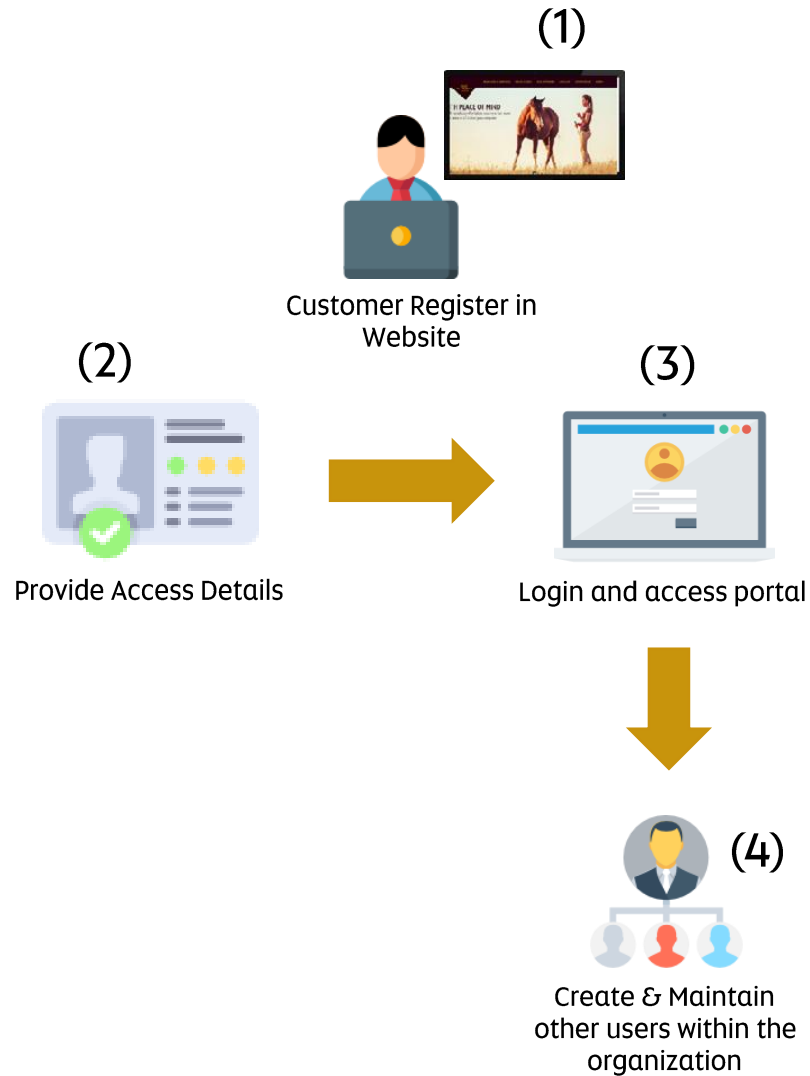# iCargo: Online Portal Guide

ETIHAD
CARGO
Choose Well.

Access & Registration

How the customer can register/Access the online booking?

▶ Customers shall access the online portal through Etihad Cargo website (www.etihadcargo.com). The portal will be integrated with internal systems to ensure that our customer information is secured.

▶ Existing & Valid Customers, online registration is not required, Administrator privilege will be granted to one staff from the same account to manage the online booking & to delegate staff within the same company to complete the bookings & Full data capture. Please contact your local GSA office in your station for further Details.

▶ New Customers to Etihad Cargo should register online in the website, the new registration activity will be evaluated by our GSA/Sales team then shall approve/reject the request. After the approval is granted, an administrator will be created to manage the online booking & delegate staff within the same Agent to complete the bookings & Full data Capture.

Access & Registration contd…

(1)

Customer Register in Website

(2)

Provide Access Details

(3)

Login and access portal

(4)

Create & Maintain other users within the organization

New Customer Registration

▶ User Admin profiles for existing customers will be created and migrated as part of the online platform implementation, new registrations will follow the workflow shown here
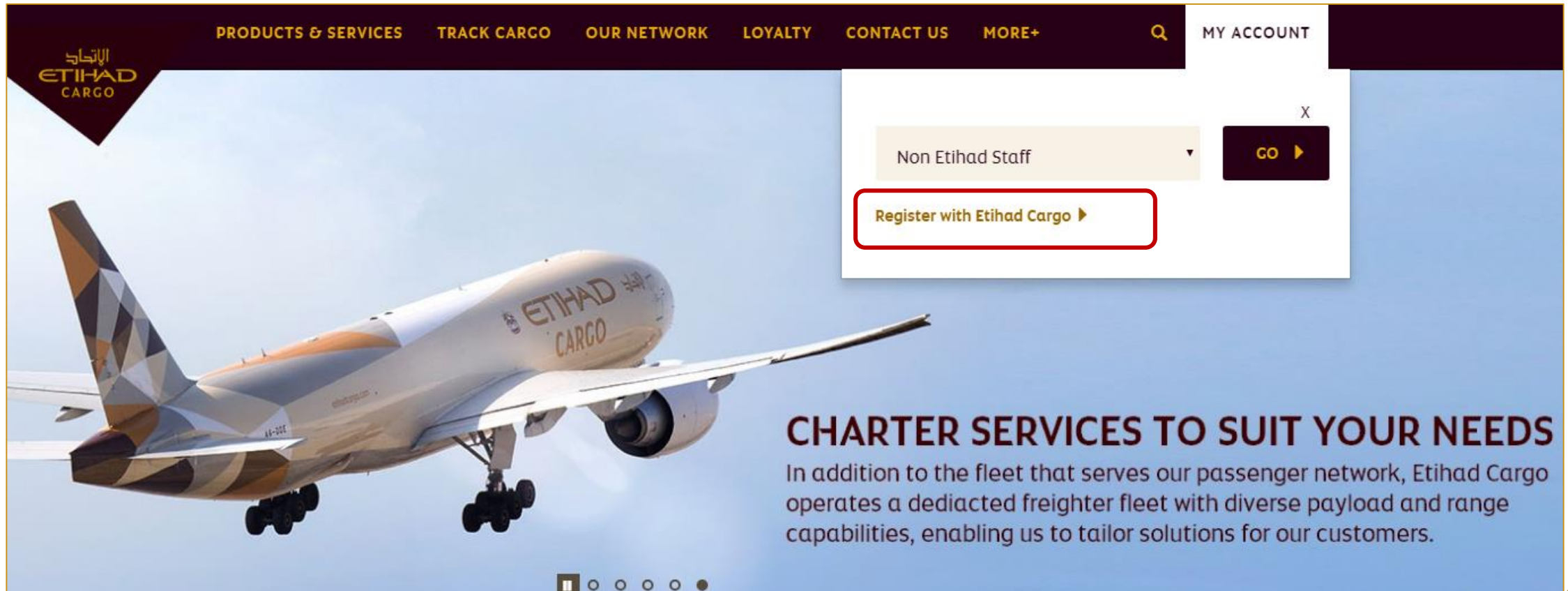
Existing Etihad Cargo Customer

▶ All Etihad Cargo existing customers shall contact the GSA office in their station to grant them the online booking access with the appropriate privileges.

▶ Please visit our [Contact us](#) page to find out the nearest Etihad Cargo Office.

New Customer Registration

▶ Visit www.etihadcargo.com
▶ Click on My Account
▶ Click on 'Register with Etihad Cargo' Link

New Customer Registration

► Visit www.etihadcargo.com
► Click on My Account
► Click on 'Register with Etihad Cargo' Link

Member Information

Company Type	⦿ Agent ◯ GSA ◯ GHA
Company Name	required ✖
	Company Name is required
Is IATA Code?	◯ Yes ⦿ No
Address	required ✖
	Address is required
Country	required
City	required
State	
Postal Code	
Phone Number	Country Code / City Code / Phone Number
Mobile Number	required
Email	required
Fax	required

Select the option based on the company being registered. For Online Booking, Select Agent

Company full Name without Special characters

If the Agent is IATA member, please add the IATA & CASS code, If not, System will automatically generate an Agent code

The address of the company operating out of the branch being registered

The country from where the branch being registered

Where the branch being registered & operating in city

Company Telephone Number

Administrator Mobile Number

Administrator Email Address

ETIHAD
CARGO
Choose Well.

6

New Customer Registration

▶ Enter Agent's Administrator details

Login Information

First Name

Last Name

User ID

☐ I have read and agreed to the Terms & Conditions/Privacy Policy

CREATE ACCOUNT ▶

Administrator First Name

Administrator Last Name

User should enter the User ID that will be used to log in to the website for the online Booking.
It can consist from First Letter of First Name then full Last name. All in UPPER CASE

Click on **Create Account**

✓ As soon as the Registration Process is completed and approved, the customer's account will be registered in Etihad Cargo System, an email will be triggered to the Administrator to activate his account & Set up the account password & Security question.

ETIHAD
CARGO
Choose Well.

Administrator Access Management

▶ After successful registration, Customer new user will receive an email from SPRINT@etihad.com with Link and User ID

JSMITH Welcome to iCargo!.

This is an automated email response for your registration request.

Please activate the account using https://clicktime.symantec.com/a/1/TF-n4vwFQFPOZ_IQr6BqEFV2-SklhxqgdDpeutklrlg=?d=20FYWIiilrouUFIlxZTV2CTief_MAIJdxsdvfBClb74sP5sBRlNa-DeLgWgzsYg9b7MrkcJ1V76lpbu0QmmkZEarve3C5FElvuyorfSk7nU3JXg4EXaYJSqAPBK6uDoiADHpsKBa8tDocJxghL8-g9_eFq5qKdedGirqODD78FzZXXotBmR4ynFbo6RAOcdLfgoJxhF_04n8zybbPnln_jdnI0-FERE5y547Z_D07IVR-Shz-sjWQb6fnucVLF5ldBNQQQl1hFpnx7PtBhf-O5nI9zISL0Wa66aoFq9UVImLoArYeP9msJwGa42melz5nCtW0nLvw8FLQbixxbaweycBmDf39bpOeOx0fA%3D%3D&u=https%3A%2F%2Fwww.etihadcargo.com%2Fcontent%2Feag%2Fegcmc%2Fetihadcargo%2Fen-ae%2Flogin-expired.html%3Flt%3Dconsumer%26a%3Dnp%26customercode%3DJSMITH

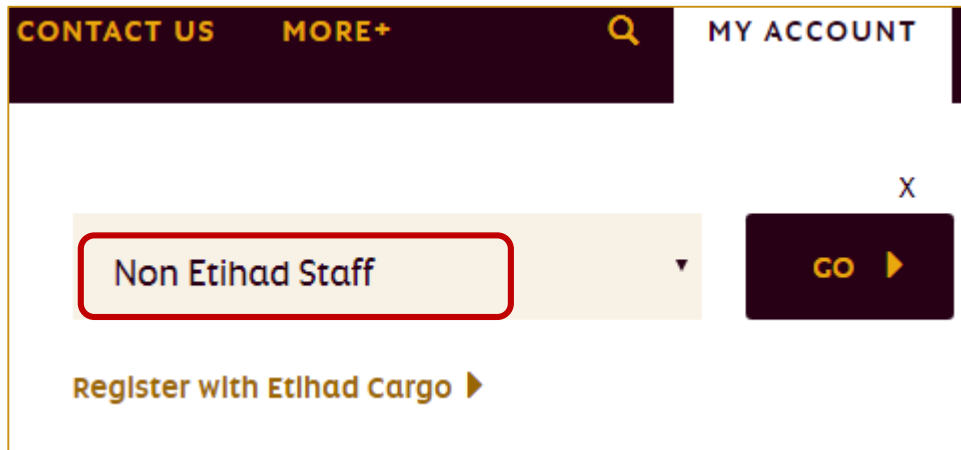If you have any questions or encounter any problems logging in, please contact the administrator

➢ New user should click on the link to set up the account password and security question.

➢ Administrator's User ID is mentioned in the email from SPRINT, it shall be used in logging in to the portal

➢ If the new user face any difficulty in logging in, kindly ask them to use the forgot password feature in Etihadcargo.com → Log in page

➢ If the new user didn't receive the activation email from SPRINT, Kindly contact your GSA for assistance

Log in to the online portal

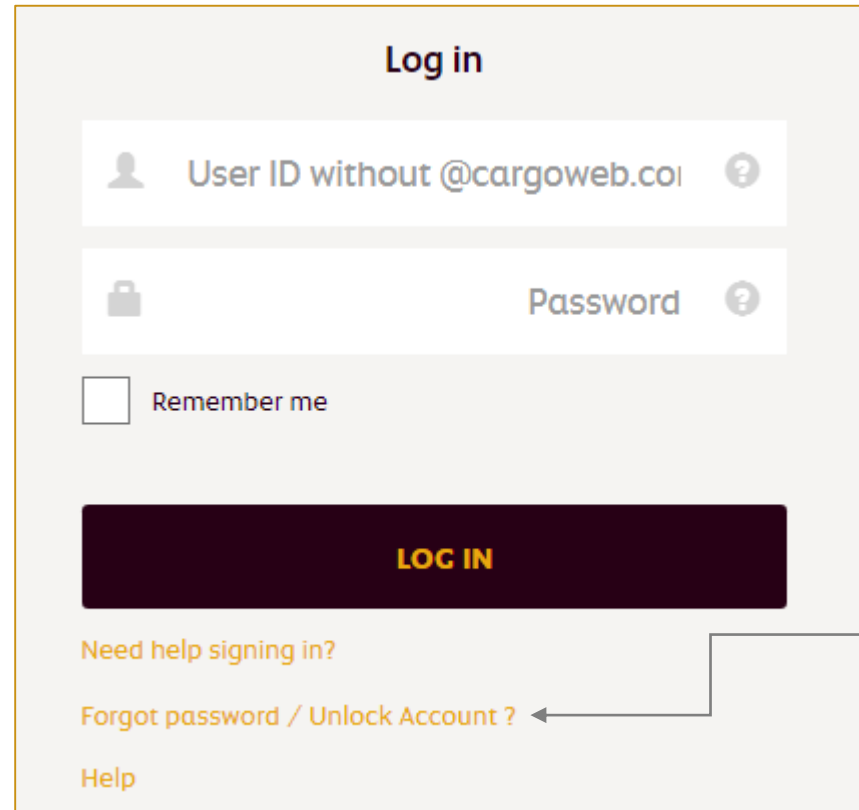▶ From **My Account** tab, choose '**Non Etihad Staff**' option, then click '**GO**"

CONTACT US **MORE+** 🔍 **MY ACCOUNT**

X

Non Etihad Staff ▾ **GO** ▶

Register with Etihad Cargo ▶

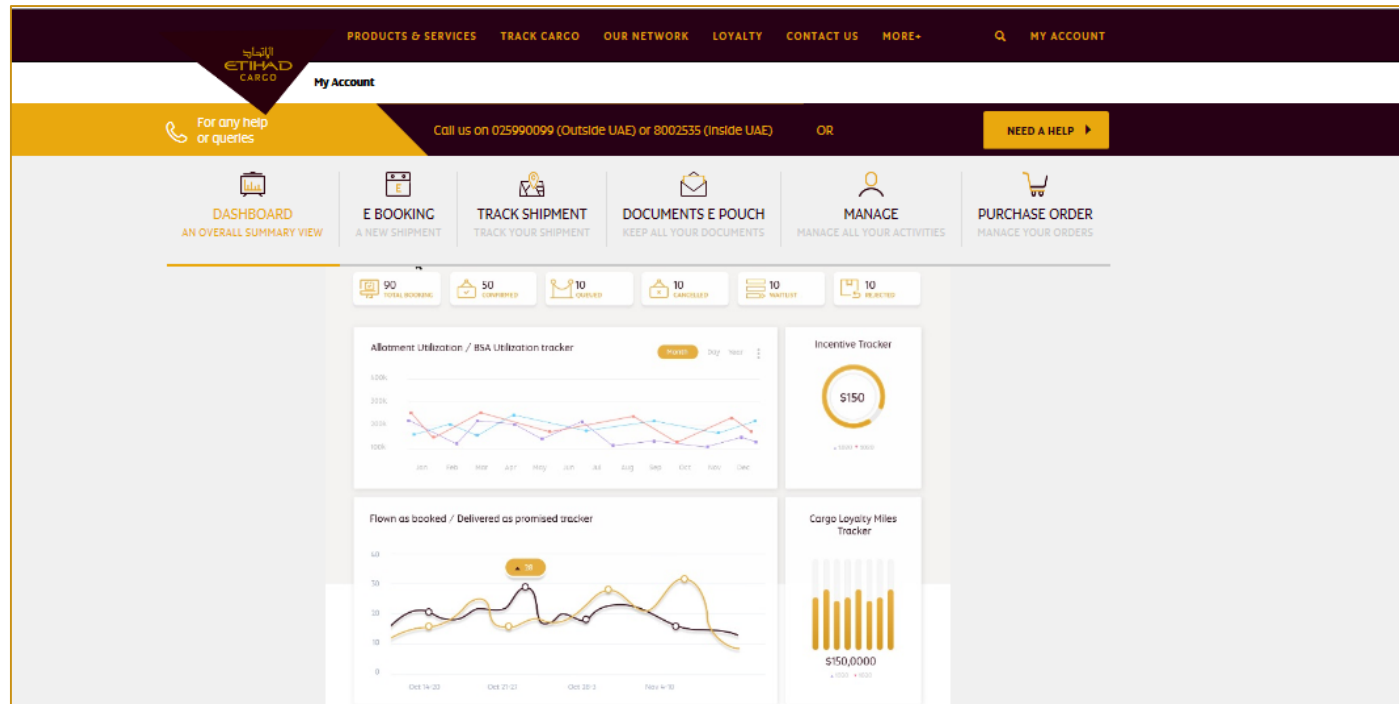**Log in**

👤 User ID without @cargoweb.co ❓

Enter the User ID that was chosen during the registration process or shared through Email set up

🔒 Password ❓

Enter the password that was chosen during the set-up process

☐ Remember me

▶ After successful log in, users shall be loaded into the Dashboard screen.
Dashboard screen is consolidated list of different reports for the customers

LOG IN

Need help signing in?

Forgot password / Unlock Account ? ◀

If you face any difficulty to access, click on forgot password link, new password will be sent to your email to reset and set up a new one

Help

ETIHAD
CARGO
Choose Well.

Etihad Cargo Online Portal

▶ After successful log in, users will be directed into the Dashboard screen. Dashboard screen is consolidated list of different reports with a wealth of information

E-BOOKING PROCESS

▶ The **New Booking** screen, where you will enter your shipment booking details

| My Booking | Flight Enquiry | New Booking | Capture AWB | Capture HAWB |

▦ Booking

| **Shipment** | Participant | Itinerary | Summary |

AWB No

| | | **NEW/LIST ☰** | | Look For Template |

| **Origin*** | **Destination*** | **Shipping date*** | **Arrival date** |
| Origin | Destination | Shipping date 📅 | Arrival Date 📅 |

| **Product** | **Commodity*** | **Shipment Description*** | **SCC** |
| Product | Commodity | Shipment Description | SCC |

| **Pieces*** | **Weight*** | **Volume** | **Promo Code** |
| 0 | 0.0 | Kilogram ▾ | 0.0 | Cubic Meters ▾ | Promocode |

To start booking, click on '**NEW/LIST**' tab

If you know the AWB you want to make a booking with enter the AWB serial and click the '**NEW/LIST**' tab again

If you want the system to generate the AWB from the stock range just click '**NEW/LIST**' tab to start entering the details

Shipments Tab where the shipments details are entered

Participant Tab where the shipper & Consignee details are entered

Itinerary Tab where you choose & select the flight details

Summary Tab where you can via a summary of all the sections with the:
- Shipment Details
- Flight details
- Participant details
- Rating and charges
- Additional Info

11

E-BOOKING PROCESS

▶ **Shipment Details**

Booking

Shipment	Participant	Itinerary	Summary

AWB No

NEW/LIST ☰

Look For Template

1. Enter the origin of the shipment & Final destination.

As soon as you enter the 3 letters Airport code, city name/code, dropdown menu will list all the airports that matches your entered values

5. Shipments Descriptions, enter all the shipments' description & details such as 'Wedding Gowns'

6. Special Commodity Code (**SCC**); all relevant Special handling codes will be auto-populated based on the shipments product, commodity & descriptions

Origin* — Origin
Destination* — Destination
Shipping date* — Shipping date
Arrival date — Arrival Date

2. Select the Shipping & Arrival dates from the calendar

Product — Product
Commodity* — Commodity
Shipment Description* — Shipment Description
SCC — × TRU × GEN

3. Product , you have to enter the product type, if you don't know the product, please move to the next tab

Pieces* — 0
Weight* — 0.0 Kilogram ▼
Volume — 0.0 Cubic Meters ▼
Promo Code — Promocode

4. Commodity, you have to select the nature of goods in this field
if the exact nature of good is not available please choose the commodity which is closest to the same such as Garments

7. Dimensions should be entered when selecting to book a BUP unit. Please select DIMs that are closest to the volume but still are within the DIMs of the unit
eg LD PMC 310 x 210 x 150 cm

Dimension ⌃

Length (.)	Width(.)	Height (.)	Pcs
0	0	0	0	**+ ADD**

ETIHAD
CARGO
Choose Well.

E-BOOKING PROCESS

▶ **Shipment Details**

▶ Payment, Handling, Shipment pick up & delivery date details can be completed in this section.

▶ Payment Type is mandatory at the time of booking.

E-BOOKING PROCESS

▶ **Participant Details**
Enter your Shipper/Consignee details in this section.
Completing this screen is not mandatory at the time of securing the Booking and can be skipped, It should be completed during the Full data Capture Time.

Agent's Code will always auto populated from the system, no need to change it

Agent's station will always auto populated from the system, no need to change it

Shipper's code is generated from the system, No need to delete it or change it

Consignee code is generated from the system, No need to delete it or change it

14

E-BOOKING PROCESS

▶ **Itinerary Details**
 In this section, you can choose your flights, Availability indicators are displayed based on booking criteria entered
 If you started from the "Flight Enquiry" tab, this screen will be filled automatically, all flight details will be displayed in the "Selected Flight Details" section.

▶ If your itinerary has transit segments, the entire routing will be displayed and you can choose the flight in complete

CARGO

Choose Well.

E-BOOKING PROCESS

▶ **Itinerary Details**

⊕ **Add Flight**

Flight No.		Origin	Destination	Date	Pieces	Weight	Volume	
e.g. E	e.g. 0001	Origin	Destinatio	Flight Date 📅	0	We	0.0	**ADD**

To complete your bookings & in case of shipments with Interline booking, you can enter the flight/truck details in '**ADD Flights**' section

Remarks

Remarks

← **PREVIOUS**   ☑ **SAVE TEMPLATE**   **NEXT →**

You can store your booking as a TEMPLATE to be used in future bookings

ETIHAD
CARGO
Choose Well.

E-BOOKING PROCESS

▶ **Summary Details**
  This screen will summarize the booking details (Shipment, Flight, Participant, Rating & Charges)

Shipment Details ☑ Edit

AUH-MNL

| GMNT | 87654329876 |
| Commodity | Agent Code |

Product

30
Pieces

250.00Kg
Weight

Flight Details ☑ Edit

EY0424   09-Aug-2018 03:00(S)-16:10(S)
AUH-MNL

Participant Details

Shipper Name

Consignee Name

Agent Name Test Agent 1

Remarks ☑ Edit

Rating And Charges

| 1360 AED | 24272.5 AED |
| Freight Charges | Other Charges |

Rate type : **MARKET**

Rate : **3.4 AED**

☐ Spot rate required

Charge	Rate	Currency
		Select ▾

25632.5 AED
Total Charges

Additional Info ☑ Edit

Total number of UNIDs :   0

Total number of Pkgs.:   0

Rating and Charges: Automatically agent's applicable rate (Market/ Contract) will be displayed in the booking.

SPOT RATE, in case Spot rate is required, then 'SPOT RATE Required' check box should be checked.

The Rate per kilo should be filled up in the 'Rate' field and the currency

if this is a Charge weight like Min Charge or Pivot charge (ULD rate) then the '**Charge**' field should be entered with the currency

If the spot rate is approved by pricing team in HQ, automatically the booking's status will be changed to 'CONFIRMED' and can be checked in 'My booking' screen.

If all the details are completed, you can click on **BOOK** to proceed.
If you want to make any changes, click on "**EDIT**" tab

☐ Save AWB Data

✈ BOOK   **🖶 PRINT**   **✖ CANCEL BOOKING**

ETIHAD
CARGO
Choose Well.

E-BOOKING PROCESS

▶ **Summary Details**
  This screen will summarize the booking details (Shipment, Flight, Participant, Rating & Charges)

Relist AWB

▶ This popup appears as a final check before creating the booking

Click **YES** to proceed & book the shipment

If you don't want, click **NO**

Booking Confirmation

▶ The booking confirmation with the AWB number and the Unique Booking Reference number is displayed when the AWB details are re-listed

My Booking

▶ The newly created booking will be listed in the "My Booking" section

Full Details are displayed in the Summary of the booking

Capture AWB & HAWB

▶ The Agents have the Ability to send the FWB messages-Full AWB details through the Portal.

Click on Capture AWB button from the menu

Shipment & Participants
In this section you have to fill up all the missing/updated details of the shipment.
Enter the AWB number then click on **NEW/LIST button**

Dimension
The DIMS need to be checked by opening the pop up symbol. Check the Dimension details and correct them if required.

Capture AWB & HAWB

▶ The Agents have the Ability to send the FWB messages-Full AWB details through the Portal.

Click on Capture AWB button from the menu

Participant Details
Agent's Code/ station will always beauto populated from the system, no need to change it

Shipper & Consignee Details
Shipper & Consignee fields have to be completed with all their details

Capture AWB & HAWB

nt & Participants | **Additional Info** | **Summary** | **View Documents**

Accounting & Info

Information Identifier	Information
Credit Card Expiry Da ▼	

➕

Other & Customs Information

ISO CountryCode	Info Id	Customs Info Id	Supp.Customs Info	
DE	ISS	RA	00382-01	✖
DE	ISS	ED	1299	✖
DE	ISS	SN	JOHANNA STA	✖
DE	EXP	M	19DE74011189	✖
DE	SHP	T	EUROPEAN V/	✖
DE	SHP	CT	498214986263	✖
AE	CNE	CP	PHILIP	✖
AE	CNE	CT	971569972185	➕

Other & Customs Information
The station has to enter the OCI information as per the instructions provided from EY
To add further lines you can click on the Green Plus button. ➕ And add more rows

Carrier's Execution Signature
This data needs to be entered as AWB execution date and place of issue and the Authority who is executing is.

Special Service Request

Special Service Request

Carrier's Execution Signature

Issue Date	Issue Place	Issue Authorisation
12-sep-2019 📅	abu dhabi	Jency

ETIHAD
CARGO
Choose Well.

Capture AWB & HAWB

Special Service Request

Special Service Request

Carrier's Execution Signature

Issue Date	Issue Place	Issue Authorisation
04-SEP-2019 📅	ABU DHABI	MUC GHA

Shipper's Certification

Shipper's Certification

Notify

Notify Code	Notify Name	Address	City	State	Country
code sby	Philip	philipgmailcom	dubai		AE

Notify

The notify customer details to be entered.

RESET   PREVIOUS   NEXT

ETIHAD
CARGO
Choose Well.

Capture AWB & HAWB

▶ The Agents have the Ability to add additional Other charges in the AWB

Choose Well.

| Shipment & Participants | Additional Info | Summary | View Documents |

Shipment & Participants Details

Shipment Details

AUH ✈ FRA

10 pcs   100 kg

GENERAL   23470302015

(Commodity)   (Agent Code)   (Product)

Participant Details

Agent   A. HARTRODT

Shipper   A. HARTRODT
Niendorfer Strasse 172

Consignee   Trinity
Etihad Aiwrways centre

Rate & Charges

Freight Charges	616.53
Other Charges	157.25
Rate Type(IATA Rate)	2.96
Total Charges	773.78

Rate & Charges
The rating and charges section can be expanded to view the other charges Split

Click SAVE

This will flash the FWB for the AWB to SPRINT system and the other relevant stakeholders.

SAVE   PRINT ▾

Capture AWB & HAWB

Rate & Charges Details

Rate   Currency

| | EUR ▼ |

Commodity	Vol'tric Weight	Rate Class	Charge weight	Rate	Net Charge	ULD No	Payment type
GENERAL	0	Q	208.5	2.96	617.16		PP

Other Charges

Code	Charge Head	Charge	Payment Type	Due Party	Remarks	
MS	SUPPLEMENT SU	157.25	PP ▼	Due Carrier ▼		🗑
AW	AIRWAYBILL CHAF	10	PP ▼	Due Carrier ▼		+

Select
Due Carrier
Due Agent

Rate & Charges

Freight Charges	Other Charges	Rate Type(IATA Rate)	Total Charges
616.53	157.25	2.96	773.78

> **Other charges**
>
> The Supplementary charges MSC will be autopicked by the system and all other charges have to be manually entered by the agent.

> **Click SAVE**
>
> This will flash the FWB for the AWB to SPRINT system and the other relevant stakeholders.
>
> E-freight Agreement:
> Agents who have an active E-Freight agreement with EY can directly save the AWB details through the portal. The SAVE function will flash the FWB to SPRINT system and the relevant stakeholders.

SAVE   **PRINT ▾**

ETIHAD
CARGO
Choose Well.

24

Capture AWB & HAWB

E-Air waybill Agreement
Agents who does not have an E-Freight agreement but their station has the capability to do E-AWB then a section with the consent to use the electronic means appears. The agents will have to agree the conditions to proceed with the AWB information completion.

The section "Click through E-air waybill agreement" is a manual agreement for Agent stations which have the capability for EAWB and they can only proceed if the check box the "I agree to".

Click SAVE

This will flash the FWB for the AWB to SPRINT system and the *other relevant stakeholders.*

Capture AWB & HAWB

Capture HAWB

Shipment Details

| 607 | 00000221 | HWB23456EY | **LIST ☰** | **NEW** |

Capture AWB
Enter your MAWB and the HAWB number and click LIST

Origin
CCU

Destination
DXB

SCC
× GEN

Pieces
Unit

Weight
Weight | Kilogram ▼

SLAC Pieces
SLAC Pieces

HAWB Details
Enter the details
a. Pieces
b. Weight
c. SLAC pieces (if applicable)

Shipment Descriptions
ELECTRICAL GOODS

Participant Details

Shipper Details

Same as MAWB ☐

Consignee Details

Same as MAWB ☐

Participant details

Enter the HAWB shipper and consignee details if different from MAWB

Shipper Code
C1001

Shipper Name
ETIHAD LOGISTICS

Consignee Code
C1001

Consignee Name
KERALA STAR

Address1
ETIHAD AIRWAYS CETNRE AL MUNEERA LEVEL 02

Address1
DEIRA

Address2

Address2

Click Save
This will trigger the FHL message to the SPRINT system and the relevant stake holders.

RESET ⟳ | **DELETE 🗑** | **SAVE**

ETIHAD
CARGO
Choose Well.

THANK YOU !