User Guide for dnata Track & Trace

January 2024
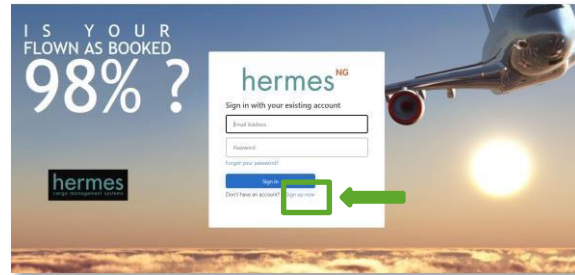
dnata

Completing User Registration/Creating New User

Steps

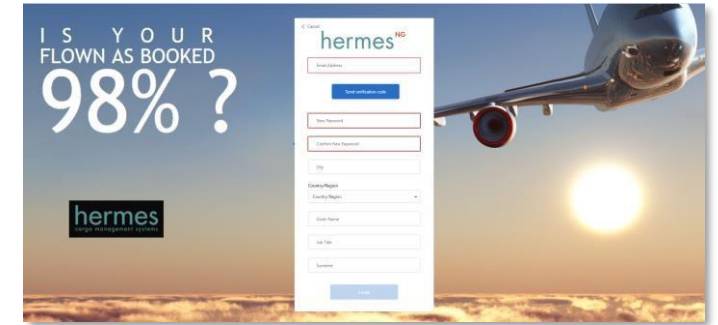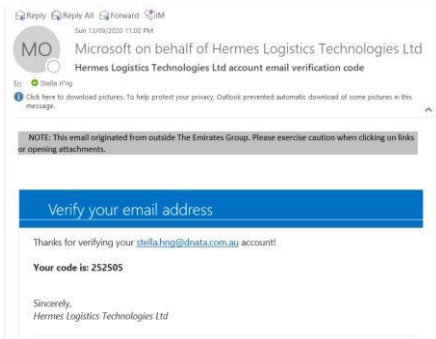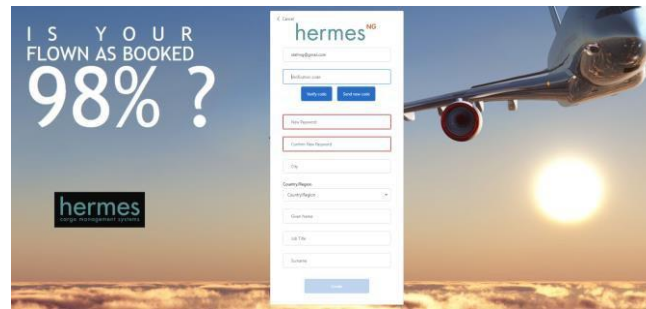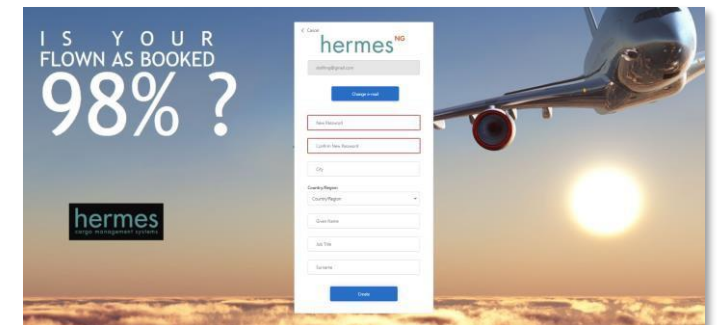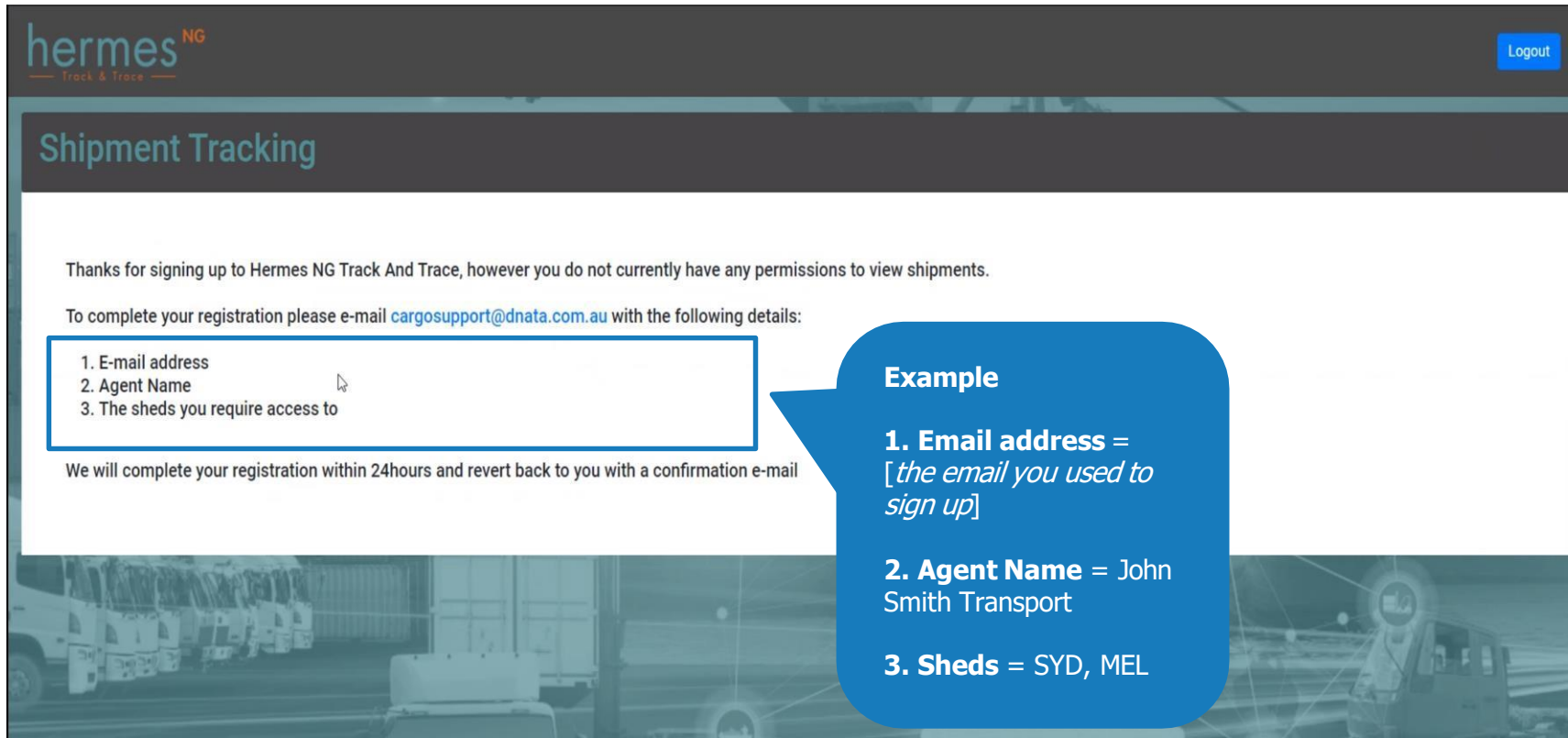|		
1. Open https://trackandtracev2.hermes-cargo.com/ in browser 2. Click on Login/Register button 	3. Click on 'Sign up now' link 	4. Input e-mail address as provided to dnata (this is important as backend setup of access is based on this email address) 5. Click 'Send verification code'
6. You will receive an email with the verification code 	7. Input the verification code then click 'Verify Code' 	8. Complete the remaining required information then click 'Create' 9. The initial page will appear per Step 2. Click Login/Register and in Step 3 screen, input the email address and password to sign in

If you have not been pre-registered...

When you sign in, the below screen will show. Please follow the instructions below for dnata to complete your access setup (i.e. assigning you to an agent and shed in the system)

What's New in Version 2?

1 The application will default with the flight date range set 1 week prior to today's date:

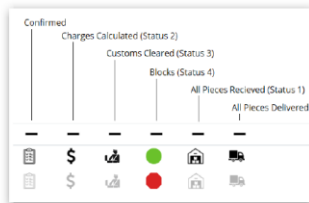
Click on the down arrow to expand the Filters:

2 The 'Status' column can be filtered using the 7 available statuses.

A date range is available to be selected:

Upon each change of filter data ensure the 'Apply Filters' button is pressed.

3 The shipment Milestones

When a shipment reaches one of the below milestones it appears in Black. If the milestone has not yet been reached, for the entire shipment, then it appears greyed out:

Press – to view only shipments where this Milestone is set.

This icon is displayed:

Press ✓ to view only shipments where this Milestone is not set:

This icon is displayed:

Shipments that have a Status 4 block have a Red Stop icon.

Always press the Apply Filters button after each change:

4 Clicking on a AWB line displays more information about the status of the shipment:

Click on each grey status box to more detailed information:

What is the information telling me?

To see the full details of the shipment press 'See Full Details'. This will open the "Import Shipment Details" screen in a new tab:

Here the full Shipper, Consignee, Agent and Charges information is viewable. The full Milestone Date and Times are available too.

No.	Information
1	AWB no. & Shipment Info
2	Agent, Shipper and Consignee
3	Booked = Pieces booked for flight Received = Pieces received by dnata Released = Pieces departed on flight
4	Detailed shipment status
5	Flight, booking and NOA
6	These are the charges that are due to dnata. Please note the charges are estimate and can change at any time

Thank You!

If you have any queries, please contact
cargosupport@dnata.com.au

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