

CARGO SUPPORT GUIDE



ONLINE TOOLS

Online you can track your shipments, find facilities, schedules and more at [aacargo.com](https://www.aacargo.com).

Sign up for an account to view tariffs, make allotment bookings and more by completing a [Company Agreement](#).

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.

For immediate assistance, please call us directly at **800-227-4622 or (1) 817-786-4291 (International)** from 5:00-22:00 US CST.



MAKE A BOOKING

General bookings, excluding specialty shipments	www.aacargo.com
Dangerous Goods	cargo.reservations@aa.com
High Value shipments	cargo.reservations@aa.com
Animal bookings with a PAL (Known Shipper)	www.aacargo.com
Animal bookings without a PAL (not a Known Shipper)	PetEmbark@aa.com
TLC (Human Remains) bookings	tlc@aa.com
TC bookings and temperature-controlled shipments	epxtc@aa.com
MEDEVAC bookings	aacargo.helpdesk@aa.com
Booking, rates and tracking on other airlines	interline.cargo@aa.com



SUPPORT

Status update on your shipment or track its journey	www.aacargo.com/AACargo/tracking
Shipment status is not displayed online	cargo.reservations@aa.com
Misplaced shipments (cannot be located)	cargo.reservations@aa.com
Claims information and to submit a claim	www.aacargo.com/learn/liability.html
Receive a claim status update	cargo.claims.administration@aa.com
Issues that need to be escalated to management	cargo.escalations@aa.com
Feedback on past experiences, compliments or concerns	cargo.customerrelations@aa.com
Website support or password reset	aacargo.helpdesk@aa.com