

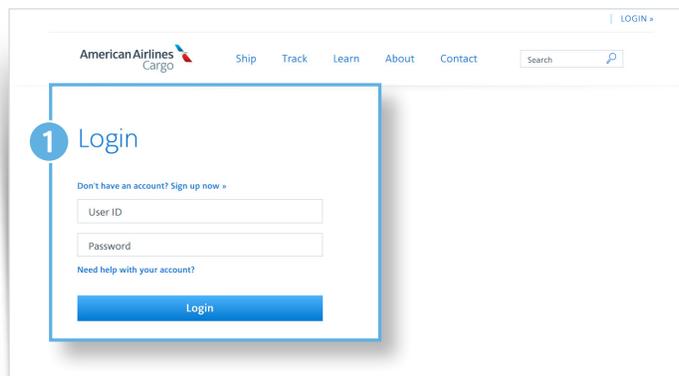
Live Animal (AVI) Booking Guide

We've made creating live animal bookings (AVI) simple with our new online tool. Follow these simple steps to create your AVI booking on aacargo.com.

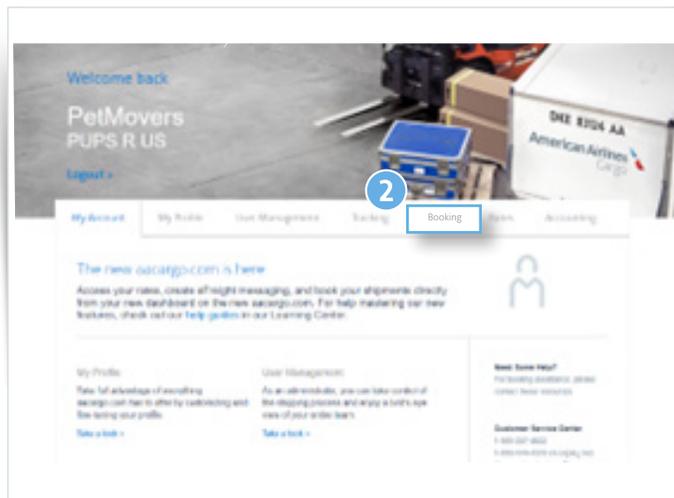
Let's get started!

Step 1

- 1 Log in to aacargo.com



- 2 From the home page, select the Booking tab.



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Step 2

- 1 Click "New ad hoc booking" button.
- 2 Choose Animals

The screenshot shows the 'Booking dashboard' with a navigation bar at the top containing 'My Account', 'My Profile', 'User Management', 'Tracking', 'Booking', 'Rates', and 'Account'. The main heading is 'Booking dashboard' with the subtitle 'View and manage your bookings.' Below this are two toggle buttons: 'Pre-tender' (set to 0) and 'Post-tender' (set to 0). A 'New ad hoc booking' button is highlighted with a red circle and a '1'. A dropdown menu is open from this button, showing 'Cargo service' and 'Animals', with 'Animals' highlighted by a red circle and a '2'. Below the dashboard is a 'Select PAL' section with a dropdown menu showing 'PAL' and a red circle with a '2' next to it. To the right of this section is the text 'Please select PAL to view bookings.'

Step 3

- 1 Choose a PAL and responsible party from the drop-down menus.
- 2 Enter origin, departure date, and destination.
- 3 If a passenger is traveling with the animal, input the passenger PNR.

The screenshot shows the 'Create a new booking' form with the subtitle 'Enter your shipment details and we'll find you the perfect flights available.' and a '(* Required)' note. The form is divided into three numbered sections:

- 1 General**: Contains a 'Select PAL' dropdown menu (showing '-'), a 'Responsible party' dropdown menu (showing 'Self'), and a 'Responsible party' label.
- 2 Route**: Includes a link for 'Advanced search'. It features three input fields: 'Origin', 'Depart' (with a calendar icon and the date '01/25/2024'), and 'Destination'.
- 3 Associated Passenger Flight Info (PNR)**: Includes a sub-heading and the instruction 'If the animal is traveling with a passenger, please enter the passenger's PNR.' Below this is a text input field labeled 'PNR'.

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Step 4

- 1 Be sure to choose Metric or US dimensions before filling out animal shipment details.
- 2 Animal details are entered here.

For dogs and cats, enter a breed. Restricted breeds are not allowed. You can view our [Restricted Breeds lists](#) on aacargo.com.

Please note that age restrictions are in place for dogs and cats. Under 8 weeks old cannot be shipped. The animal's name is optional.

- 3 Choose a standard kennel size from the dropdown list or enter custom dimensions.
- 4 Input the total weight of both the animal and kennel.
- 5 When all required fields are complete, click the "Search for capacity" button.

Shipment details

1 Metric US Special handling codes
⊕ Add handling code

2 Animal 1

Animal type
DOG

Breed
Beagle

Age of animal
3

Handling code
AVI LIV

Years Months Weeks

Animal name
Charlie

What type of kennel will the animal be flying with?
Not sure? View our guide Ⓢ

Standard Custom

Please select the size of the standard crate that you need:

3 Kennel or crate dimensions

Kennel/Crate size
Total weight (animal + kennel) - kg 4

Small (100)
Medium (200)
Intermediate (300)
Large (400)
Extra large (500)
Giant (700)

5 Search for capacity

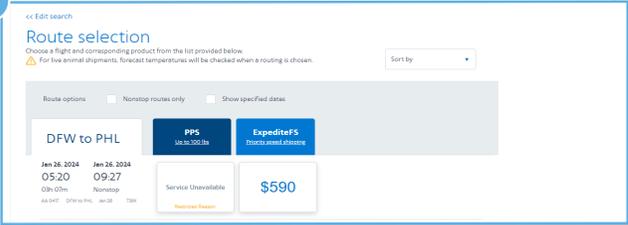
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Step 5

- 1 Available shipping options will be presented. Click to choose a routing.

Forecasted temperatures and comfort stop requirements will be checked once a route is chosen.

- 2 After a routing has been chosen (and the temperature check and comfort stop check have been successfully completed), complete Shipper and Consignee information. An email is required for both the Shipper and the Consignee.
- 3 Complete Emergency Contact information. An emergency contact is required for animal shipments.
- 4 Manually input an air waybill (AWB) from your AWB stock, or let the system assign you an awb.
- 5 Add any additional email addresses to receive shipment notifications.
- 6 Click "Reserve booking" button.

- 1 

Route selection

Choose a flight and corresponding product from the list provided below.
⚠️ For live animal shipments, forecast temperatures will be checked when a routing is chosen.

Route options Nonstop routes only Show specific dates

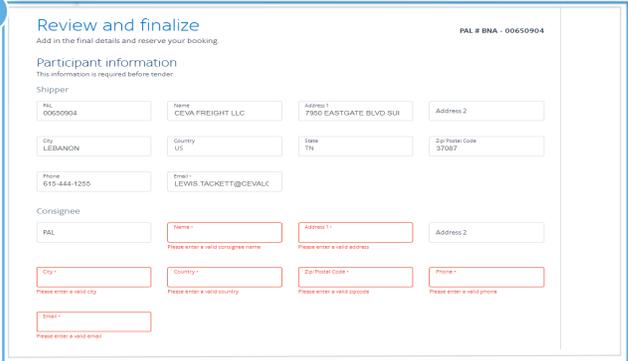
DFW to PHL

Jan 26, 2024 05:20 Jan 26, 2024 09:27
09h 05m Nonstop
AA1491 SHW to PHL, HOU to PHL

Service Unavailable

PPS
US AA 0018

Expedite5
Expedite 5 service

\$590
- 2 

Review and finalize

Add in the final details and reserve your booking. PAL # BNA - 00650904

Participant information
This information is required before tender.

Shipper

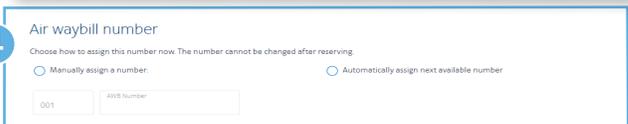
PAK 00650904 Name CEVA FREIGHT LLC Address 1 7950 EASTGATE BLVD SUI Address 2
City LEBANON Country US State TN Zip Postal Code 37087
Phone 615-444-1255 Email LEWIS.TACKETT@CEVALC

Consignee

PAL Name * Address 1 * Address 2 *
City * Country * Zip Postal Code * Phone *
Please enter a valid city Please enter a valid country Please enter a valid zip code Please enter a valid phone
Email *
Please enter a valid email
- 3 

Emergency Contact Information

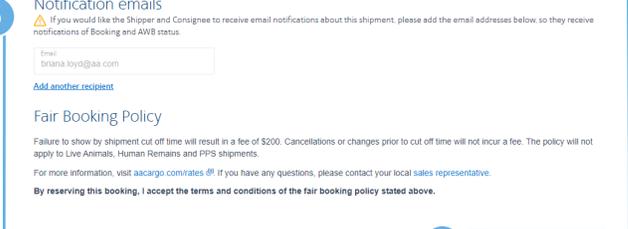
*Emergency contact cannot be traveling with the animal.

Name * Phone * Email *
Please enter a name Please enter a valid phone number Please enter a valid email
- 4 

Air waybill number

Choose how to assign this number now. The number cannot be changed after reserving.

Manually assign a number. Automatically assign next available number

001 AWB Number
- 5 

Notification emails

⚠️ If you would like the Shipper and Consignee to receive email notifications about this shipment, please add the email addresses below, so they receive notifications of Booking and AWB status.

Email
brians.loyd@aa.com

[Add another recipient](#)

Fair Booking Policy

Failure to show by shipment cut off time will result in a fee of \$200. Cancellations or changes prior to cut off time will not incur a fee. The policy will not apply to Live Animals, Human Remains and PPS shipments.

For more information, visit aacargo.com/rates Ⓞ If you have any questions, please contact your local sales representative.

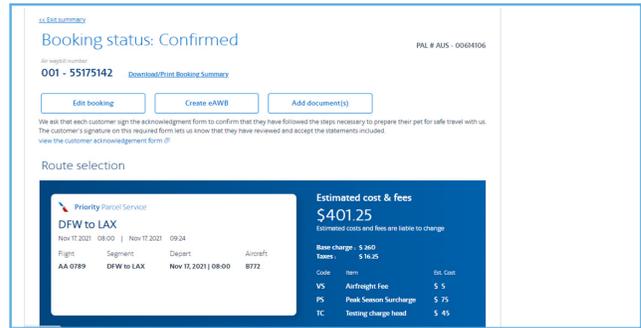
By reserving this booking, I accept the terms and conditions of the fair booking policy stated above.
- 6 

6 Reserve booking

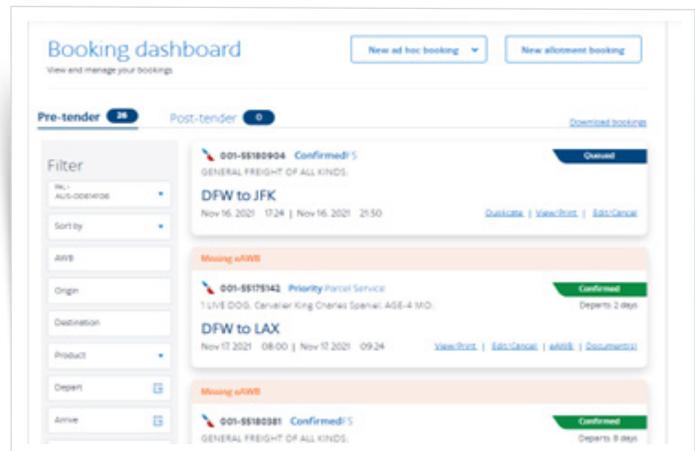
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Step 6

- 1 Your booking status will be displayed on the screen, along with all your booking details.



- 2 View and manage all your bookings on the Booking Dashboard.



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Temperature Check

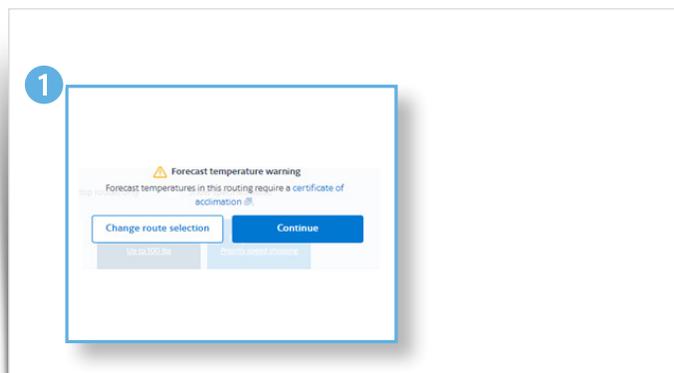
For warm blooded animals, including dogs and cats, when a routing is chosen, the system will check the forecast temperature at each station during the scheduled hour of transit. If the temperature is out of range or nearing range, a message will be displayed.

Step 1

- 1 When the temperature at the Origin, Destination or Transiting station is within the range of 20-44 degrees F, a message will be displayed.

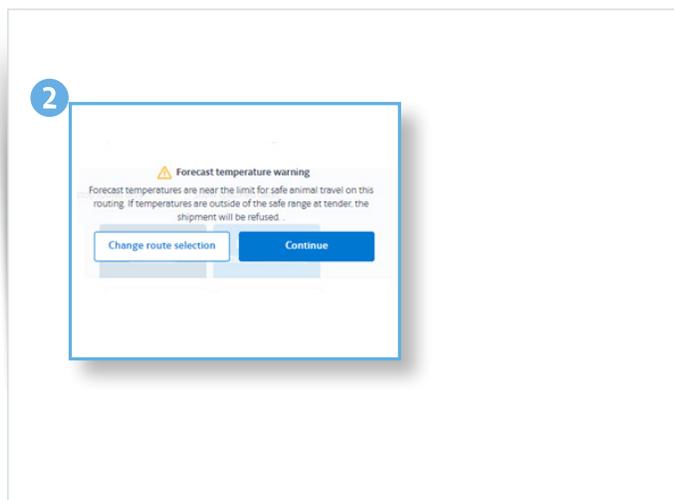
A certificate of acclimation will be linked within the message, and will open in a new browser tab.

Choose another route or click "continue."



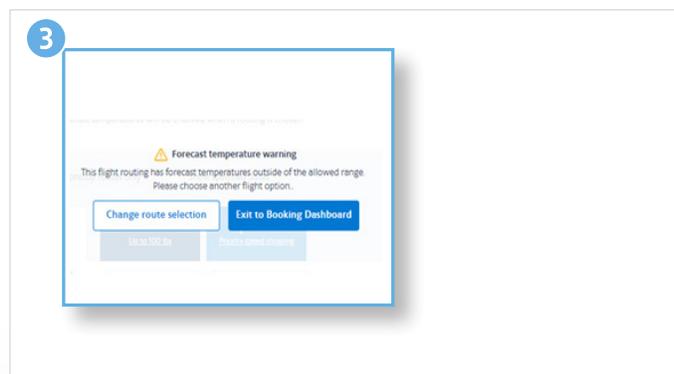
- 2 When the temperature at the Origin, Destination or Transiting station is within the range of 86-88 degrees F, a message will be displayed.

Choose another route or click "continue."



- 3 When the temperature at the Origin, Destination or Transiting station is below 20 degrees or above 88 degrees F, a message will be displayed.

Choose another route or exit your booking.



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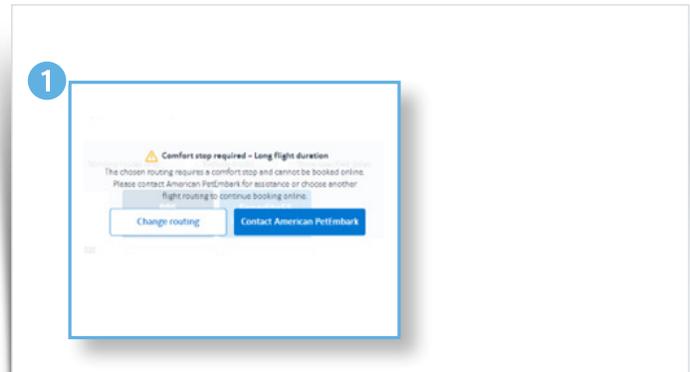
Comfort Stop

For **dogs and cats**, when a routing is chosen and requires a comfort stop, a message will be displayed.

Step 1

- 1 If a routing contains a long flight segment, is followed by a connecting flight, OR has a long layover, a comfort stop will be required.

Choose another routing or click to fill out the American PetEmbark animal transportation request form. Contact information is available on the American PetEmbark form page.



Restrictions

Dry Ice on Regional Flights. Since dry ice and live animals cannot travel in the same compartment, we will restrict live animals on regional flights.