Welcome to the new aacargo.com booking experience. Booking is simple, and our best-in-class tools make it easier than ever to find the best route, book, tender, and track shipments all around the world.

Let's get started!

Step 1

Log in to aacargo.com.

1. If you don’t have a User ID, you can sign up by clicking the link here. Follow the instructions and set up your login information.

Step 2

From the home page, select the Booking tab.
Creating an Online Booking

Step 3

1. This is the Booking dashboard. Reservations and confirmed bookings will be located here.
2. Filter by AWB, origin, Destination, Product type, and Departure, to customize the view. Click “Download bookings” button at the top of the screen to save or print.

Step 4

1. To create a new booking, select New ad hoc booking.
2. Select PAL. PALS associated with the login will auto-populate in the drop-down menu. Select responsible party for payment. The selection will default to Self. If you need to enter another PAL, do so in the Responsible Party PAL box.
3. Select route. You’ll need to provide the following information:
   - Origin
   - Departure date (please note, we have a 10-day advance booking window)
   - Destination
   - Arrival date (this is optional)
   - If you need more options, you can also click the advanced search link and input flight number and/or connections
Step 4 continued

4. Select metric or US.

5. Begin to add your commodities. Handling codes associated with the commodity selection will populate to the right of the Metric/US boxes. Click “Add handling code” to select additional codes. Please note these handling codes will apply to the entire shipment.

6. Select “Bulk” if you’re shipping loose items. You’ll need to provide the number of pieces and their dimensions or volume. If you don’t want us to tilt your bulk items, be sure to check that box on the right.

   Select “Container” to select from pre-populated standard container types and sizes. You’ll need to provide the number of units and unit weight for each container type.

7. If you have additional bulk piece sizes or container types, add more items by clicking the blue “Add item” link at the bottom of the commodity box.

8. Need to add more commodities? Click the “Add commodity” link.

9. If you have a Promotion code, add it in the box near the bottom.

10. Click the blue “Search for capacity” button, to find the best routes and shipping options for the shipment.
Step 5

You have options. Lots of them.

The route selection matrix provides pricing for every shipping option that’s available for your cargo.

For your desired origin and destination, each route option displays details including dates, flight numbers and duration for each segment.

Click on the hyperlinks in each column header to find out more about each product offering.

Customize your options

1. Click the “Nonstop routes only” box to exclude routes with connections and layovers.
2. Choose “Exclude trucks” to only get quotes for air-based travel.
3. You can also use the “Sort by” drop down menu at the top of the matrix to sort by date/time/etc to find routing which works best for your timing.

The Route selection page will return route options for the specific departure date you entered as well as for the two days after your selected departure date, providing you with as many options as possible.

4. If you want to only see the date you input on the previous screen, select “show specific dates” and we’ll only show you options for that date.

When you’ve determined the route and service level that you prefer, click on that box to select it.

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Questions? Contact us at aacargo.helpdesk@aa.com or call our Help Desk at 800.334.5299.
Step 6

Let's review!

1. Confirm shipper and consignee information. The shipper PAL will pre-populate with the details associated with the PAL. This information can be edited, if needed.

2. Select “Manually assign a number” or “Automatically assign next number” for the AWB number. This information cannot be edited after this step.

3. Take a look at your route selection. You’ll see all the information you need, from date and time to segment to aircraft.

4. You’ll also see the estimated cost and fees to the right which are estimated, based on the information you’ve given us so far in the process. Over or under tendering, change fees, etc. can change the final number.

5. Double check the cargo details. For more specific information, click the “View details” button and a pop-up screen will appear with more information.

6. Keep people in the know by Managing email notifications. You can add up to four additional emails to receive booking and AWB status notifications.

7. If you have any Additional information, here’s the place to tell us. Please note that some requests may not be able to be honored, and requests with an upcharge will not be reflected in the cost estimates we’ve given you.

8. Click the blue “Reserve booking” button to finalize your booking.
Step 7

You're all set!

Your booking status will be shown as Confirmed or Queued. If the status is Queued, our team is working on confirming the booking and an email will be sent once the booking is confirmed.

If edits are needed prior to tender, use the “Edit booking” button near the top of the screen.

You can also create your eAWB and House eAWB from this screen by clicking the appropriate buttons. This can also easily be done later. Simply find the booking in your Booking dashboard and select eAWB.

Step 8

Keep up with everything, all in one place

Once you've finished your booking, you can find all of your reservations in the Booking dashboard.