



aacargo.com

Instructions &
Procedures 1.3

Prepared by
American Airlines Inc.
American Airlines Cargo
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Introduction

Welcome

Thank you for your interest in the secure portion of aacargo.com. It's important to remember that this area can contain sensitive company information, such as complete shipment details. That's why we have developed a process so you can designate who is allowed access. By doing so, aacargo.com gives you complete control of all your sensitive information.

There are three types of users on aacargo.com

Super Administrator

System-wide ability within their company to establish and expand the authority of Administrators, set up Users, enable/disable Users and reset all passwords.

Administrator

Authority to create and determine access levels for Users within a set of shipping locations for their company, typically on a regional level.

User

Access to view shipment information associated with specific locations.

American Airlines Cargo identifies customer shipping locations with a system of Precise Account Locator (PAL) numbers. Each PAL number represents a specific location. Some cities may have more than one PAL associated with it. If your company has a large number of PALs in our system, you may receive a sorted list of your company's locations to assist you in the initial process of setting up Administrators and Users.

Passwords

User IDs

User ID formats must be unique within aacargo.com. We recommend using each employee's company email address as their aacargo.com User ID.

Password Guidelines

- **Your initial password is automatically** generated and sent to your email address.
- **Your initial password should** follow password requirements mentioned on the next page.
- **You (and each Administrator/User) must change** your initial password the first time you log in. You will not be able to proceed without changing your initial password and answering three security questions.
- **You will not be able to use a password** that you have previously used within the past six months.
- **If you mistype your password** three times when logging in, your User account will be "locked" automatically. You will be able to reset your password by answering your previously saved security questions. If you answer the security questions incorrectly, your account will be disabled. Super Administrators will need to contact the aacargo.com Help Desk at (800) 334-5299 to have your account reset. If you are an Administrator or User, you should contact your Super Administrator for assistance.

Password Guidelines (continued)

Valid passwords must:

- Not include your User ID, First name, Last name or Preferred name.
- Not be common to your four previous passwords.
- Be seven or more characters in length, and include all four of the following:
 - An uppercase alpha character (A-Z)
 - A lowercase alpha character (a-z)
 - A numeric character (0-9)
 - A special character: ! @ # \$ % ^ & * () _ - + = [] { } | \ ; : ' " < > ? / . ,

While we at American Airlines Cargo cannot guarantee the following tips will prevent others from detecting or decoding your password, these guidelines may make your password more difficult to decode and increase your Internet security:

- Do not share your password with anyone.
- Do not write your password down.
- Avoid using easily guessed words such as your name or any variation thereof (backward, changing case, etc.).
- Avoid words referring to anything noticeable about you: the name of your spouse, child, pet, your favorite football team or literary character.
- Avoid any combination of your office number, address, birthday or anniversary.
- Avoid any combination of your license plate number or your social security number.
- Avoid names from popular culture, e.g., Spock, Sleepy.

Login

Accessing Your Account

- 1 Go to our homepage at aacargo.com
- 2 Select Login

The screenshot shows the American Airlines Cargo website homepage. At the top right, there are links for 'ALERTS' and 'LOGIN'. A search bar is also present. The main navigation menu includes 'Ship', 'Track', 'Learn', 'About', and 'Contact'. A large banner features a worker in a yellow vest handling a box labeled 'URGENT MEDICAL SUPPLY PPS'. Below the banner is a progress bar with stages: 'Received', 'In Transit', 'Arrived', and 'Delivered'. A '1' in a blue circle is placed over the worker, and a '2' in a blue circle is placed over the 'LOGIN' link. Below the banner, there are sections for 'PRODUCTS & SERVICES', 'NEWS & UPDATES', and 'FORMS & APPLICATIONS'. The 'FORMS & APPLICATIONS' section is divided into three columns: 'SHIP TODAY', 'TRANSPORTING ANIMALS', and 'CARGO FACILITIES'. Each column has a header image, a sub-header, a paragraph of text, and a 'Go >' link. The footer contains links for 'Mobile Site', 'Shipping Animals', 'Legal', 'New Account Setup', 'Security & Customs', 'Help Center', 'Flight Information', and 'aa.com'. There are also social media icons for YouTube and Twitter, and a copyright notice for American Airlines, Inc. © 2017.

My Account

My Account

Access what's most important to you by logging in to your account. You'll be in total control with a comprehensive overview of all your activity and personalized tools that make your online experience effortless.

The tabs on the main navigation (My Account, My Profile, User Management, Tracking, Booking and Accounting) appear according to User level and make it easy to manage your shipments.

The screenshot shows the 'My Account' dashboard for Gale Foster, an Air Cargo International user. The page features a top navigation bar with the American Airlines Cargo logo and links for Ship, Track, Learn, About, and Contact. A search bar is also present. Below the navigation is a header section with a background image of a person moving a pallet of boxes, displaying 'Welcome back', the user's name 'Gale Foster', and 'Air Cargo International'. A secondary navigation bar highlights 'My Account' and includes links for My Profile, User Management, Tracking, Booking, and Accounting. The main content area is titled 'Total control is at your fingertips.' and lists several key features: 'My Profile' (customizing the console), 'User Management' (managing the team), 'Tracking' (monitoring shipment status), 'Booking' (reserving spots), and 'Accounting' (tracking expenses). A 'Need Some Help?' section provides contact information for Super Admin (Tom Jacobs) and Sales Representative (Erik Jacobson). A 'BUSINESS INSIGHTS' section features an article titled 'Time for a health check.' about vaccine sales.

My Profile

My Profile

Customize Your Experience

For the ultimate in personalization and protection, you can set up and manage tracking and invoice notifications, display preferences – and reset passwords.

- 1 Log in to aacargo.com
- 2 Select the “My Profile” tab
- 3 Click Notifications, Preferences or Password to make changes

Notifications

There are two ways you may receive notifications.

- Emails informing you of the status of shipments
- Messages on your mobile device, activated by entering a phone number in email format (for example, 9848887654@att.com)

This area is also where you can set up tracking alerts to get the status of your shipments from takeoff to landing, and notifications concerning the status of your invoices.

Preferences

Take total control of your display preferences for date and time, plus your choice of U.S. Standard or Metric notifications concerning the status of your invoices.

Password

This area is where you can easily change or reset your password. You can also select and edit your security questions to make your account even more secure. If you should ever forget your password, you will be asked to answer these questions to reset it.

The screenshot displays the 'My Profile' page for Gale Foster, Super Admin, at American Airlines Cargo. The page includes a navigation menu with 'My Account', 'My Profile', 'User Management', 'Tracking', 'Booking', and 'Accounting'. The 'My Profile' section shows the user's name, email (gale.foster@aircargo.com), and a 'Logout' button. A highlighted box contains links for 'Profile', 'Notifications', 'Preferences', and 'Password'. Below this, a list of user details is provided: Company Name (QUEST DIAGNOSTICS), Role (Super Admin), User ID (gale.foster@aircargo.com), First name (Gale), Last name (Foster), Closest Shipping Location (ORD), Email (gale.foster@aircargo.com), Telephone (312-555-3245), Country (United States of America), Division (*Optional) (U.S.A. Central), and Master PAL (10203456). At the bottom, there are sections for 'Need Some Help?' (with a link to resources), 'Super Admin Contact Information' (Tom Jacobs, Manager, Customer Support, 555-555-5555, tomjacobs@aacargo.com), 'Sales Representative Contact Information' (Erik Jacobson, Manager, Customer Support, 555-555-5555, erikjacobson@aacargo.com), and 'Still Need Help?' (with an 'Online Chat' button).

User Management

User Management

Organize Your Team

At all times, your team is just a click away.

Our new User Management area gives you a bird's-eye view, making it easy to organize your entire group at a glance.

In this section, we will show you how to take command of the shipping process by creating new Users, giving them the permissions they need and changing their status as the need arises.

You can also evaluate and sort them by User Name, User Type, location, the permissions they have, if their account is enabled or disabled and when they last logged in.

Please note:

This is only available to Super Administrators and Administrators.

ALERTS | LOGIN »

American Airlines Cargo Ship Track Learn About Contact Search

Welcome back

Gale Foster
Air Cargo International
Logout »

My Account My Profile **User Management** Tracking Booking Accounting

Your User List

Create New User Sort by Select One Search by last name or username Search

Modify my search - Show me the Permissions key

Last Name, First Name	User Name	User Type	Location	Permissions	Enabled?	Last Login	Actions
Williams, Katherine	katherine.williams@aircargo.com	Admin	DFW	T B I	✓	Jun 2 2013	Edit Delete
Jackson, Jerrold	jerrold.jackson@aircargo.com	User	DFW	T B I	✓	Jun 2 2013	Edit Delete
Faust, Cyril	cyril.faust@aircargo.com	User	DFW	T B I	✓	Jun 2 2013	Edit Delete
Lowe, Carrie	carrie.lowe@aircargo.com	User	LHR	T B	✗	Jun 2 2013	Edit Delete
Edwards, Cindy	cindy.reed@aircargo.com	User	LHR	T B I	✓	Jun 2 2013	Edit Delete
Harrow, Wendi	wendi.harrow@aircargo.com	User	LHR	T B I	✓	Jun 2 2013	Edit Delete
Akers, Jody	jody.akers@aircargo.com	User	LHR	T B I	✓	Jun 2 2013	Edit Delete
Haggerty, Gus		User	DFW	T B I	✓	Jun 2 2013	Edit Delete

User Management

Smart Search

- 1 Quickly find who you're looking for with our new Smart Search feature. Just enter the first few letters of a User Name and results will instantly appear.
- 2 You can also add new members to your team by clicking the blue "Create New User" button on the left.

ALERTS | LOGIN »

American Airlines Cargo Ship Track Learn About Contact Search

Welcome back
Gale Foster
Air Cargo International
Logout »

My Account My Profile **User Management** Tracking Booking Accounting

Your User List

Create New User 2 Search by last name or username Boll 1 Clear »

Modify my search » Show me the Permissions key »

Last Name, First Name	User Name	User Type	Location	Permissions	Enabled?	Last Login	Actions
Akers, Jody	jody.akers@aircargo.com	Admin	LGB	T B I	✓	May 20, 2013	Edit » Delete »
Bollinger, Marsha	bollinger.marsha@aircargo.com	User	LGB	T B I	✓	May 20, 2013	Edit » Delete »

Showing 1 of 1 entries (filtered from 14 total entries) 15 16 17 18 19 327

Need Some Help?
For additional assistance regarding your account, please see these resources.

Super Admin Contact Information
Tom Jacobs
Manager, Customer Support
555-555-5555
tomjacobs@aacargo.com

Sales Representative Contact Information
Erik Jacobson
Manager, Customer Support
555-555-5555
erikjacobson@aacargo.com

Still Need Help?
Online Chat »

User Management

Creating New Users

- After clicking the blue “Create New User” button on the previous page, you are now ready to create a new Administrator or User.
- Fill out the form on the left with the requested information to create a new account. Then assign tracking, booking and accounting access from the checklist on the right. At least one of the choices on the checklist must be selected to create a new Administrator or User.

Please note:

When you click the box for either “Tracking Reports” or “Booking,” a selection box for Precise Account Locators (PALs) will appear. For instructions on this step, see page 13.

When you click the box for “Invoices/Accounting,” a new section of the page will populate below for you to fill out. For instructions on this step, see page 14.

If at any time in the “Create New User” process you would like to start over, you can click “Reset” at the bottom of the page.

The screenshot displays the American Airlines Cargo user management interface. At the top, there is a navigation bar with the American Airlines Cargo logo, links for Ship, Track, Learn, About, and Contact, and a search bar. Below the navigation bar, a banner image shows a person operating a pallet jack in a warehouse. The main content area is titled "Welcome back" and "Gale Foster, Air Cargo International". Below this, there is a navigation menu with options: My Account, My Profile, User Management (selected), Tracking, Booking, and Accounting. The "Create New User" form is highlighted with a blue border. The form includes fields for Company Name, Role (set to AA User), User ID, First name, Last name, Closest Shipping Location, Email, Telephone, Country (set to Select One), Division (*Optional) (set to None), and Master PAL. To the right of the form is a section for "Approved Access" with checkboxes for Tracking Reports, Booking, and Invoices/Accounting. At the bottom of the form, there are "Next" and "Reset" buttons. At the very bottom of the page, there are links for "Need Some Help?", "Super Admin Contact Information", "Sales Representative Contact Information", and "Still Need Help?".

User Management

Assign PAL Numbers for Booking and Tracking

- 1 If you clicked the box for either “Tracking Reports” or “Booking,” a selection box for Precise Account Locators (PALs) will appear. This is where you determine the Precise Account Locator (PAL) numbers for which this Administrator or User will be assigned. They will be able to view full details of shipments associated with these PALs. Highlight one or more PAL numbers in the box on the left and click “Add” to place it in the box on the right. If you need to delete a PAL from the box on the right, click “Remove.”
- 2 Once PALs are selected, click “Next,” unless you have also checked the above box for “Invoices/Accounting,” in which case you can move on to the step on page 14.

Please note that if at any time in the “Create New User” process you would like to start over, you can click “Reset” at the bottom of the page.

ALERTS | LOGIN »

American Airlines Cargo Ship Track Learn About Contact Search

Welcome back
Gale Foster
Air Cargo International
Logout »

My Account My Profile **User Management** Tracking Booking Accounting

Edit User
All fields are required unless otherwise noted.

✓ Edwards, Cindy
cindy.edwards@aircargo.com Edit User Disable User »
Reset Password » Delete User »

Company Name: Air Cargo International
Role: Admin
User ID: cindy.edwards@aircargo.com
First name: Cindy
Last name: Edwards
Closest Shipping Location: JFK
Email: cindy.edwards@aircargo.com
Telephone: 312-555-4121
Country: United States of America
Division: (*Optional) USA Eastern
Master PAL: MIA - 39794215

1 Approved Access
Select at least one
 Tracking Reports
 Booking
 Invoices/Accounting

PALs
Select All
MIA - 39794215
BDL - 004284565
BUR - 002398787
DFW - 01249564
Add »
Remove
Select All
MIA - 357647382
EWR - 003847372
PIT - 020382728
TPA - 0003848755

Select Credit Account(s) and Access Level
Select the credit account(s) and choose the access levels the user will have for each account

Assign same access level for all credit accounts

MIA - 39794215 View
MIA - 39793859 View & Approve
MIA - 39364525 View, Approve & Pay

View
Read and save invoices.
View & Approve
Read and approve invoices for payment.
View, Approve & Pay
Read, approve and schedule payments for approved invoices.

2
Next Reset »

User Management

Assign Credit Accounts

- 1 If you have clicked on the box for “Invoices/Accounting,” you will see the Select Credit Account(s) and Access screen.
- 2 There are three levels of Credit Account/Invoice access:
 - View
 - View & Approve
 - View, Approve & Pay
- 3 Choose the appropriate level of access for each credit account or mark the checkbox to assign the same access level for all credit accounts listed.
- 4 Click “Next” to continue.

Please note that if at any time in the “Create New User” process you would like to start over, you can click “Reset” at the bottom of the page.

The screenshot displays the American Airlines Cargo user management interface. At the top, there is a navigation bar with the American Airlines Cargo logo and links for Ship, Track, Learn, About, and Contact. A search bar is also present. Below the navigation bar, a banner image shows a person operating a pallet jack in a warehouse. The main content area is titled "Welcome back" and identifies the user as "Gale Foster, Air Cargo International". A "Logout" link is provided. A secondary navigation menu includes "My Account", "My Profile", "User Management" (which is highlighted), "Tracking", "Booking", and "Accounting".

The "Edit User" section shows the user's name "Edwards, Cindy" and email "cindy.edwards@aircargo.com". There are links for "Edit User", "Reset Password", "Disable User", and "Delete User". Below this, the user's profile information is displayed, including Company Name (Air Cargo International), Role (Admin), User ID, First name (Cindy), Last name (Edwards), Closest Shipping Location (JFK), Email, Telephone, Country (United States of America), Division (USA Eastern), and Master PAL (MIA - 39794215).

The "Approved Access" section allows selecting access levels for various functions: Tracking Reports, Booking, and Invoices/Accounting. The "Invoices/Accounting" checkbox is highlighted with a red callout box labeled "1".

The "PALs" section shows a list of PALs with "Add" and "Remove" buttons. The "Select All" button is also visible.

The "Select Credit Account(s) and Access Level" section prompts the user to select credit account(s) and choose the access levels. A checkbox labeled "Assign same access level for all credit accounts" is highlighted with a red callout box labeled "3". Below this, a table lists credit accounts and their assigned access levels:

Credit Account	Access Level
MIA - 39794215	View
MIA - 39793859	View & Approve
MIA - 39364525	View, Approve & Pay

The "Access Level" dropdowns are highlighted with a red callout box labeled "2". At the bottom of the page, a "Next" button is highlighted with a red callout box labeled "4", and a "Reset" link is also visible.

User Management

Review User

- 1 When you have completed the steps to add a new Administrator or User, a confirmation screen will appear, containing all data associated with them.
- 2 Should you need to make edits, click "Back." Otherwise, click "Next" to complete the "Create a New User" process.

The screenshot displays the American Airlines Cargo web application. At the top, there is a navigation bar with the logo and links for Ship, Track, Learn, About, and Contact. A search bar is also present. Below the navigation bar, a banner image shows a person operating a pallet jack in a warehouse. The main content area is titled 'Welcome back Gale Foster Air Cargo International' and includes a 'Logout' link. A secondary navigation bar contains links for My Account, My Profile, User Management (highlighted), Tracking, Booking, and Accounting. The 'Review User' screen is the primary focus, enclosed in a blue box with a '1' in a circle. It shows a green checkmark next to the user name 'Edwards, Cindy' and her email 'cindy.edwards@aircargo.com'. Action links for 'Edit User', 'Reset Password', 'Disable User', and 'Delete User' are provided. Below this, a table lists user details: Company Name (AIR CARGO INTERNATIONAL), Role (Admin), User ID, First name (Cindy), Last name (Edwards), Closest Shipping Location (JFK), Email, Telephone, Country (United States of America), and Division (Central U.S.). To the right, 'Approved Access' includes Tracking Reports, Booking, and Invoices/Accounting. 'PALs' are listed as 00318953, 00544736, and 00959582. 'Credit Account(s) and Access' includes 30052099, 20175214, and 30109651, each with a 'View' link. At the bottom of the review screen, a blue box with a '2' in a circle contains 'Back' and 'Next' buttons.

User Management

New User Confirmation

Upon completing the “Creating New User” process, your display will return to the main User Management Console and a confirmation message will appear in red. The new Administrator or User you created should appear in the populated list below.

An email will be sent to your new Administrator or User with instructions on how to get started, create their own password and set up their three security questions for extra protection.

The screenshot displays the American Airlines Cargo User Management interface. At the top, there is a navigation bar with the American Airlines Cargo logo, links for Ship, Track, Learn, About, and Contact, and a search bar. Below the navigation bar, a banner image shows a person operating a pallet jack in a warehouse. The main content area is titled "Welcome back" and identifies the user as "Gale Foster, Air Cargo International" with a "Logout" link. A secondary navigation bar includes "My Account", "My Profile", "User Management" (which is active), "Tracking", "Booking", and "Accounting". The "Your User List" section features a red confirmation message: "Thank you. You have successfully added Edwards, Cindy." Below this is a "Create New User" button and a search bar. A table lists the current users:

Last Name, First Name	User Name	User Type	Location	Permissions	Enabled?	Last Login	Actions
Williams, Katherine	katherine.williams@aircargo.com	Admin	DFW	T B I	✓	Jun 2 2013	Edit • Delete
Jackson, Jerrold	jerrold.jackson@aircargo.com	User	DFW	T B I	✓	Jun 2 2013	Edit • Delete
Faust, Cyril	cyril.faust@aircargo.com	User	DFW	T B I	✓	Jun 2 2013	Edit • Delete
Lowe, Carrie	carrie.lowe@aircargo.com	User	LHR	T B	✗	Jun 2 2013	Edit • Delete
Edwards, Cindy	cindy.edwards@aircargo.com	Admin	ORD	T B I	✓		Edit • Delete

At the bottom of the table, it indicates "Showing 1 to 4 of 4 entries" and includes a pagination control with "Go to page" and "Go" buttons.

User Management

Edit Users

- To edit an Administrator or a User, from the User Management Console click “Edit” on the far right of the Administrator or User you would like to change. This will take you directly into Edit Mode.
- Here, you can conveniently make edits as necessary, such as removing or adding permissions, Precise Account Locators (PALs), F-Accounts and more.
- Please note that the User Name is not an editable field.
- Clicking “Cancel” will return you to the main User Management Console. Clicking “Next” when edits are complete will take you to the Review page, where you can confirm your changes.

The screenshot displays the American Airlines Cargo web interface. At the top, there is a navigation bar with the logo, 'Ship', 'Track', 'Learn', 'About', 'Contact', and a search box. Below this, a banner area shows a 'Welcome back' message for 'Gale Foster, Air Cargo International' with a 'Logout' link and a background image of a person moving a pallet. A secondary navigation bar includes 'My Account', 'My Profile', 'User Management' (highlighted), 'Tracking', 'Booking', and 'Accounting'. The main content area is titled 'Review User' and features a green checkmark next to the user name 'Edwards, Cindy' and email 'cindy.edwards@aircargo.com'. Action links include 'Edit User', 'Disable User', 'Reset Password', and 'Delete User'. The user details are organized into two columns: 'Company Name' (AIR CARGO INTERNATIONAL), 'Role' (Admin), 'User ID' (cindy.edwards@aircargo.com), 'First name' (Cindy), 'Last name' (Edwards), 'Closest Shipping Location' (JFK), 'Email' (cindy.edwards@aircargo.com), 'Telephone' (312-555-4121), 'Country' (United States of America), and 'Division' (Central U.S.); and 'Approved Access' (Tracking Reports, Booking, Invoices/Accounting), 'PALs' (00318953, 00544736, 00959582), and 'Credit Account(s) and Access' (30052099 View, 20175214 View, Approve, Pay, 30109651 View). A 'Back to List' button is located at the bottom of the review area.

User Management

Review Users

Once you've made changes to an Administrator or User, a page with all their information will appear for you to review. Click "Back" to return to the edit page and make more changes, or click "Next" to confirm.

If at any time you'd like a quick review of what permissions a particular team member has, simply click their User's name. Please note that information fields in review mode are not editable.

To return to the User Management Console, click the "Back to List" button.

The screenshot displays the American Airlines Cargo user management interface. At the top, there is a navigation bar with the American Airlines Cargo logo, a search bar, and links for Ship, Track, Learn, About, and Contact. Below the navigation bar, a banner image shows a person operating a pallet jack in a warehouse. The main content area is titled "Review User" and features a user profile for Cindy Edwards, an Admin at Air Cargo International. The profile includes various details such as company name, role, user ID, first and last names, shipping location, email, telephone, country, and division. It also lists approved access permissions like Tracking Reports, Booking, and Invoices/Accounting, along with PALS and credit account information. A "Back to List" button is located at the bottom of the review page.

ALERTS | LOGIN »

American Airlines Cargo Ship Track Learn About Contact Search

Welcome back

Gale Foster
Air Cargo International
Logout »

My Account My Profile **User Management** Tracking Booking Accounting

Review User

✓ Edwards, Cindy
cindy.edwards@aircargo.com
Edit User » Disable User »
Reset Password » Delete User »

Company Name	AIR CARGO INTERNATIONAL	Approved Access
Role	Admin	Tracking Reports
User ID	cindy.edwards@aircargo.com	Booking
First name	Cindy	Invoices/Accounting
Last name	Edwards	
Closest Shipping Location	JFK	PALS
Email	cindy.edwards@aircargo.com	00318953
Telephone	312-555-4121	00544736
Country	United States of America	00959582
Division: (*Optional)	Central U.S.	Credit Account(s) and Access
		30052099 View
		20175214 View, Approve, Pay
		30109651 View

Back to List

User Management

Enable / Disable User

While on the User Management tab, click any Administrator or User Name and it will take you to a page that displays their information. Then click "Enable User" or "Disable User." If they are currently "Enabled" this action will disable them; likewise, if they are "Disabled" it will enable them.

A warning message will then be displayed before this process is complete. If successful, their status will automatically be updated on-screen.

Once a User has been re-enabled, they will receive an email with instructions to reset their new password. They will also need to answer three security questions.

The screenshot displays the American Airlines Cargo web application interface. At the top, there is a navigation bar with the logo and links for Ship, Track, Learn, About, and Contact. A search bar is also present. Below the navigation bar, a banner image shows a person operating a pallet jack in a warehouse. The main content area is titled "Edit User" and shows the profile for "Edwards, Cindy" with the email "cindy.edwards@aircargo.com". The user's role is "Admin" and their company is "Air Cargo International". The page includes sections for "Approved Access" (Tracking Reports, Booking, Invoices/Accounting), "PALs" (MIA, BDL, BUR, DFW), and "Select Credit Account(s) and Access Level" (MIA - 39794215, MIA - 39793859). A "Disable User" button is highlighted in red.

User Management

Reset Password

While on the User Management tab, click any Administrator or User Name and it will take you to a page that displays their information. Then click "Reset Password." This will automatically reset their password and an email will be sent to them with new password link.

A warning message will then be displayed before this process is complete. If successful, a confirmation message will display on-screen.

The screenshot displays the American Airlines Cargo web application interface. At the top, there is a navigation bar with the logo and links for Ship, Track, Learn, About, and Contact. A search bar is also present. Below the navigation bar, a banner image shows a person operating a pallet jack in a warehouse. The main content area is titled "Welcome back" and identifies the user as "Gale Foster, Air Cargo International". A "Logout" link is provided. Below the banner, a horizontal menu contains "My Account", "My Profile", "User Management" (which is selected), "Tracking", "Booking", and "Accounting". The "Edit User" page for "Edwards, Cindy" is shown, with her email address "cindy.edwards@aircargo.com" and a "Reset Password" button highlighted. The page includes a form for user details such as Company Name, Role, User ID, First name, Last name, Closest Shipping Location, Email, Telephone, Country, Division, and Master PAL. It also features an "Approved Access" section with checkboxes for Tracking Reports, Booking, and Invoices/Accounting. There are two "PALs" (Product Access Lists) sections, each with a "Select All" button and a list of PAL IDs. At the bottom, there is a section for "Select Credit Account(s) and Access Level" with a checkbox for "Assign same access level for all credit accounts" and a table of credit accounts with their respective access levels.

Company Name	Air Cargo International
Role	Admin
User ID	cindy.edwards@aircargo.com
First name	Cindy
Last name	Edwards
Closest Shipping Location	JFK
Email	cindy.edwards@aircargo.com
Telephone	312-555-4121
Country	United States of America
Division, (*Optional)	USA Eastern
Master PAL	MIA - 39794215

Approved Access	Tracking Reports	Booking	Invoices/Accounting
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

PALs	Remove	Add	PALs
Select All			Select All
MIA - 39794215			MIA - 357647382
BDL - 004284565			EWR - 003847372
BUR - 002398787			PIT - 020382728
DFW - 01249564			TPA - 0003848755

Assign same access level for all credit accounts	View	View & Approve	View, Approve & Pay
<input type="checkbox"/>			
MIA - 39794215	View		
MIA - 39793859	View & Approve		

User Management

Delete User

While on the User Management tab, click any Administrator or User Name and it will take you to a page that displays their information. Then click "Delete User." This will automatically delete their profile from the entire system.

A warning message will then be displayed before this process is complete. If successful, you'll be taken back to the User Management console, where a confirmation message will display on-screen.

Please note: If a Super Administrator deletes an Administrator who has Users assigned to them, this warning message will be displayed: "You are about to delete an Administrator with associated Users. Do you wish to continue Y | N?" If yes is chosen, that Administrator is deleted, and their Users will be listed under the Super Administrator.

The screenshot displays the American Airlines Cargo User Management interface. At the top, there is a navigation bar with the American Airlines Cargo logo, links for Ship, Track, Learn, About, and Contact, and a search bar. Below the navigation bar is a header section with a "Welcome back" message for Gale Foster, Air Cargo International, and a Logout link. The main content area is titled "Edit User" and shows the profile for Cindy Edwards, with the email cindy.edwards@aircargo.com. The profile includes fields for Company Name (Air Cargo International), Role (Admin), User ID, First name (Cindy), Last name (Edwards), Closest Shipping Location (JFK), Email, Telephone, Country (United States of America), Division (USA Eastern), and Master PAL (MIA - 39794215). To the right of the profile, there are buttons for Edit User, Reset Password, Disable User, and Delete User. Below the profile, there is a section for "Approved Access" with checkboxes for Tracking Reports, Booking, and Invoices/Accounting. There is also a section for "PALs" with a list of PALs and buttons for Add and Remove. At the bottom, there is a section for "Select Credit Account(s) and Access Level" with a table of credit accounts and their access levels.

Credit Account	Access Level
MIA - 39794215	View
MIA - 39793859	View & Approve