# TROPICAL FISH INTERNTIONAL

## OPR – 292 Air Cargo Bookings, Tracking, and Customer Notification

### Recorded by Matt Rice 4/19/18 – Updated 8/21/18

### *Summary – Every week we must air cargo arrangements for each 292 DC. Each DC has a different preferred airline based on their location and the booking and air waybill assignment process varies for each airline. Once bookings have been made or air waybills have been assigned we must inform the courier and DC. After cargo is delivered, all shipments must be tracked until received by courier at destination airport.*

## Current DCs and Air Cargo Preferences

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **DC** | **City** | **State** | **Launch** | **Delivery Day** | **Arrival Day** | **Airport** | **Preferred Airline** | **Alternate Airline(s)** |
| 8 | Phoenix | AZ | 2018 | Sunday | Monday | PHX | WN |  |
| 23 | Bethel | PA | 10/21/18 | Saturday | Sunday | PHL | AA | DL |
| 42 | Reno | NV | 2017 | Sunday | Monday | RNO | WN |  |
| 39 | Ottawa | IL | 9/9/18 | Saturday | Sunday | ORD | WN | AA |
| 40 | Newnan | GA | 9/2/18 | Saturday | Sunday | ATL | DL |  |

## Airline Contact and Account Information

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Airline** | **Phone Number** | **Known Shipper Account Number** | **Web Login** | **Web Password** |
| American | 18002274622 | 2005544 | TFIcis | Betta2013$ |
| Delta | 18003522746 | 0230046971 | [mattr@etropicalfish.com](mailto:mattr@etropicalfish.com) | FishCIS14 |
| Southwest | 18005331222 | 63088 | NA | NA |
| United | 18008222746 | 8977640-0011 | c18327 | quote18 |

## Airline Booking and Service Details

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Airline** | **Code** | **Booking Method** | **Commodity / Description** | **Service Level** | **Commodity Code** |
| American | AA | Online | Live Tropical Fish |  | SCR 1024 |
| Delta | DL | Phone | Live Tropical Fish |  | AVA SCR 0195 |
| Southwest | WN | Creating AWB | Live Tropical Fish | NFG | 0114 |
| United | UA | Phone | Live Tropical Fish | GCR | SCR 1026 |

## Pre-Booking Information Required

* Before placing any booking, you must first gather the following information:
  + Date of drop off
  + Airport
  + Acceptable arrival times
    - Typically, best flight is direct, leaving around midnight and arriving first thing in the morning.
  + Estimated number of boxes
    - Use current packing guidelines to estimate box count
  + Estimated total weight
    - Current default is 40 pounds per piece
  + Box Dimensions
    - They will ask is all boxes are the same, reply “Yes”
    - Current box used is 24” x 18” x 16”

## Cargo Booking and Air Waybill Assignment processes

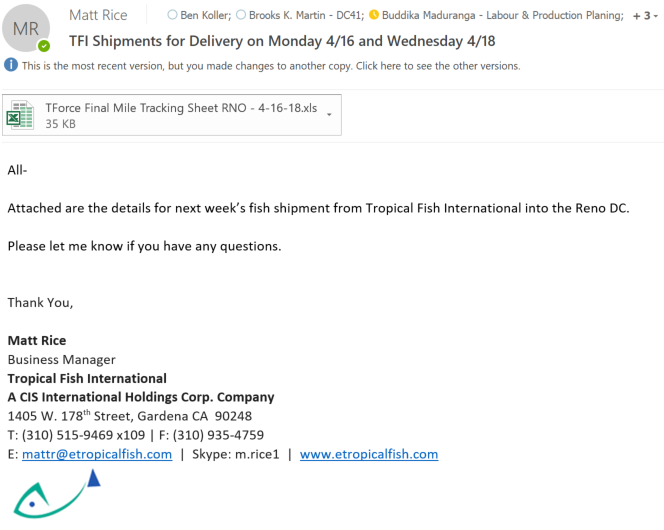
* **American Airlines Cargo Bookings**
* We need read the Airline name as “American Airlines” on the form
* The login details for American Airlines is on the OPR and all of the same information is required
* Two unique items to American airlines are the service, “Confirmedfs” and the commodity “Live Tropical Fish”. Both of these must be selected.
* This process we can done by Online booking or Phone call.
* **Delta Cargo Bookings**
  + Call 1-800-DLCARGO / 1-800-352-2746
  + Provide Needed Info
    - Company Name – CIS International Holdings Corp
    - Account Number: 0230046971
  + Once booking is complete, request booking details be sent to you via email
  + Once you confirm the space the representative of Delta Airlines asking from you below questions.
* Typically, we want something that leave right before midnight and arrives around 7am, for this destination and airline it is flight 1354.
* Commodity Code incorrect – should be DO195 for Live Tropical Fish
* Note the following fields for future reference. If these aren’t correct we could be charged twice the rate and the fish could be put in areas that are too cold.
* Description – Live Tropical Fish
* Commodity Code – D0195
* Product – Cold-Blooded
* Include consignee (customer) address
* The maximum boxes we can send to ATL is 18. So, we need to Split the shipment and have each PO shipped separately on their own AWB for the same flight. Therefor get separate AWB in same flight same day for separate PO.
* **Southwest Cargo Air Waybill Assignment**
  + Southwest does not allow bookings, we just assign airwaybills and tender at the appropriate time.
  + Assign AWB numbers and print AWBs for each shipment
    - To be completed every Thursday after customer POs have arrived
      * Check date on POs
      * POs received on Wednesday and Thursday should be for delivery on the second Sunday and Tuesday
      * Example: POs received on Wednesday 4/18/18 are for shipping on Sunday 4/29/18 and Tuesday 5/1/18
  + Open “Southwest Air Waybills” spreadsheet
  + Open AWB template for appropriate DC
  + Copy and paste an available AWB number onto the AWB template and print
    - Paste the AWB number on the upper left and tab out of the field – this will update the upper right and bottom right with the correct number
  + Note the customer number, DC and date on the corresponding line in the “Southwest Air Waybills” spreadsheet and save
  + Highlight and label each AWB with the DC number, destination airport code, day and date of shipment
  + Repeat until all needed AWBs are printed for all DCs for the week
    - Current need is for 4 totals (two for each DC)
  + DOUBLE CHECK ALL WORK – Incorrect info can result in misdirected shipments, delays and other serious issues.
  + Finally if there any amendment happen to the shipment in explanation such as Date, Quantity make sure communicate this information to the LA warehouse.
* **United Cargo**

## Customer Notification

* Update and send tracking sheets to DCs and courier
  + Open the appropriate “TForce Final Male Tracking Sheet” for the DC you are working on
  + Save the document with updated date
    - Date used is the Monday the first shipment will arrive
      * Example: Use date of 4/30/18 for POs received on Wednesday 4/18/18 that are scheduled for shipping on Sunday 4/29/18 and Tuesday 5/1/18
    - The following columns must be updated:
      * PO Number
        + Use the PO for the Sunday shipment first, followed by Tuesday
        + Multiple POs may be sent on the same shipment
      * Airline Date to Receive
        + This is typically Saturday, Sunday, or Tuesday
      * P U Ready Date
        + This is typically Sunday, Monday, or Wednesday
      * Estimated # Boxes
        + Should be the same as booked
      * AWB #
        + Previously assigned AWB number
  + Repeat until all needed tracking sheets are printed for all DCs for the week
  + DOUBLE CHECK ALL WORK – Incorrect info can result in misdirected shipments, delays and other serious issues
  + Email tracking sheets to Matt by Friday for review
  + Once confirmed by Matt email to DCs and courier on the Tuesday preceding the scheduled ship days
    - Example: The tracking sheets for POs received on Wednesday 4/18/18 and scheduled to ship on Sunday 4/29/18 and Tuesday 5/1/18 should be emails on Tuesday 4/24/18
  + Email example located at the end of this OPR
  + Current distribution lists are:
    - DC 8 Phoenix PHX
      * DC 8 contacts
        + [CMitchell@PetSmart.com](mailto:CMitchell@PetSmart.com)
        + [jcastro@petsmart.com](mailto:jcastro@petsmart.com)
        + [rirodriguez@petsmart.com](mailto:rirodriguez@petsmart.com)
      * Local courier
        + [US.Dallas.PetSmart@Dynamex.com](mailto:US.Dallas.PetSmart@Dynamex.com)
      * CIS contacts
        + [buddikam@cisintl.com](mailto:buddikam@cisintl.com)
        + [sivanthas@cisintl.com](mailto:sivanthas@cisintl.com)
        + [mattr@etropicalfish.com](mailto:mattr@etropicalfish.com)
    - DC 40 Atlanta ATL (Newnan)
      * DC 40 contacts
        + [SSchultz@PetSmart.com](mailto:SSchultz@PetSmart.com)
        + [DDupree@PetSmart.com](mailto:DDupree@PetSmart.com)
        + [SCombs@PetSmart.com](mailto:SCombs@PetSmart.com)
      * Local courier
        + [US.Dallas.PetSmart@Dynamex.com](mailto:US.Dallas.PetSmart@Dynamex.com)
      * CIS contacts
        + [buddikam@cisintl.com](mailto:buddikam@cisintl.com)
        + [sivanthas@cisintl.com](mailto:sivanthas@cisintl.com)
        + [MattR@etropicalfish.com](mailto:MattR@etropicalfish.com)
    - DC 42 Reno RNO
      * DC 42 contacts
        + [BKoller@PetSmart.com](mailto:BKoller@PetSmart.com)
        + [BMartin@PetSmart.com](mailto:BMartin@PetSmart.com)
        + [TTognoni@PetSmart.com](mailto:TTognoni@PetSmart.com)
      * Local courier

* + - * + [US.Dallas.PetSmart@Dynamex.com](mailto:US.Dallas.PetSmart@Dynamex.com)
      * CIS contacts
        + [buddikam@cisintl.com](mailto:buddikam@cisintl.com)
        + [sivanthas@cisintl.com](mailto:sivanthas@cisintl.com)
        + [mattr@etropicalfish.com](mailto:mattr@etropicalfish.com)
    - DC 39 MDW
* DC 39 contacts
* sdepalma@PetSmart.com
* [Mroux@petsmart.com](mailto:Mroux@petsmart.com)
* [Jusmith@petsmart.com](mailto:Jusmith@petsmart.com)
* [Mkovatch@petsmart.com](mailto:Mkovatch@petsmart.com)
* [Berwin@petsmart.com](mailto:Berwin@petsmart.com)
* [Eburoff@petsmart.com](mailto:Eburoff@petsmart.com)
* Local currier
* US.Dallas.PetSmart@Dynamex.com
* CIS contacts
  + - * + [buddikam@cisintl.com](mailto:buddikam@cisintl.com)
        + [sivanthas@cisintl.com](mailto:sivanthas@cisintl.com)
        + [MattR@etropicalfish.com](mailto:MattR@etropicalfish.com)
* DC 23 PHL
* DC 23 contacts
* DMedina@PetSmart.com
* Kkoehler@petsmart.com
* JSanders@PetSmart.com
* ABuer@PetSmart.com
* Local currier
* US.Dallas.PetSmart@Dynamex.com
* CIS contacts
  + - * + [buddikam@cisintl.com](mailto:buddikam@cisintl.com)
        + [sivanthas@cisintl.com](mailto:sivanthas@cisintl.com)
        + [MattR@etropicalfish.com](mailto:MattR@etropicalfish.com)
* Print copies of each tracking sheets for LA logistics team and/or driver
* Highlight and label each tracking sheet with DC number and destination airport
* Attach each AWB to its corresponding tracking sheet to ensure AWBs for each DC are kept separate

Email example



## Shipment Tracking

* Every shipment must be tracked until it is confirmed that the courier has received the shipment at the destination airport.
* Air Cargo Tracking URLs are:
  + American - <https://www.aacargo.com/AACargo/tracking>
  + Delta - <https://www.deltacargo.com/Cargo/>
  + Southwest - <http://www.swacargo.com/swacargo/home.htm>
  + United - <https://www.unitedcargo.com/OurNetwork/TrackingCargo1512/Tracking.jsp>
* The courier is typically schedule 60-90 minutes after the scheduled arrival time to allow for the cargo to be unloaded.
* If cargo has not been received 2 hours after arrival escalate to the account coordinator for the local courier with copies to Matt and Andy.
  + Robert Labo – [US.Dallas.PetSmart@Dynamex.com](mailto:US.Dallas.PetSmart@Dynamex.com)
  + Andy – [andyh@etropicalfish.com](mailto:andyh@etropicalfish.com)
  + Matt – [mattr@etropicalfish.com](mailto:mattr@etropicalfish.com)
* If cargo has not been received 3 hours after arrival escalate with another email to the same addresses, phone call to Robert LaBo and Matt and/or Andy
* We need track the shipment two times

1. After Flight departure from Origin Airport (track the shipment After 15-30 Minutes Of flight departure time)
2. After Flight Arrived at destination Airport (Once Flight landed in the destination track the shipment)

* WHEN THE SHIPMENT LANDS AT THE DESTINATION – Notify the courier by email and by phone/txt re the arrival of the shipment.
* TWO (2) HOURS AFTER THE SHIPMENT ARRIVAL – Email + Call courier to confirm if cargo was picked up.
* IF PICK UP CONFIRMATION IS RECEIVED – Verify with the Airline – Send E- mail .
* IF NO CONFIRMATION IS RECEIVED – Contact Courier by phone till you make contact. – As a last resort Call/ Text Matt/Andy and Inform

ESCALATE PROCESS OF DELAYS

* If the cargo face delay delivery due to failure of Airline or Local carrier, escalate like this unexpected matters to Matt and Andy.