

CARGO SUPPORT GUIDE

Do you know about all the online tools and resources we offer? Make allotment bookings, track your shipments, find facilities and schedule information, view your tariffs and much more all at aacargo.com.

Your needs are our priorities, and our goal is to respond to email requests within 2 hours. For immediate assistance, please check online or call us directly.

NEED TO MAKE A BOOKING?

All shipments (excluding specialty shipments *TLC, MEDEVAC, Dangerous Goods and High Value*), **can be booked online at aacargo.com.**

- For **general bookings**, excluding specialty shipments:
www.aacargo.com OR
cargo.reservations@aa.com
- For **Dangerous Goods and High Value** shipments, as well as additional reservations support and tracking:
cargo.reservations@aa.com
(800) 227-4622
24x7
- For **animal bookings with a PAL** (*Known Shipper*):
www.aacargo.com
- For **animal bookings without a PAL** (*not a Known Shipper*):
PetEmbark@aa.com
(800) 227-4622
24x7
- For **TLC (Human Remains) bookings**:
tlc@aa.com
(800) 228-7878
24x7
- For **TC bookings** and **additional support** related to temperature-controlled shipments:
epxtc@aa.com
(888) 733-1866
24x7
- For booking, rates and tracking on **other airlines** where American does not serve:
interline.cargo@aa.com
(800) 736-3095
24x7

IN SEARCH OF SUPPORT?

We have **dedicated teams** that work around the clock to help you with **various requests** you may have or **issues you need resolved** along the shipment journey.

- To get a **general status update** on your shipment **or track its journey**:
www.aacargo.com
If your shipment status **is not displayed online**:
cargo.reservations@aa.com
(800) 227-4622
24x7
- If your **shipment** appears to have been **misplaced and cannot be located**:
cargo.reservations@aa.com
(800) 227-4622
24x7
- For **claims information** and to **submit a claim**:
www.aacargo.com/learn/liability.html
or to receive a **claim status update**:
cargo.claims.administration@aa.com
- As a **last resort** on an issue that **cannot be resolved** and needs to be **escalated to management**:
cargo.escalations@aa.com
24x7

ADDITIONAL RESOURCES

- For **website support, password resets** or **MEDEVAC** bookings:
aacargo.helpdesk@aa.com
(800) 334-5299 Opt 1
24x7
- For **feedback on past experiences**, including compliments or concerns:
cargo.customerrelations@aa.com
M-F, 8:30-17:00 CT