



FAQs for Using Our New System



Frequently Asked Questions

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Q: Can I use old AWB numbers in the new system?

No. Any AWBs issued before October 21, 2023, are no longer valid in our new system. This includes preprints, triplicates and digital AWB blocks.

2

Q: Can I book pets online?

We continue to accept animal bookings through our call center only in order to ensure the safety of the animals that travel with us. We hope to expand online bookings to include AVI/Pet Travel bookings in the future.

3

Q: How do I sign up for shipment notifications?

- If you are logged in to your account: Add emails in the booking summary to subscribe to notifications for that shipment
- If you are not logged in: Sign up for email notifications when tracking a shipment by AWB number

4

Q: What do tracking statuses mean?

- **Manifested:** Your shipment has been loaded onto its flight
- **Departed:** Your shipment's flight has departed
- **Moved:** Your shipment has moved to another flight
- **Arrived:** Your shipment's flight has arrived at its destination
- **Irregularities:** Description of irregularity is visible in the tracking
- **Received:** Your shipment has been received in the warehouse and is ready for pick-up

5

Q: How do I get an account to book online?

- To request an online booking account, fill out [this form](#)
- If your office already has an account and you need to be added as a user, please contact the administrator of your account in your office

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Q: What is the preferred web browser for online tools?

- Chrome and Edge will provide the best user experience