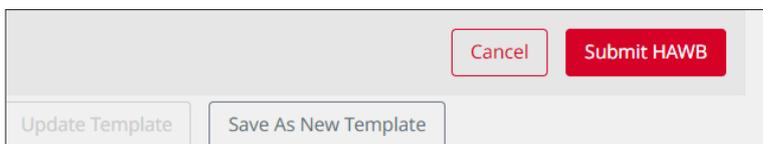


- iv. You will be directed to screen where you can enter all your House Air Waybill (HAWB) details under the New HAWB tab.



- v. Once you have entered all your details, click on “Submit HAWB”.

For recurring shipments with the same details, click on “Save as New Template” and the template will be saved for future use.

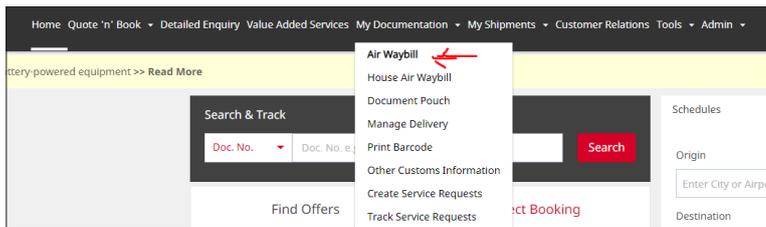


8. Executing Air Waybills (AWBs) on e-SkyCargo

e-SkyCargo allows you to add your House Air Waybill (HAWB) details and complete your Air Waybill (AWB) execution online.

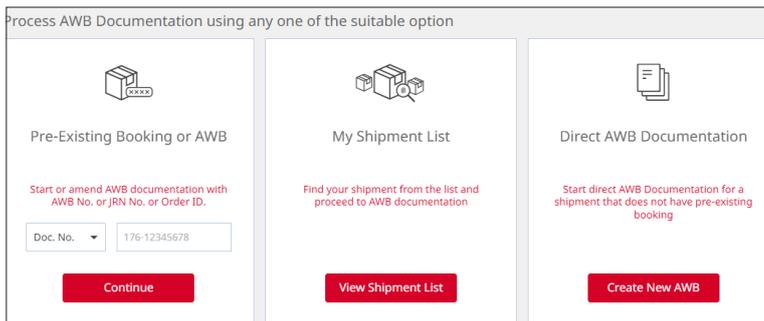
To complete your Air Waybill (AWB) execution online.

- i. Click on My Documentation>Air Waybill.



- ii. If you already know the Air Waybill (AWB) number of the shipment you want to execute, enter it directly in the first card.

Alternatively, you can click on “View Shipment List” to view the Air Waybills (AWBs) booked by you and others under your company branch code. Direct AWB Documentation is an option where you can book and execute your Air Waybills (AWBs) in one go.



- iii. After clicking on View Shipment List, a list of all the shipments booked by you and others under your company branch code will appear. To start the Air Waybill (AWB) execution process, click on “Create AWB” for the desired shipment.



- iv. You will be asked to review and add all your shipment-related details, like origin, destination, date, goods description, commodity, pieces, weight, special handling code, product, shipper and consignee details as well as flight details.

Once completed, click on “Rates and Other Information” to review rate-related details or “Skip to Summary and Declaration” to complete the process faster.

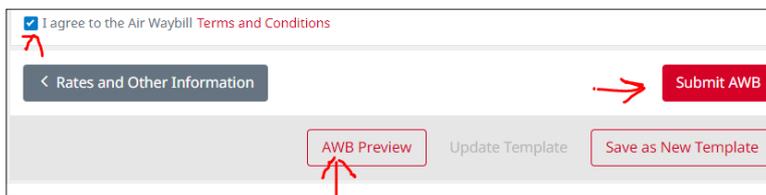


- v. Scroll down and click on “Summary and Declaration”, once you have completed verifying the rate and other charges details.



- vi. Once on the Summary and Declaration page, scroll down and click on I agree to the Air Waybill Terms and Conditions.

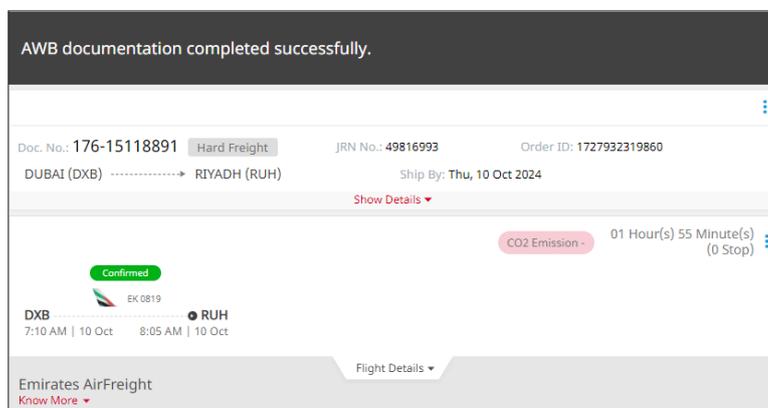
You will have the option of previewing the Air Waybill (AWB) or you can directly click on Submit AWB to complete process.



Option to preview Air Waybill (AWB) before execution “AWB Preview”.

176	DXB	15118891	Shipper's Account Number	Not negotiable	EMIRATES AIRLINE GROUP HQD AIRPORT ROAD P.O.BOX: 686 DEIRA DUBAI UNITED ARAB EMIRATES	176 - 15118891
Shipper's Name and Address		Shipper's Account Number		Air Waybill Issued by		
ALI DUBAI DUBAI AE				Copies 1, 2 and 3 of this Air Waybill are originals and have the same validity.		
Consignee's Name and Address		Consignee's Account Number		It is agreed that the goods described herein are accepted in apparent good order and condition (except as noted) for carriage SUBJECT TO THE CONDITIONS OF CONTRACT ON THE REVERSE HEREOF. ALL GOODS MAY BE CARRIED BY ANY OTHER MEANS INCLUDING ROAD OR ANY OTHER CARRIER UNLESS SPECIFIC CONTRARY INSTRUCTIONS ARE GIVEN HEREOF 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 a supplemental charge if required.		
MOHAMED RIYADH RIYADH SA				Accounting Information		
Issuing Carrier's Agent Name and City		Accounting Information				
BARWILL DUBAI LLC. DUBAI						
Agent's IATA Code		Account No.				
8647009		8647009				
Airport of departure (Addr. of first Carrier) and requested Routing		Reference Number		Optional Shipping Information		
DUBAI INTL.						

- vii. Once you click on “Submit AWB”, you will be directed to a screen and confirmed that your Air Waybill (AWB) has been executed.



9. Detailed Inquiry Features

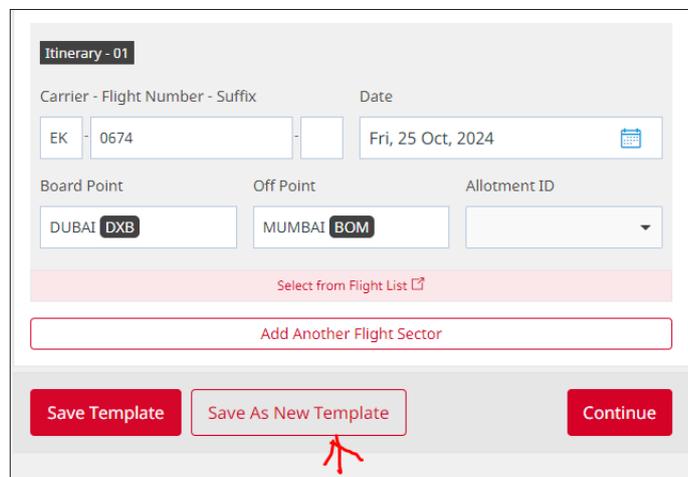
9.1 Saving Templates

For shipments that are recurring and have the same information, you can save time and effort by saving a template.

- i. Enter all your details in the detailed booking inquiry page, which can be accessed by clicking on “Detailed Enquiry”.



- ii. Click on “Save As New Template”.



Itinerary - 01

Carrier - Flight Number - Suffix Date

EK - 0674 Fri, 25 Oct, 2024

Board Point Off Point Allotment ID

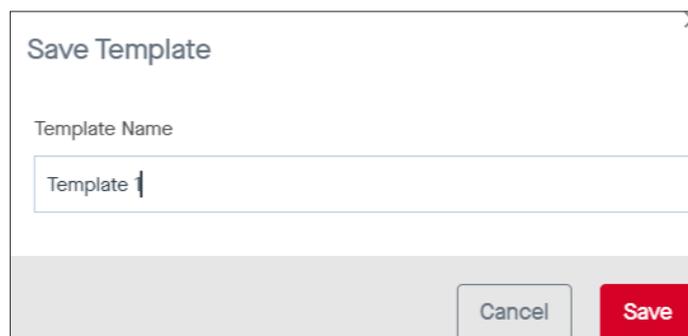
DUBAI DXB MUMBAI BOM

Select from Flight List

Add Another Flight Sector

Save Template **Save As New Template** Continue

- iii. Enter a template name and it will be saved on your profile.



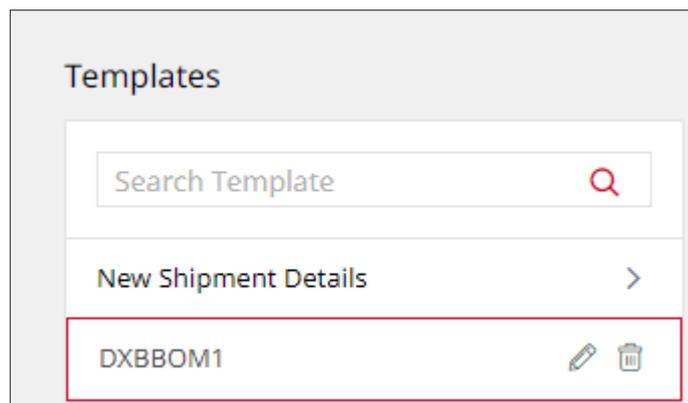
Save Template

Template Name

Template

Cancel Save

- iv. For future shipments with the same details, simply click on the template name from the right and all the details will be automatically populated.



Templates

Search Template

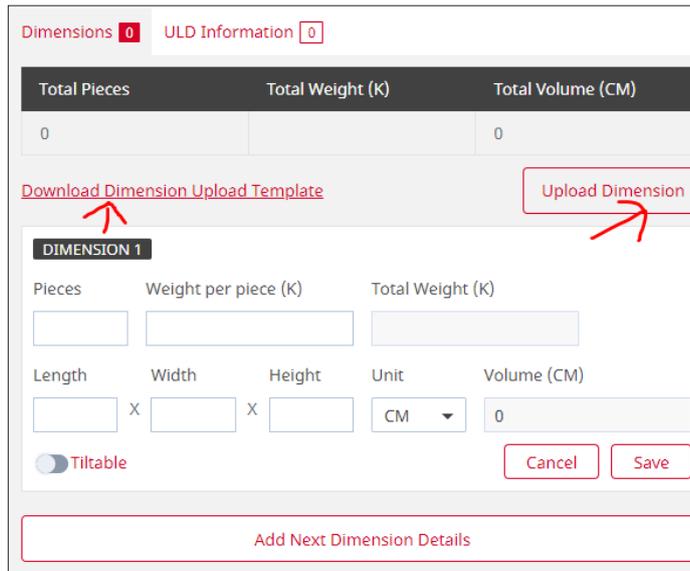
New Shipment Details

DXBBOM1

9.2 Dimensions Upload Template

Allows you to download a dimension upload template in Excel format, where you can enter all the details and upload it directly, eliminating the need to input each dimension individually and click “Save” for each one.

- i. Click on “Download Dimension Upload Template”.



- ii. The same template will be downloaded, enter in the relevant details as below.

No. of Pieces	Weight per Piece (kg)	Length	Width	Height	Unit	Tiltable
Mandatory	Optional	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
2	20	10	10	10	Centimetres	Yes
1	100	15	10	15	Centimetres	Yes
5	30	10	15	10	Centimetres	Yes

- iii. Once completed, click on “Upload Dimension” and the dimension details will automatically populate.

Total Pieces	Total Weight (K)	Total Volume (CM)		
4	400	0.018		
Download Dimension Upload Template		Upload Dimension		
DIMENSION 1				
Pieces	Weight (K)	Dimension (CM)	Volume (CM)	Tiltable
1	200	20x20x20	0.008	Yes
DIMENSION 2				
Pieces	Weight (K)	Dimension (CM)	Volume (CM)	Tiltable
1	100	20x20x20	0.008	No
DIMENSION 3				
Pieces	Weight (K)	Dimension (CM)	Volume (CM)	Tiltable
2	100	10x10x10	0.002	Yes
Add Next Dimension Details				

10. Support and Queries

For any queries, support and troubleshooting, contact the e-SkyCargo team at: e-SkyCargo@emirates.com

Be sure to include a complete screenshot of your screen to better assist you.

For more information on how to use the e-SkyCargo platform, view the videos available online at: <https://www.skycargo.com/e-skycargo-training/>