



Frequently Asked Questions and Answers

RE: United Cargo Accounting's Customer Portal

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Frequently Asked Questions and Answers United Cargo Accounting's Customer Portal

Question: What is the United Cargo Accounting Customer Portal?

Answer: The Cargo Accounting Customer Portal is an online self-service tool for customers that enables invoice retrieval, 24/7 access to account details and enhanced dispute management.

Question: What features are available on the Customer Portal?

Answer: Customers are able to view balance details and perform various account management functions such as:

- Search invoices and air waybills by select criteria
- Filter transactions by air waybill number
- Create a dispute and view status of a dispute
- Save and print invoices
- Download transactions and disputes

Question: Is the Customer Portal available to all customers?

Answer: No, the Portal is currently targeted towards our U.S. domestic-based customers. Access for our foreign-based or CASS customers is not currently available but is being evaluated for possible future rollout.

Question: Can multiple users access the Portal on the same account?

Answer: Yes, as long as multiple users are known contacts on the account, we are able to accommodate multiple users.

Question: Why do I need to input a unique PIN each time I log into the Portal?

Answer: Since Portal users are able to view sensitive and confidential information, this feature is required to provide the appropriate level of security for the site.

Question: Why am I unable to retrieve a copy of an old invoice(s)?

Answer: Invoices created prior to August 2015 are not viewable in the new Portal. If you require an invoice prior to this date, please email cargoinvoices@united.com and reference “Cargo Invoices” in the subject line of the message. A representative will contact you to fulfill your request.

Question: How long will old invoices be retained online and retrievable?

Answer: Invoice images will be kept online and accessible for 2 years from invoice date.

Question: Why am I unable to view old transaction activity in my account?

Answer: Only those transactions that were open as of November 15, 2015 or after can be viewed in the Closed Invoice section of the Portal.

Question: I see open transactions with credit balances on my account. Can I use these credits to offset other items with balances due?

Answer: We ask that you contact your collections representative to arrange any account adjustments relating to open credits on your account. Please do not proactively utilize the credits through short-paying other charges until you have spoken to a representative and confirmed the nature of any credits on your account.

Question: Why am I unable to make payments or add transactions to the Portal’s payment cart?

Answer: Unfortunately, this feature is not available at this time. We are evaluating this feature for possible future rollout.

Question: Why am I unable to view transactions from all of my branches?

Answer: Your Portal account is granted access to those branches that your email is associated with as a contact. If you feel you are missing branches to which you should have access, please email cargoaccounting@united.com and reference “Missing Account Branch” in the email subject line. A representative will contact you to confirm the branch to be added.

Question: Why am I unable to access air waybill documents online?

Answer: Unfortunately, this feature is not available at this time. If you need a copy of an air waybill, please contact cargoaccounting@united.com with the details of your request.

Question: Which browsers should I use to access your web site?

Answer: The United Cargo Accounting Customer Portal customer portal web site is optimized for Internet Explorer versions 10 and 11 (certified). Other supported browsers are Google Chrome version 45 and Mozilla Firefox version 40.

Question: Who do I contact if I am having trouble registering or accessing my account?

Answer: Please send an email to cargoaccounting@united.com and reference "Customer Portal Login" in the subject line.