Emirates SkyCargo



E-SKYCARGO BOOKING GUIDE

v1.0

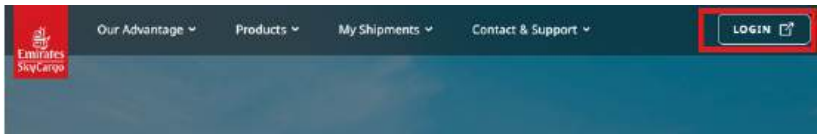
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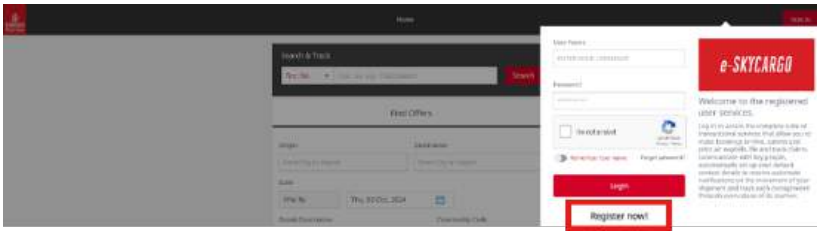
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CREATING A USER ID

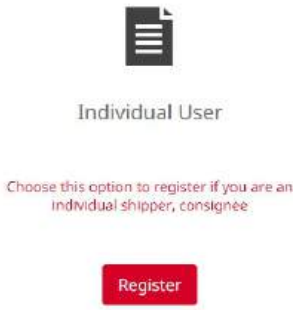
1. Go to SkyCargo.com
2. Click on “Login” on the top right corner.



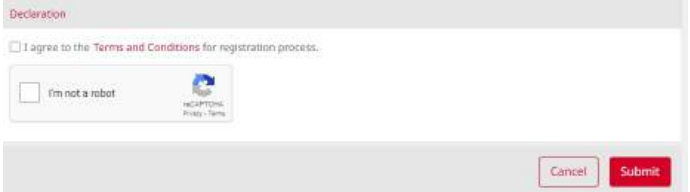
3. You will be directed to our page registration page, Click on “Register”



4. Click on Register again



5. 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.



6. Once completed scroll down, agree on the terms anc onditions and click on the “Submit”.
7. 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.

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ASSIGNING STOCK:

IATA - Emirates SkyCargo customer:

1. 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 Avaialble)	Assigned by Emirates SkyCargo

2. The e-SkyCargo team will update the details and you will be ableto assign your Airwaybill (AWB) stock for your shipments that are booked online.

Non-IATA Emirates SkyCargo customer:

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

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CREATING A BOOKING:

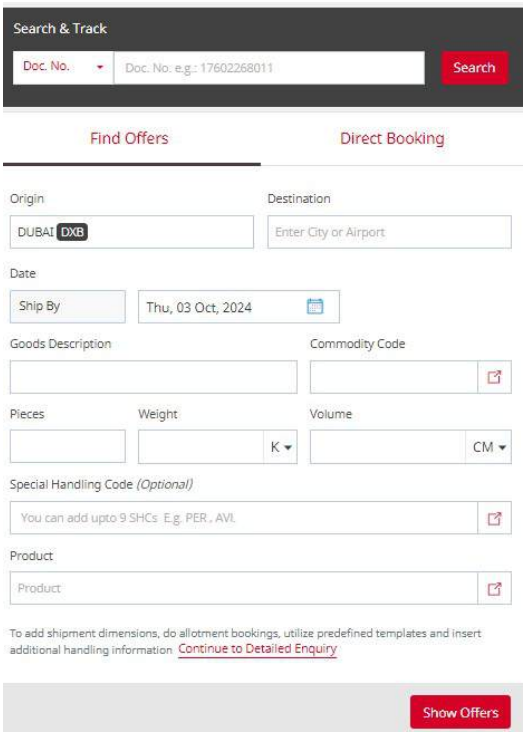
Quote n Book

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

1. Login to Emirates SkyCargo using your registered user ID and password.
2. You will automatically be on the Quote n book screen or you can access Quote n Book through the below path.



3. Quote n Book page will appear as below

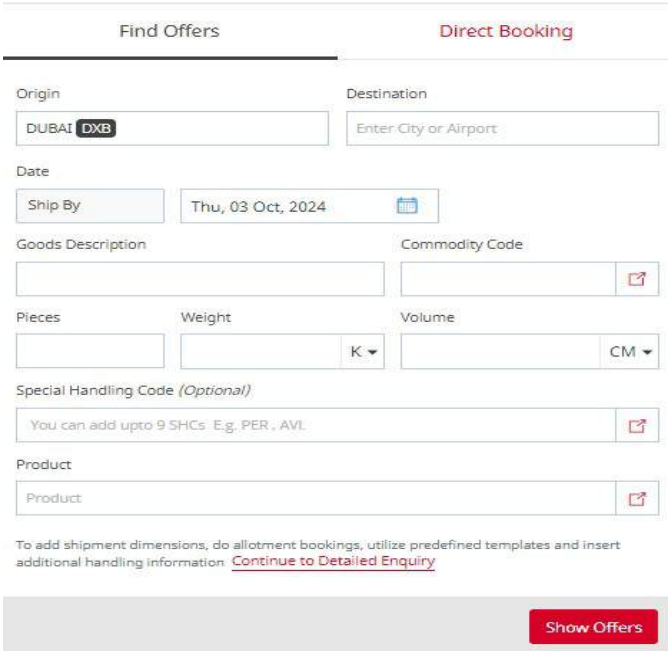


- If you require to create a detailed booking, example entering your allotment ID or if you already know what flight you need to book on, scroll down and click on “Detailed Enquiry”

CREATING A BOOKING:



4. Entering 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 discription (1 word) Commodity Codes: Select a relevant commodity code.
   Pieces: Number of pieces
   Weight: Total weight of your shipment in Kilograms (KG)
   Volume: Automarically computed in cubic metres (CBM)
   Special Handling Code: Select applicable special handling code
   Product: Select applicable product code

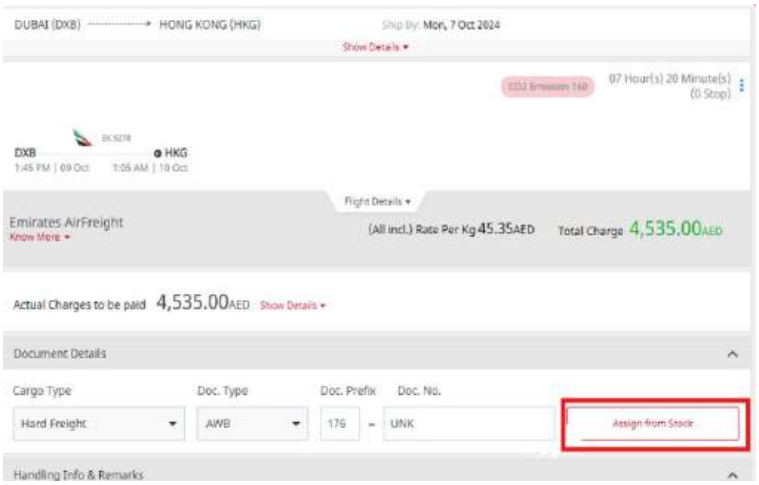


CREATING A BOOKING:

5. Select the desired flight by clicking on “Select”



6. Click on “Assign from Stock” to utilize one of your Airway bills (AWBs)

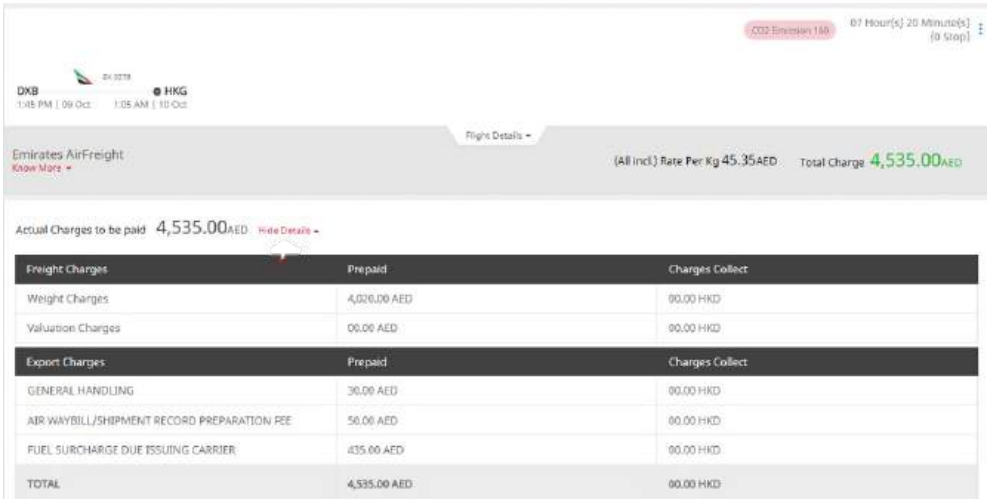


7. Add any remarks if required and click on continue



CREATING A BOOKING:

8. View the applicable freight rate and Other Charges by clicking on “Show Details”



9. Once you verify all the information, click on Confirm



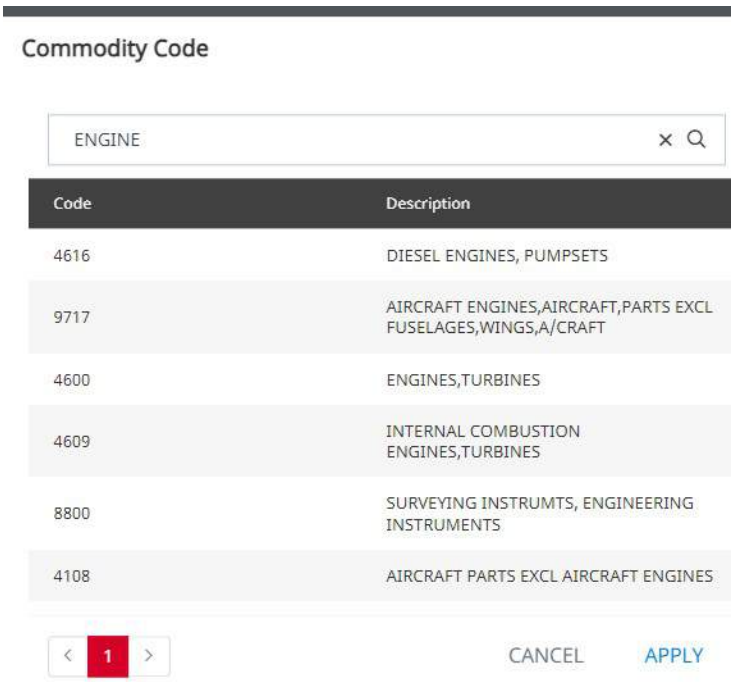
Entering the Correct Goods Description and Commodity Code

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

1. Type “Engine” in the Goods Description.
2. Click on the pop-out window icon – Highlighted below



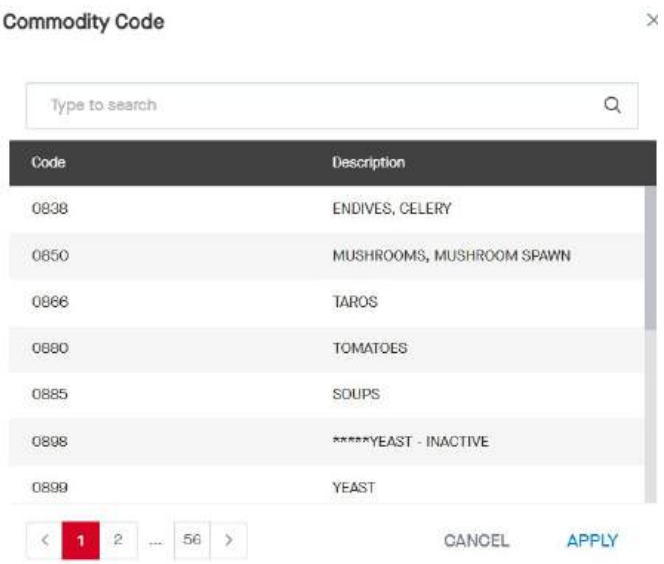
3. The relevant options will show below, doube click on the commodity and it will be selected.



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



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



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.

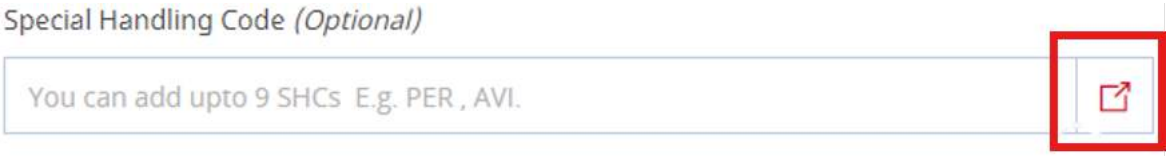
Below is a list of the most commonly used Special Handling Codes (SHC).

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

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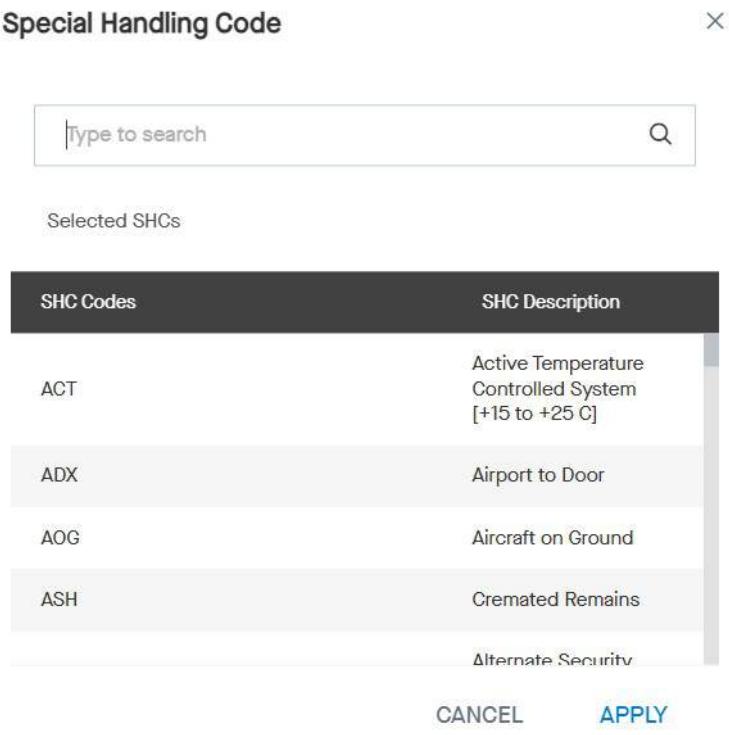
To Enter a Special Handling Code

1. Click on the pop-out window



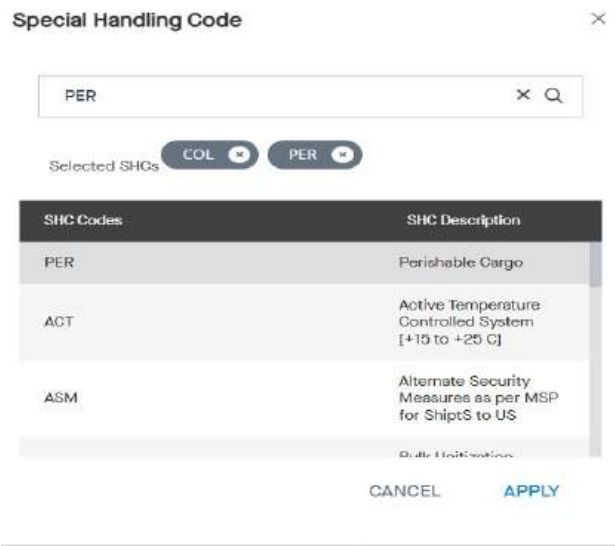
2. Search by Special Handling Code (SHC) if you are already aware of the SHC you want to use.

   Alternatively, you can type in the description and the most relevant SHC will pop up.



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

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4. The selected SHCs will appear.



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	EAP

Secured Cargo

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

Choosing the appropriate product code

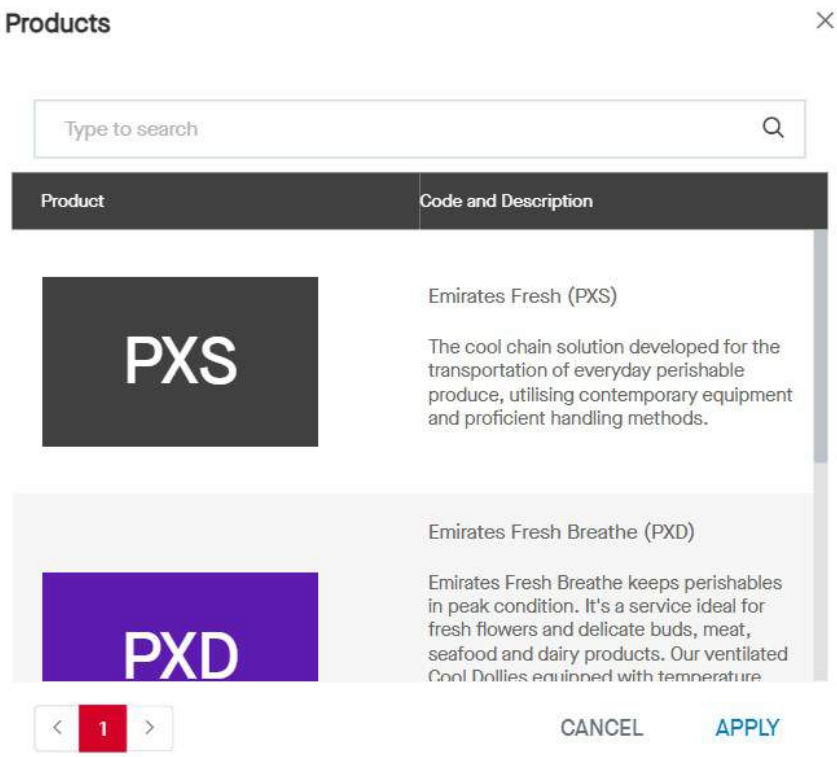
The list of products available will depend on the commodity codes and special handling codes (SHCs) selected in addition to the origin and destination.

To Enter a Special Handling Code

Click on the pop-out window.



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

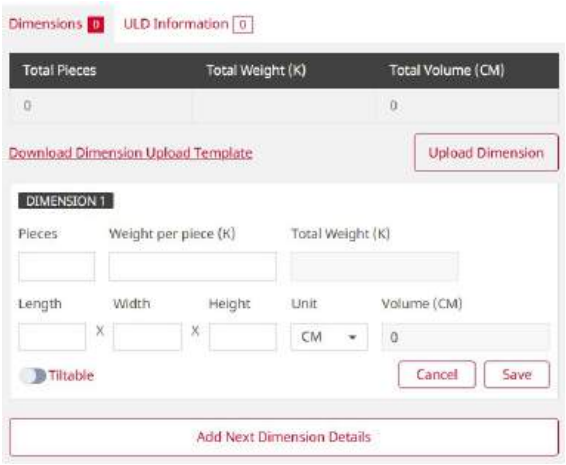


DETAILED INQUIRY BOOKING

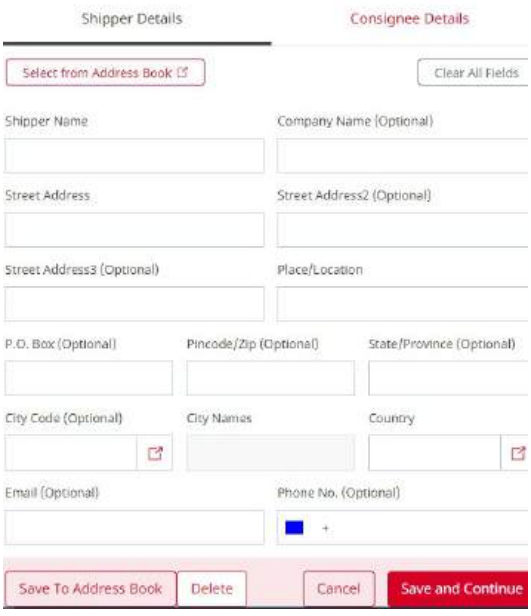
After scrolling down on the Quote n Book page and clicking on detailed inquiry, you will be directed to the detailed inquiry booking page, this allows you to add and complete all your booking details in one step.
There are additional details available on the detailed inquiry booking page like:

Dimensions

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

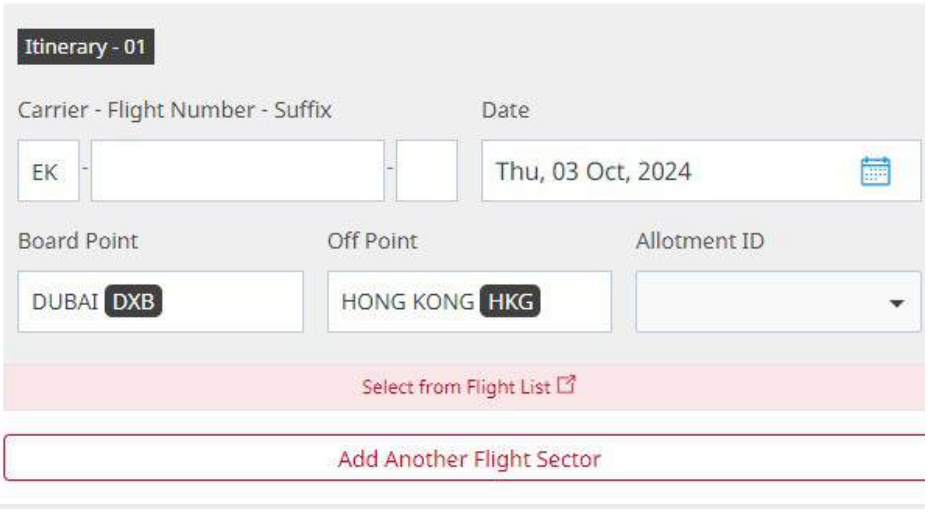


Shipper and Consignee Details

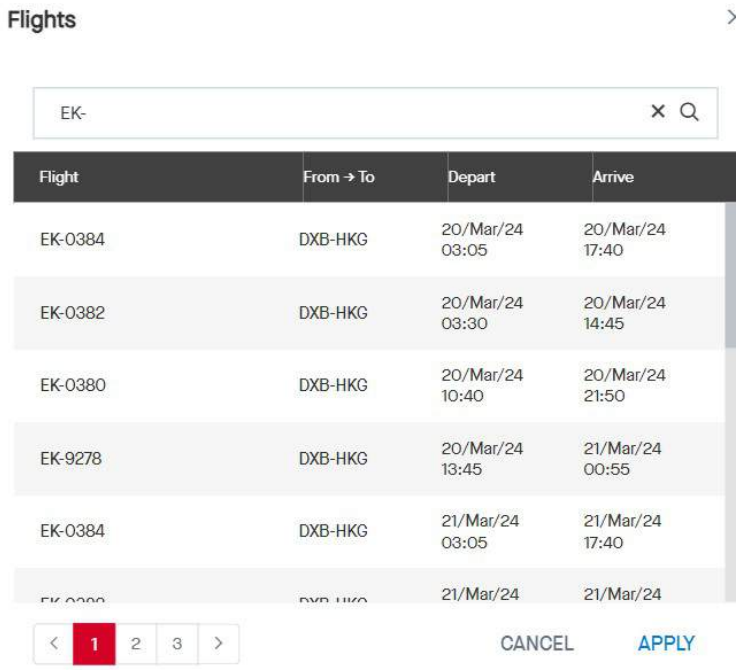


Itinerary and Allotments

a. Directly entering the flight number and date, along with the Board and Off Point.



b. 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.



c. After selecting the flight, click on “Add Another Flight Sector” to add additional segments.
d. 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.

Accounting Identifier

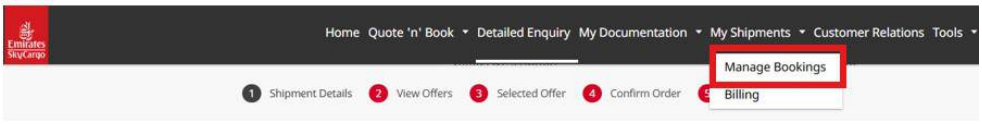
For contracts that are filed with an accounting code (if applicable), enter the accounting information and the applicable rates will be offered.



REBOOKING OR CANCELLING YOUR SHIPMENTS

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

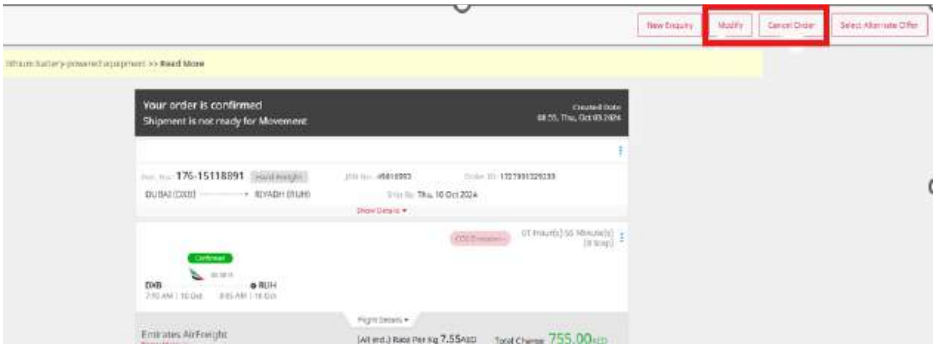
1. Navigate to Manage Bookings



2. A list of all your bookings will appear, Click on View Shipment to ammend or cancel the shipment.



3. To cancel your shipment, click on Cancel Order, to change your shipment booking details click on Modify.



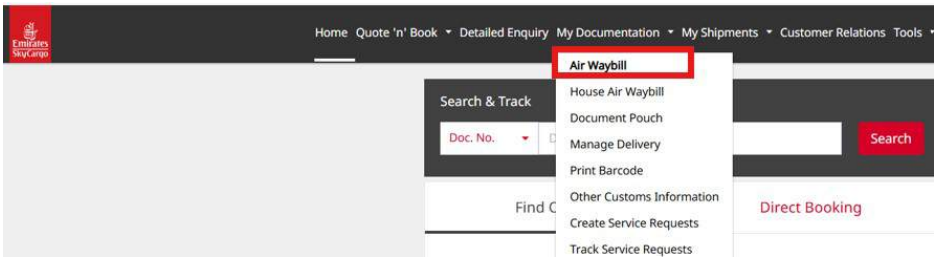
4. You will be directed to a detailed booking page where you can change your origin, destination, date, commodity, special handling code, product and flight details.
5. Once you update the required details, click on update and you will be guided through the booking process to confirm your new shipment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

EXECUTING AIRWAYBILLS (AWBS) ON E-SKYCARGO

e-SkyCargo allows you to add your house Airwaybill (HAWB) details and complete your Airwaybill (AWB) execution online.

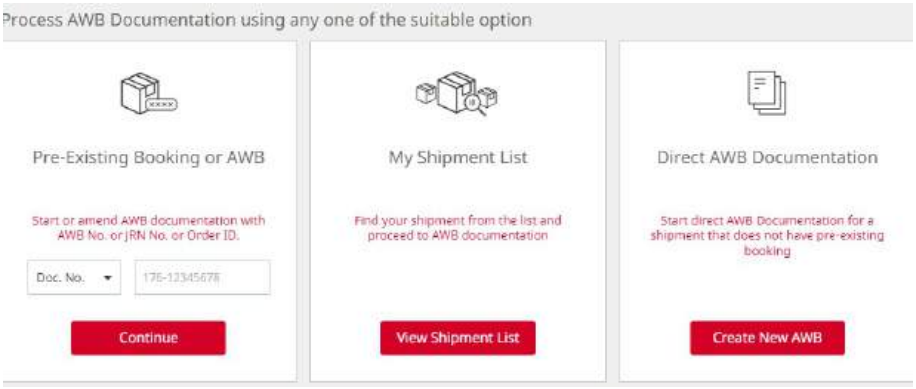
To complete your Airwaybill (AWB) execution online.

1. Click on My Documentation>Airwaybill



2. If you already know the Airwaybill (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 Airwaybills (AWBs) booked by yourself and others under your company branch code.



   Direct AWB Documentation is an option where you can book and execute your Airwaybills (AWBs) in one go.

3. After clicking on View Shipment List, a list of all the shipments booked by yourself and others under your company branch code will appear. To start the Airwaybill (AWB) execution process, click on Create AWB for the desired shipment.



4. 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.

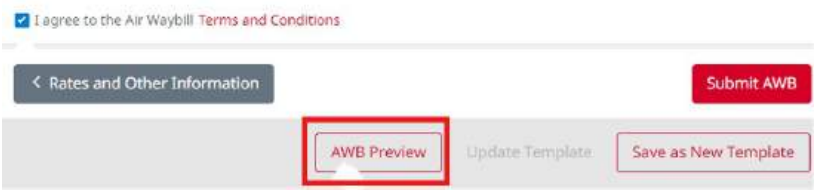


5. Scroll down and click on Summary and Declaration, once you have completed.



Verifying the rate and other charges details.

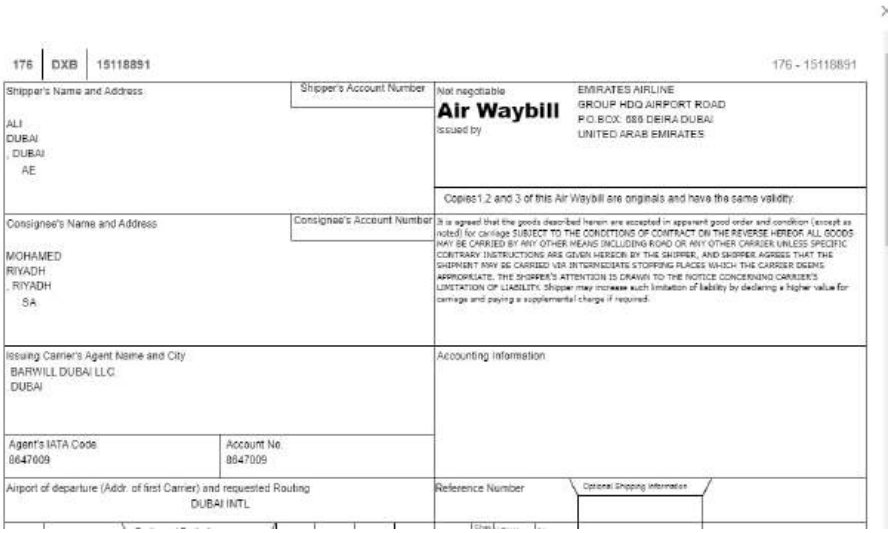
6. Once on the Summary and Declaration page, scroll down and click on I agree to the Airwaybill Terms and Conditions.
You will have the option of previewing the Airwaybill (AWB) or you can directly click on Submit AWB to complete process.



Option to preview Airwaybill (AWB) before execution “AWB Preview”

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EXECUTING AIRWAYBILLS (AWBS) ON E-SKYCARGO



176 | DXB | 15118891 — 176 - 15118891

Shipper's Name and Address: ALI, DUBAI, DUBAI, AE

Shipper's Account Number

Not negotiable — **Air Waybill** — Issued by

EMIRATES AIRLINE, GROUP HDQ AIRPORT ROAD, P.O.BOX: 686 DEIRA DUBAI, UNITED ARAB EMIRATES

Copies 1,2 and 3 of this Air Waybill are originals and have the same validity.

Consignee's Name and Address: MOHAMED, RIYADH, RIYADH, SA

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 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 a supplemental charge if required.

Issuing Carrier's Agent Name and City: BARWILL DUBAI LLC, DUBAI

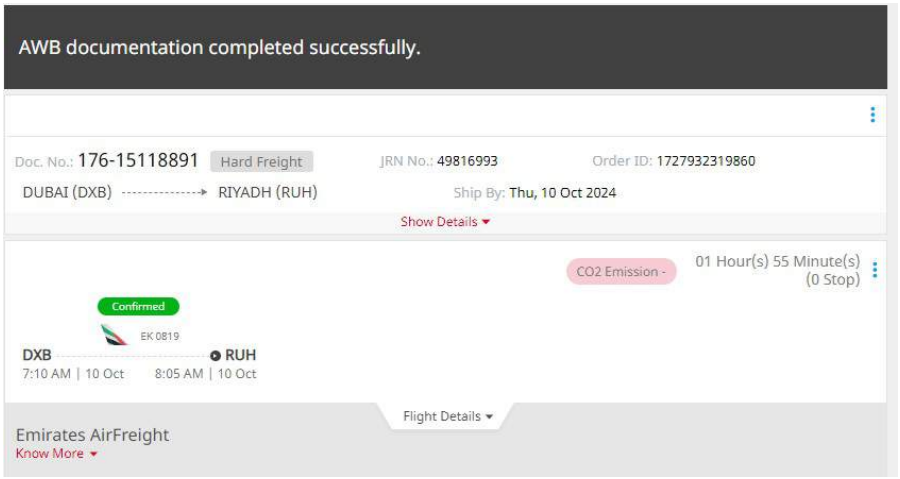
Accounting Information

Agent's IATA Code: 8647009 — Account No: 8647009

Airport of departure (Addr. of first Carrier) and requested Routing: DUBAI INTL

Reference Number — Optional Shipping Information

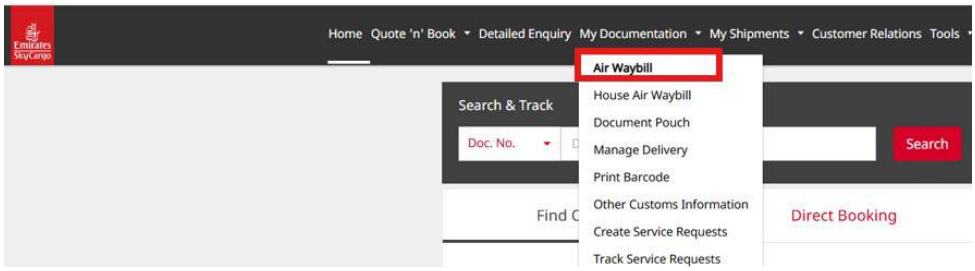
7. Once you click on Submit AWB, you will be directed to a screen and confirmed that your Airwaybill (AWB) has been executed.



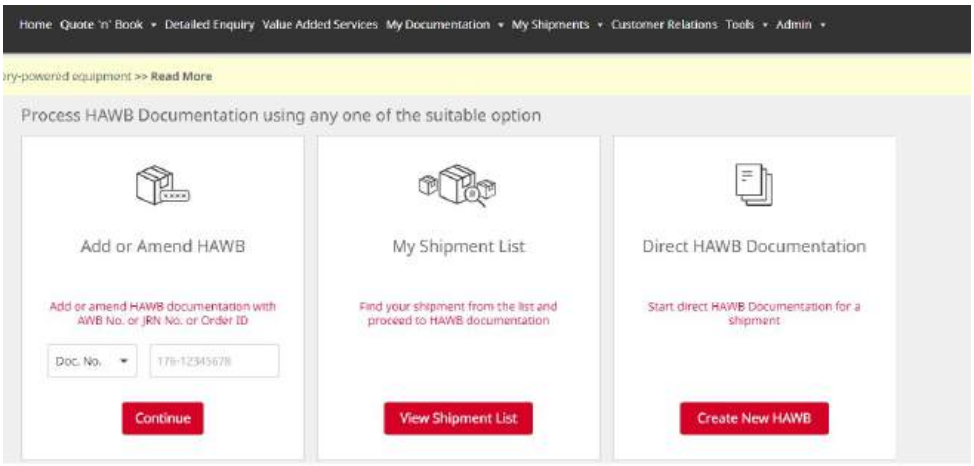
ADDING HOUSE AIRWAYBILL (HAWBS)

To add or ammend House Airwaybill (HAWB) follow the below steps.

1. Navigate to House Airwaybill



2. Click on View Shipment list.



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ADDING HOUSE AIRWAYBILL (HAWBS)

3. 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 Airwaybill.

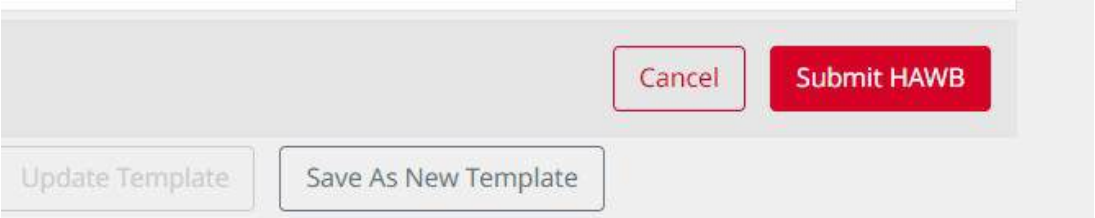


4. You will be directed to screen where you can enter all your House Airwaybill (HAWB) details under the New HAWB tab.



5. Once you 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.

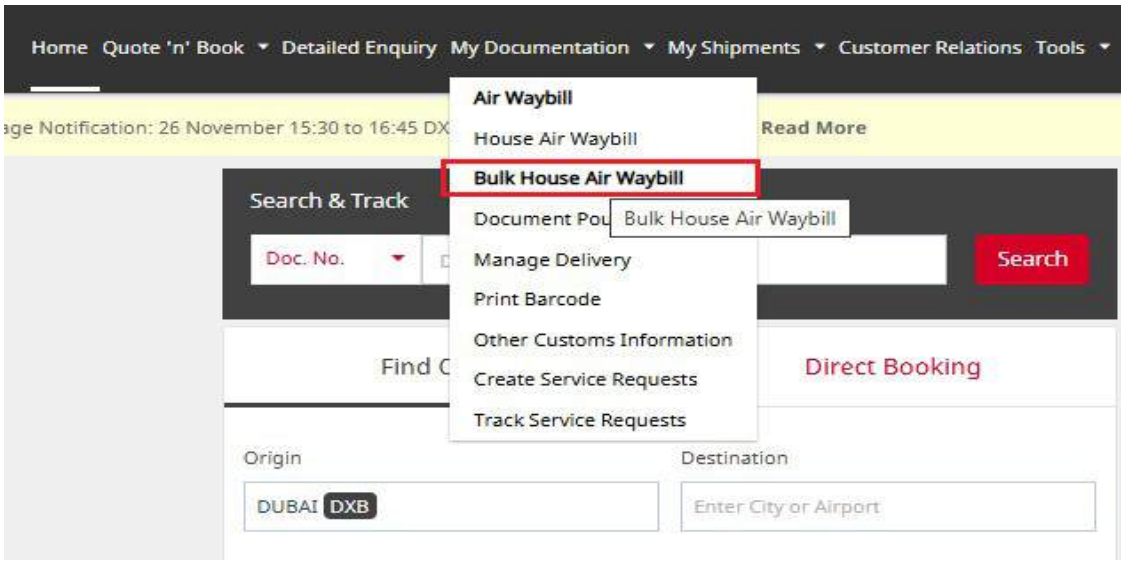


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BULK HOUSE AIRWAYBILL UPLOAD

To upload House Airwaybill information using an excel sheet format.

1. Navigate to Bulk House Airwaybill



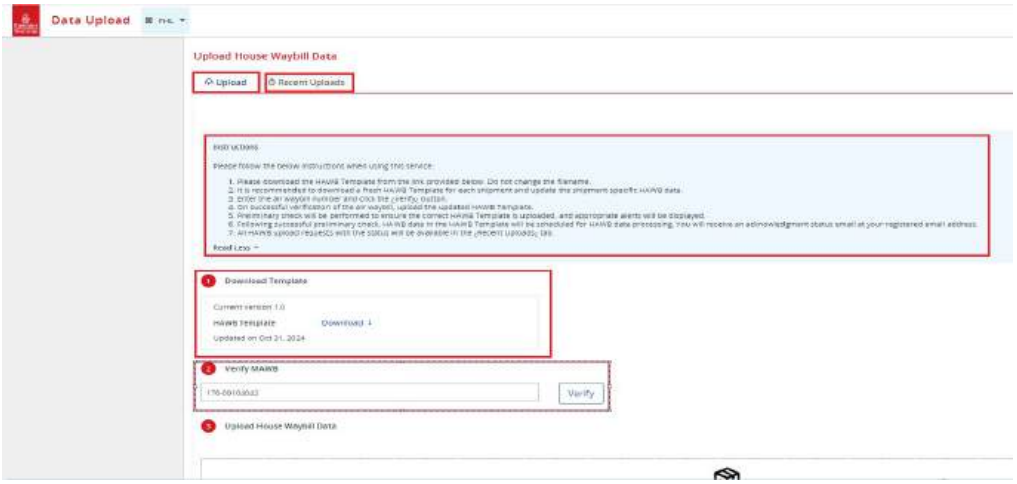
2. The Bulk House Airwaybill page will open

The page has sections with step-by-step instructions and processes as follows:

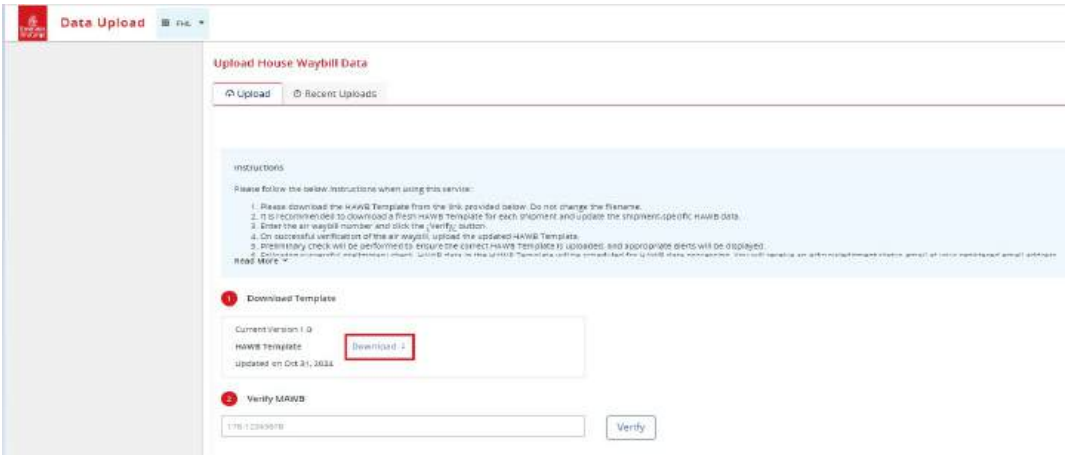
- Instructions
- Verify MAWB (Master Airwaybill)
- If the MAWB is valid and complete, option for uploading the HAWB excel file in as predefined template shall be enabled.
- Download Template
- Downloadable link for HAWB Template
- Current version of the template file
- Date when the current version was updated in the system
- Recent Uploads: Status of previous uploads should be displayed in this section.

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BULK HOUSE AIRWAYBILL UPLOAD



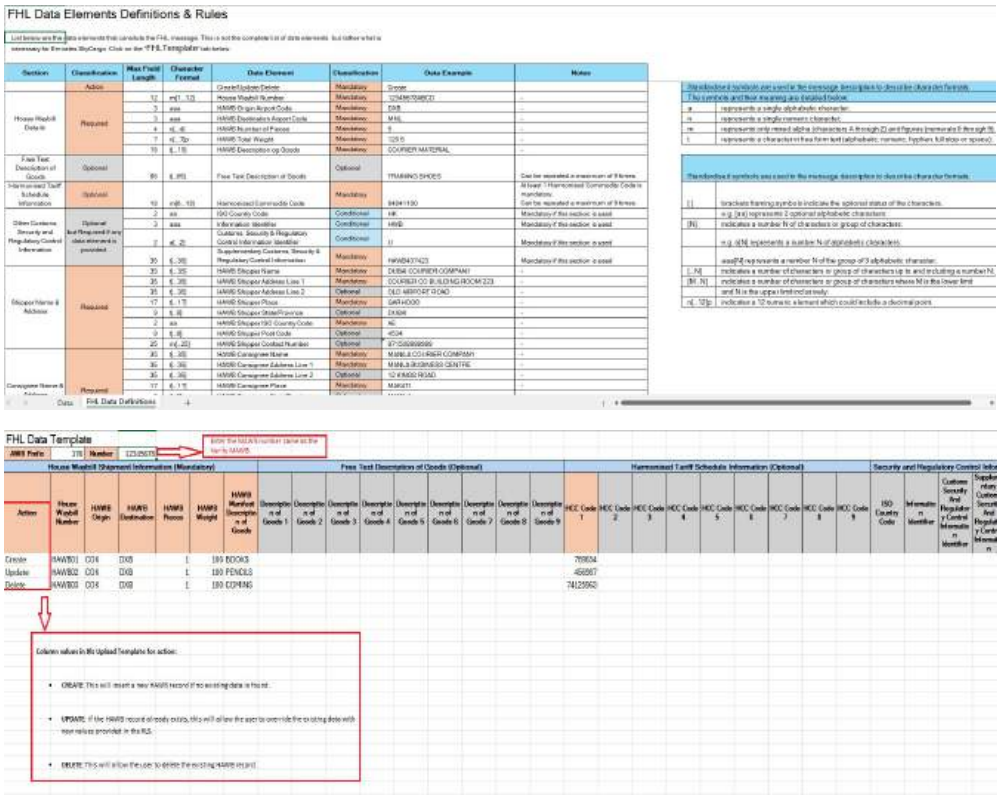
3. Click on the Download button to download the Bulk House Airwaybill template and save it on your computer.



4. Open the file and fill out the Bulk House Airwaybill template.

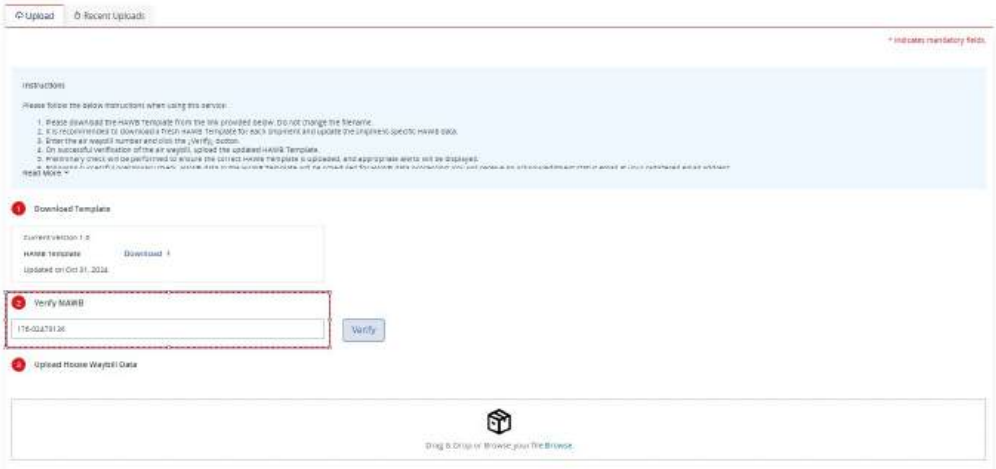
Note: Before filling out the information, navigate to the FHL Data Definitions tab to understand the required information you need to fill out.

BULK HOUSE AIRWAYBILL UPLOAD



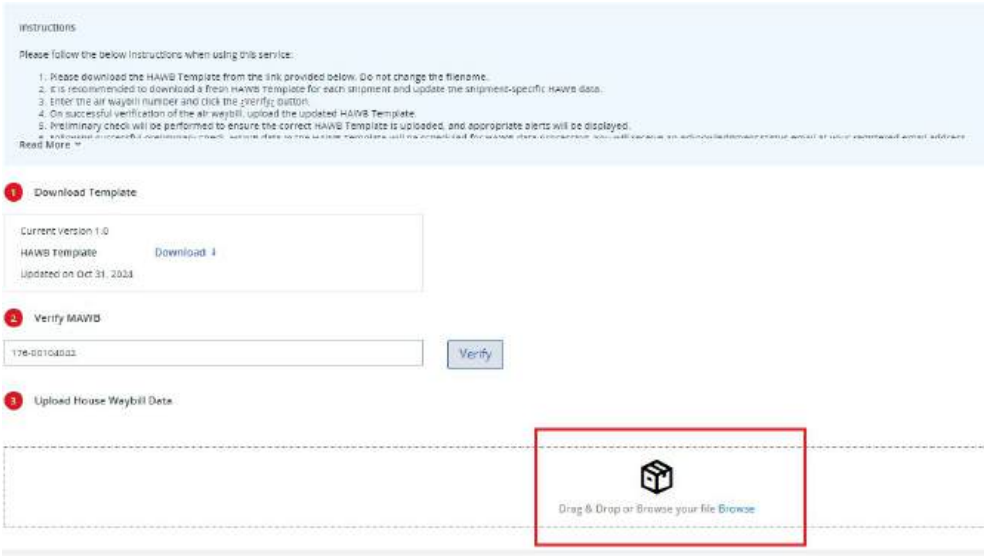
5. Enter the Master Airwaybill Number and click on Verify.

Note: Ensure the Master Airwaybill is already executed before proceeding.

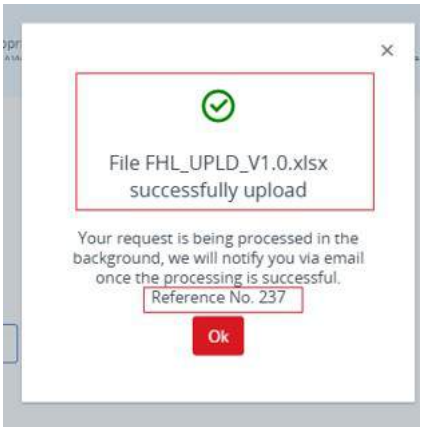


BULK HOUSE AIRWAYBILL UPLOAD

6. Upload the House Airwaybill template or drag and drop the file as below



7. Once the House Airwaybill template is uploaded successfully, you will see a pop-up message indicating the reference number.



BULK HOUSE AIRWAYBILL UPLOAD

8. Navigate to the recent uploads tab to view the status of the uploaded House Airwaybill templates.

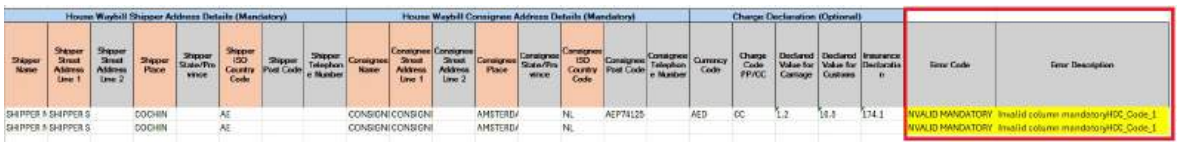
Status	Meaning
Received	House Airwaybill template is uploaded
In Progress	System processing
Completed	House Airwaybill template is processed.

9. Review any errors by clicking on downloading the House Airwaybill template.



10. If the downloaded file is blank, this indicates that all the information has been processed successfully.

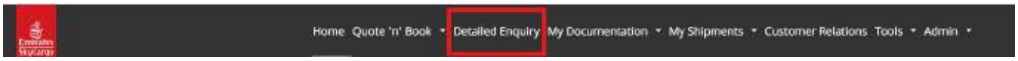
In case there are errors. Only the affected House Airwaybills will appear. Update the information and reupload the House Airwaybill template. The reuploaded House Airwaybill template should only include the affected House Airwaybills.



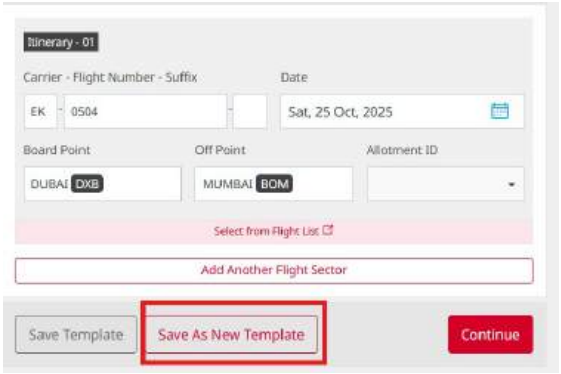
Saving Templates

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

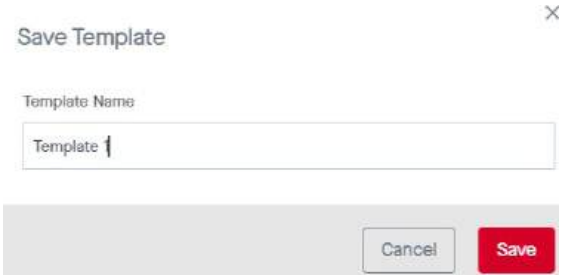
1. Enter all your details in the detailed booking inquiry page, which can be accessed by clicking on Detailed Enquiry.



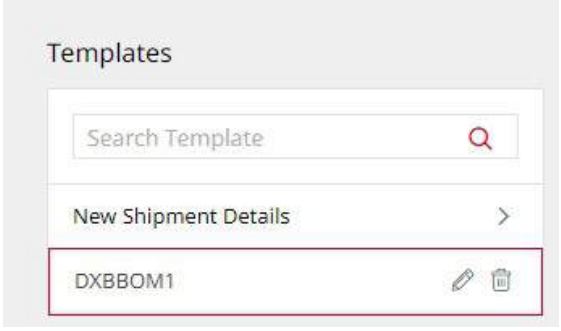
2. Click on Save As New Template.



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



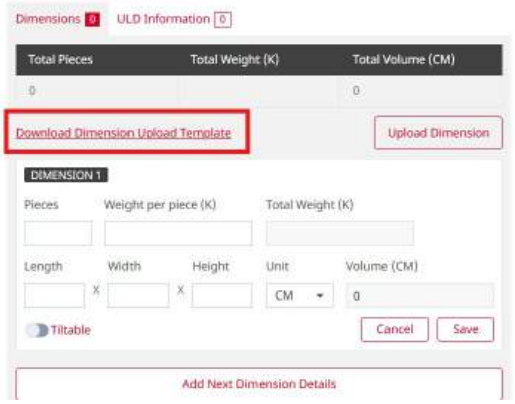
4. For future shipments with the same details, simply click on the template name from the right and all the details will be automatically populated.



Dimensions Upload Template

Allows you to download a dimension upload template in an Excel format where you can key in all the details and then upload it directly, without having to enter each dimension individually and clicking on Save.

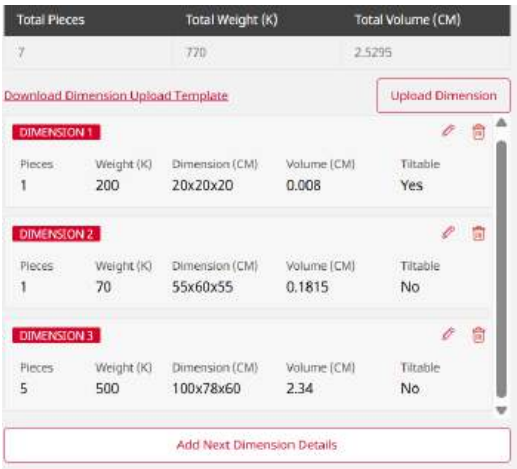
1. Click on Download Dimension Upload Template

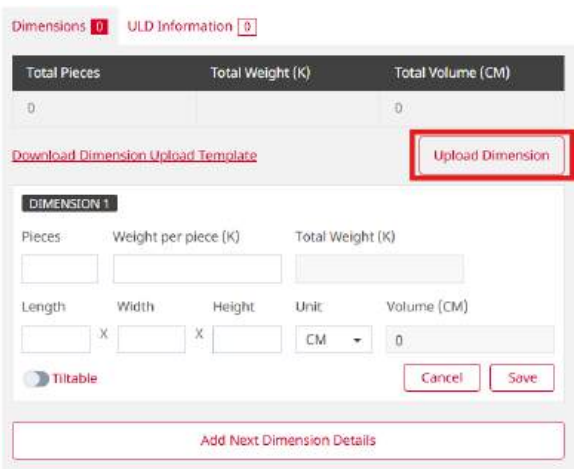


2. The same template will be downloaded, enter in the relevant details as below.

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

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





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/.