

User Guide for dnata Track & Trace

15 September 2020



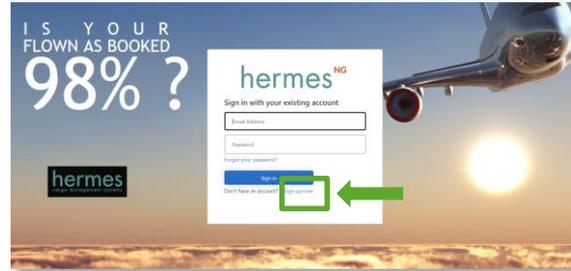
Completing User Registration/Creating New User

Steps

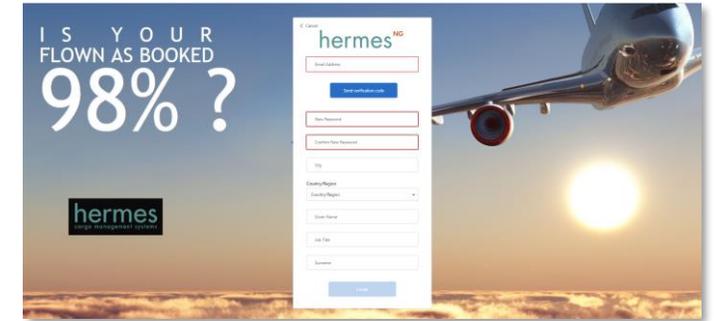
1. Open trackandtrace.hermes-cargo.com in web browser
2. Click on Login/Register button



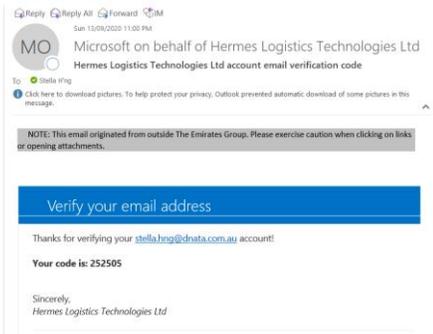
3. Click on 'Sign up now' link



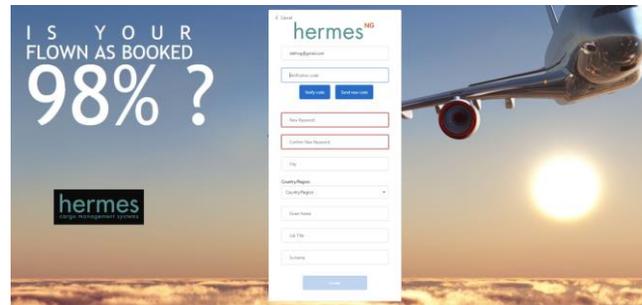
4. Input e-mail address as provided to dnata (this is important as back end setup of access is based on this email address)
5. Click 'Send verification code'



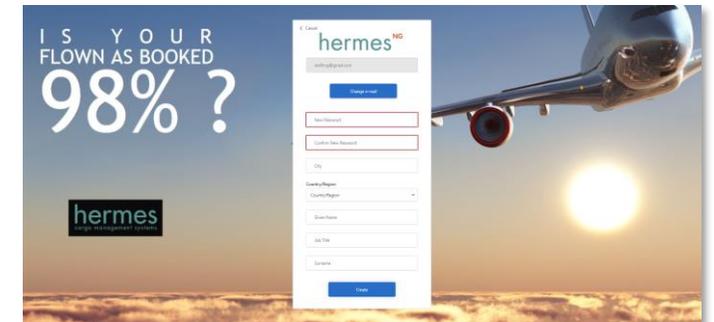
6. You will receive an email with the verification code



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)

hermes^{NG}
Track & Trace

Logout

Shipment Tracking

Thanks for signing up to Hermes NG Track And Trace, however you do not currently have any permissions to view shipments.

To complete your registration please e-mail cargosupport@dnata.com.au with the following details:

1. E-mail address
2. Agent Name
3. The sheds you require access to

We will complete your registration within 24hours and revert back to you with a confirmation e-mail

Example

- 1. Email address** = *[the email you used to sign up]*
- 2. Agent Name** = John Smith Transport
- 3. Sheds** = SYD, MEL

What is the information telling me?

1 Shipment table header

2 Earliest Flight and Latest Flight columns

3 Action icons (check, dollar, person, house, plane)

4 Flights table

5 Shipment Status table

6 Quantities table

7 Charges table

8 No shipments found for the search criteria.

No.	Information
1	These are the AWB details
2	Shipments may be split across multiple flights. Thus, earliest flight is where first part of shipment departed and latest flight is where next part of shipment departed (may be the last part of shipment)
3	<p>Shipment received Charges calculated Customs cleared Ready for carriage / Ready for delivery Shipment departed/arrived</p>
4	AWB booking details
5	These show the AWB status details whilst No. 3 is the summary
6	Booked = Pieces booked for flight Received = Pieces received by dnata Released = Pieces departed on flight
7	These are the charges that are due to dnata. Please note the charges are estimate and can change at any time
8	There are no AWBs for the agent

Thank You!

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