

CARGO SALES 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), can be booked online at aacargo.com.

- For **general bookings**, excluding specialty shipments:
www.aacargo.com OR
cargosalessupport@aa.com
(866) 43 0-1 2 4 8
M-F 8:00-21:00 ET, Sat 8:00-1 9:00 ET
- For **Dangerous Goods** and **High Value** shipments, as well as additional reservations support and tracking:
cargosalessupport@aa.com
(866) 43 0-1 2 4 8
M-F 8:00-21:00 ET, Sat 8:00-1 9:00 ET
- For **animal bookings with a PAL** (*Known Shipper*) shipping domestically:
www.aacargo.com
- For **animal bookings without a PAL** (*not a Known Shipper*) or shipping internationally:
PetEmbark@aa.com
(800) 227 -4622
2 4x7
- For **TLC (Human Remains) bookings**:
tlc@aa.com
(800) 228-7 87 8
2 4x7
- For **TC bookings** and **additional support** related to temperature-controlled shipments:
epxtc@aa.com
(888) 733 -1 866
2 4x7
- For booking, rates and tracking on **other airlines** where American does not serve:
interline.cargo@aa.com
(800) 73 6-3 095
2 4x7

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
2 4x7
- If your **shipment** appears to have been **misplaced and cannot be located**:
cargo.reservations@aa.com
(800) 227 -4622
2 4x7
- 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
2 4x7

ADDITIONAL RESOURCES

- For **website support, password resets** or **MEDEVAC** bookings:
aacargo.helpdesk@aa.com
(800) 334-5299 Opt 1
2 4x7
- For **feedback on past experiences**, including compliments or concerns:
cargo.customerrelations@aa.com
M-F, 8:30-17:00 CT