Register as a new user on CPS

Check whether your branch office is already registered for CPS
- Check with your colleagues to determine whether anyone at your branch office is already using CPS. If they are, skip the next section. If not, follow the steps below to register yourself as the first CPS user for your branch office.

Register as the first CPS user at your branch office
- Go to www.CargoPortalServices.com and click on REGISTER FOR CPS.
- On the Register New User page, create your CPS User ID and Password
  - Enter any combination of letters and numbers in the Unique User ID field; you must enter at least 6 characters.
  - Enter 6 or more characters in the Password field and again in the Confirm Password field. Your password must be different from your User ID, contain at least one numeric character and is case sensitive.
- Enter your First Name, Last Name, Job Title, Email address and Phone number. You can then select preferences such as default start page, availability sort order, metric or imperial units for weight/volume and local airport. You can also amend these later when you are more familiar with the service.
- Click to review the Terms of Use and Privacy Notice and then check the box to accept the same.
- Click REGISTER NEW BRANCH.
- On the Register New Branch page, enter you Branch Airport (closest airport code), Company Name, Address, State / Province and Zip/post code.
- Select one or more carriers by checking the boxes alongside. For each selection, enter the account number you have with that carrier and click ADD. You can also complete this step later.
- Click CREATE BRANCH to have CPS create a new branch based on the details that you have specified.
- As the first user at a branch office you become the Branch Administrator and can give access to other users without them needing to enter the same details.

Register as a new user at an already registered CPS branch
- Follow the first four steps in the previous section (Register as the first CPS user at your branch office)
- Instead of clicking REGISTER NEW BRANCH in step 5, enter the Branch Number that your Branch Administrator has given you and then click on CREATE USER.

Add a new user as a branch administrator
Your Branch Administrator will need to do the following:
- Click Administration > Create Branch User.
- Enter the mandatory information on the User Details section such as User ID, Password, First Name, Email Address etc.
- In section 2, User Privileges, click Enabled under Branch Member; click Enabled under Administrator Access if you are to be a branch administrator and then click the appropriate checkboxes to authorize you to make bookings, view rate information and / or view allocations.
- Click CREATE USER to have CPS create a login for you and send you an email with your login details.

Make bookings

Search for available space
- Click Booking > Search Available Space.
- Select a carrier code (or ‘My Carriers’ to check multiple carriers), a departure date, origin, destination, weight and all the carrier specific mandatory fields before clicking on DISPLAY FLIGHTS.
- Click on a flight number in the Flight Details section to navigate to the booking screen.

Create a single booking
- Click Booking > Create / Modify Booking.
- Complete the mandatory fields (vary by carrier) and enter data in any applicable optional fields.
- Click CREATE BOOKING and you will see confirmation of whether your booking was successful

Create unified spreadsheet bookings
- Click Booking > Unified Spreadsheet Booking.
- Start by clicking the DOWNLOAD SPREADSHEET button which will open the spreadsheet. Save it on your personal computer and make sure that macros are enabled.
- Start filling out the spreadsheet by selecting the carrier in cell B21. Complete all the green mandatory fields and any others you want. The first cell of each row tells you how many mandatory fields remain to be completed for that booking and shows green when all have been completed. Fields in grey color will be ignored as that is not applicable for the carrier that you have selected.
- When you have finished and can view the text OK with a green background for every completed row, upload the spreadsheet to have CPS make all your bookings.
- CPS will send you an email with the status of each booking to the email address defined in your profile. You will also be able to see and manage your successful bookings on CPS at any time.

Create multiple bookings (up to five at a time)
- Click Booking > Create Multiple Bookings.
- Select a carrier and complete all mandatory (vary by carrier) and any applicable optional fields. Click SUBMIT BOOKINGS to complete, or START OVER to reset and clear the form.
- Once submitted, the status column will indicate if your booking is confirmed, unconfirmed, or queued if it is outside the carrier’s booking window. CPS will automatically re-submit any queued bookings to the carrier at the appropriate time.

Create or modify booking templates
- Click Booking > Create/Modify Booking Template.
- To create a new template, select the carrier, enter the From, To airport codes and then click on NEW TEMPLATE. In the Create Booking Template screen, enter all mandatory fields and then click on CREATE TEMPLATE.
- To modify a template, go to the Modify Template section, select a carrier or select ‘My Carriers’ (to view templates for multiple carriers); enter From and To airport codes; choose whether you want to look for templates created by you or by all users in your branch office and then click on VIEW TEMPLATES. Modify the required fields in your chosen templates and click UPDATE TEMPLATES. Click USE AS NEW TEMPLATE to create a new template based on a copy of an existing one.

Submit template bookings
- Click Booking > Create/Modify Booking Template.
- In the Create New Booking section, select a carrier or ‘My Carriers’, enter origin, destination airport codes and select the appropriate week for your bookings using the radio button on the left side of the calendar; choose whether you want to look for templates created by you or by all users in your branch office and then click RETRIEVE TEMPLATES.
- Enter air waybill number(s) and any other mandatory fields; check flight dates and other information. Select the check box for the booking templates you will be submitting and click SUBMIT BOOKINGS.

Manage bookings and track shipments

View or modify a booking
- Click Manage Shipments > View/Modify Booking.
- Select a carrier; enter an airline code and air waybill number or confirmation number (applies only to United Airlines and KLM Cargo) before clicking on VIEW / MODIFY BOOKING.
• To modify the booking, change the desired information and then click on UPDATE BOOKING. Note that each airline allows different information to be modified.

Review active or queued bookings
• Click Manage Shipments > Review Active / Queued Bookings.
• To view active bookings, in the Active Booking Details section, select a carrier or ‘My Carriers’, participant role, account number (if a carrier is selected), and date range before clicking on DISPLAY BOOKINGS; optionally, results can be filtered by flight number, origin or destination. To view the details of any booking, click on the air waybill or confirmation number.
• To view queued bookings, in the Queued Booking Details section, select a carrier or ‘My Carriers’, optionally enter a destination station code and choose whether to list bookings made by you or by your branch, before clicking on DISPLAY BOOKINGS. To view the details of a booking, click on the air waybill number.

View an allotment
• Click Booking > View Allotments.
• Select carrier code or ‘My Carriers’, account number (if a carrier is selected) and date. Optionally, results can be filtered by origin, destination or Allotment ID.
• Click the DISPLAY ALLOTMENTS button to view a list of available allotments. Click an allotment name to view the details, create a booking or release remaining space.

Verify a rate
• Click Booking > Estimate Rate.
• Select a carrier and account number; enter origin, destination airport codes and any other mandatory information; then click ESTIMATE RATE.

Modify or add house airwaybill data
• Click Manage Shipments > Enter HAWB Information.
• Select a carrier code and enter airwaybill number. Click RETRIEVE AWB. Master airwaybill details and any available house airwaybill details will be displayed.
• To modify house air waybill information, click on the house airwaybill number that you want to view or modify. Make your changes and then click UPDATE.
• To add a house air waybill, click on ADD HOUSE AWB and then complete all mandatory fields and any other optional fields and then click CREATE.

Create a house airwaybill template
• Click Manage Shipments > Create / Modify HAWB Templates.
• Click NEW TEMPLATE. Complete mandatory and any optional data you wish to save and click ADD HAWB TEMPLATE.

Track shipments by air waybill number
• Click Manage Shipments > Track Shipments.
• Select a carrier, enter a carrier code, (012, 016, etc.) and air waybill number. You can enter up to ten such shipments. Click DISPLAY SHIPMENTS to view the tracking details.
• To view the full details of a shipment, click on the air waybill number.

Track shipments by email
• Click Manage Shipments > Shipment Status by e-mail to see details of the format in which to send shipment tracking requests by email. Up to forty air waybill numbers can be tracked on any CPS carrier that offers this service and you will receive an email response with the current status of each shipment.

Track shipments by origin or destination
• Click Manage Shipments > Search Air Waybills.
• Select or enter mandatory information: carrier code or ‘My Carriers’, participant role, account number (if a carrier is selected), date range of shipments to be tracked, origin and or destination.
• Choose whether to list active shipments, delivered shipments or both and then click DISPLAY SHIPMENTS to retrieve a list of shipments. Click on an air waybill number to view the shipment details.

View Customs Status (USA and Canada)
• Click Manage Shipments > View Customs Status.
• Select country code (USA or Canada), carrier code, air waybill number and then click on RETRIEVE.
• Customs status and shipment information is displayed for the specified MAWB with links to the associated house air waybills.

Check flight status and carrier schedules

Check the status of a flight
• Click Manage Shipments > View Flight Status.
• Select a carrier code, enter a flight number and choose a date using the calendar popup. Click on DISPLAY FLIGHT to view the status of a flight.

View carrier schedules
• Click Booking > View Carrier Schedules.
• Select a carrier (‘All’ or ‘My Carriers’ to check multiple carriers) and flight date (optionally enter a time); enter origin and destination airport codes and then Click DISPLAY SCHEDULES to view the schedules.

Manage your profile access and change your password

Change your profile settings
• Click Administration > Manage my profile.
• Update any personal information that has changed in the Profile Details section. Modify any default settings in the Profile Defaults section such as units, local airport etc. Click on UPDATE PROFILE to have CPS save the details.

Change your password
• Click Administration > Manage my profile
• In the Change Password section, enter your current password and a new password twice. Your password must be different from your User ID and is case sensitive.
• Click on UPDATE PROFILE to have CPS change your password.

Manage user access and company information (Branch Administrators only)

You need to be a branch administrator to access the Administration menu and perform the actions in this section.

Delete a user or change access privileges
• Click Administration > Manage Branch Users.
• Select the user name from the Branch Members list box and click SHOW THIS USER'S PRIVILEGES. You can then change access privileges or delete the user.

Request access to a carrier or add an account
• Click Administration > Manage Branch Profile
• In the Carrier Access Request section, select one or more carriers by checking the boxes alongside. For each selection, enter the account number you have with that carrier, along with any description or comments you wish to send them; then click on ADD. Scroll to the bottom of the page and click CARRIER REQUEST / MODIFY BRANCH INFO to submit the request.

Change company information
• Click Administration > Manage Branch Profile
• Update any information that has changed in the Branch Details section of the screen and then click CARRIER REQUEST / MODIFY BRANCH INFO.