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Air Cargo Tracking Guideline

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Real-time Air Cargo Tracking

Access air cargo status in real-time for more informed decision-making and optimized supply chain process.

Q AWB Number

Track Cargo

 Fast Results

 Notifications

 All-in-one Dashboard

 Flight Info

 Split Shipments

 Integration

 150+ Airlines

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Real-time Air Cargo Tracking

Access air cargo status in real-time for more informed decision-making and optimized supply chain process.

Q AWB Number **Track Cargo**

- Fast Results
- Notifications
- All-in-one Dashboard
- Flight Info
- Split Shipments
- Integration
- 150+ Airlines

Dashboard

Click "**Dashboard**" and enter your account with your username and password.

If you have any trouble logging in, please contact us by sending an e-mail to support@shipsgo.com

The screenshot displays the Shipsgo Air dashboard interface. On the left is a sidebar menu with categories: MAIN (Dashboard), TRACK & TRACE (Track New Shipment, My Shipments), INTEGRATIONS (ShipsGo API, ShipsGo Embed), and EMAIL SETTINGS (Notification Settings, Email Customization). The main content area is titled 'DASHBOARD' and features two tabs: 'LATEST ARRIVALS' (selected) and 'LATEST DEPARTURES'. The 'Latest Arrivals' section contains a table with columns: View, Shipment, Origin, TD, Destination, and Time. The 'Upcoming Arrivals' section also contains a table with columns: View, Shipment, and Origin. In the top right corner, there are two toggle buttons: 'OCEAN' (with a wavy line icon) and 'AIR' (with an airplane icon). A blue callout box with a white border and a blue arrow pointing to the 'AIR' button contains the following text: 'When you log in to the Shipsgo dashboard, the Ocean section is displayed by default. To switch to the Air section, simply click the square button in the upper-right corner and select 'AIR' from the dropdown menu.'

SHIPSGO AIR Buy Now 9721 Credits S

Dashboard > Air > Track & Trace > Track New Shipment

TRACK NEW SHIPMENT

Single Shipment

You can track shipment by Air Waybill (AWB) Number.

Reference Number *i*
Your reference number

AWB Number *i*
Air waybill number

Select follower groups *i*

Select or enter followers *i*

Create

Excel Upload

Using the sample Excel files below, you can track multiple shipments.

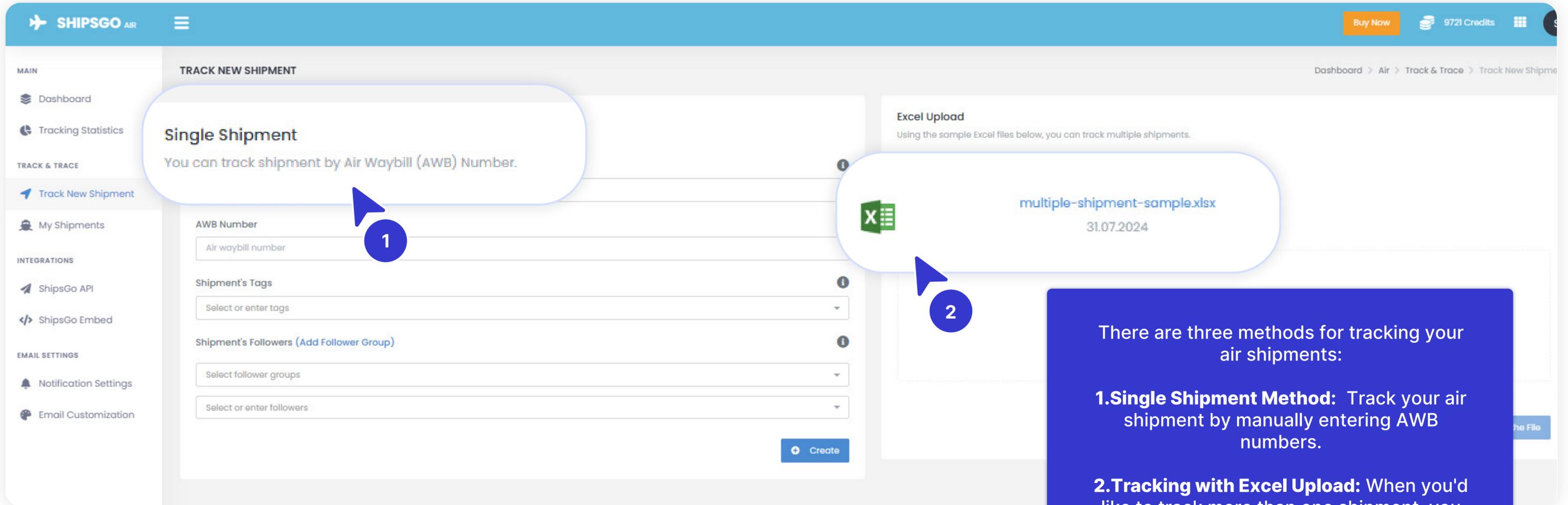
X multiple-shipment-sample.xlsx
31.07.2024

Drag and drop a file here or click

Only .xlsx extension (Excel File) is accepted.

Analyse the File

Click the "Track New Shipment" option.



There are three methods for tracking your air shipments:

- 1. Single Shipment Method:** Track your air shipment by manually entering AWB numbers.
- 2. Tracking with Excel Upload:** When you'd like to track more than one shipment, you can use this method.
- 3. API Integration:** Easily integrate your system with the Shipsgo system to automatically track your air shipments. (For more details, refer to the Air API section on page 17 of this PDF.)



- [Single Shipment Methods](#)
- [Tracking with Excel Upload](#)

SHIPSGO AIR

TRACK NEW SHIPMENT

Single Shipment
You can track shipment by Air Waybill (AWB) Number.

1 Reference Number
Your reference number

2 AWB Number
Air waybill number
The 11 digit, unique number for your shipment. You can use dash after 3th digit (airline code).

3 Shipment's Tags
Select or enter tags

4 Shipment's Followers (Add Follower Group)
Select follower groups
Select or enter followers

Create

You can reach the tracking method through the "Track New Shipment" section.

1. Reference Number: Your reference to remember or classify your shipments. You can enter any numbers or letters. The shipment reference will also be the default title of your notification emails.

2. AWB Number: The Air Waybill (AWB) number provided by the airline is required to track your shipment. It is a unique 11-digit number, and the system accepts AWB numbers with or without a hyphen.

3. Shipment's Tags: You can create new tags to classify your shipments further. After the creation of your tags, you will be able to choose from the list as you wish. This way, you will be able to filter your shipments on your My Shipments page based on tags as well.

4. Shipment's Followers: You can enter email addresses that you want notification emails to be sent to in addition to yours. You can enter as many addresses as you wish; there is no limit!

Note: The Reference Number and Shipment Tags fields are not mandatory; they are optional.

- Single Shipment Methods
- [Tracking with Excel Upload](#)

TRACK NEW SHIPMENT

Single Shipment
You can track shipment by Air Waybill (AWB) Number.

Reference Number
Your reference number

AWB Number
Air waybill number

Shipment's Tags
Select or enter tags

Shipment's Followers (Add Follower Group)
Select follower groups
Select or enter followers

Excel Upload
Using the sample Excel files below, you can track multiple shipments.

multiple-shipment-sample.xlsx
31.07.2024

XLSX

Only .xlsx extension

Analyse the File

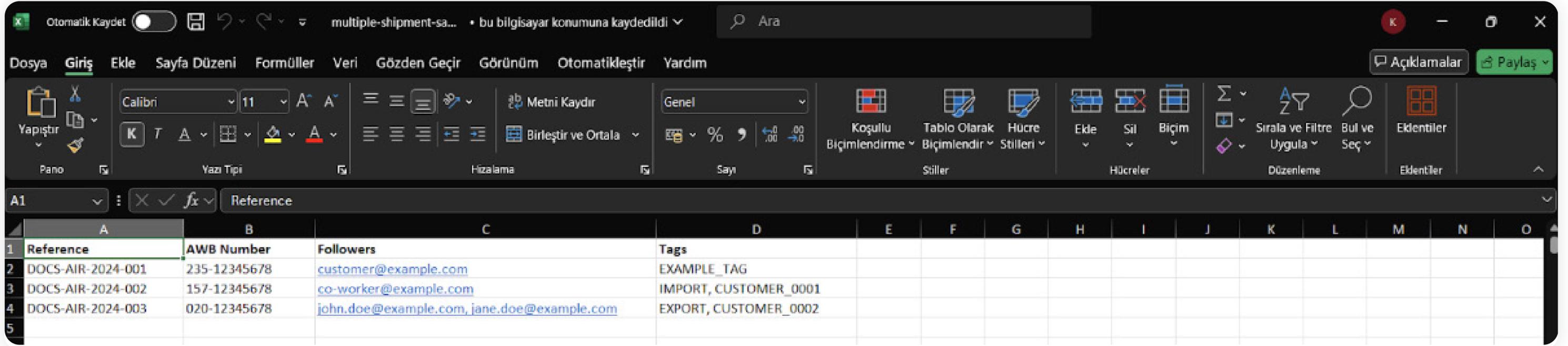
This is a method for tracking many shipments at once by uploading an **Excel file. For using this method, you need to download the pre-prepared excel file and fill it accordingly.**

1. Upload the Excel file by simply clicking the upload area or dragging the file to the area.

2. Click Analyse the File to see if there is any inaccuracy in your file.



- Single Shipment Methods
- [Tracking with Excel Upload](#)



The screenshot shows a Microsoft Excel spreadsheet with the following data:

Reference	AWB Number	Followers	Tags
DOCS-AIR-2024-001	235-12345678	customer@example.com	EXAMPLE_TAG
DOCS-AIR-2024-002	157-12345678	co-worker@example.com	IMPORT, CUSTOMER_0001
DOCS-AIR-2024-003	020-12345678	john.doe@example.com , jane.doe@example.com	EXPORT, CUSTOMER_0002

Please follow the same steps of the AWB Tracking Method.

If you want any other person to receive **tracking notifications** for your shipment, you need to enter their e-mail address in the **Shipment's Followers** field.

When you want to enter more than one email address, please use a comma (,) in between the e-mail addresses.

- Single Shipment Methods
- [Tracking with Excel Upload](#)

Excel Analyse Result

3 tracking requests will be added.

#	Reference	AWB Number	Followers	Tags
1	DOCS-AIR-2024-001	235-12345678	customer@example.com	EXAMPLE_TAG
2	DOCS-AIR-2024-002	157-12345678	co-worker@example.com	COMER_0002
3	DOCS-AIR-2024-003	020-12345678	john.doe@example.com jane.doe@example.com	

Upload Start

You can delete the shipments that give an error by clicking the delete icon and continue by clicking **Upload Start.**

Or return to your Excel file, check the information, and correct the mistake. Upload the file again, and if all is good, continue by clicking **Upload Start.**

- Single Shipment Methods
- [Tracking with Excel Upload](#)

Excel Analyse Result

2/3 tracking requests have been added.

#	Reference	AWB Number	Followers	Tags
✓	DOCS-AIR-2024-001	235-12345678	customer@example.com	EXAMPLE_TAG
✓	DOCS-AIR-2024-002	157-12345678	co-worker@example.com	IMPORT CUSTOMER_0001
⚙️	DOCS-AIR-2024-003	020-12345678	john.doe@example.com jane.doe@example.com	EXPORT

66%

Upload Pause

You can pause uploading before completion.



SHIPMENTS

List of Shipments
You can view, edit, delete or export all shipments from the table below.

[Create](#) [Export to Excel](#) [Show Filters](#)

View	Status	Airline	Reference	AWB Number	Origin	TD	Destination	Tags	Created At
	Untracked	LUFTHANSA CARGO	DOCS-AIR-2024-003	020-12345678	-	-	-	export CUSTOMER_0002	09/01/2025 14:01:46
	Untracked	WINGS	DOCS-AIR-2024-002	157-12345678	-	-	-	import CUSTOMER_0001	09/01/2025 14:01:46
	Untracked	CARGO	DOCS-AIR-2024-001	235-12345678	-	-	-	EXAMPLE_TAG	09/01/2025 14:01:46

- **Add Filters**
- Live Map
- Split Shipments
- Edit Reference & Delete Shipment
- Add Followers & Tags

The screenshot shows the 'My Shipments' page with a 'Filters' modal open. The modal has a dropdown menu set to 'Follower' and a search input containing 'Follower'. Below the search input are three filter categories: 'Status' (with options: En-Route, Booked), 'Airline' (with options: AEGEAN AIRLINES, AEROFLOT), and 'Follower' (with options: client1@gmail.com, co-worker@example.com, customer-1@example.com). A 'Change Filter' button is at the bottom of the modal. Callout 1 points to the 'Show Filters' button in the top right of the shipment list. Callout 2 points to the 'Filters' modal. Callout 3 points to the 'Export to Excel' button in the top right of the shipment list.

1. You can filter your shipments by using the **Show Filters button.**

2. There are 17 different filters you can choose for filtering. You can add more than one filter or multiple parameters for each filter at once.

3. You can export your shipments in an Excel format by using the **Export to Excel button with or without filtering.**



- Add Filters
- **Live Map**
- Split Shipments
- Edit Reference & Delete Shipment
- Add Followers & Tags

1. You can reach and manage all your shipments from "My Shipments" section of your dashboard.

2. You can see your en-route, booked, landed, and delivered shipments on a live map and access this map from the Live Position button in the notification email.

#	Location	Event	Date		
9 Pieces	AMD	RCS Received From Shipper	31/12/2024 14:02		
9 Pieces	AMD	MAN Manifested	01/01/2025 11:11	EY780IT	✓
9 Pieces	AMD	DEP Departed	02/01/2025 08:25	EY780IT	✓
9 Pieces	BOM	RCF Received From Flight	03/01/2025 20:33	EY780IT	✓
5 Pieces	BOM	MAN Manifested	06/01/2025 22:43	EY0207	✓
5 Pieces	BOM	DEP Departed	07/01/2025 02:08	EY0207	✓
5 Pieces	AUH	ARR Arrived	07/01/2025 05:18	EY0207	✓
5 Pieces	AUH	RCF Received From Flight	07/01/2025 06:15	EY0207	✓

- Add Filters
- **Live Map**
- Split Shipments
- Edit Reference & Delete Shipment
- Add Followers & Tags

When you click on the **Live Position** button, a new tab will open.

You can see the general voyage information and map drawing of the shipments.

AMD Sardar Vallabhbhai Patel International Airport				
RCS	9 Pieces	31/12/2024 14:02	-	✓
MAN	9 Pieces	01/01/2025 11:11	EY7801T	✓
DEP	9 Pieces	02/01/2025 08:25	EY7801T	✓
BOM Chhatrapati Shivaji Maharaj International Airport				
RCF	9 Pieces	03/01/2025 20:33	EY7801T	✓
MAN	5 Pieces	06/01/2025 22:43	EY0207	✓
DEP	5 Pieces	07/01/2025	EY0207	✓

- Add Filters
- Live Map
- **Split Shipments**
- Edit Reference & Delete Shipment
- Add Followers & Tags

You can apply filters to your Split Shipments through the 'Show Filters' section. This will allow you to differentiate between your Split Shipments and view their detailed information.

The screenshot shows the SHIPSGO AIR interface. On the left is a navigation menu with sections: MAIN (Dashboard, Tracking Statistics), TRACK & TRACE (Track New Shipment, My Shipments), INTEGRATIONS (ShipsGo API, ShipsGo Embed), and EMAIL SETTINGS (Notification Settings, Email Customization). The main content area is titled 'SHIPMENTS' and contains a 'List of Shipments' table. A 'Create' button is at the top left of the table. A 'Show Filters' button is at the top right. A 'Filters' modal is open, showing a filter for 'Split Shipment' with a dropdown menu set to 'Yes'. Two callout boxes highlight the 'SPLIT' buttons on the table rows. A blue callout box at the top right explains that filters can be applied to split shipments.

View	Status	Airline	Reference	AWB Number	Origin	TD	Destination	Tags
	Untracked	LUFTHANSA CARGO	DOCS-AIR-2024-003	020-12345678	-	-	-	export CUSTOMER_0002
	Untracked	QATAR AIRWAYS			-	-	-	Import CUSTOMER_0001
	Untracked	TURKISH CARGO			-	-	-	EXAMPLE_TAG
	Delivered	ETIHAD AIRWAYS			AMD 02/01/2025 08:25	GOT 10/01/2025 08:25	SE 10/01/2025 08:25	ShipsgoTest
	Delivered	AIR CANADA	Test15	014-33984344	DEL 01/01/2025 04:15			Test15
	Delivered	IAG CARGO	Test1234567	125-12934843	SCL 06/01/2025 19:50		UK 06/01/2025 21:59	fridge

- Add Filters
- Live Map
- Split Shipments
- **Edit Reference & Delete Shipment**
- Add Followers & Tags

Shipment #9635 SPUT

Reference: Test16
 Carrier: ETIHAD AIRWAYS Status: Delivered
 AWB Number: 607-32797030
 Pieces: 9 Weight: 7231.8 kg Volume: -
 Creator: 08/01/2025 14:47:22
 SHIPSGO - DEMO <demo@shipsgo.com>

MOVEMENTS

TRA	Location	Event	Date	Flight	
9 Pieces	AMD	RCS Received From Shipper	31/12/2024 14:02		
9 Pieces	AMD	MAN Manifested	01/01/2025 11:11	EY780IT	✓
9 Pieces	AMD	DEP Departed	02/01/2025 08:25	EY780IT	✓
9 Pieces	BOM	RCF Received From Flight	03/01/2025 20:33	EY780IT	✓
5 Pieces	BOM	MAN Manifested	06/01/2025 22:43	EY0207	✓
5 Pieces	BOM	DEP Departed	07/01/2025 02:08	EY0207	✓
5 Pieces	AUH	ARR Arrived	07/01/2025 05:18	EY0207	✓

You can follow the steps below to edit the reference or delete your shipment from the "My Shipments" screen.

Click the **eye icon** next to the shipment.

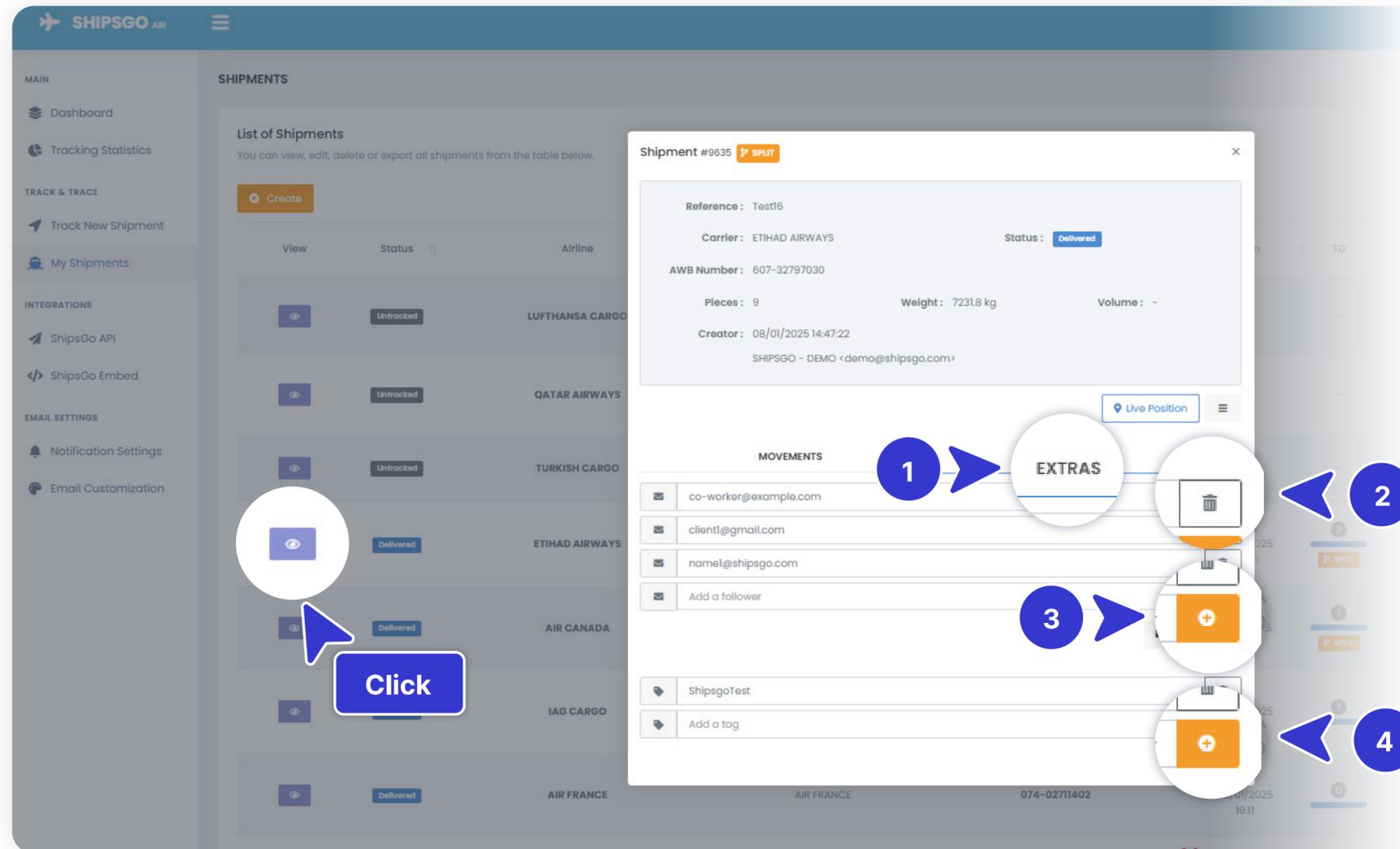
1. In the pop-up window, click the **menu icon** on the right.

-To change your shipment reference, use **Edit Reference**.

-To delete your shipment, click the **Delete Shipment** button.



- Add Filters
- Live Map
- Split Shipments
- Edit Reference & Delete Shipment
- **Add Followers & Tags**



You can follow the steps below to Add Followers or add tags from the **"My Shipments"** screen;

Click the **eye icon** next to the shipment **1**. In the pop-up window, opening to the **'EXTRAS'** section.

2. To delete a follower, click the **bin icon**.

3. To add a follower:
Use the scroll-down menu to select an existing follower, or type a new follower name in the search bar and click the **'+'** icon.

4. To add tags:
Use the scroll-down menu to choose from your existing tags, or type a new tag in the search bar and click the **'+'** icon.

SHIPSGO AIR

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Dashboard > Air > Integrations > ShipsGo API

SHIPSGO API

User Tokens
You can manage your API tokens on a user-specific basis.

Existing Tokens
You can view & manage your existing tokens.

There is not existing Token. You can generate a new tokens for users from the section below.

Generate a Token
You can generate a new token for users not listed above.

SHIPSGO - DEMO <demo@shipsgo.com>

API Documentation
Reach the API documentation for usage and all available endpoints.

Shipsgo API v2 only available for AIR.

[API Documentation](#)

With the Shipsgo Air API integration, you can automatically upload shipments and retrieve detailed shipment information effortlessly.

[Air API documentation](#)



SHIPSGO AIR

SHIPSGO EMBED

Embed Token
Shipsgo Embed is an embeddable version of our map. You can manage your embed token & configuration in this section.

<https://your-company.com/tracking>

This token is unique for your company and used to integrate the embed/map with your application.

`eac9a608-d640-48ce-880e-dd9406a41dc5`

[Integrate into your application](#)

Allowed HTTP Origins
If you want, you can restrict it to work only at the addresses you choose. Put each origin on a separate line. Origins must start with schema (http or https) without any path and includes the port number if used. Ex: `https://your-company.com`, `http://localhost:3000`, `http://127.0.0.1`

You can easily embed the Shipsgo Map into your website as a white-label product. With Shipsgo's live position embedded, you can boost your website traffic and visibility. Customers can track their shipments directly on your site, reducing phone and email inquiries. This gives them the convenience of checking shipments' live positions anytime they want.

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Dashboard > Air > Email Settings > Notifications

Notification Settings

You can choose who will receive the notifications about your shipments.

Recipients	Description
Main	Email address that is registered as the main user. Currently it's demo@shipsgo.com for your company.
Creator	Creator of the shipment. Can be different from the main email address, if you use ShipsGo with sub-accounts.
Followers	All other email addresses that were added to the shipment.

	Main	Creator	Followers
InProgress These emails inform the users about the shipments that the shipment data is not available yet.	to	to	bcc
Untracked These emails inform the users that the airline tracking system is unavailable or that the AWB number information might be incorrect.	to	to	cc bcc none
Tracking Information These emails inform the users about the shipments which have the status of Booked, En-Route, Landed and Delivered.	to	to	bcc

Update

From the Notification Settings, you can customize who receives flight notifications by selecting roles and email methods (BCC, CC, or None).



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Dashboard > Air > Email Settings > Customizations

CUSTOMIZATIONS

Company Logo

Your logo will appear on the notification emails after it's successfully uploaded.

The logo you upload will appear in exactly the same dimensions.

- Width can be minimum 40px, maximum 200px.
- Height can be minimum 40px, maximum 100px.

Choose file Browse

Customization Options

If there is a section that you are not sure about, you can look at the information icon next to it.

Top Information

You can customize the fields at the top of the notifications from this section.

Live Position URL - optional ⓘ

`https://your-company.com/tracking?transport=air&query={query}`

Dates & Times

You can select the date/time formats of the notifications.

Date Format: 31/01/2024 - DD/MM/YYYY

Hour Format: 24 Hours

Timezone: Local Times

Select Custom Timezone

Update

In the Email Customization section, you can upload your company logo with the specified dimensions, customize the date and time format for the email template, and manage the details displayed in Shipsgo notification emails.



MM	Location	Event	Date	Flight	
1 Piece	YVR Vancouver International Airport	RCS Received From Shipper	03/01/2025 15:48	-	✓
1 Piece	YVR Vancouver International Airport	DEP Departed	04/01/2025 21:39	BA084	✓
1 Piece	LHR London Heathrow Airport	ARR Arrived	05/01/2025 14:02	BA084	✓
1 Piece	LHR London Heathrow Airport	RCF Received From Flight	05/01/2025 18:17	BA084	✓
1 Piece	LHR London Heathrow Airport	DEP Departed	08/01/2025 14:14	BA081	✓
1 Piece	ACC Kotoka International Airport	ARR Arrived	08/01/2025 20:22	BA081	✓
1 Piece	ACC Kotoka International Airport	RCF Received From Flight	08/01/2025 21:00	BA081	✓

Back to History

Landed IAG Cargo

Airline: IAG CARGO
Reference: -
AWB Number: 125-14143894

1 Piece 67 kg -

YVR ACC
05/01/2025 08:39 09/01/2025 00:00

Movements

YVR Vancouver International Airport

RCS 1 Piece 04/01/2025 02:48 ✓

DEP 1 Piece 05/01/2025 08:39 BA084 ✓

LHR London Heathrow Airport

ARR 1 Piece 05/01/2025 17:02 BA084 ✓

RCF 1 Piece 05/01/2025 21:17 BA084 ✓

DEP 1 Piece 08/01/2025 17:14 BA081 ✓

ACC Kotoka International Airport

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Additionally, by integrating the Shipsgo map into your website, you can redirect the live position link in notification emails to your site. This way, email recipients can access the live position map directly on your website when they want to view it. The "Live Position URL" field allows you to set this option.



SHIPSGO AIR Buy Now 9721 Credits

Dashboard > Air > Tracking Statistics

TRACKING STATISTICS

Shipment Counts
Your shipment counts tracked with us.

1 Month 3 Months 6 Months 1 Year

1

2

Favorite Carriers
Your most frequently used carriers for your shipments.

Frequently Used Routes
The routes you transport most frequently.

On the **Tracking Statistics** page, you can view data about your flights, including shipment counts, favorite carriers, frequently used routes, export countries, and import countries.

You can also select a time period: 1 month, 3 months, 6 months, or 1 year, to analyze your data.



1. Click on the **Buy Now** section at the top right of your dashboard.

2. Choose the amount of credits that you want to purchase.

3. The total cost, bonus credits, cost per credit, and your total savings will be calculated automatically.

4. Simply enter your credit card details and click **Purchase** to complete the transaction.

TIP: The credits you purchase can be used for both Ocean and Air shipments.

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