Click & Ship User Guide

Last updated on 28 March 2023

CATHAY CARGO

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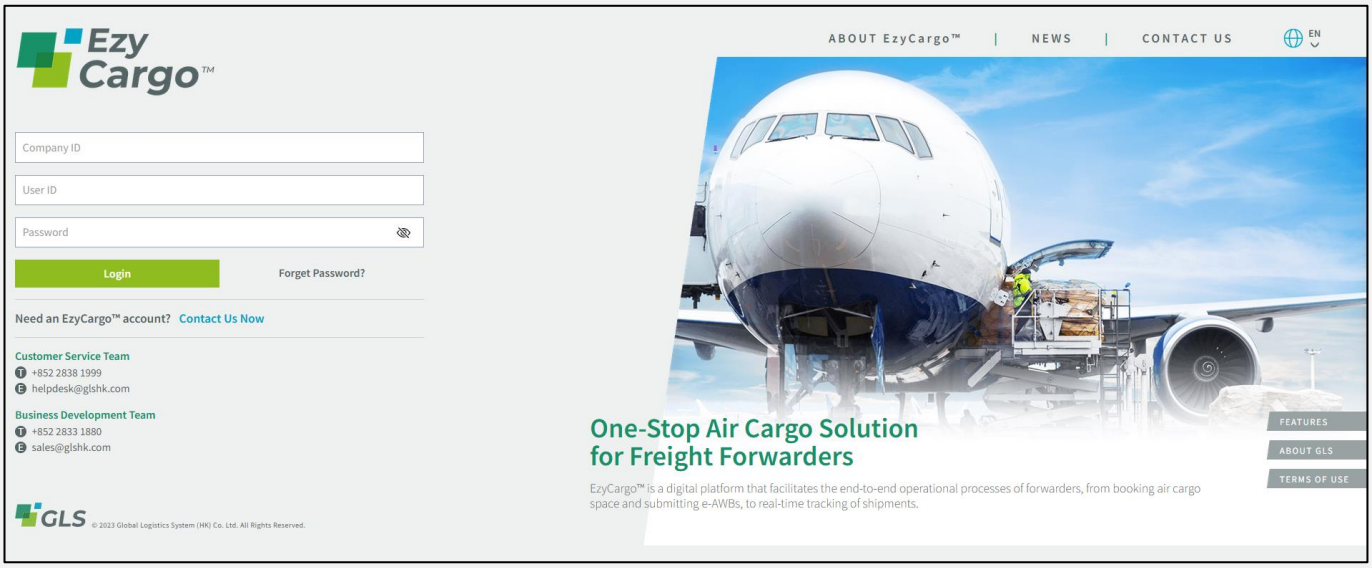
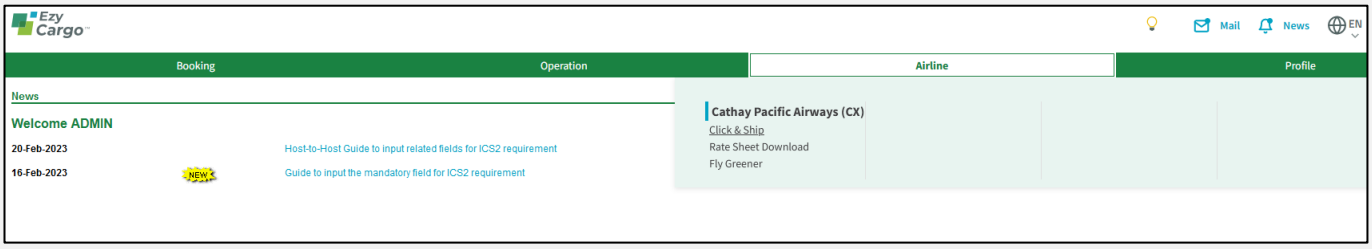
1. Access from EzyCargo

I. Log in to https://www.ezycargo.com/en/ with company ID, user ID and password

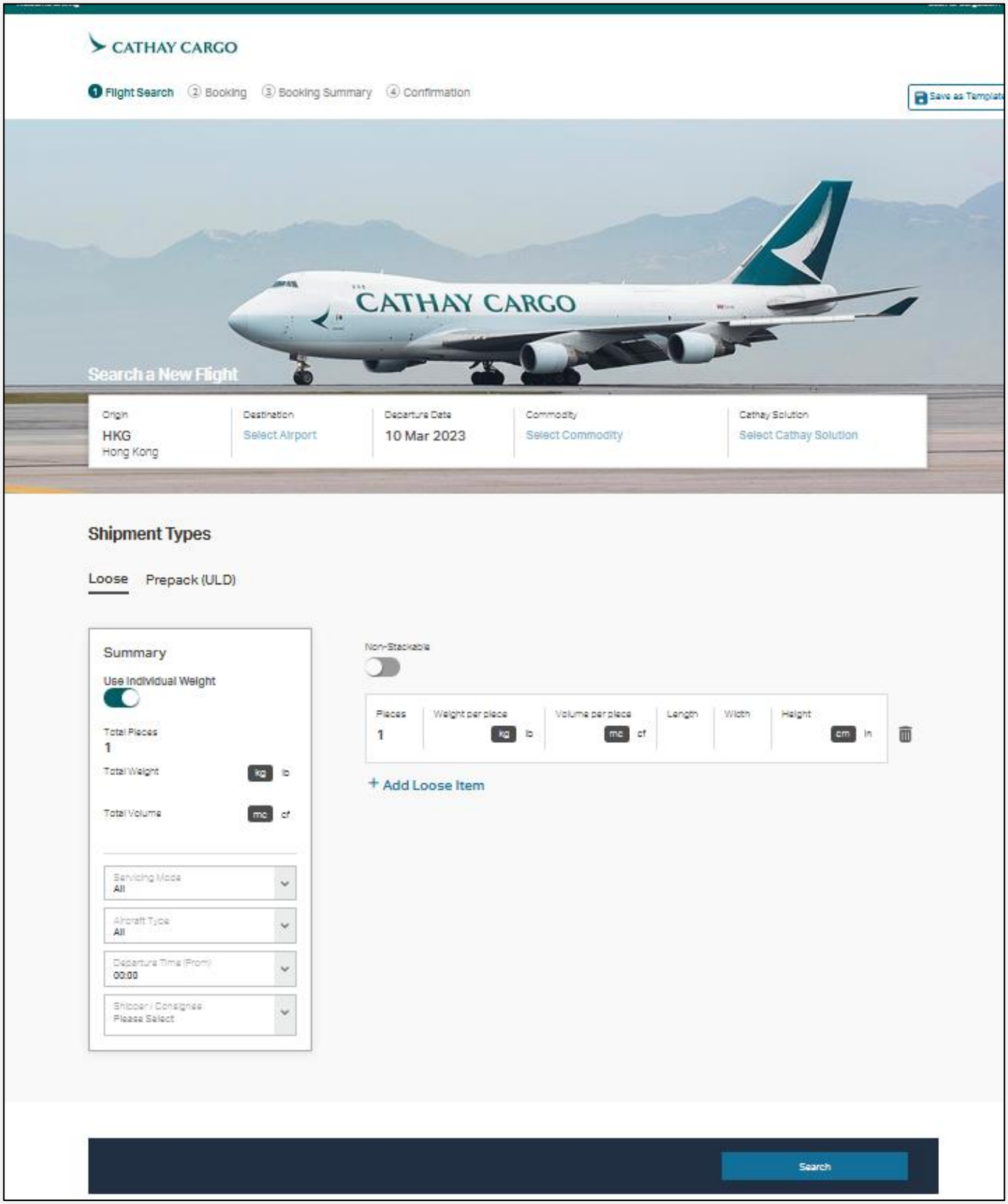


II. Link to access Click & Ship page from EzyCargo

Upon successful login, mouse over the Airline tab and click “Click & Ship”



III. Click & Ship page will open in a new tab

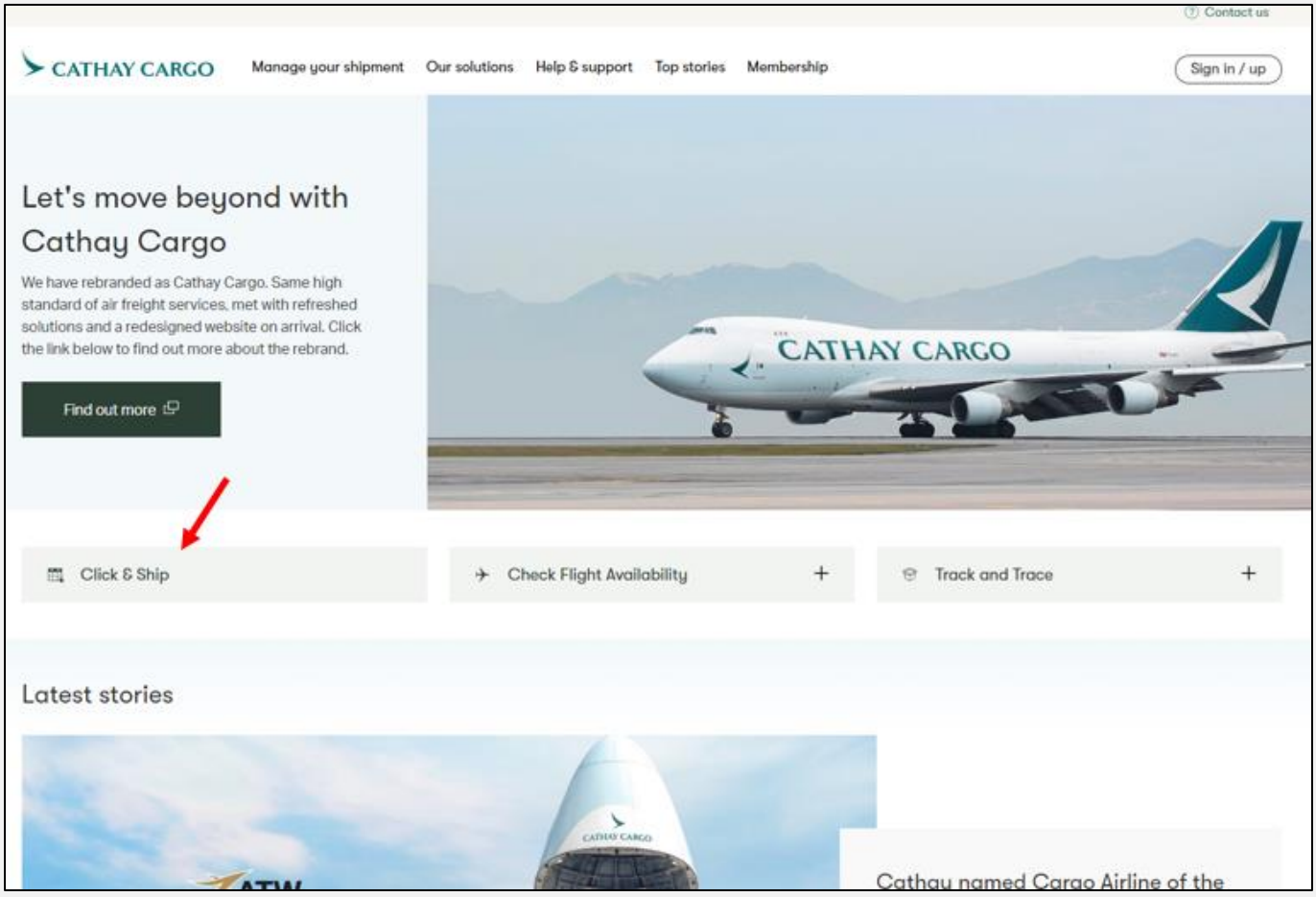


*Note: Click & Ship supports Google Chrome, Firefox and MS Edge.

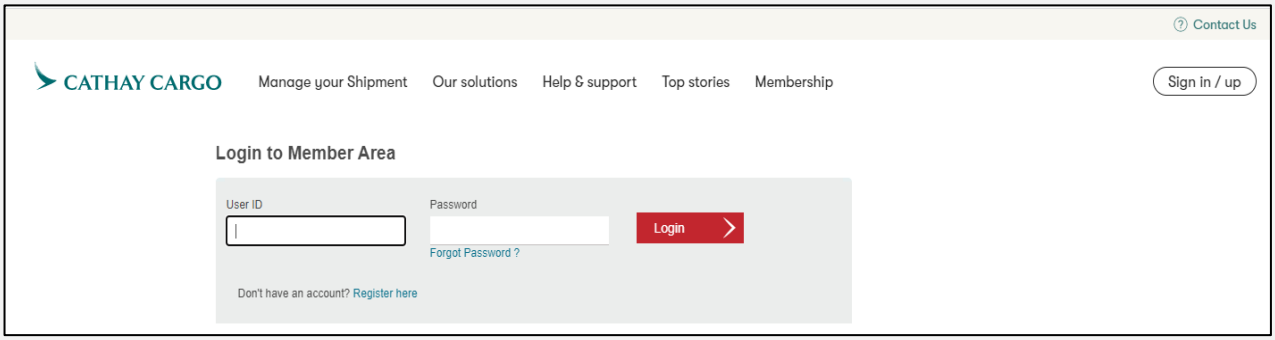
2. Access from CXcargo.com

Access: https://www.cathaycargo.com/en-us/home.html

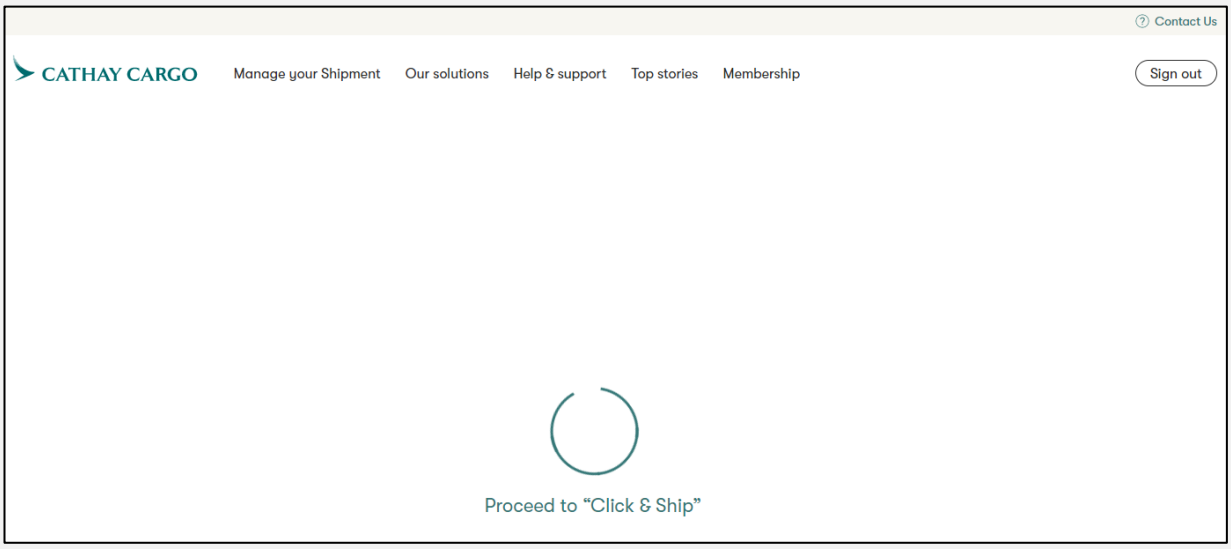
I. Click “Click & Ship”



II. Log in with user ID and password

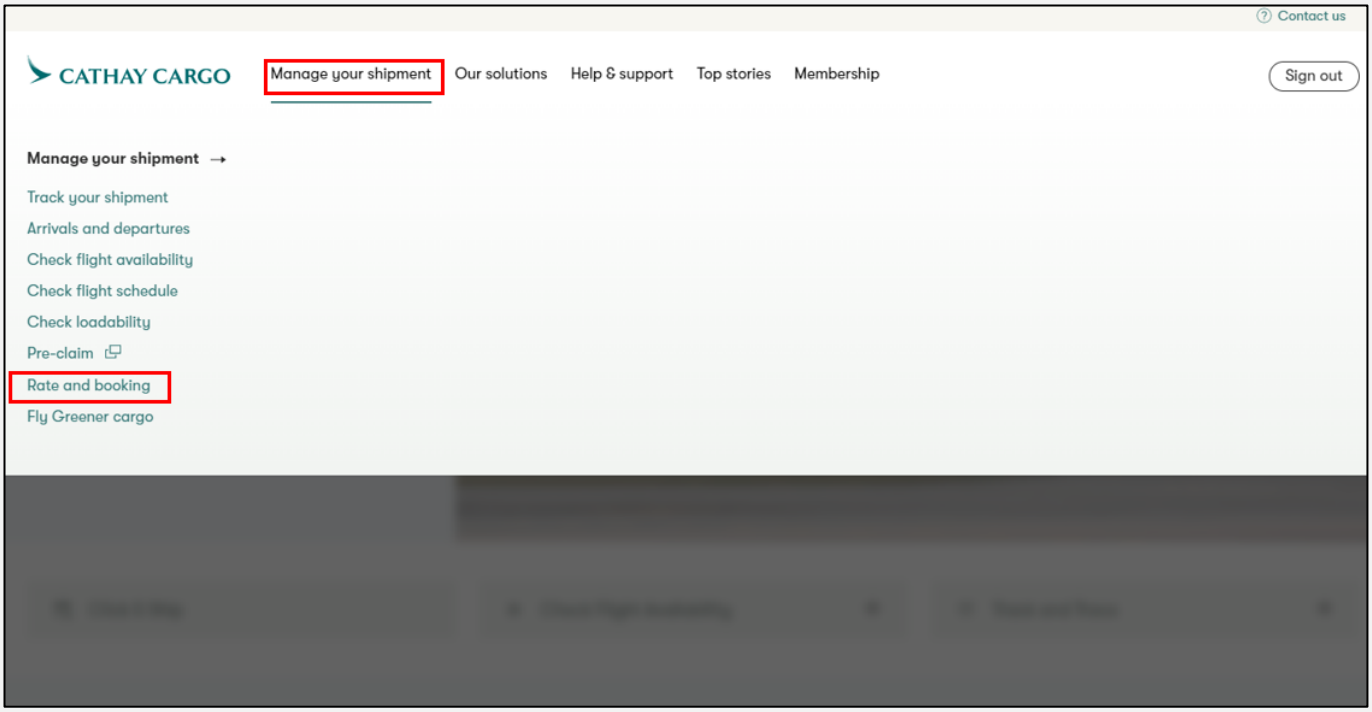


Upon successful login, users will be directed C&S page.

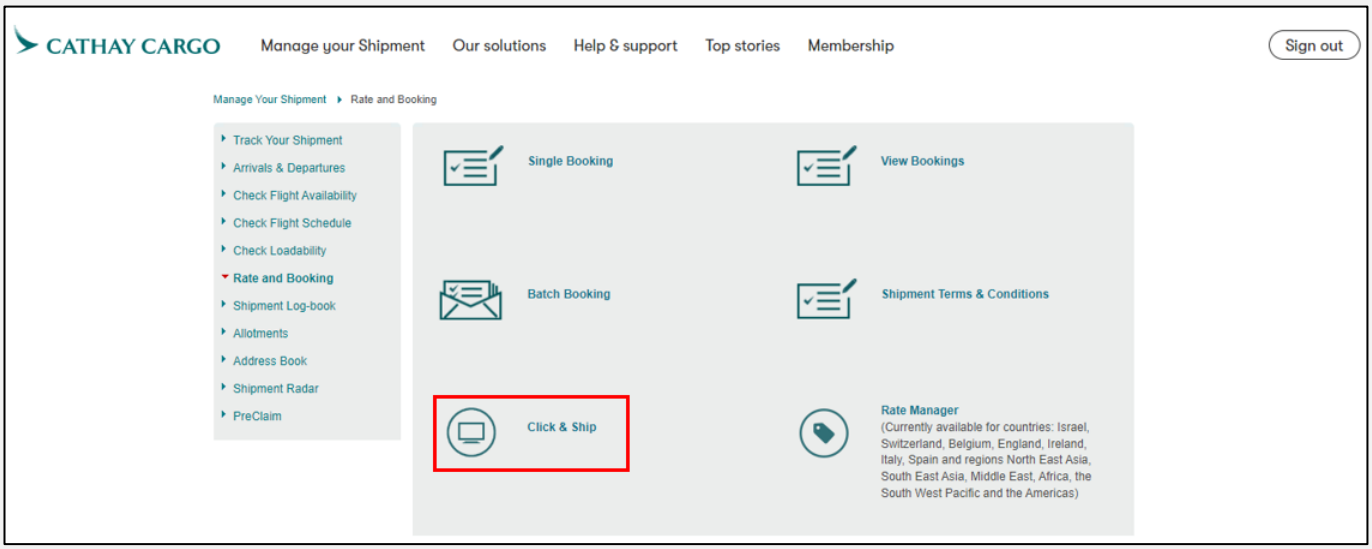


Or

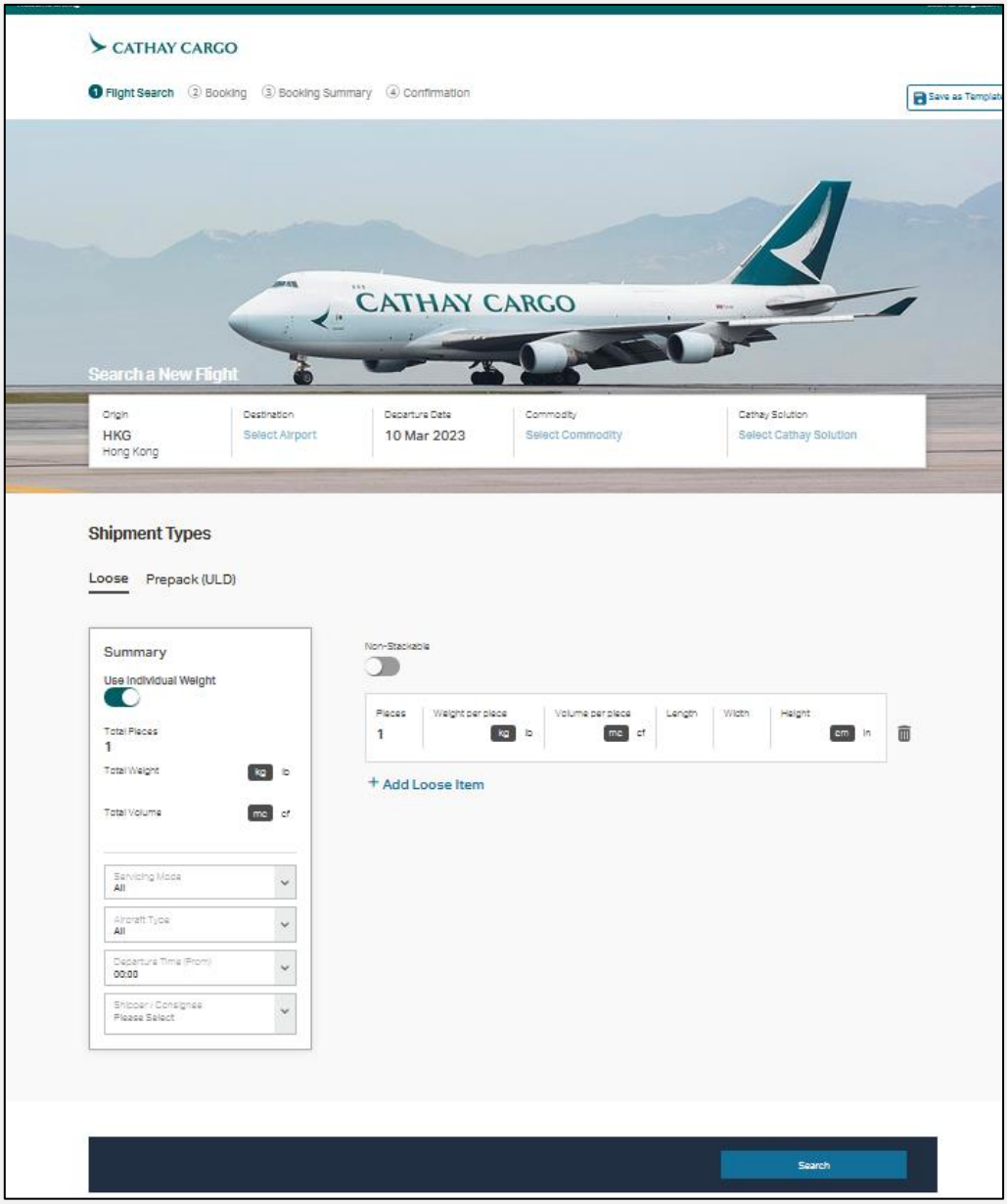
Click "Rate and Booking" under Manage your shipment



Click “Click &Ship”



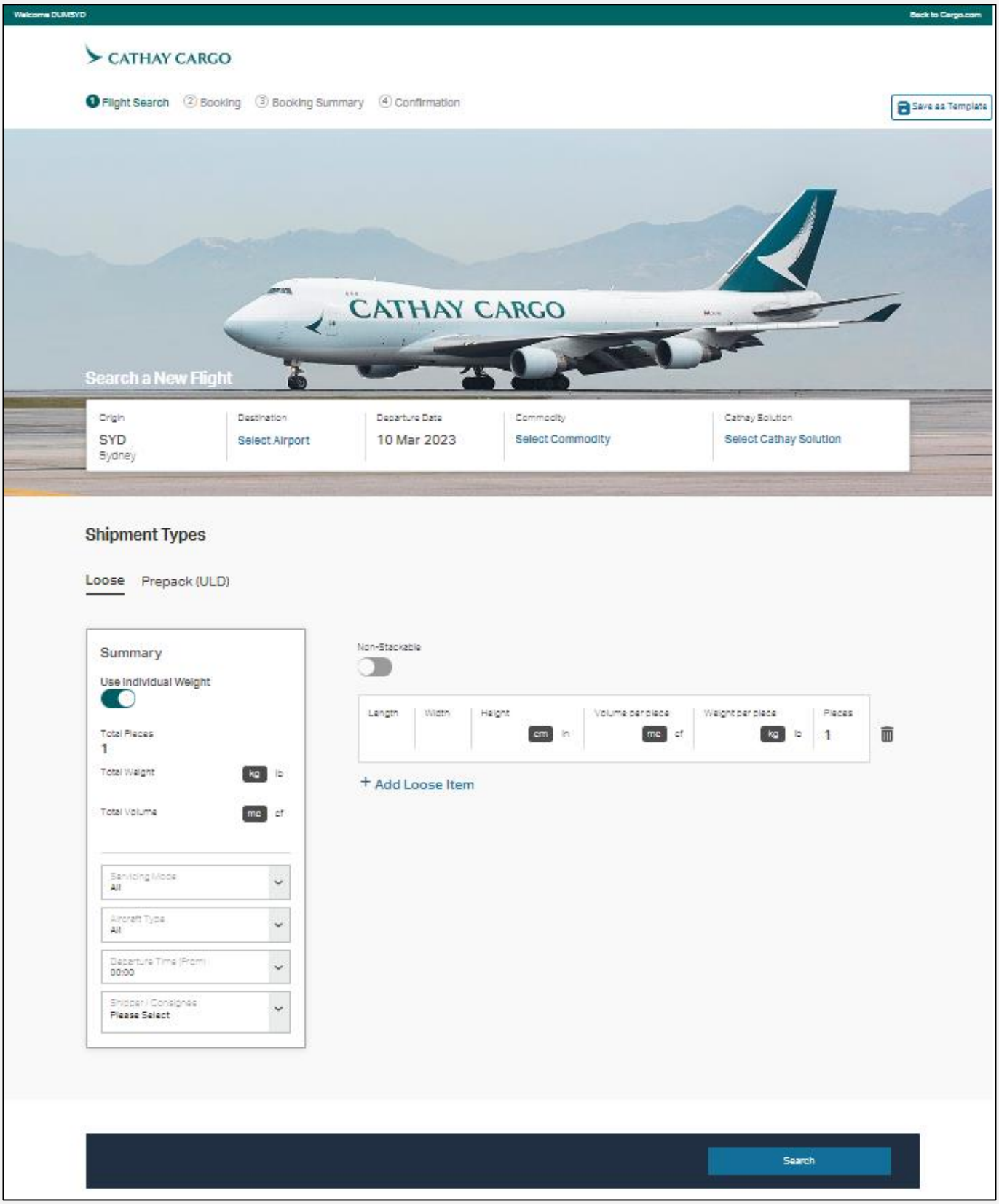
III. Click & Ship page will open in a new tab



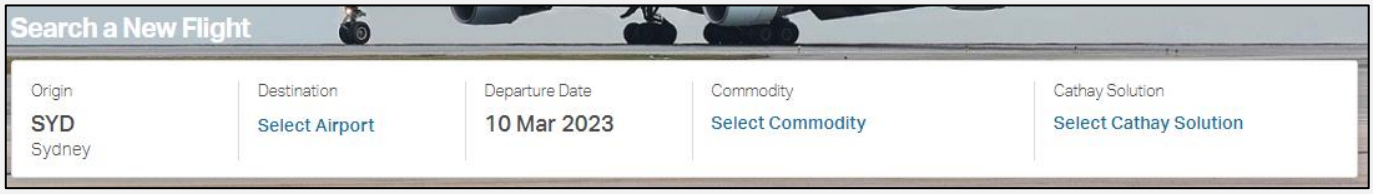
*Note: Click & Ship supports Chrome, Firefox and MS Edge

3. Click & Ship – Flight Search Page

3.1. Flight Search Page – Search Criteria

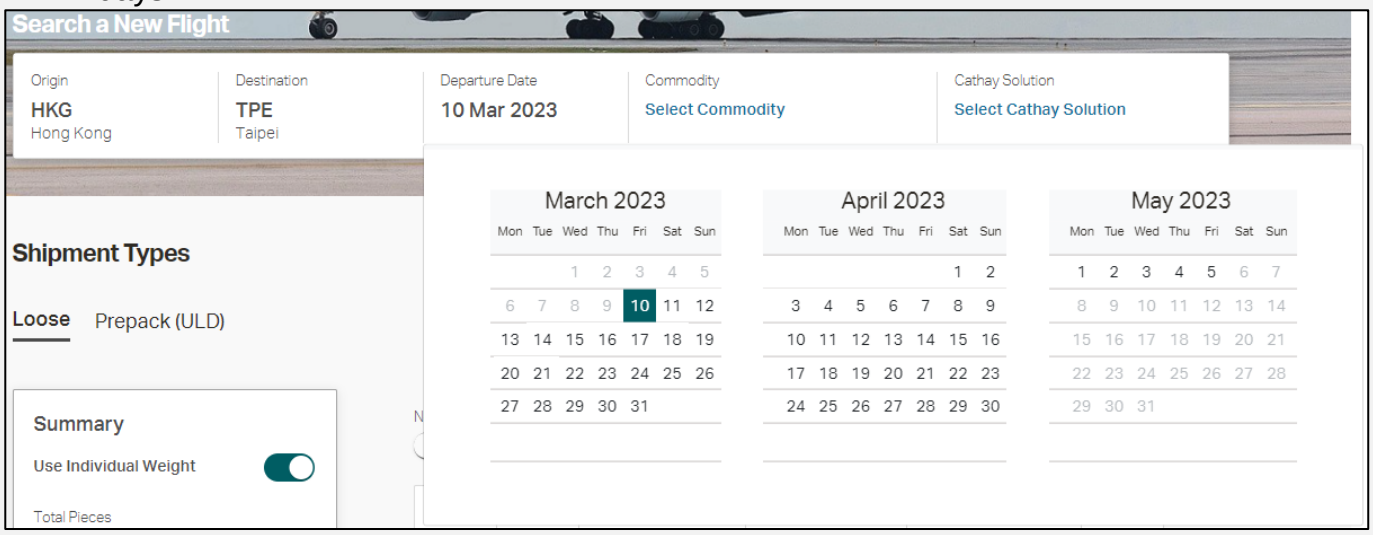


I. Enter the Origin and Destination by airport code or city name



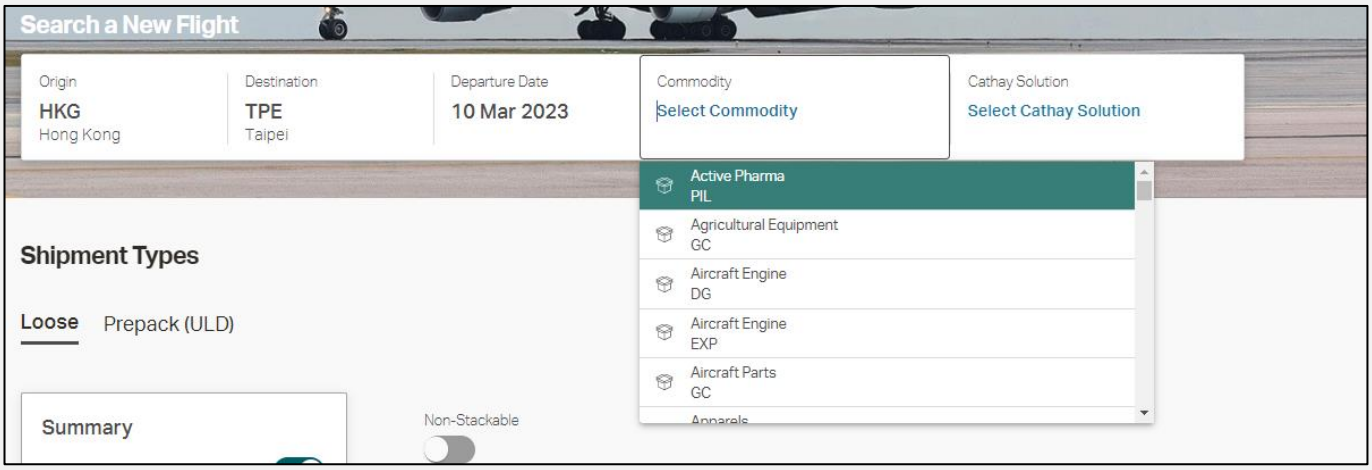
*Note: Origin is prefilled as the location of the agent branch

II. Fill in the departure date or select a date from the calendar. The booking window is 56 days.



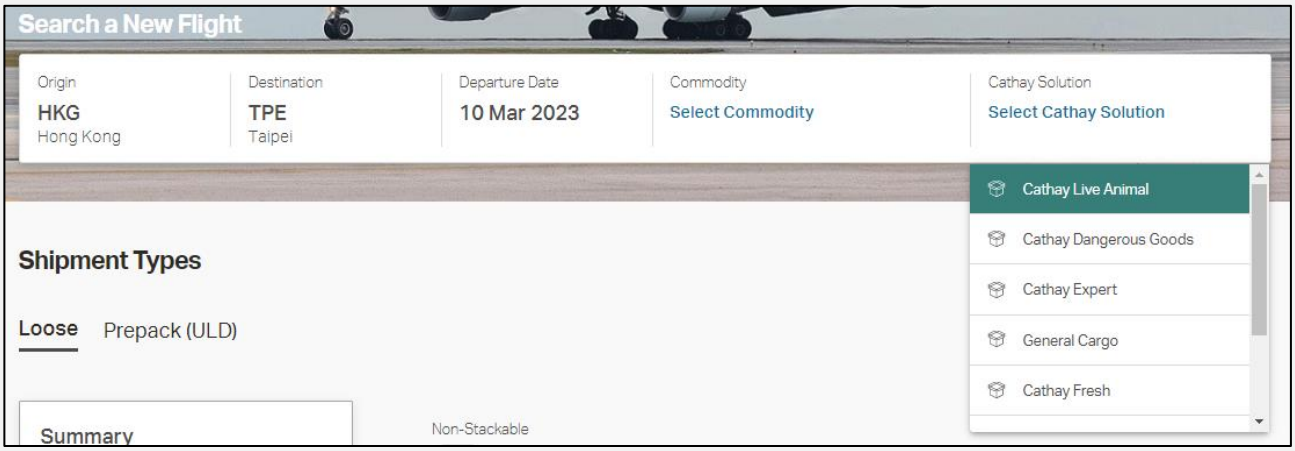
III. Select Commodity. Scroll down the list to select the suitable commodity or type in the commodity name

*Note: Cathay Solution will be auto-filled after selecting the commodity

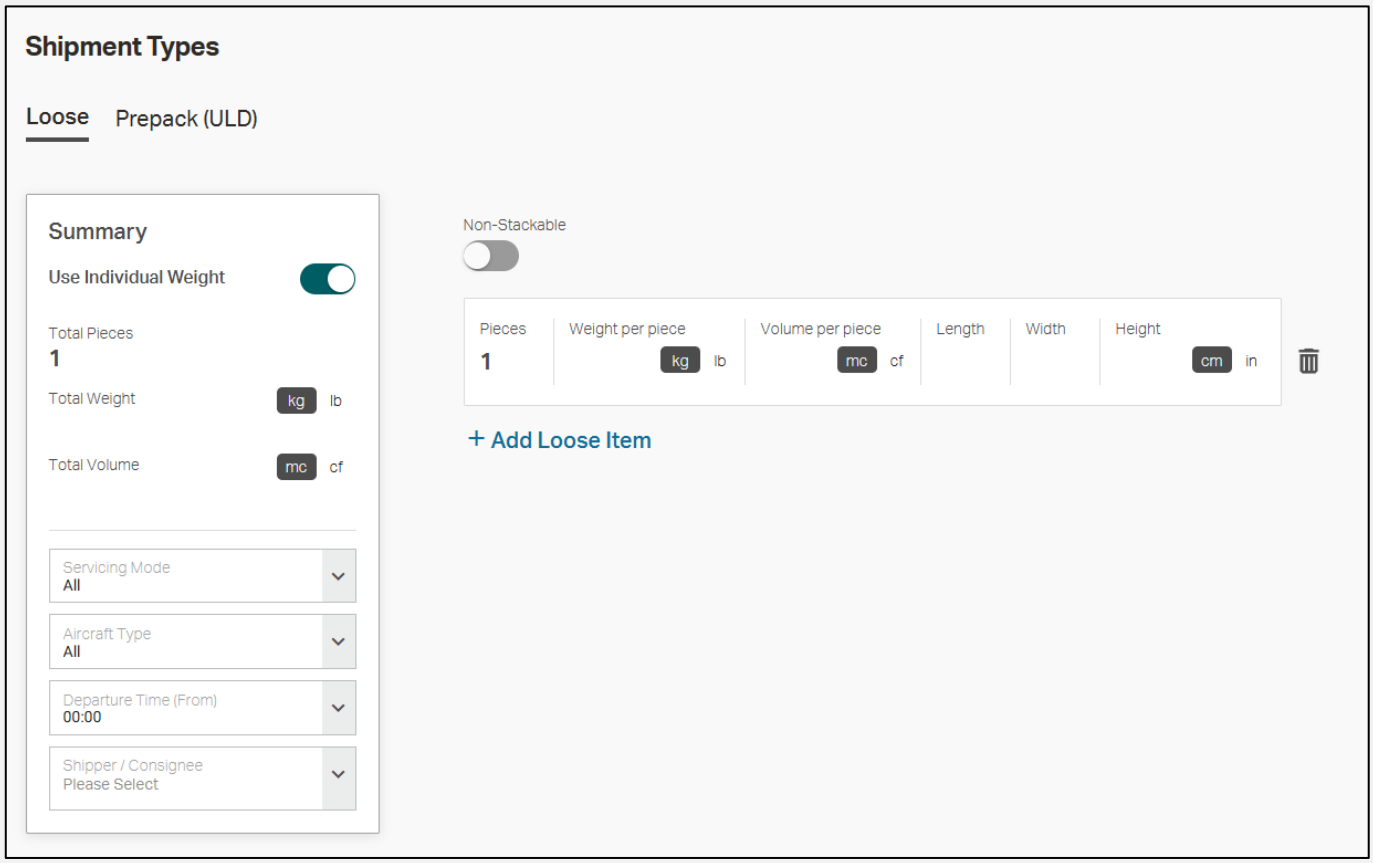


OR

IV. Select Cathay Solution. Scroll down the list to select the suitable solution or type in the solution name

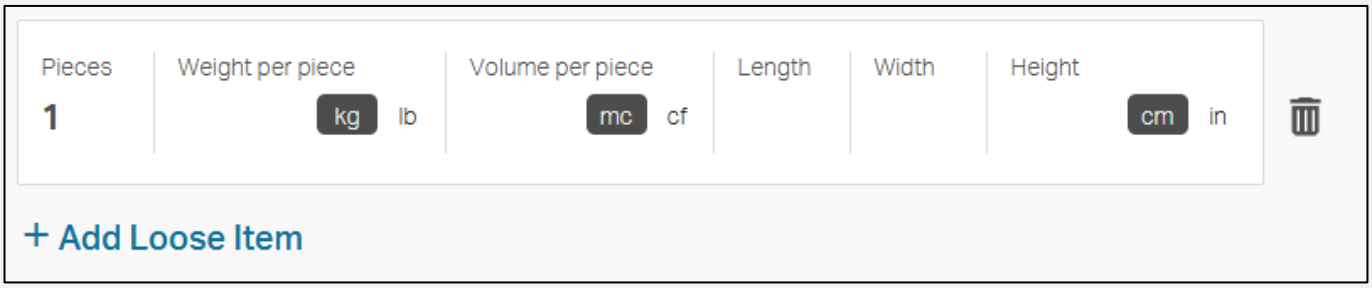


3.2. Search Criteria – Shipment Types (Loose)

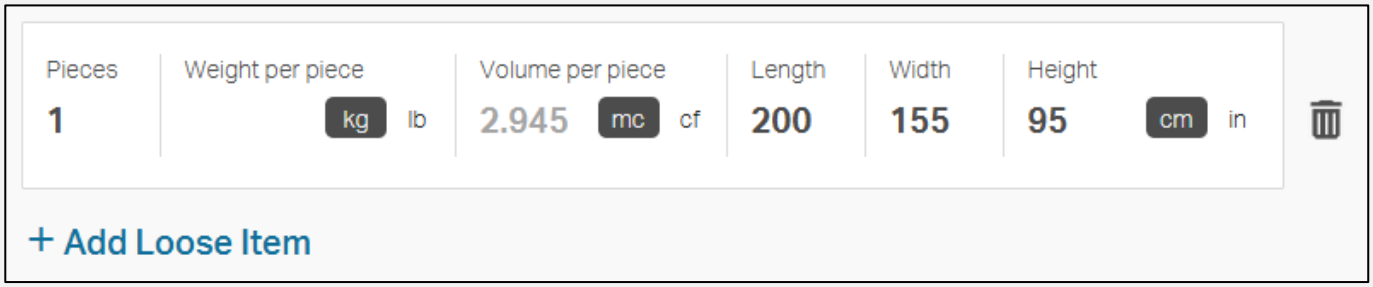


3.2.1. Create new Loose record

I. Enter the volume in “Volume per piece” field. There are two methods to enter the volume



Method 1: Enter the Length, Width and Height. Volume will be calculated automatically



*Note: The minimum value of Length, Width and Height is 1

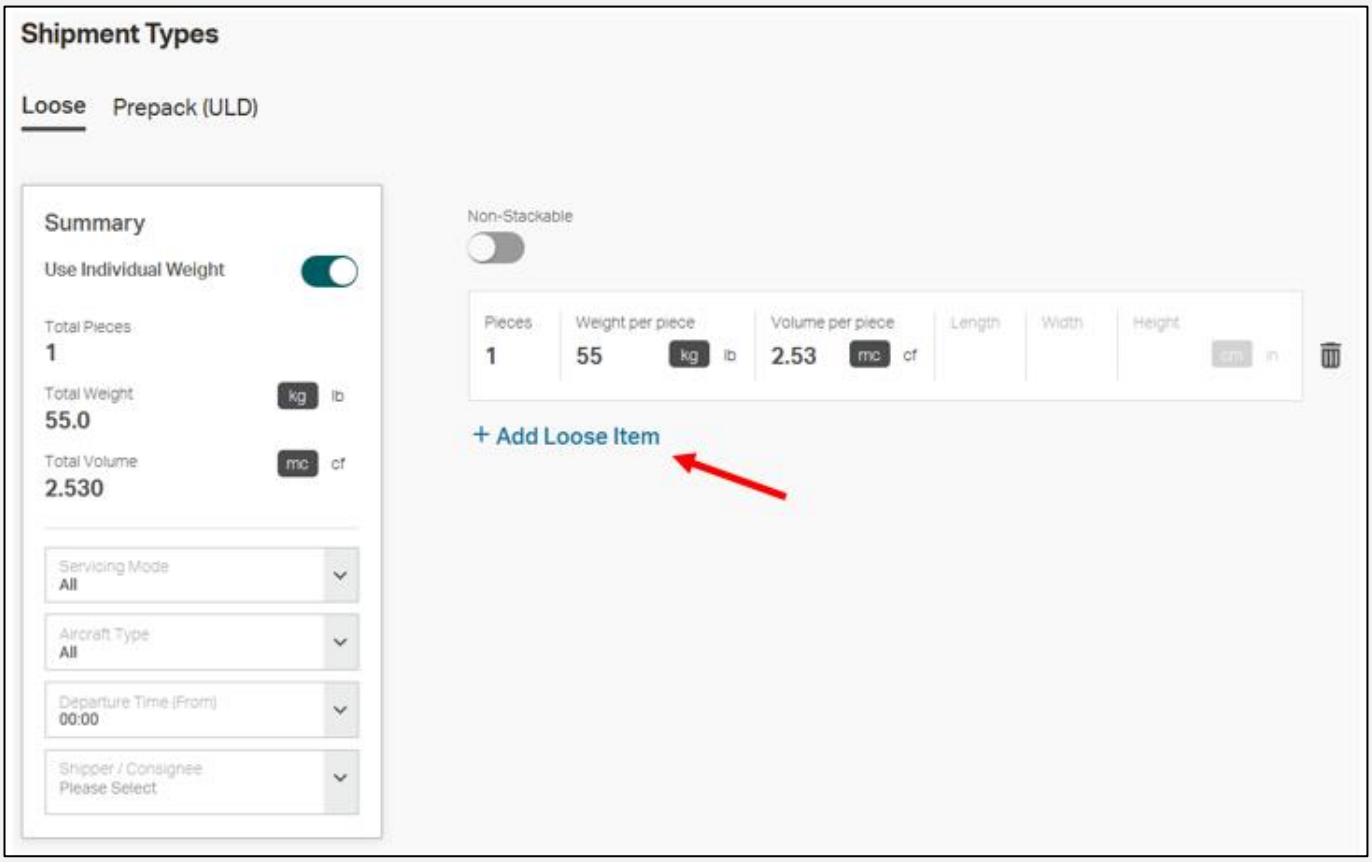
Method 2: Enter the Volume. The field of Length, Width and Height will be dimmed

*Note: The minimum value of Volume is 0.1

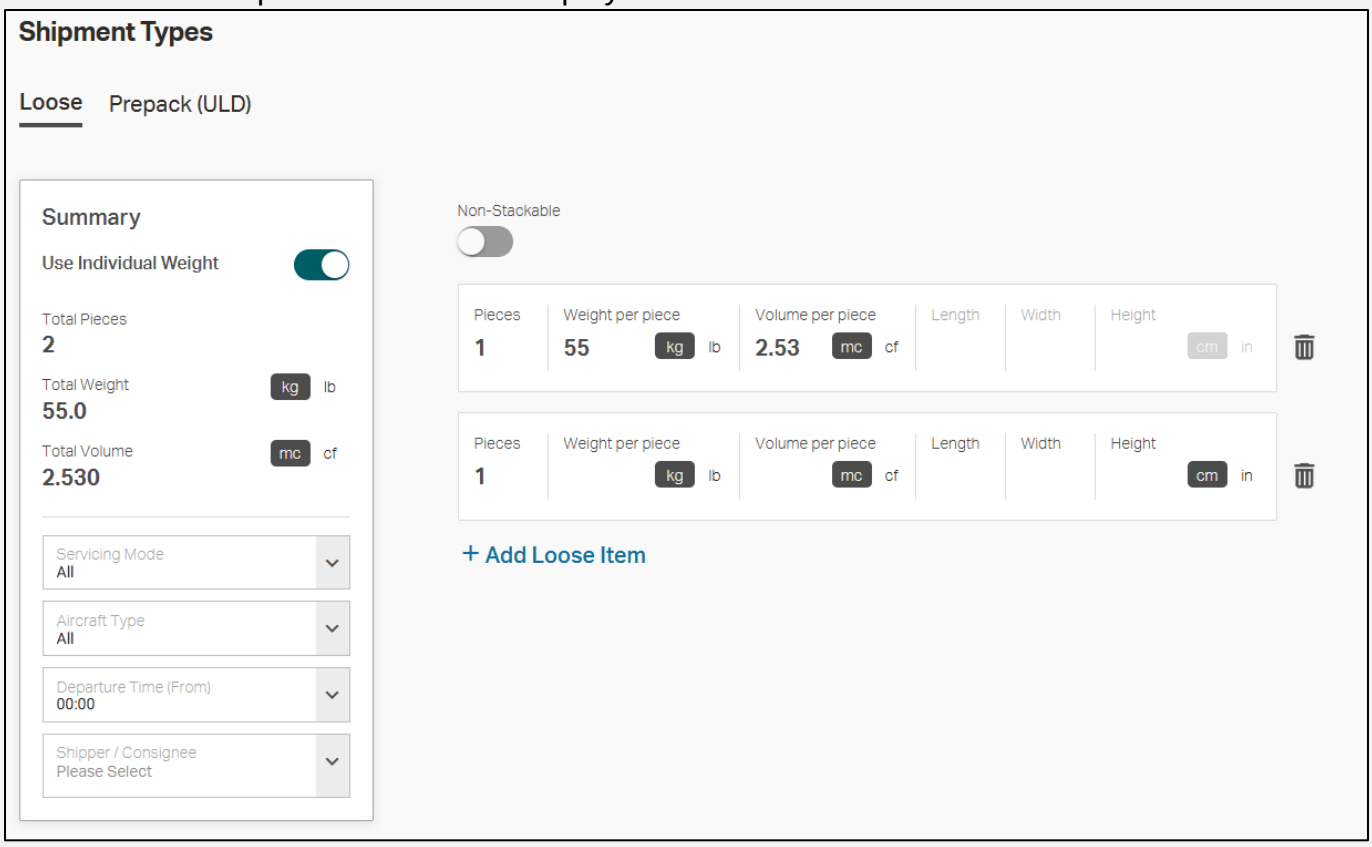
II. Enter the Weight and Piece

*Note: The minimum value of Weight is 0.1; the minimum value of Piece is 1

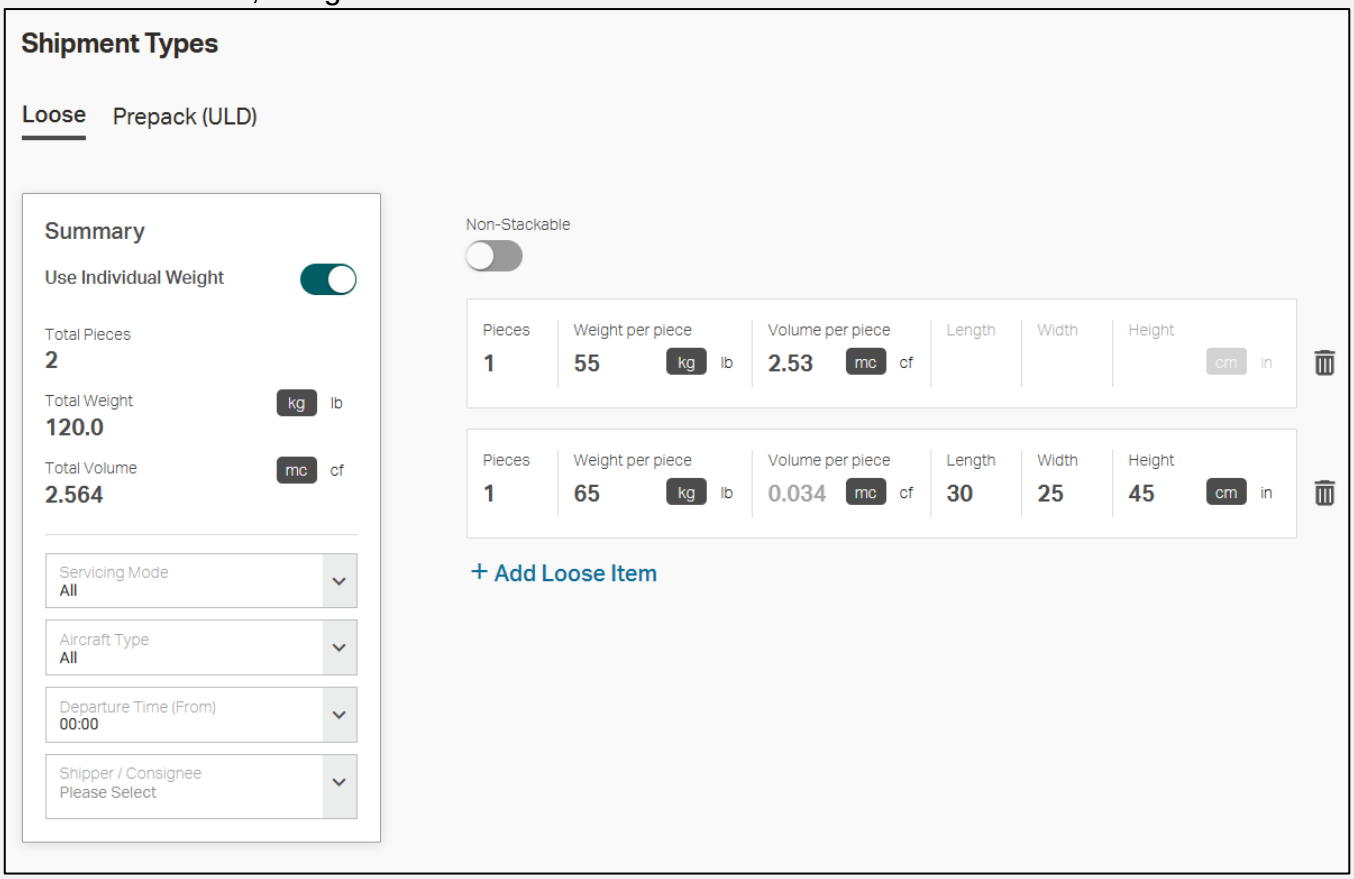
III. Click “+ Add Loose Item” to add another loose item if needed



Another loose shipment field will be displayed

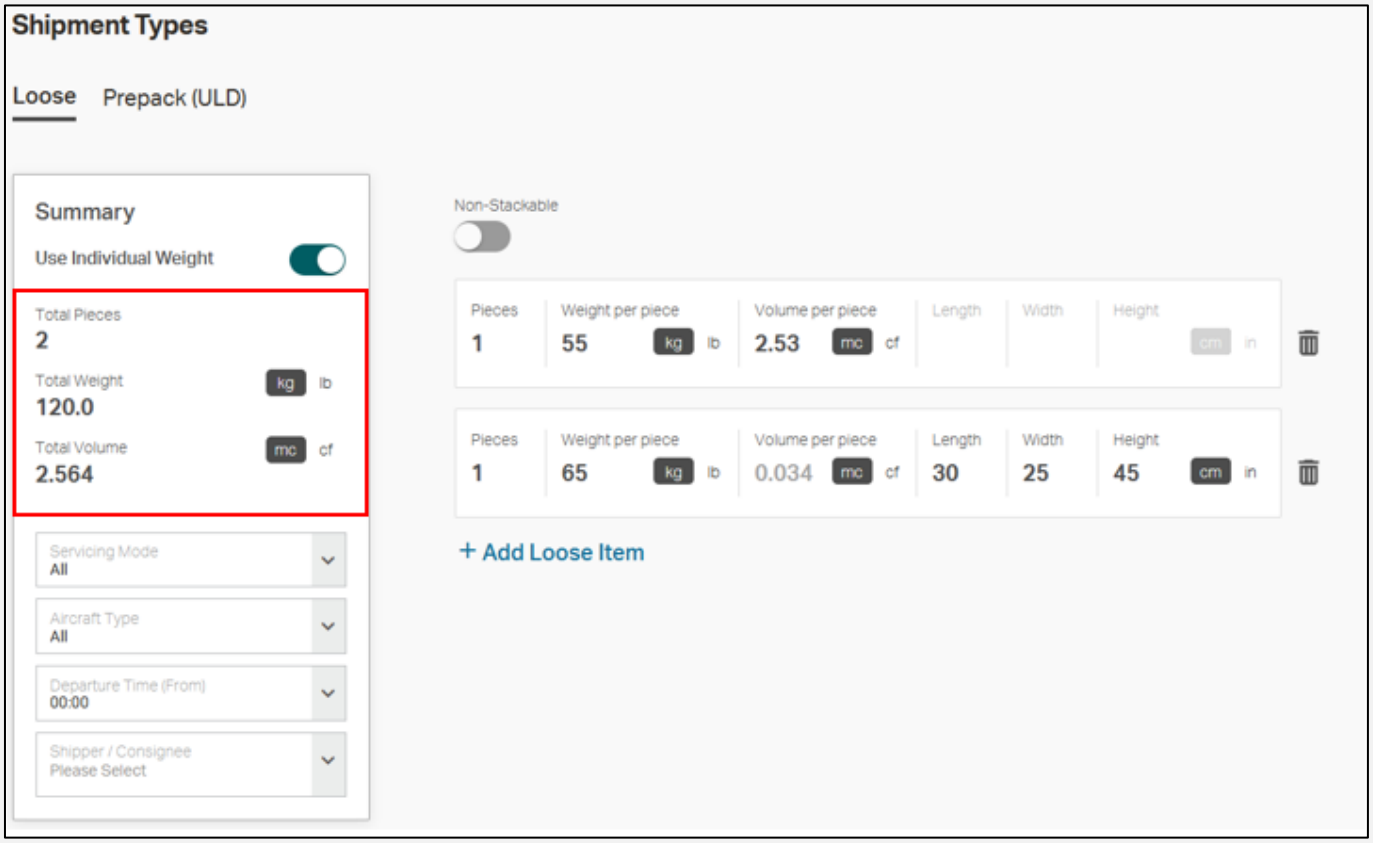


Enter the Volume, Weight and Piece



IV. Verify the Shipment Summary

The summary table shows the calculation of Total Pieces, Total Weight and Total Volume based on the created loose shipment details

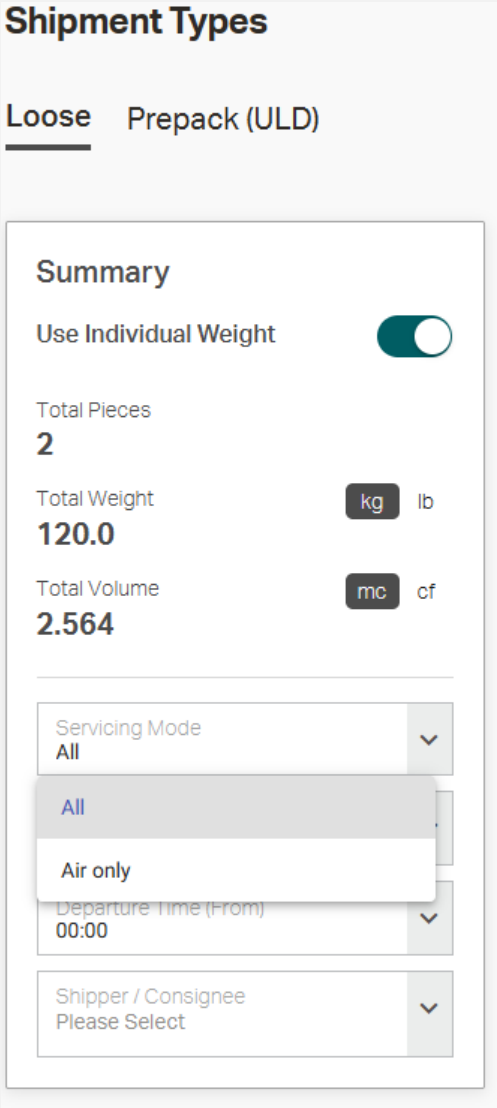


*Note: The unit can be changed by clicking the toggle button

V. Additional search criteria in the summary table (optional)

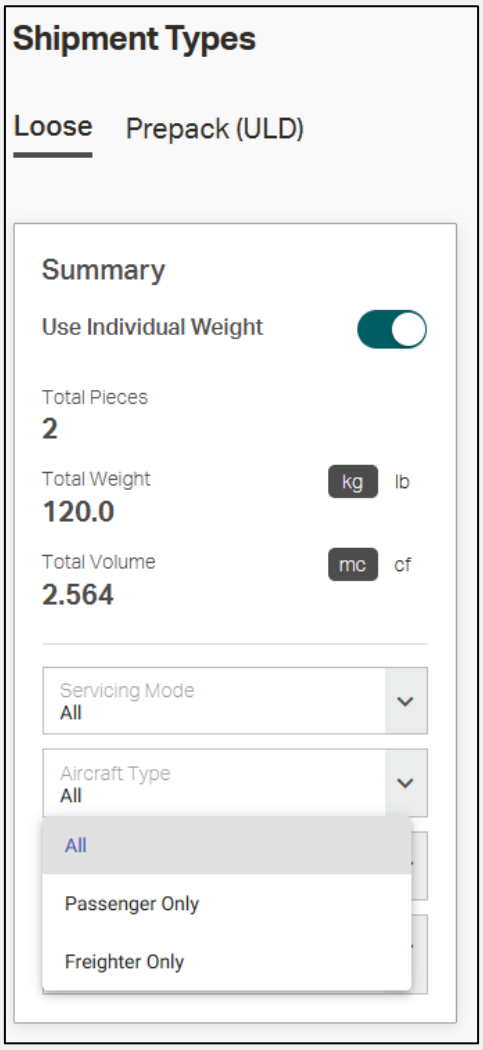
- Select Servicing Mode

  There are two options available in the dropdown list:
  - All (Default) = Display available options which include trucking
  - Air Only = Display available options which include flights only



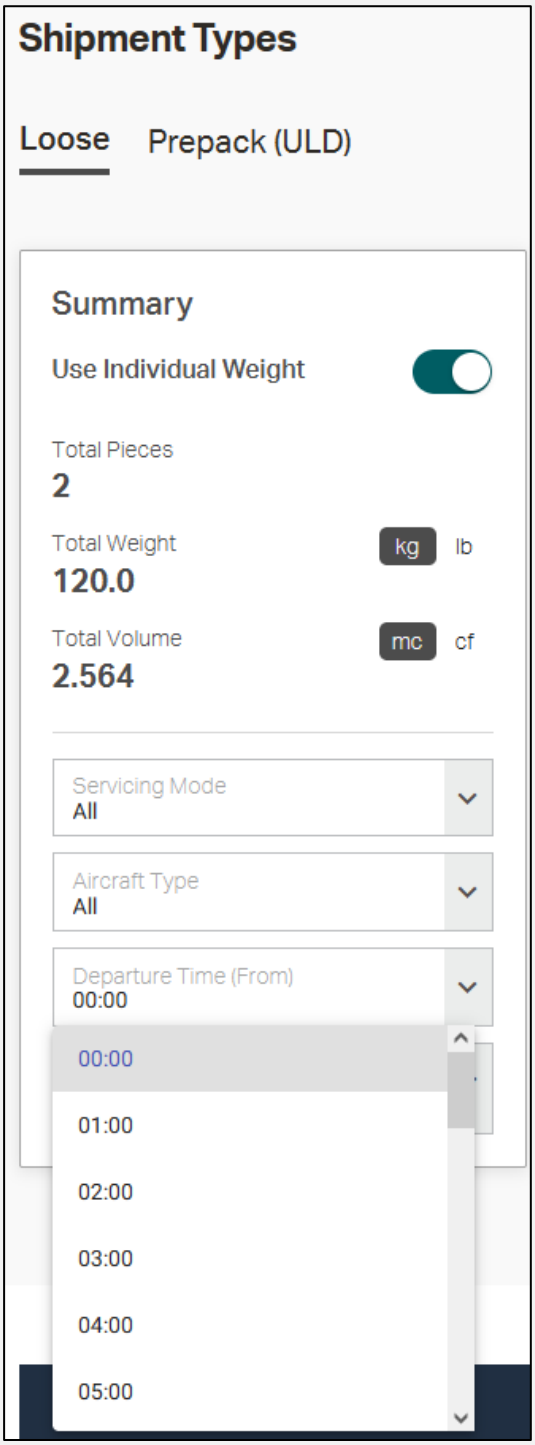
- Select Aircraft Type

  There are two options available in the dropdown list:
  - All (Default) = Display available flight options with both Passenger Flights and Freighters
  - Freighter Only = Display available flight options with Freighters only



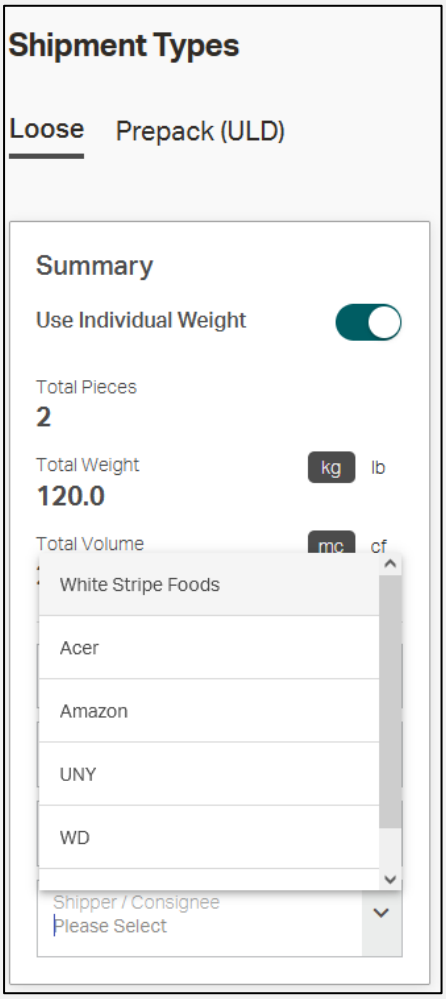
- Select the Departure Time (From)

  - 00:00 (Default) = Display the available flight options from midnight
  - Other time = Display the available flight options from specific time onwards



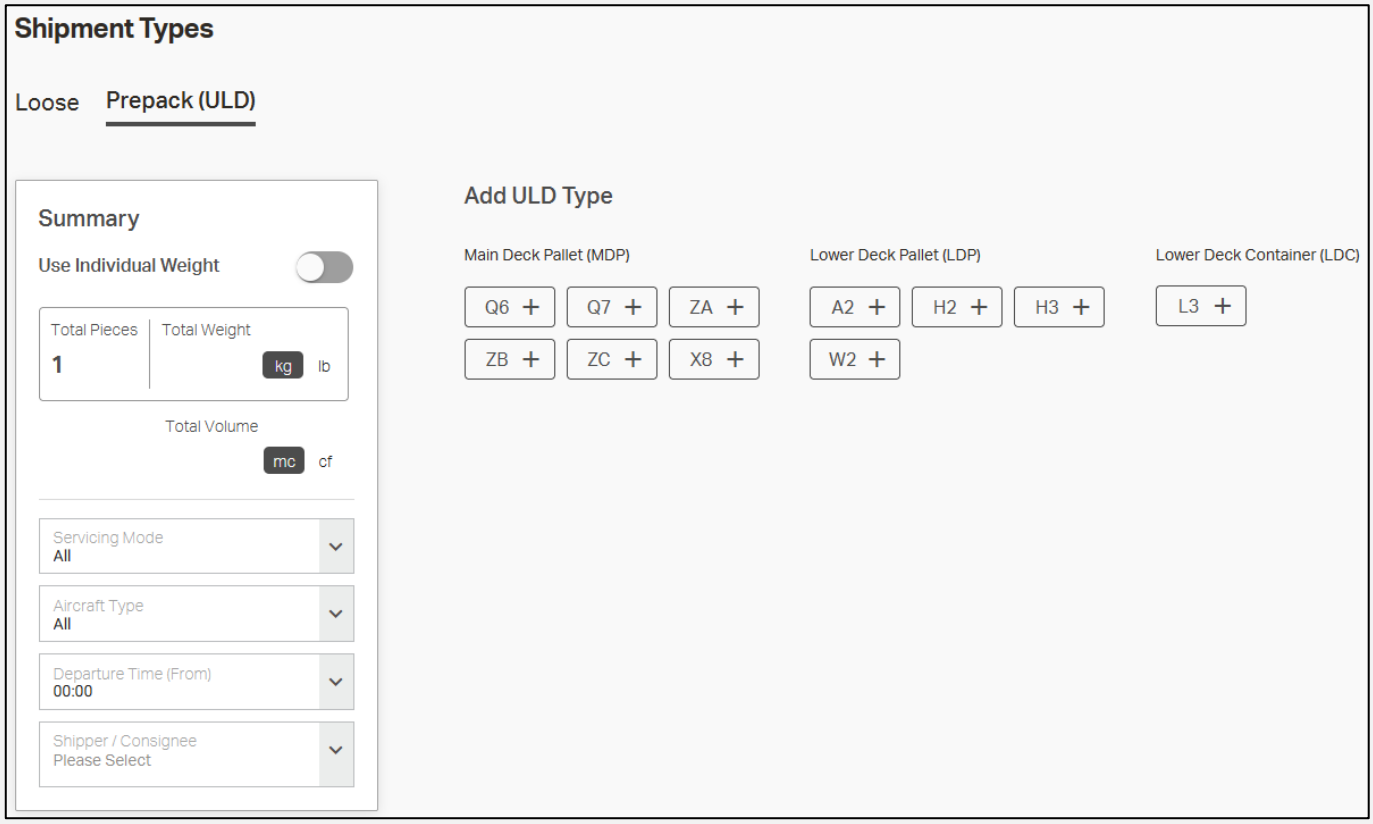
- Select the Known Shipper

  - Select specific shipper from the dropdown list



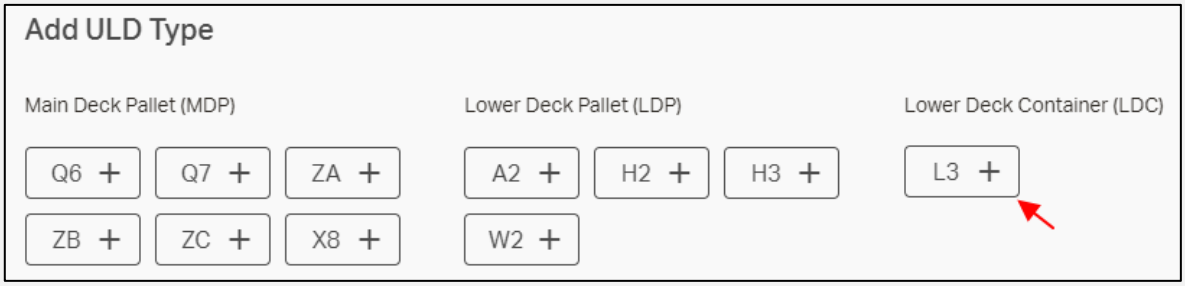
VI. Click “Search” to proceed once the information has been filled in

3.3. Search Criteria – Shipment Types (Prepack (ULD))

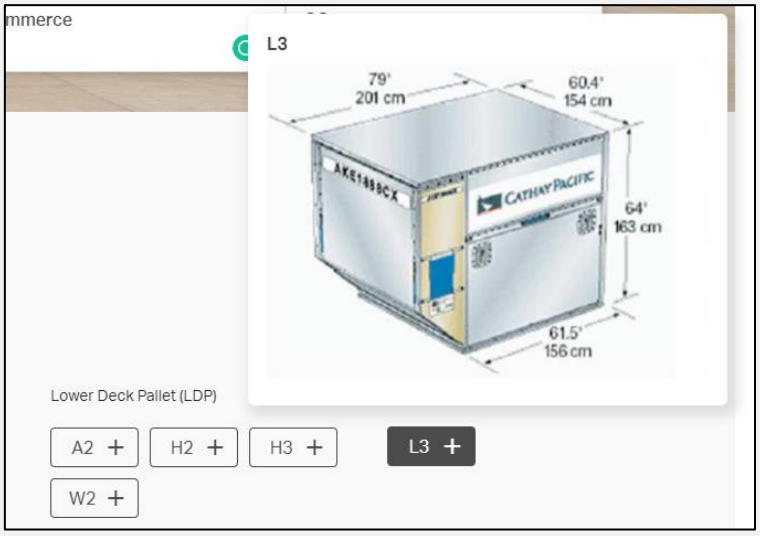


3.3.1. Create new Prepack (ULD) record

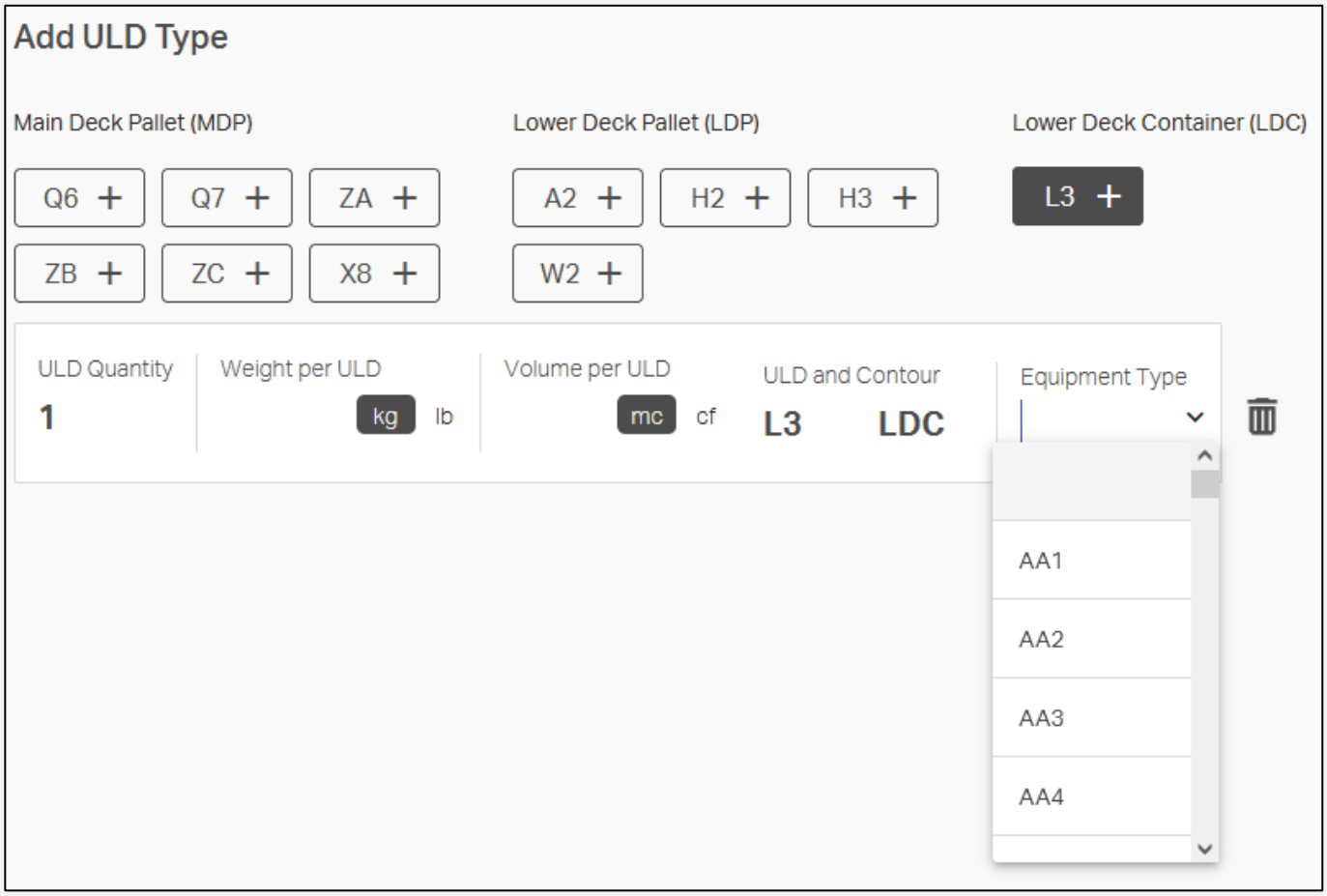
I. Click on a specific ULD Type (e.g. L3 +)



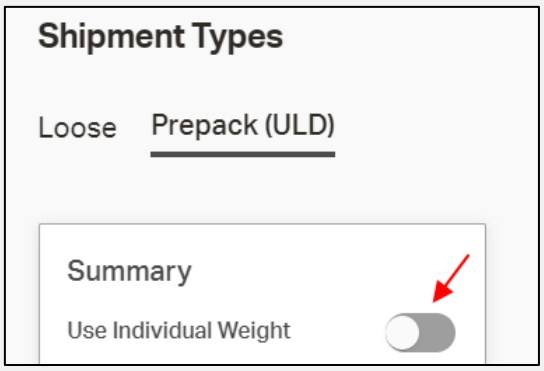
Mouse over the ULD Type to display the reference picture



II. Type in Equipment Type or Select the Equipment Type from the dropdown list

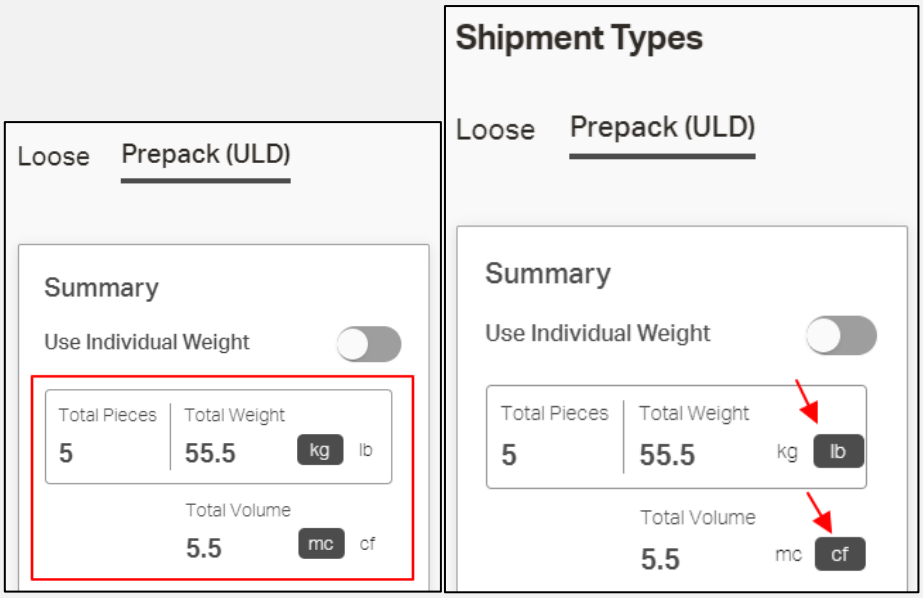


III. Click the “Use Individual Weight” toggle button in the summary box if needed



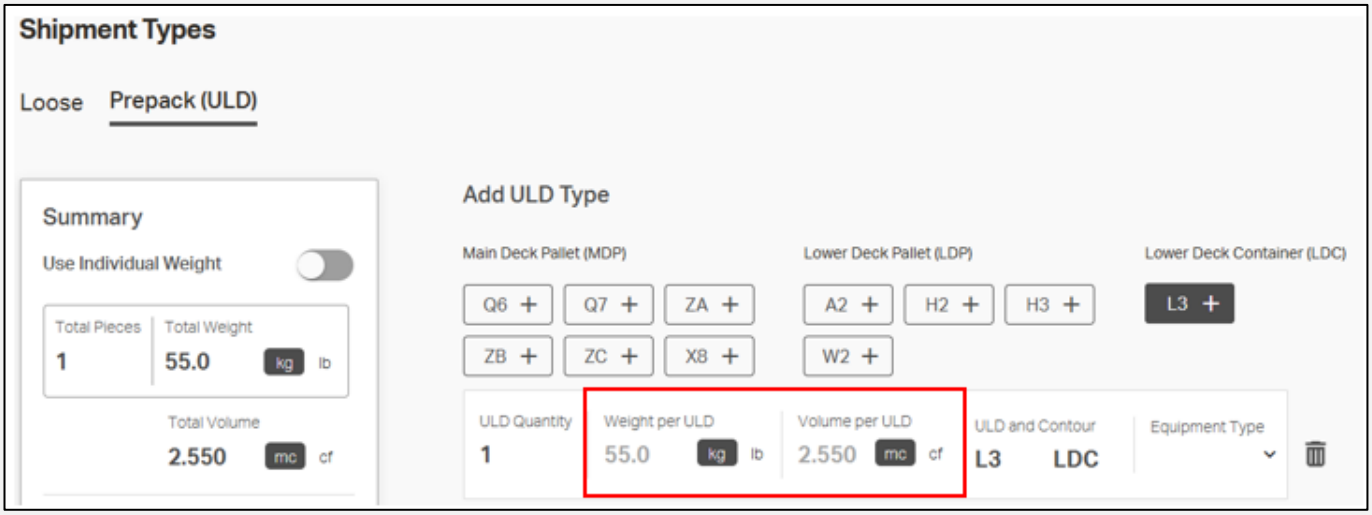
a. When the Individual Weight toggle button is off

- Enter the Total Piece, Total Weight and Total Volume in the summary box



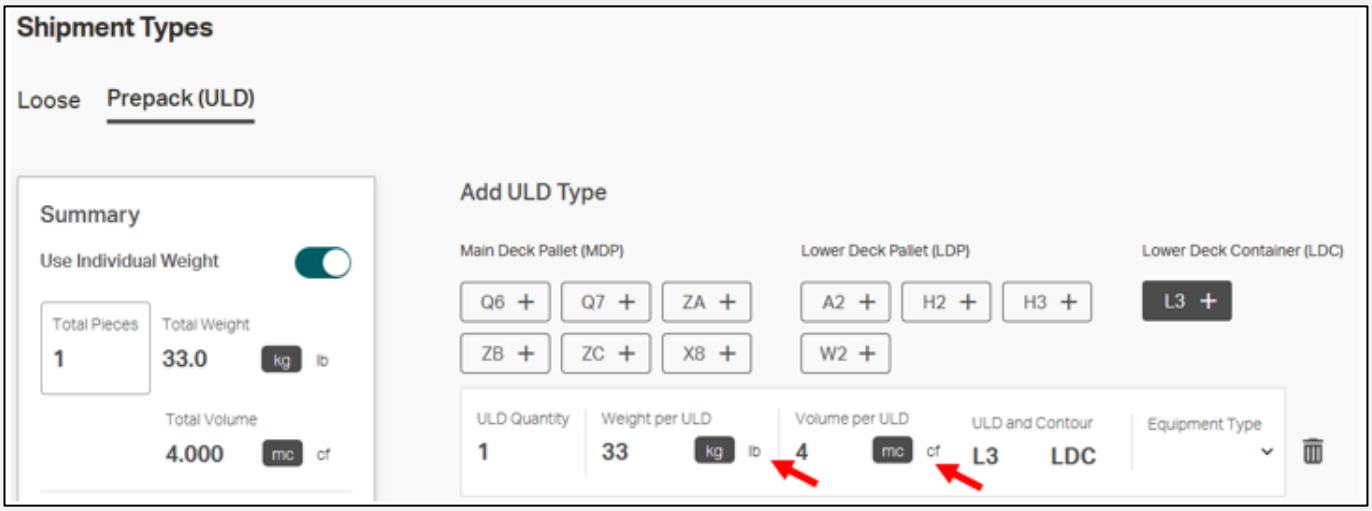
*Note: The unit can be changed by clicking the toggle button

- When the toggle button is off, the Volume per ULD and Weight per ULD field will be dimmed and auto-filled.



b. When the Individual Weight toggle button is on

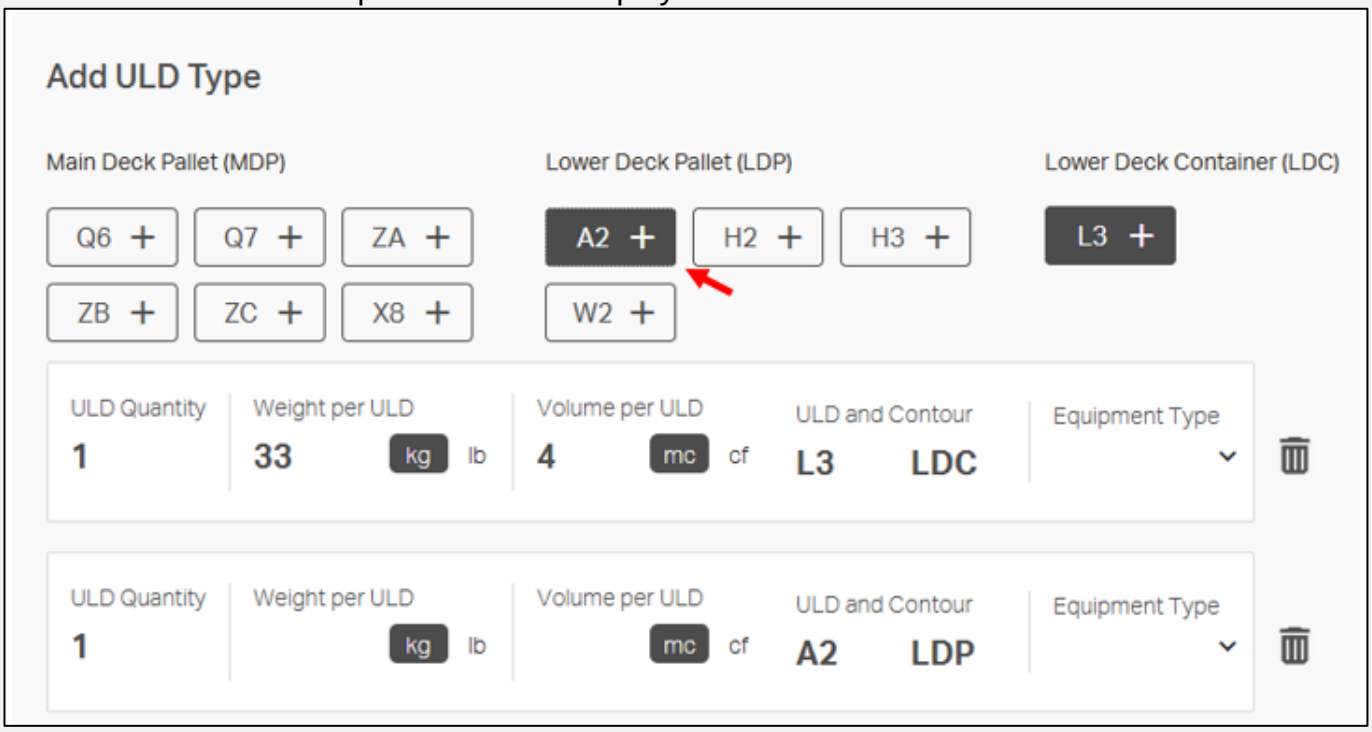
- Enter the “Volume per ULD”, “Weight per ULD” and “ULD Quantity” in the shipment field
- When the toggle button is on, the Total Pieces, Total Weight and Total Volume field will be dimmed and auto-filled.



*Note: The unit can be changed by clicking the toggle button

IV. Click on a new ULD type to add another ULD shipment if needed

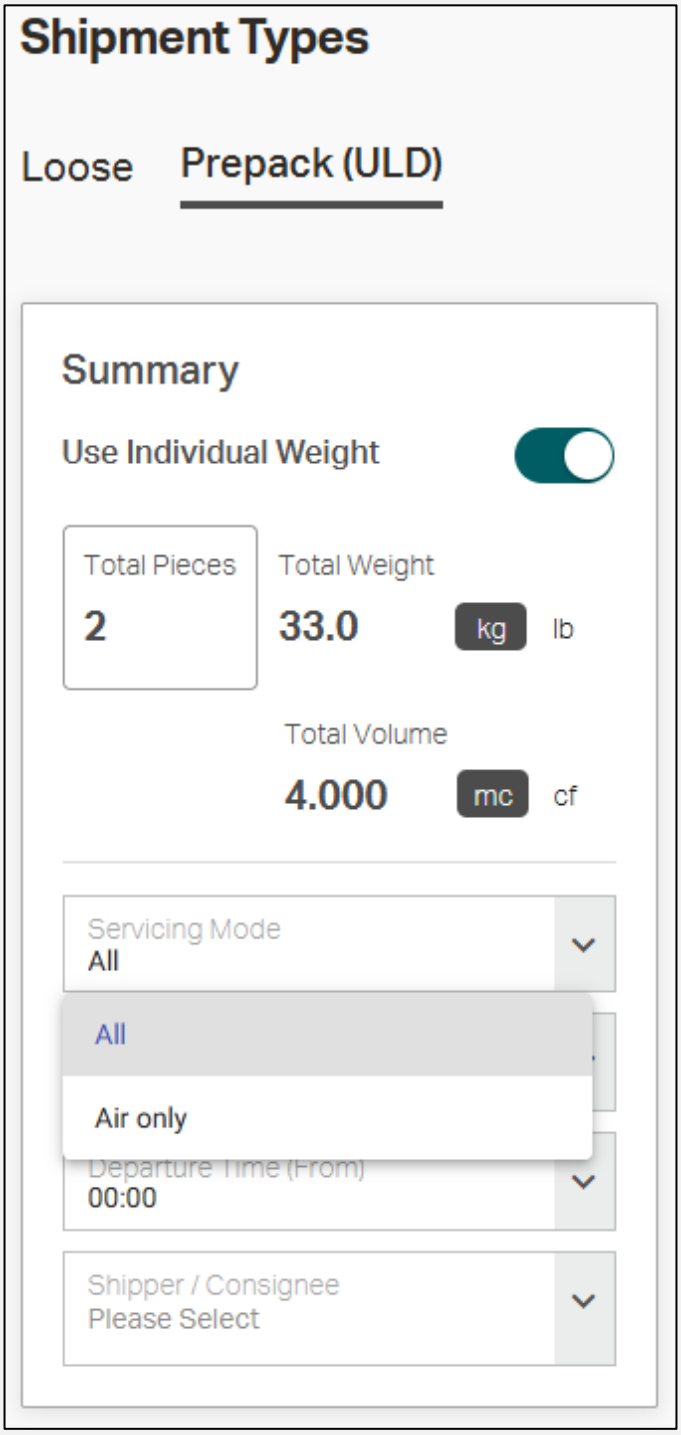
- A new ULD shipment field will display



V. Additional search criteria in summary table (optional)

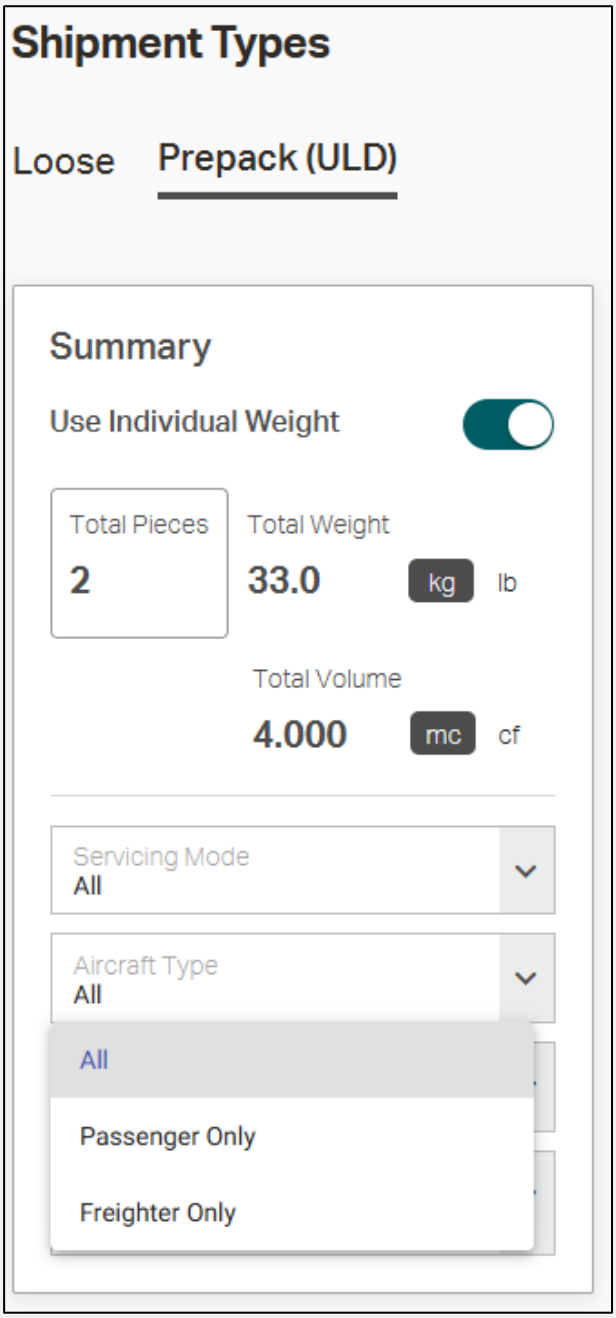
- Select Servicing Mode

  There are two options available in the dropdown list:
  - All (Default) = Display available options which include trucking
  - Air Only = Display available options which include flights only

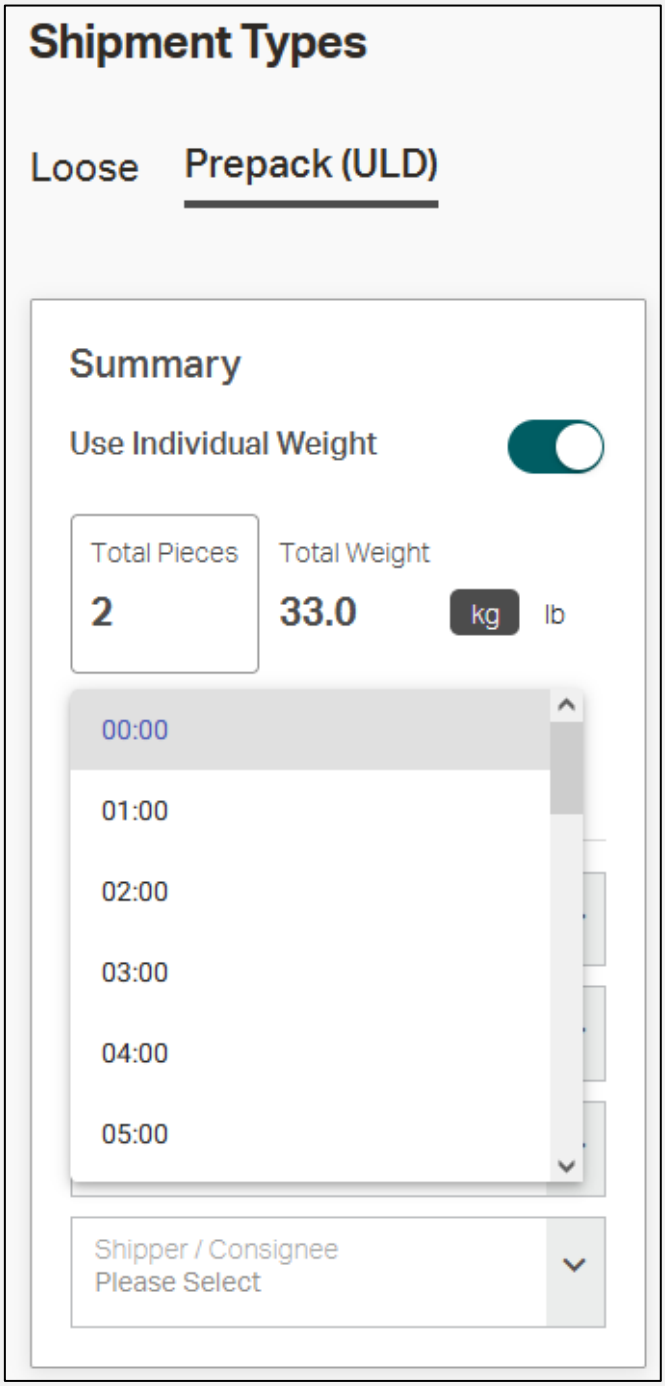


- Select Aircraft Type

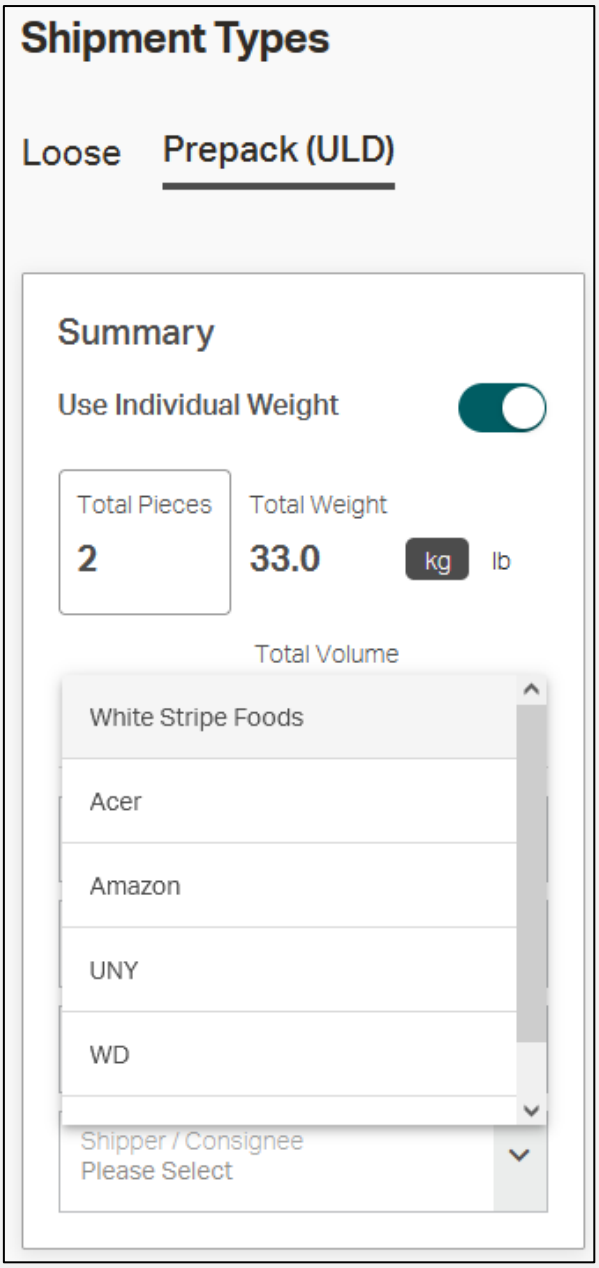
  There are two options available in the dropdown list:
  - All (Default) = Display available flight options with Passenger Flights and Freighters
  - Freighter Only = Display available flight options with Freighters only



- Select the Departure Time (From)
  - 00:00 (Default) = Display the available flight options from midnight
  - Other time = Display the available flight options from specific time onwards



- Select the Known Shipper
  - Select specific shipper from the dropdown list



VI. Click Search to proceed once the information has been filled in

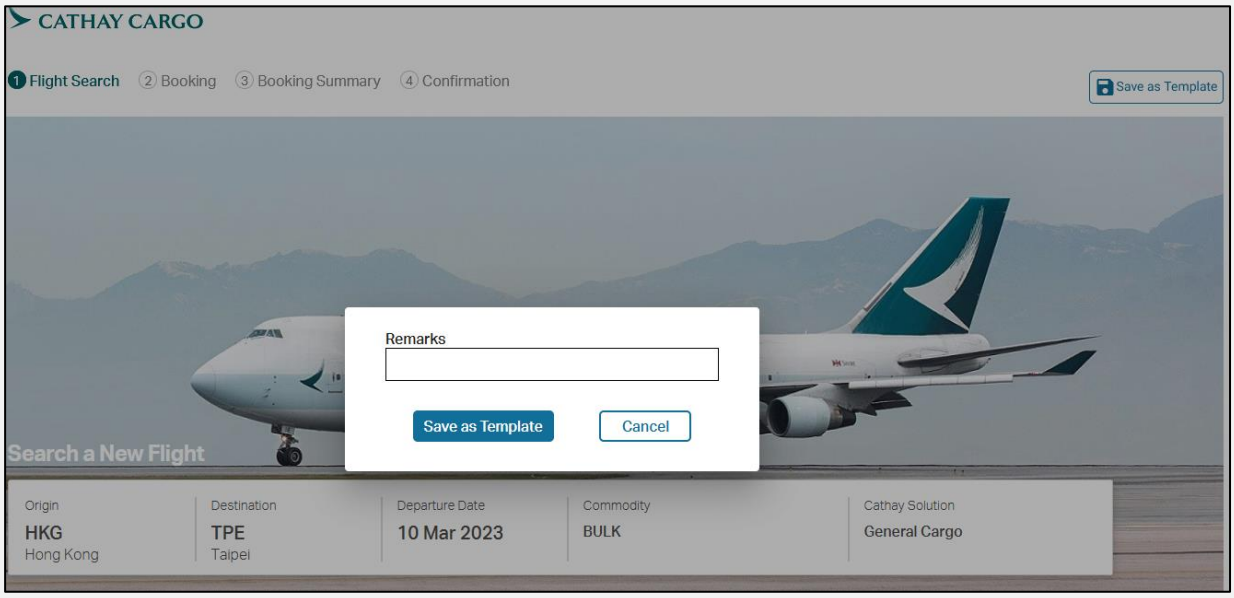
3.4. Save as Template

All the information on the Flight Search page can be saved as a template

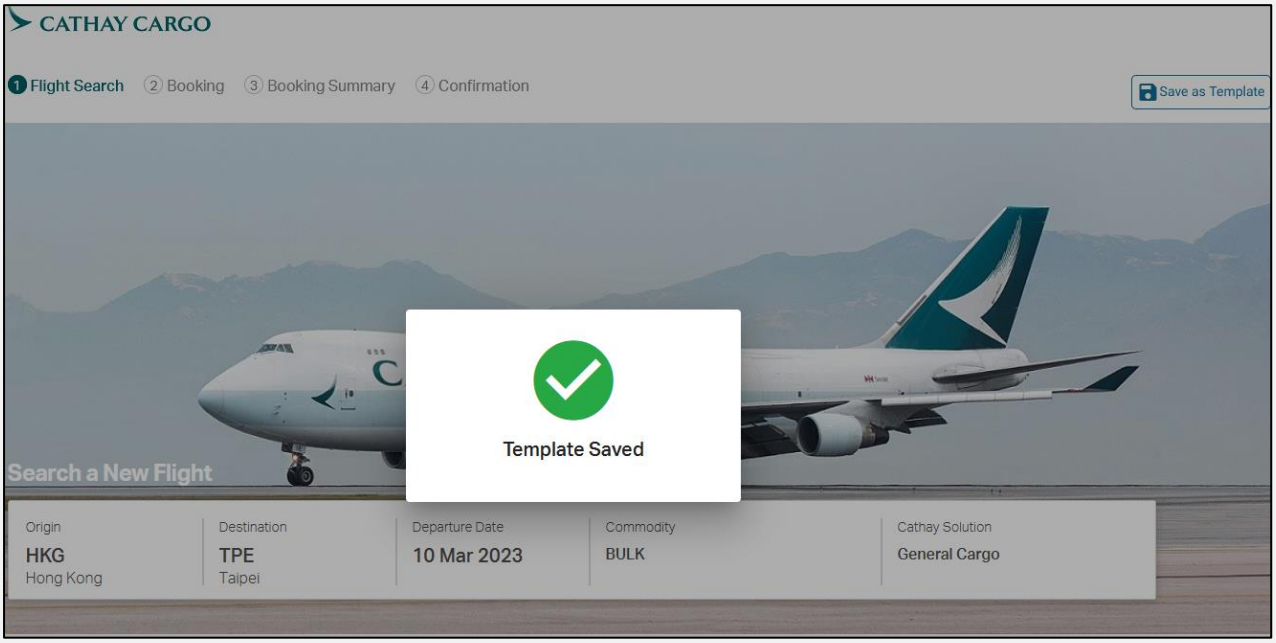
Users have to fill in at least:

- Origin
- Destination
- Departure Date
- Commodity
- Cathay Solution

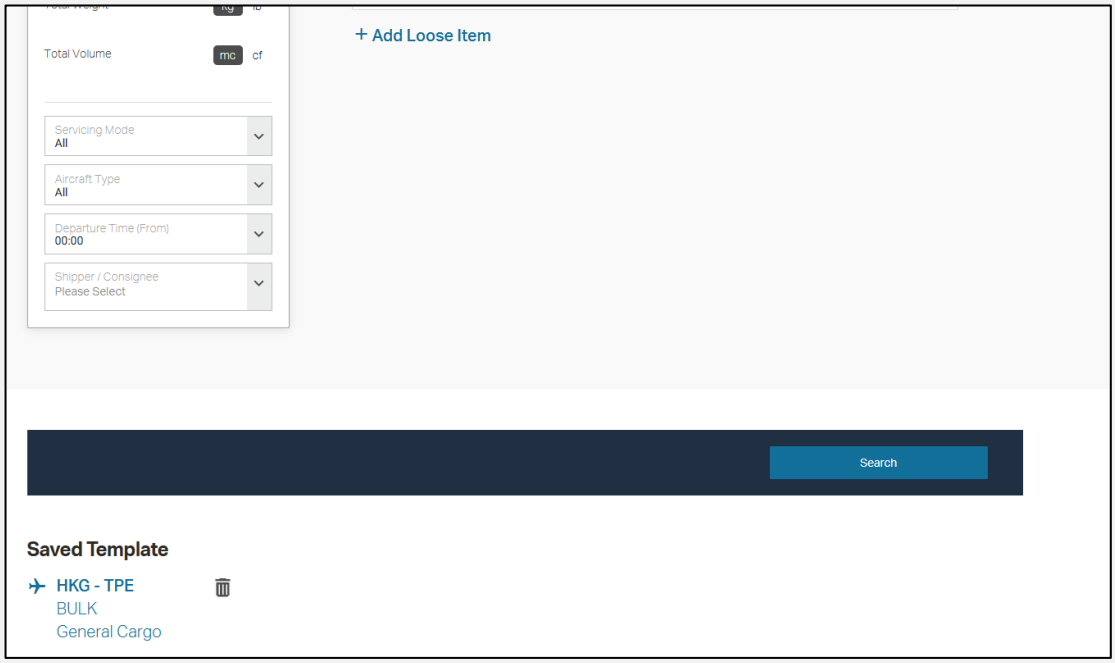
After inputting the necessary information, click the “Save as Template” button and a pop-up will display



If no remarks is needed, click “Save as Template” once again and the template will be saved



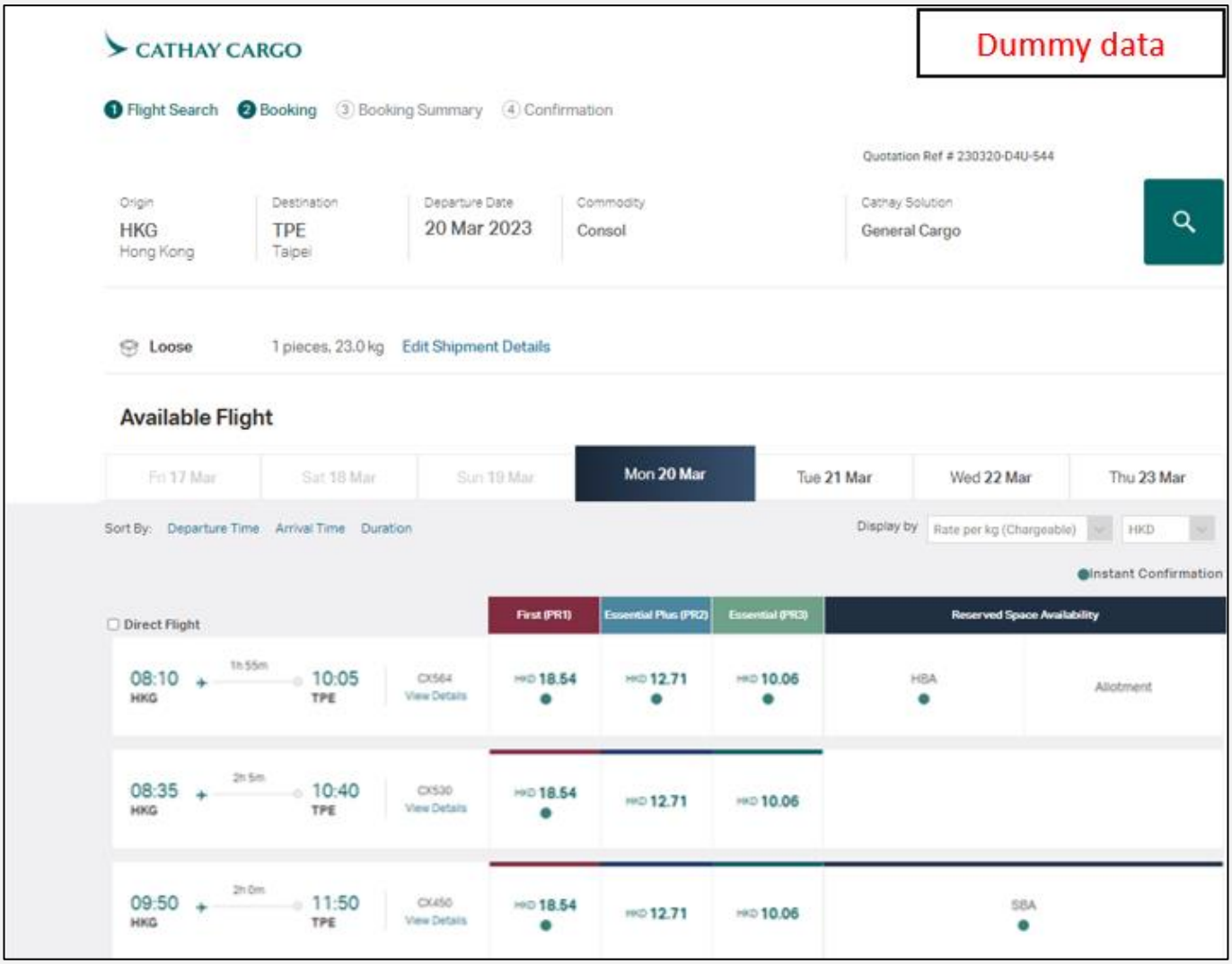
- You can find your templates at the bottom of the page



Just simply click it and the information will be prefilled base on your template

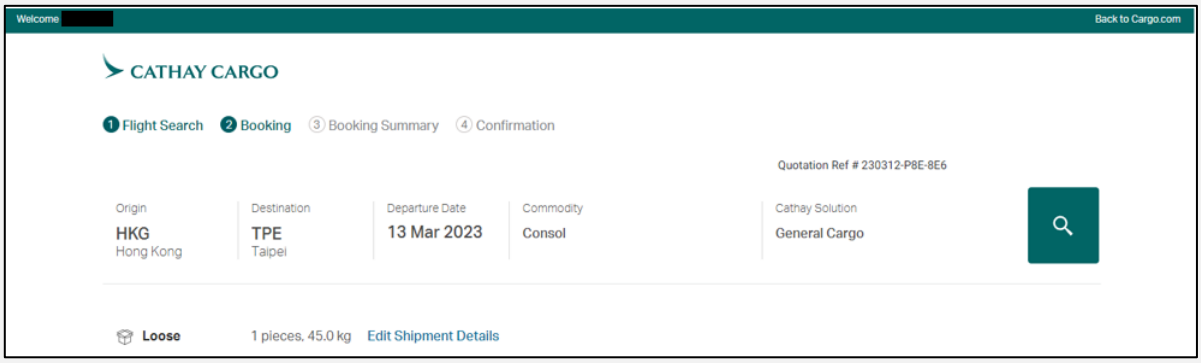
*Note: You can save up to 5 templates

4. Booking

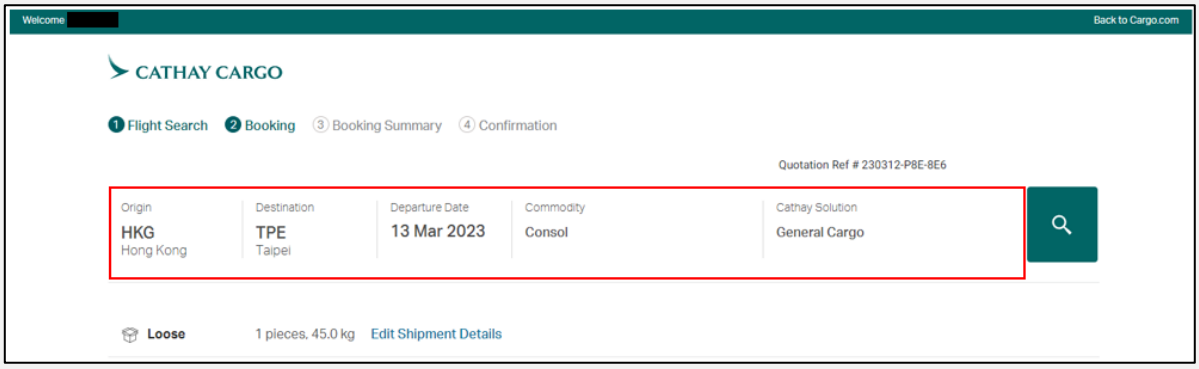


4.1. Review and modify search criteria

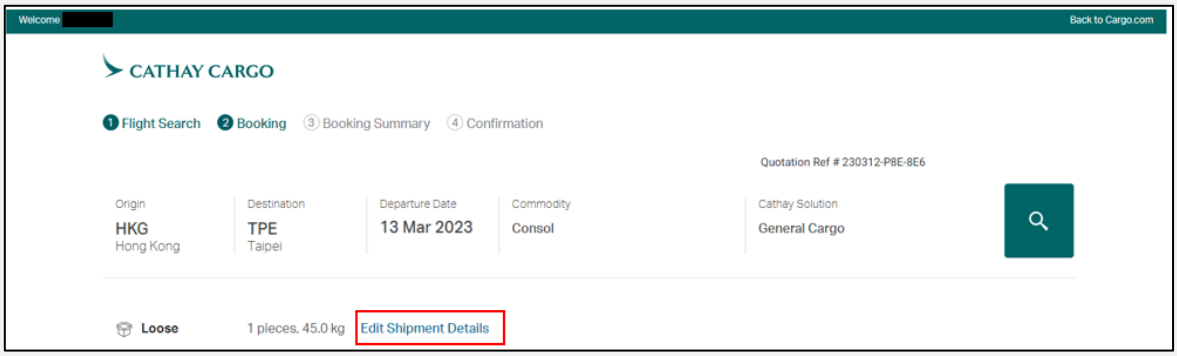
I. All entered search criteria will appear in the header of the Booking page



II. Modify the search criteria if needed and click “Search” icon to update the results



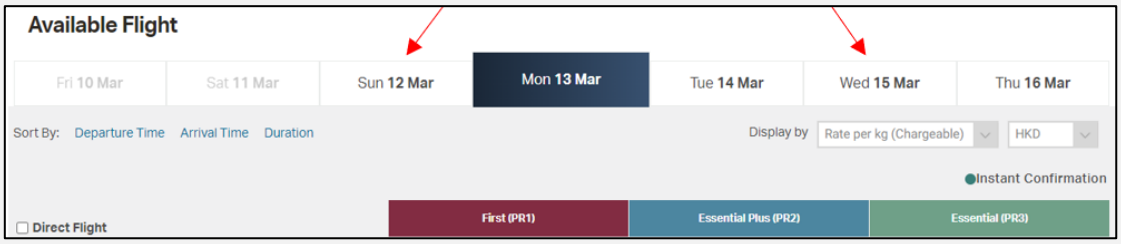
III. Click “Edit Shipment Details” and you will be redirected to the Flight Search page to update the shipment type, piece, weight and volume



4.2. Review the flight options

I. Display of departure date

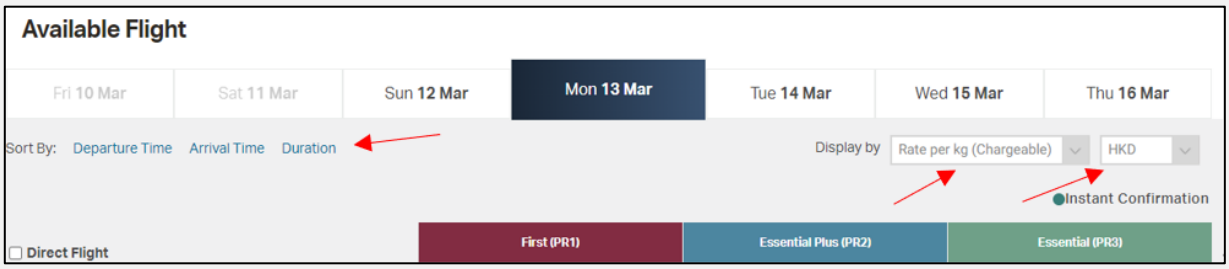
- Dates between 3 days before and 3 days after the original departure date will be displayed
- System will update the departure date and available flight options if a new date is selected



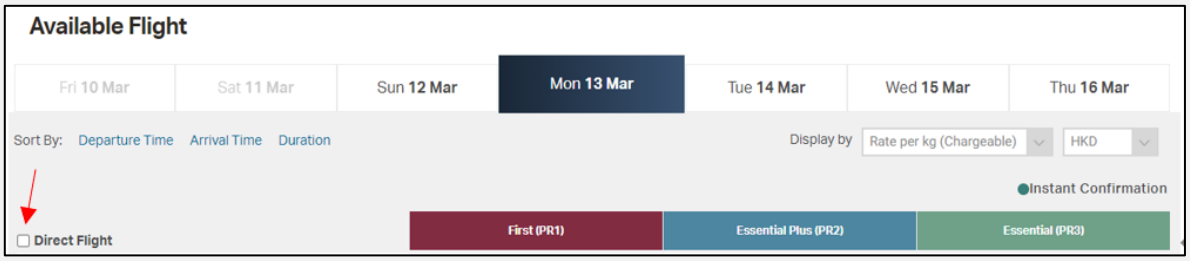
II. Sorting options

- Change the sorting order by clicking on the label or selecting from the dropdown menu for display options

- Sort By: Departure Time (Default)/Arrival Time/Duration
- Display By: Rate per Chargeable kg (Default)/ Rate per Gross kg / Rate per Chargeable lb/ Rate per Gross lb / Rate per mc/ Rate per cf and Currency



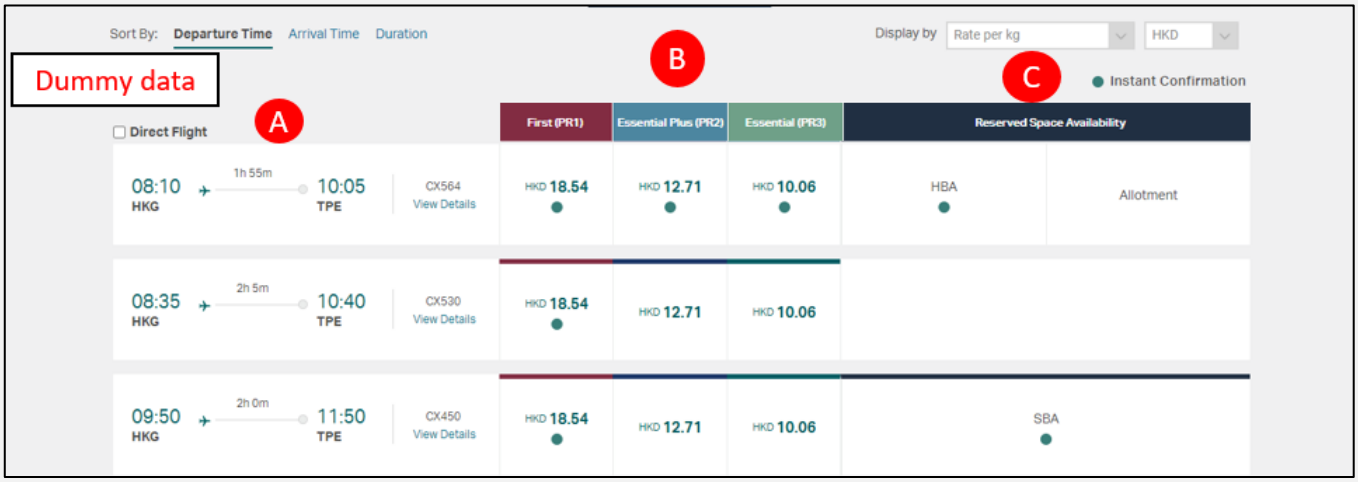
III. Tick the Direct Flight box if direct flights are preferred



4.3. Display of available flight options

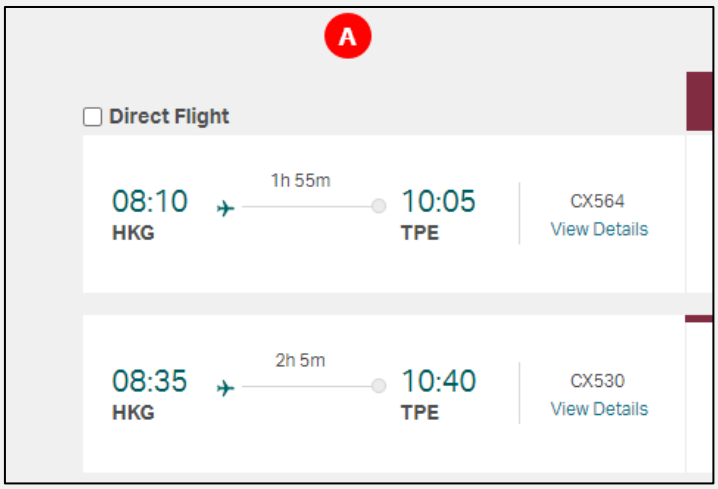
There are three sections:

A. Flight information
B. Non-Reserved Space
C. Reserved Space (This section will not be shown if you do not have allotted space with CX)



4.3.1. Information of available flight options

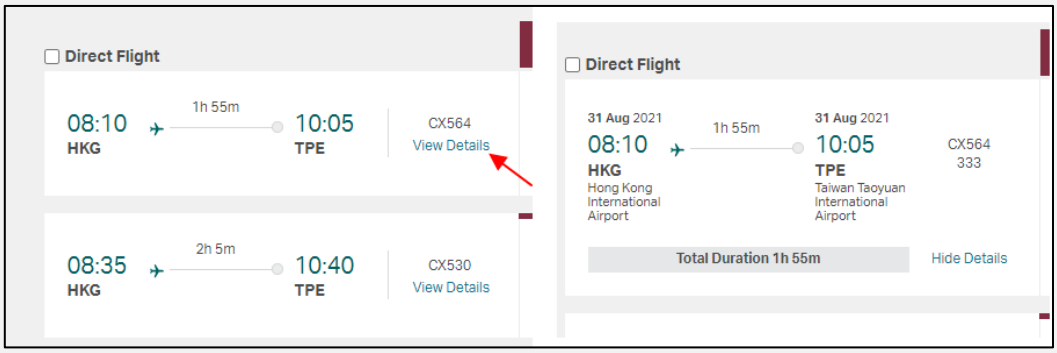
I. Review the flight information and choose the ideal flight



Flight Information includes:

- Origin
- Destination
- Duration
- Departure Time
- Arrival Time
- Flight Details

II. Click View Details for more information including departure date, flight duration, airport name and aircraft type



4.3.2. Non-Reserved Space

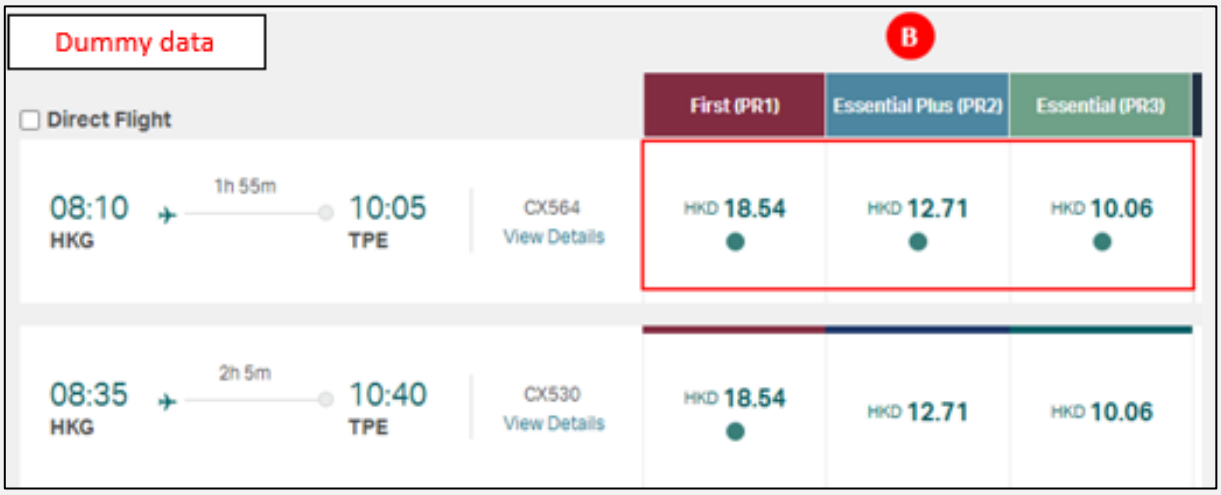
I. Select one of the options if you wish to book on non-reserved space

- First (PR1)
- Essential Plus (PR2)
- Essential (PR3)

II. Rate Behavior of Non-Reserved Space
There are 3 types of scenarios under this section:

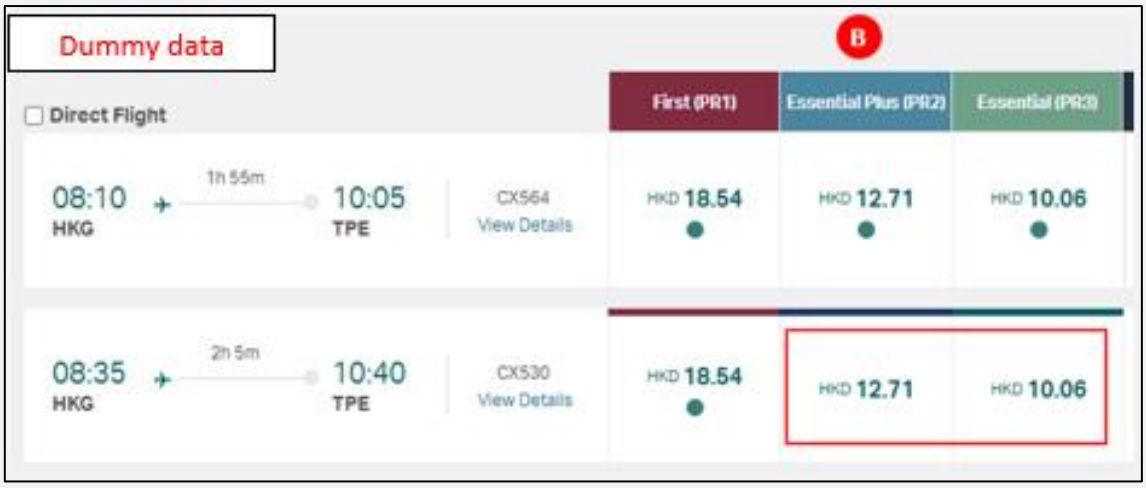
a. Scenario 1: Display with Rate and Green Dot

- Click on the rate and proceed to booking which can be instantly confirmed



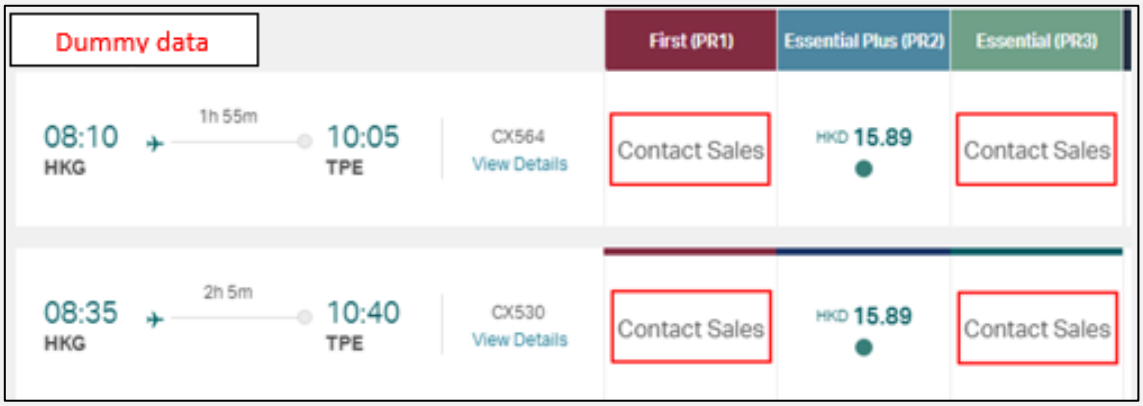
b. Scenario 2: Display with Rate only

- Click on the rate and proceed to booking which will be reviewed by CX



c. Display 3: Display "Contact Sales"

- Booking is not allowed



4.3.3. Reserved Space

I. Select the available option if you wish to book on Reserved Space. Only the corresponding allotment type will be shown under this section based on your agreement.

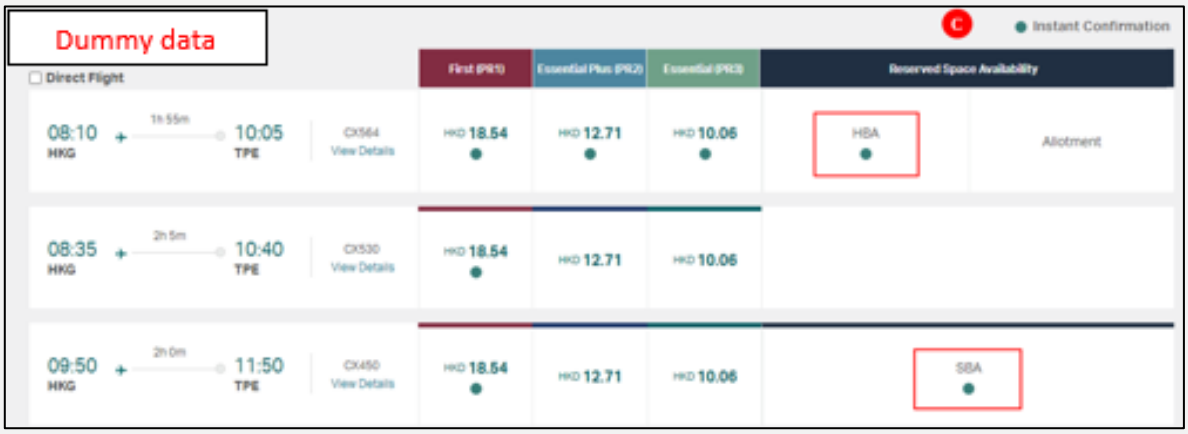
- HBA
- SBA
- BSA
- STA
- Allotment
- FSS

*Note: The Reserved Space section will not be shown if you do not have allotted space with CX.

II. Behavior for Reserved Space
There are 4 types of scenarios under this section:

a. Scenario 1: Display with allotment type and Green Dot

- Click on the allotment type and proceed to booking which can be instantly confirmed



b. Scenario 2: Display with allotment type

- Click on the allotment type and proceed to booking which will be reviewed by CX

c. Scenario 3: Display with “Full” under the allotment name

- Allotment is full and booking is not allowed

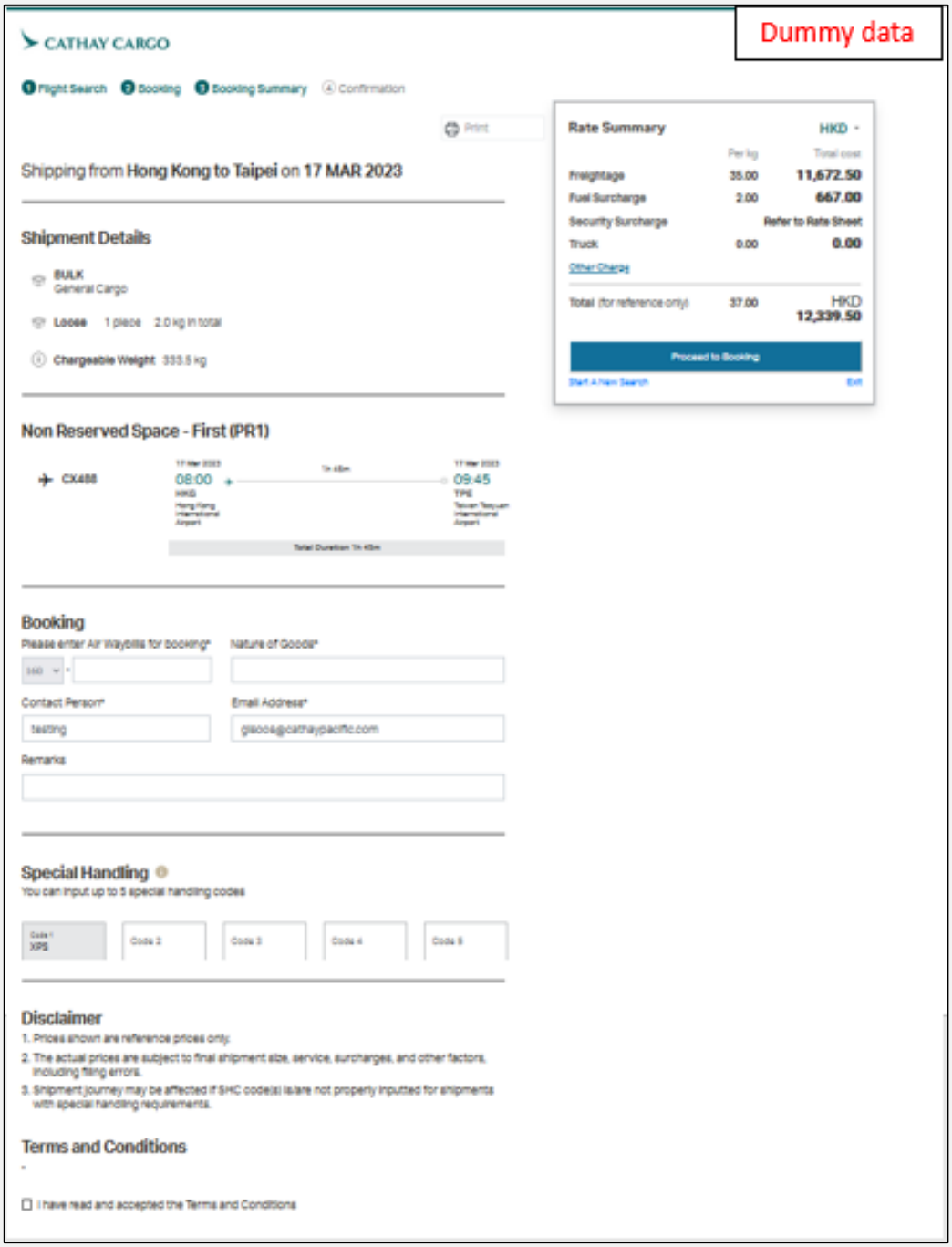
d. Scenario 4: No allotted space

- No reserved allotment on this flight

III. Click More Results to display more available flight options

5. Booking Summary

You will be directed to the Booking Summary page after selecting the flight option

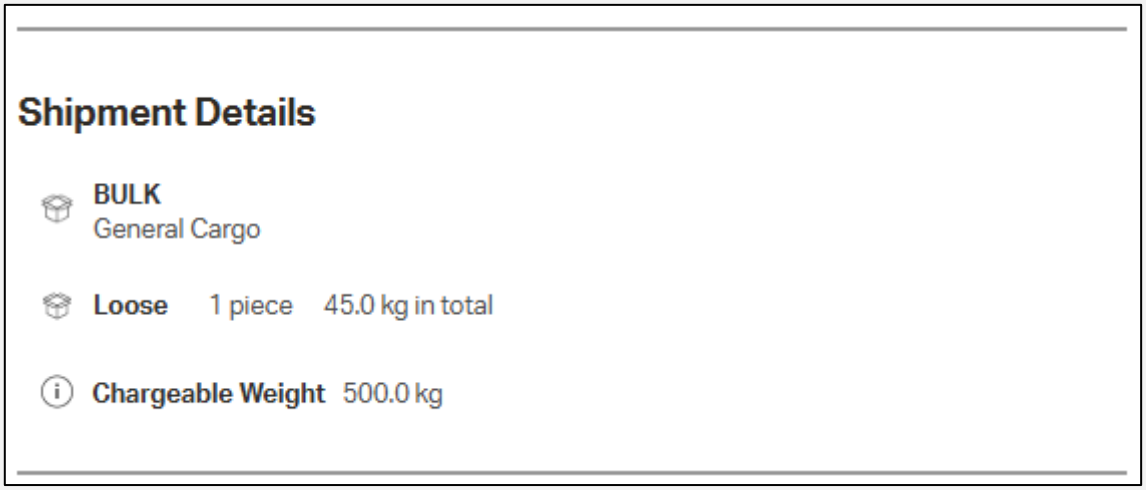


I. Review the origin, destination and departure date

Shipping from **Hong Kong to Taipei** on **13 MAR 2023**

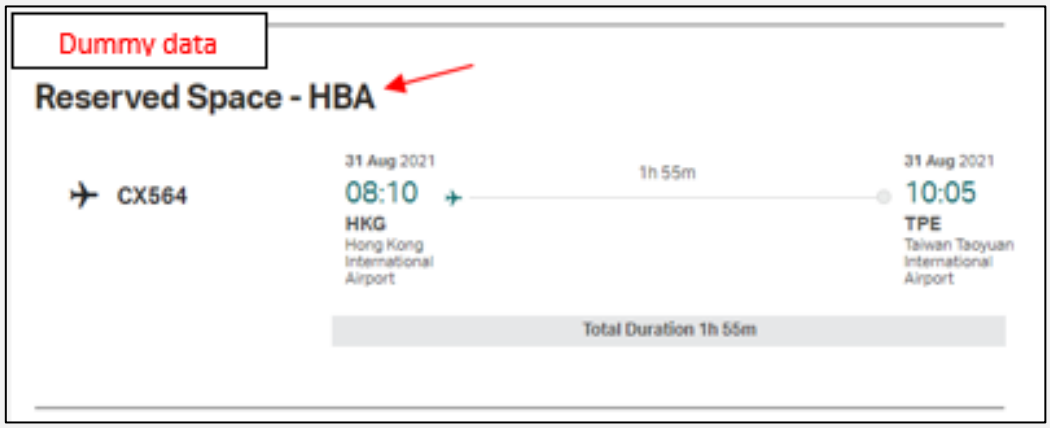
II. Review the shipment details

- Review the Shipment Details including the Commodity, Product, Shipment Type, Shipment Weight, Shipment volume and Chargeable Weight

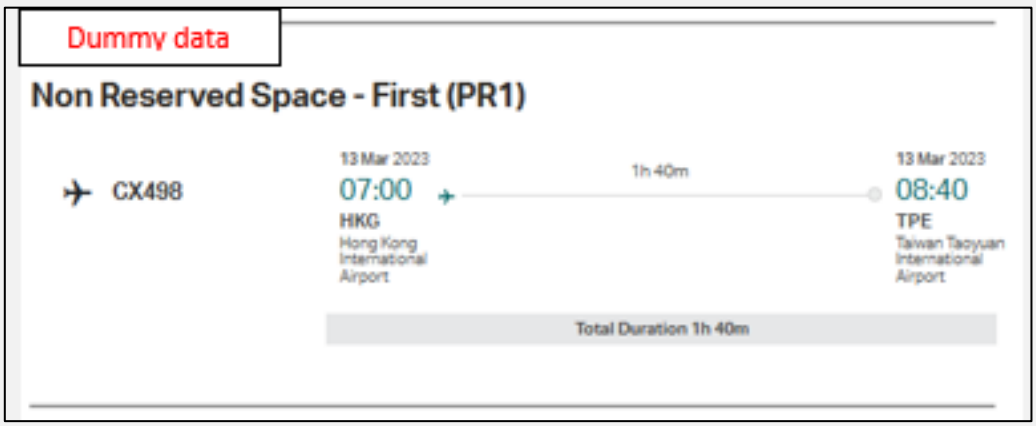


III. Review the selected allotment type

a. Display will be as follows if Reserved Space option (example: HBA) is selected

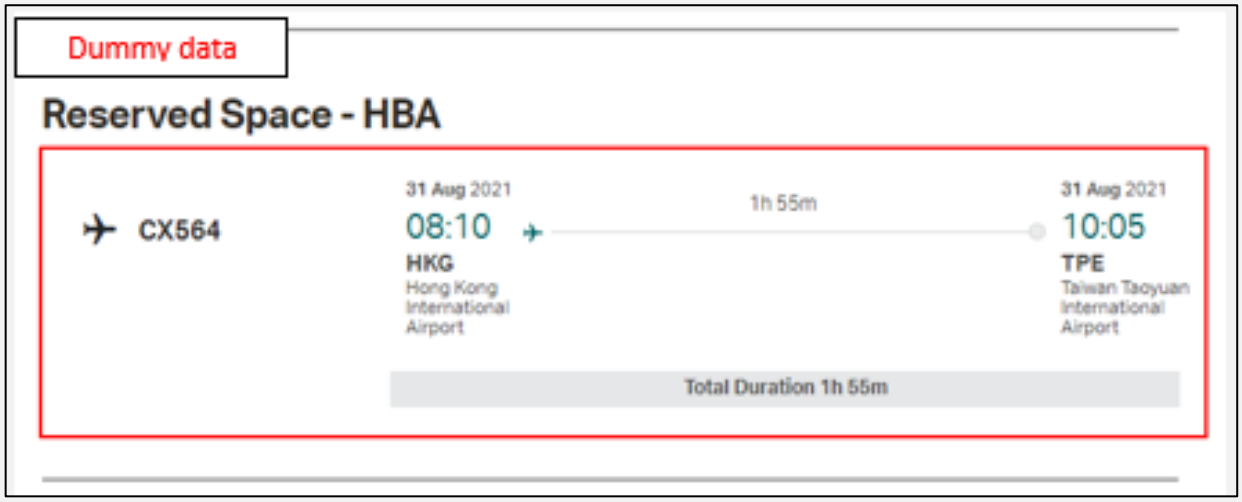


b. Display will be as follows if Non-Reserved Space option (example: General LIFT Plus) is selected



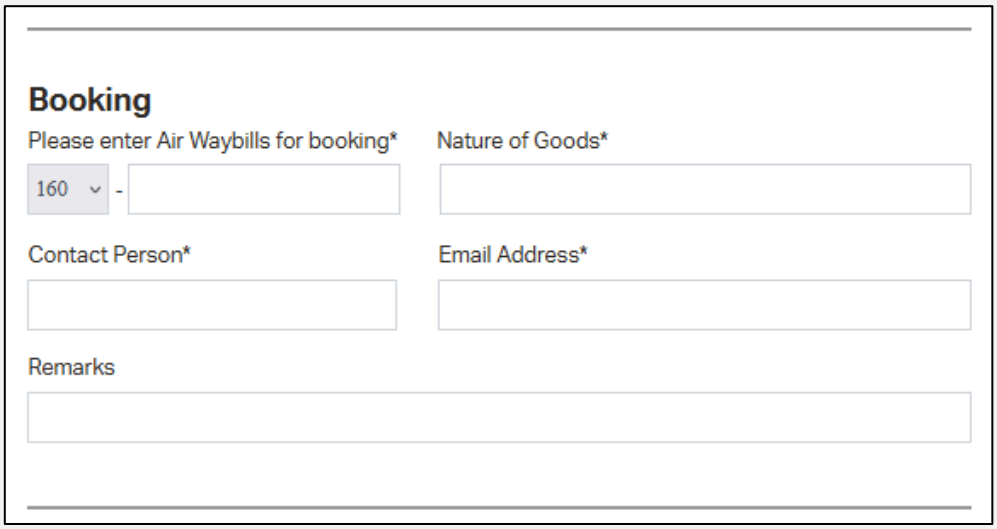
IV. Review the selected flight information

- Review the flight information including the flight number, departure date and time, arrival date and time, airport name and flight duration



V. Fill in the Booking AWB

- Select the AWB prefix (Default prefix is 160)

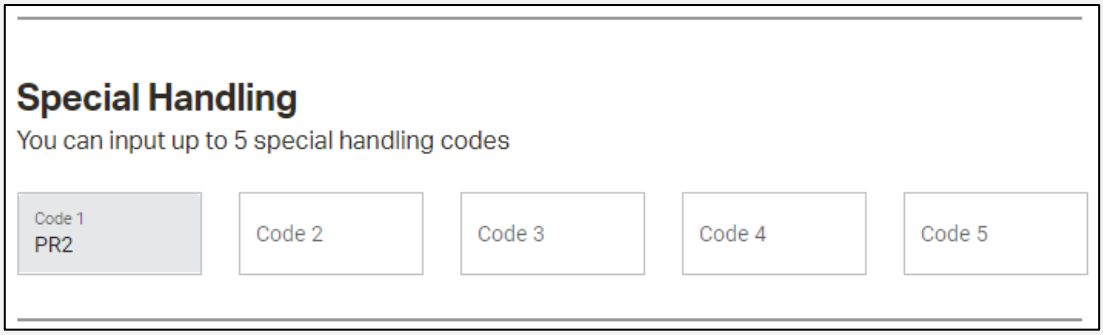


- Enter the “AWB Number”, “Nature of Goods”, “Contact Person”, “Email Address” and “Remarks” (optional)

  - Enter the remaining 8-digits of the AWB number after the prefix
  - Indicate the shipment declaration in the Nature of Goods field
  - Enter additional information in the remarks field if necessary

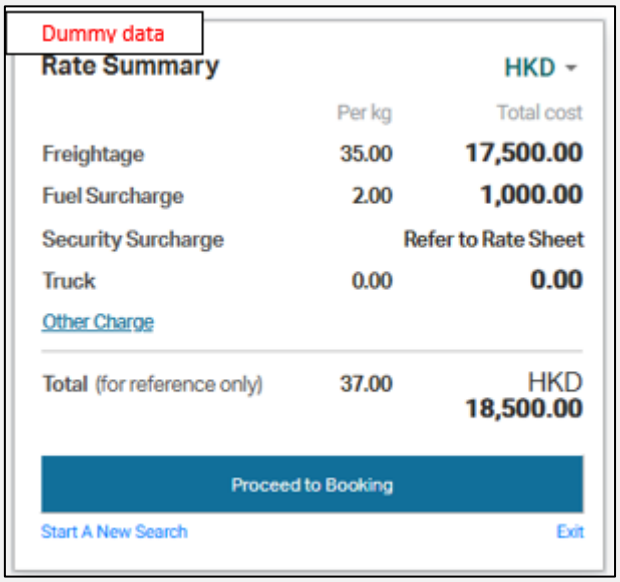
VI. Enter Special Handling Code (SHC)

- Enter the SHC for your shipment
  - The special handling code field can support up to 5 SHCs
  - Some codes will be pre-filled based on your selection on the Booking page (Example: Essential Plus is selected so “PR2” is the pre-filled SHC)



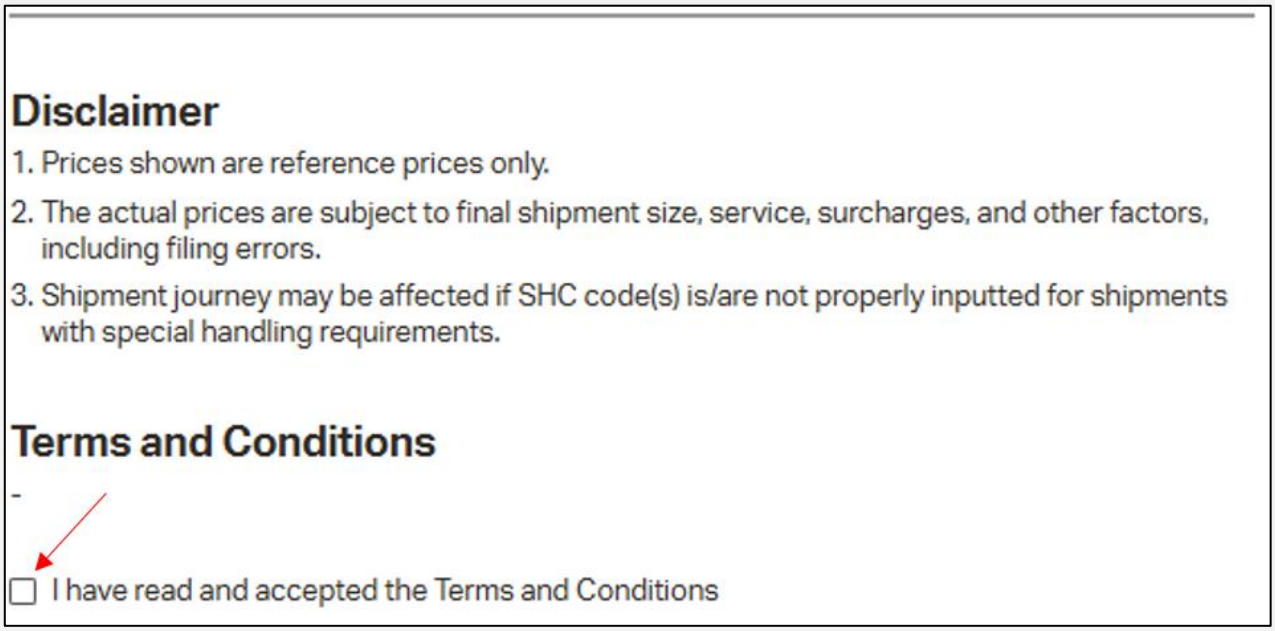
VII. Review the Rate Summary

- Rate summary will display the breakdown of Freightage, Fuel Surcharge, Security Surcharge and Truck Cost
- Select the rate calculation display by Chargeable Weight or Gross Weight
- Select other currencies from the dropdown list for reference



VIII. Disclaimer and T&C

- Tick the box after reviewing the Disclaimer and T&Cs



Disclaimer

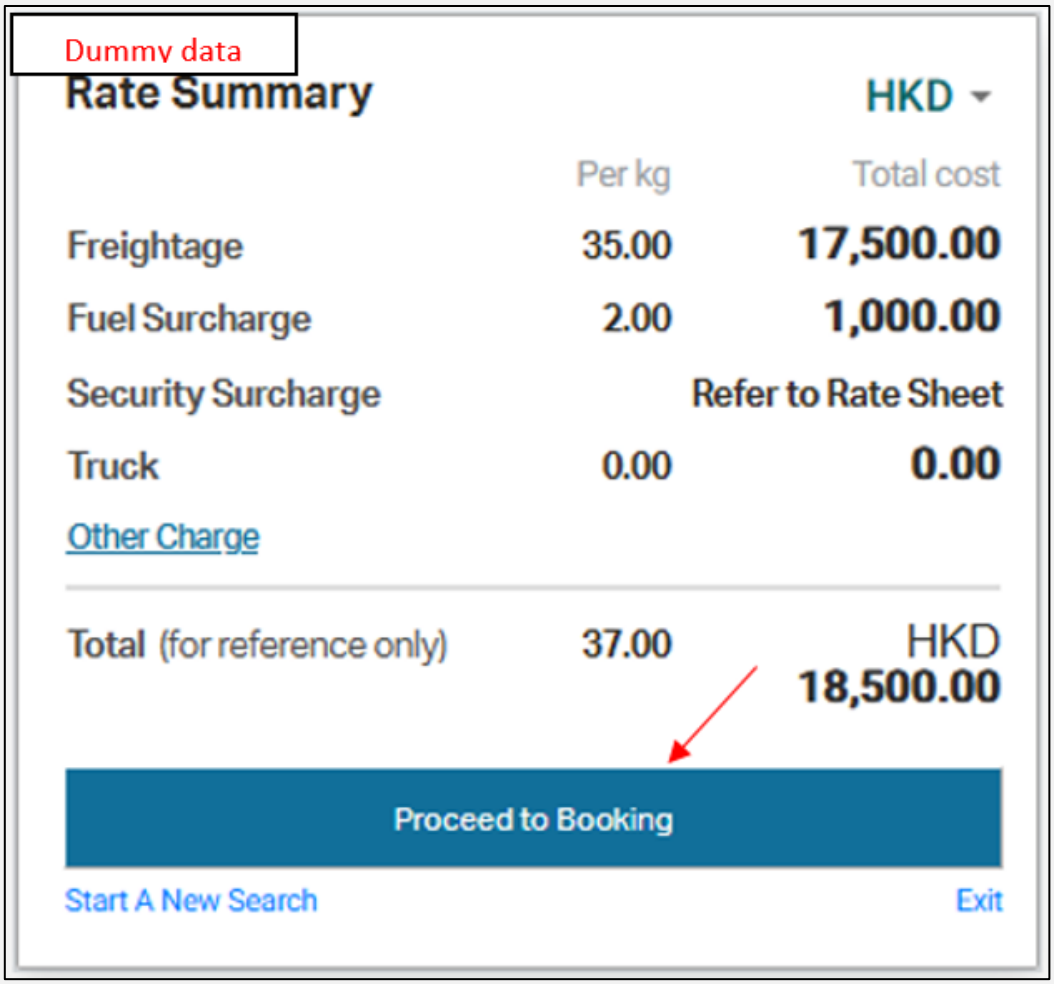
1. Prices shown are reference prices only.
2. The actual prices are subject to final shipment size, service, surcharges, and other factors, including filing errors.
3. Shipment journey may be affected if SHC code(s) is/are not properly inputted for shipments with special handling requirements.

Terms and Conditions

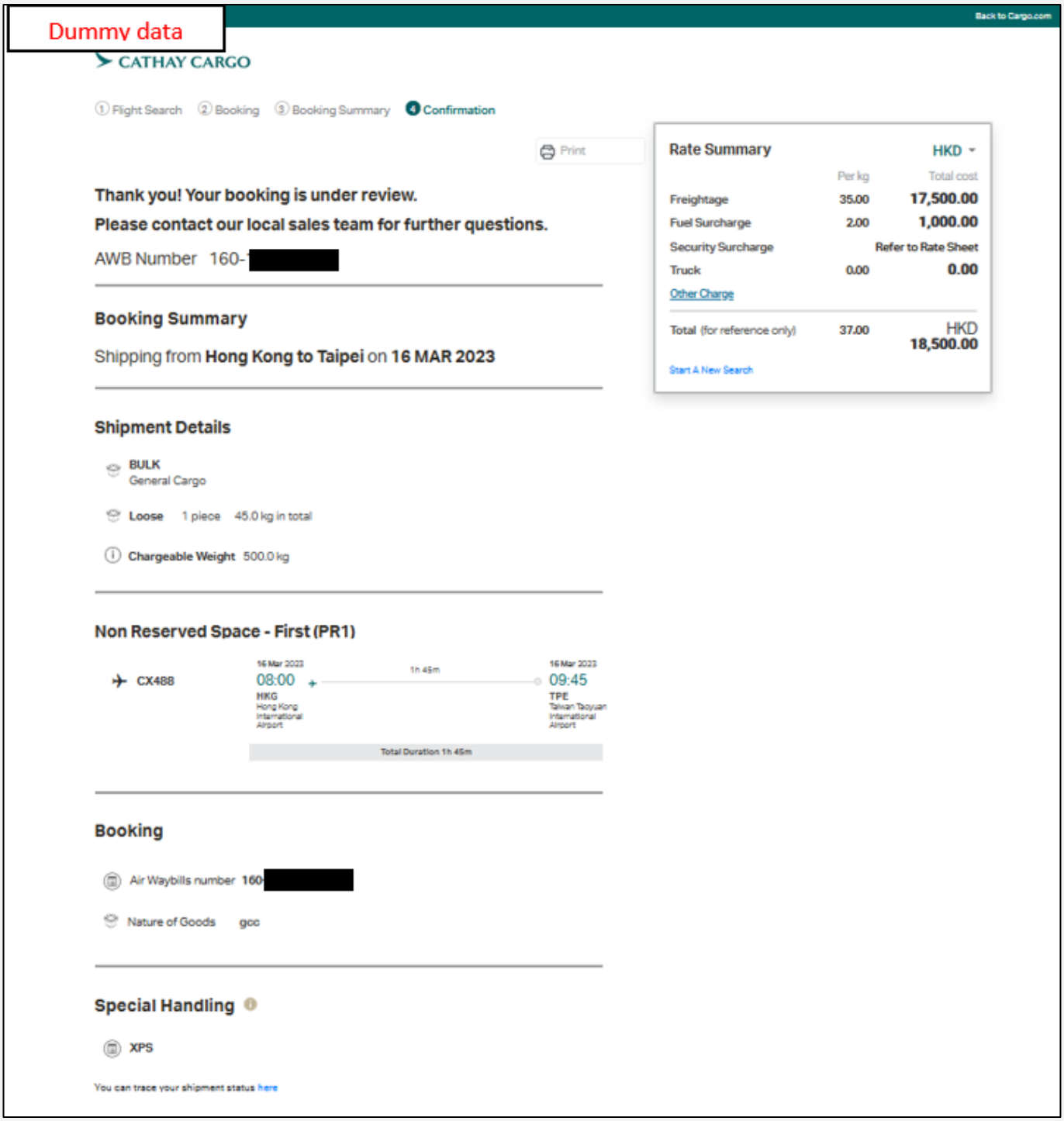
-

☐ I have read and accepted the Terms and Conditions

IX. Click on Proceed to Booking



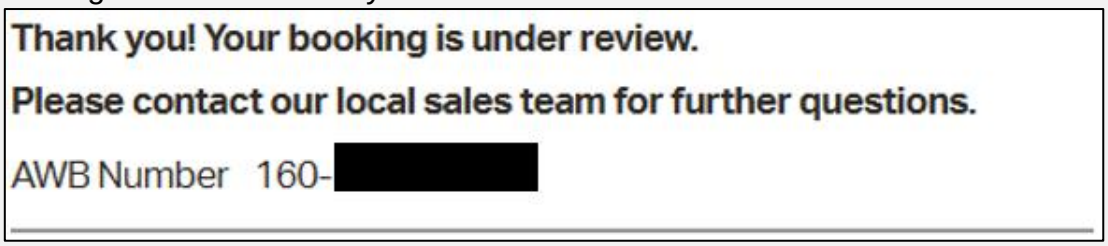
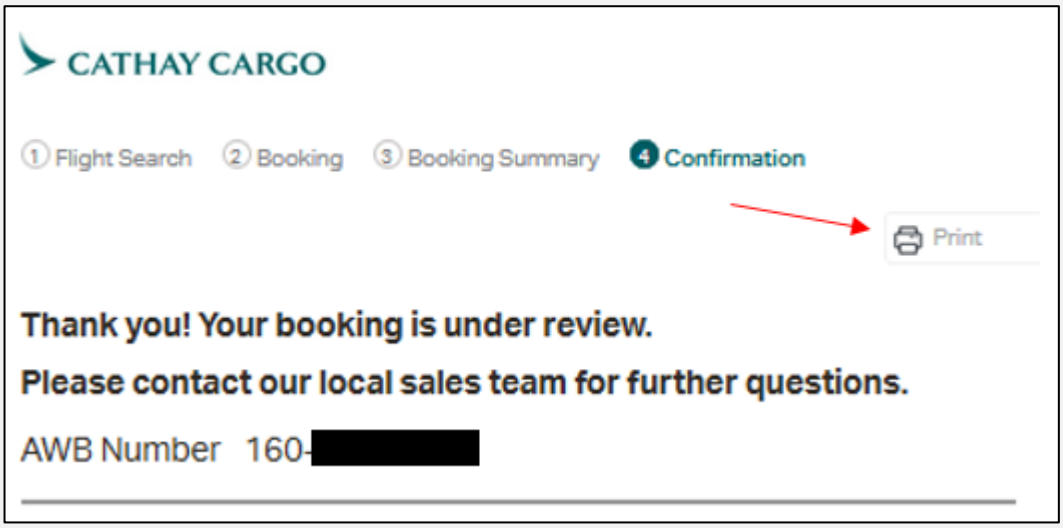
6. Confirmation Page



I. Confirmation page will display two statuses
   A. Your booking is confirmed
   B. Your booking is under review

II. When the status is “Your booking is confirmed”

I. When the status is “Your booking is under review”
   - Booking will be reviewed by CX



II. Print function
   - Click Print to print the confirmation page