



New Tracking Website-PACTRAK

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PACTRAK Overview

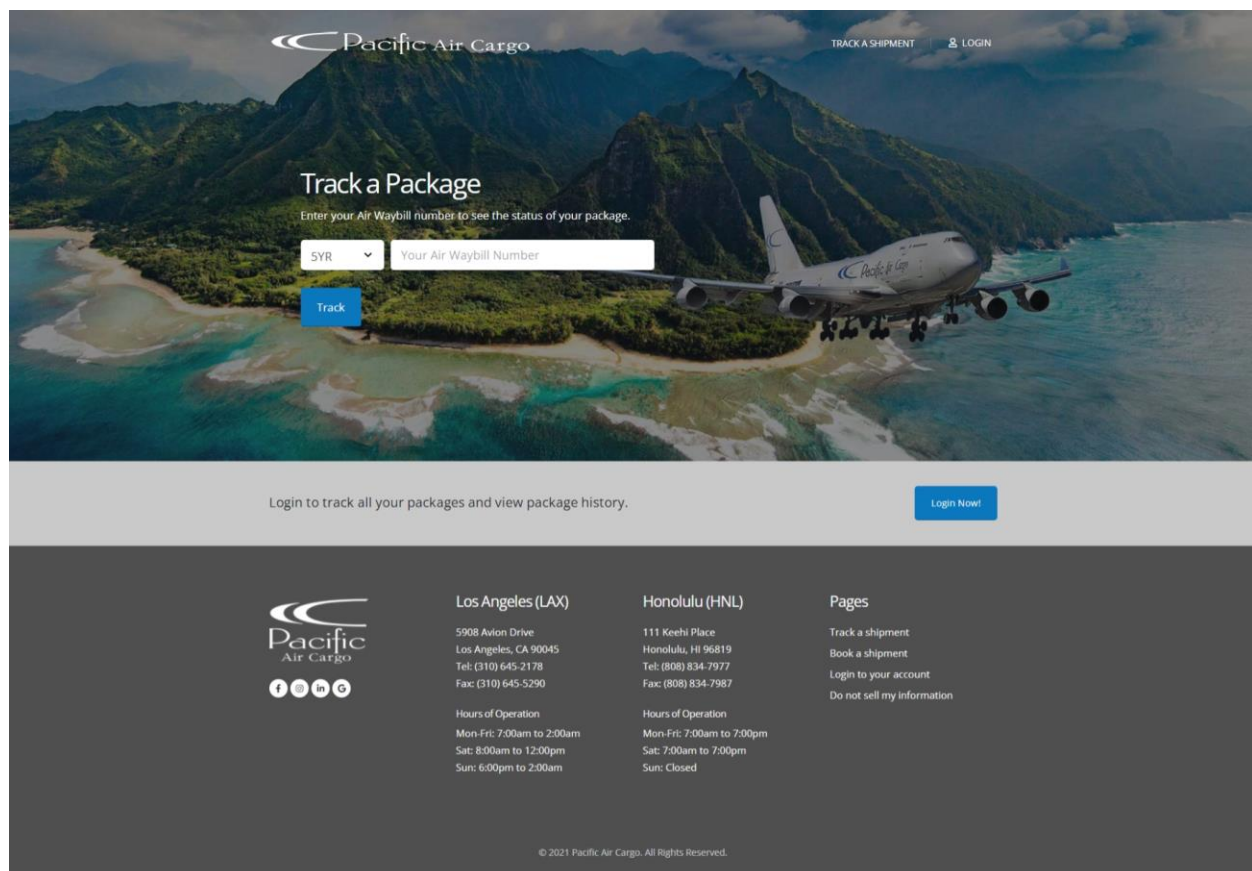
We recently rebranded our website and have now rebranded our shipment tracking site, known at PACTRAK. Along with the new look, there are some new features for customers that have access to the portal. The new features are as follows:

- **Dashboard:** This view provides you with a quick snapshot of your open air waybills (AWBs), recent POD history, communication preferences, and address book.
- **Communication Preferences:** Set when and how you want to be notified of status changes for your cargo.
- **Bulk Download:** Download open AWBs, POD history, and invoices to excel or pdf.
- **Email Messages:** You can now receive emails that contain real-time tracking information regarding your cargo.
- **Text Messages:** You can now receive text messages that contain real-time tracking information regarding your cargo.

The purpose of this document is to guide you through the changes in your portal experience.

The New Look

The site has been changed to align with www.pacificaircargo.com.



Dashboard

The new dashboard allows you to view recent shipment information, your communication preferences, and address books. Links are provided to quickly edit your communication preferences and address books.

PAC Customer

Dashboard

Track a Shipment

Open Airbills

POD History

Invoices

Edit Account Information

Address Book

Communication Preferences

Return to [pacificaircargo.com](#)

Logout

Dashboard

Recent Open Airbills

All Open Airbills

Date Tendered	Air Waybill	Current Status	Origin	Destination	Total Pcs Tendered	Actual Weight Tendered	Service Level
10/12/2021	82345678	On Hand LAX	LAX	KOA	1	130 lb	General
10/12/2021	83456789	On Hand LAX	LAX	OGG	5	2460 lb	General
10/12/2021	84567890	On Hand LAX	LAX	ITO	2	935 lb	Hazmat

Recent POD History

Date Tendered	Flight Date	Status	Origin	Destination	Total Pcs Tendered	Air Waybill	Actual Weight Tendered	Actual Weight Shipped	No of Pieces Picked Up	Proof of Delivery
10/11/2021	10/11/2021	Shipment Moved in Full	LAX	HNL	2	80000001	1049 lb	1049 lb	3	Bob, 10/12/2021, 14:43:00
10/12/2021	10/12/2021	Shipment Moved in Full	LAX	HNL	1	80000002	750 lb	750 lb		
10/12/2021	10/12/2021	Shipment Moved in Full	LAX	LHI	11	80000003	2050 lb	2050 lb		
10/12/2021	10/12/2021	Shipment Moved in Full	LAX	HNL	1	80000004	600 lb	600 lb		
10/11/2021	10/11/2021	Shipment Moved in Full	LAX	HNL	2	80000005	1185 lb	1185 lb		
10/11/2021	10/11/2021	Shipment Moved in Full	LAX	ITO	3	80000006	5350 lb	5350 lb		
10/11/2021	10/11/2021	Shipment Moved in Full	LAX	LHI	7	80000007	700 lb	700 lb		
10/11/2021	10/11/2021	Shipment Moved in Full	LAX	OGG	9	80000008	810 lb	810 lb		
10/11/2021	10/11/2021	Shipment Moved in Full	LAX	KOA	5	80000009	3950 lb	3950 lb		
10/11/2021	10/11/2021	Shipment Moved in Full	LAX	HNL	3	80000010	620 lb	620 lb		

Communication Preferences

EMAIL ADDRESSES

joeO@paccustomer.com
jenny@paccustomer.com
kim@paccustomer.com

PHONE NUMBERS

(310) 335-2318

☒ Edit Preferences

Change Password

Address Book

ACCOUNT INFORMATION

PAC Customer, Inc.
Joe Customer
1111 CHARRO DRIVE
THOUSAND OAKS, CA 91320

Email:

joe@paccustomer.com

Phone:

(805) 499-7727

☒ Edit Address

DEFAULT SHIPPING

PAC Customer
Contact Name
123 address
Honolulu, HI 96819
US

Phone:

(808) 555-5555

☒ Edit Address

Home

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Contact Us

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Track a Shipment

The new tracking page now shows more information such as shipment progress with dates and times for each stage. Additionally, the new look provides all of your detail in one view.

PAC Customer, Inc.

Track a Shipment

Open Airbills

POD History

Invoices

Edit Account Information

Address Book

Communication Preferences

Return to pacificaircargo.com

Logout

Track a Shipment

SVR

Enter Air Waybill #

TRACK

Air WayBill Number: 80000001

Shipment Recovered

Tuesday 10/12/2021

Shipment Received

Flight Departed

Flight Enroute

Flight Arrived

Shipment Picked Up

Origin

LAX

Los Angeles (LAX - Los Angeles Intl.)

Destination

HNL

Honolulu (HNL - Daniel K. Inouye Intl.)

Shipment Progress

October 12, 2021, 12:00 am

Shipment has been recovered by Bob

October 12, 2021, 1:00pm

Flight #368 has landed HNL at 10/12/2021, 9:53am

October 12, 2021, 7:53am

Flight #368 has departed LAX at 10/12/2021, 7:50am

October 12, 2021

Shipment Received at PAC facility

Shipment Detail

Date Tendered

10/11/2021

Total Pieces Tendered

2

Total Pieces Shipped

2

Total Actual Weight

1049 lb

Total Weight Shipped

10490 lb

Proof of Delivery

Bob, 10/12/2021, 14:43:00

of Pieces Picked Up

2

Manifest Detail

Date Tendered	Pcs.	Weight	ULD #	Flt. #	Flt. Date
10/11/2021	1	381 lb	ABC112233Y	368	10/12/2021
10/11/2021	1	667 lb	ABC03930R7	368	10/12/2021

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Open Airbills

There is a new feature in open air waybills that allows you to print the information on the page, export the information to Excel, or export the information to a PDF document.

Pacific Air Cargo PAC Customer, Inc.

Open Airbills

All Open Airbills

Print Excel PDF

Date Tendered	Air Waybill	Current Status	Origin	Destination	Total Pcs Tendered	Actual Weight Tendered	Service Level
10/12/2021	80000001	On Hand LAX	LAX	KOA	1	130 lb	General
10/12/2021	80000002	On Hand LAX	LAX	OGG	5	2480 lb	General
10/12/2021	80000003	On Hand LAX	LAX	ITO	2	925 lb	Hazmat

10 records per page Showing 1 to 3 of 3 entries Previous 1 Next

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POD History

There is a new feature in POD history that allows you to print the information on the page, export the information to Excel, or export the information to a PDF document.

PAC Customer, Inc.

Dashboard

Track a Shipment

Open Airbills

POD History

Invoices

Edit Account Information

Address Book

Communication Preferences

Return to pacificaircargo.com

Logout

POD History

PrintExcelPDF

Date Tendered	Flight Date	Status	Origin	Destination	Total Pcs Tendered	Air Waybill	Actual Weight Tendered	Actual Weight Shipped	No of Pieces Picked Up	Proof of Delivery
10/12/2021	10/12/2021	Shipment Moved in Full	LAX	LHX	11	80000001	205 lb	205 lb		
10/12/2021	10/12/2021	Shipment Moved in Full	LAX	HNL	1	80000002	6000 lb	6000 lb		
10/12/2021	10/12/2021	Shipment Moved in Full	LAX	HNL	1	80000003	75 lb	75 lb		
10/11/2021	10/11/2021	Shipment Moved in Full	LAX	HNL	2	80000004	10490 lb	10490 lb	2	Bob, 10/12/2021, 14:43:00
10/11/2021	10/11/2021	Shipment Moved in Full	LAX	OGG	9	80000005	720 lb	720 lb		
10/11/2021	10/11/2021	Shipment Moved in Full	LAX	KOA	5	80000006	395 lb	395 lb		
10/11/2021	10/11/2021	Shipment Moved in Full	LAX	HNL	3	80000007	1620 lb	1620 lb		
10/11/2021	10/11/2021	Shipment Moved in Full	LAX	LHX	7	80000008	70 lb	70 lb		
10/11/2021	10/11/2021	Shipment Moved in Full	LAX	HNL	2	80000009	2285 lb	2285 lb		
10/11/2021	10/11/2021	Shipment Moved in Full	LAX	ITO	3	80000010	535 lb	535 lb		

10 records per page

Showing 1 to 10 of 202 entries

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Invoices

There is a new feature in Invoices that allows you to print the information on the page, export the information to Excel, or export the information to a PDF document.





Dashboard

Track a Shipment

Open Airbills

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Invoices

All Invoices

PrintExcelPDF

Air Waybill	Origin	Destination	Total Pcs Shipped	Actual Weight	Chargeable Weight	Invoice Date	Invoice Amount
80000001						09/11/2021	\$13,615.91
80000002	LAX	HNL	5	15980 lb	15980 lb	10/11/2021	\$15,371.47
80000003	LAX	HNL	3	8250 lb	8250 lb	10/09/2021	\$6,473.29
80000004	LAX	HNL	1	5200 lb	5200 lb	09/30/2021	\$4,188.03
80000005	LAX	HNL	1	4285 lb	4285 lb	09/29/2021	\$4,283.03
80000006	LAX	HNL	2	8160 lb	8160 lb	09/28/2021	\$8,336.06
80000007	LAX	HNL	1	10050 lb	10050 lb	09/24/2021	\$6,097.79
80000008	LAX	HNL	2	7555 lb	7555 lb	09/25/2021	\$8,336.06
80000009	LAX	HNL	1	10350 lb	10350 lb	09/23/2021	\$6,292.23
80000010	LAX	HNL	1	4750 lb	4750 lb	09/22/2021	\$4,283.03

10 records per page

Showing 1 to 10 of 90 entries

Previous

1

2

3

4

5

...

9

Next

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Edit Account Information

You can now modify your account contact information as shown below:

Pacific Air Cargo

PAC Customer, Inc.

Edit Account Information

Dashboard

Track a Shipment

Open Airbills

POD History

Invoices

Edit Account Information

Address Book

Communication Preferences

Return to [pacificaircargo.com](#)

Logout

COMPANY

PAC Customer, Inc.

CONTACT NAME *

Joe Customer

STREET ADDRESS *

1111 CHARRO DRIVE

Unit #

THOUSAND OAKS

California

91320

United States

PHONE *

(805) 499-7727

EMAIL ADDRESS *

joe@paccustomer.com

Save Cancel

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Address Book

You can now change your billing and shipping addresses online along with saving additional shipping addresses:

Pacific Air Cargo

Dashboard

Track a Shipment

Open Airbills

POD History

Invoices

Edit Account Information

Address Book

Communication Preferences

Return to pacificaircargo.com

Logout

Address Book

Default Addresses

DEFAULT BILLING ADDRESS

PAC Customer, Inc.

Joe Customer

1111 CHABRO DRIVE

THOUSAND OAKS, CA 91320

joe@paccustomer.com

(805) 499-7727

Edit Address

DEFAULT SHIPPING ADDRESS

PAC Customer

Contact Name

123 address

Honolulu, HI 96819

US

(808) 555-5555

Edit Address

All Saved Addresses

PAC Customer

Contact Name

123 address

Honolulu, HI 96819

US

(808) 555-5555

Edit

(REMOVE)

+ Add Address

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Communication Preferences


You can now add anyone you like to the communication distribution list. Each person added can receive notifications at different stages of the process or all stages.








☰


Communication Preferences


 Dashboard


 Track a Shipment


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 Communication Preferences

 Return to pacificaircargo.com


 Logout


Contacts List

 Joe Customer
joe@paccustomer.com





(REMOVE)

 Jenny Customer
jenny@paccustomer.com



(REMOVE)

 Jay Rosenberg
jay@paccustomer.com
(310) 617-0322



(REMOVE)

+ Add Contact

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The communication preferences are set when editing the email address or phone number:

Pacific Air Cargo PAC Customer, Inc.

Add a Contact

Contact Info

Name: Bob Moore

Email: bob@paccustomer.com

Phone: (805) 334-2212

Contact Me When

My shipment arrives at PAC	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> Text
My shipment's flight has departed	<input type="checkbox"/> Email	<input checked="" type="checkbox"/> Text
My shipment arrived at the destination	<input type="checkbox"/> Email	<input checked="" type="checkbox"/> Text
My shipment has been picked up	<input checked="" type="checkbox"/> Email	<input checked="" type="checkbox"/> Text
My shipment has been transferred	<input checked="" type="checkbox"/> Email	<input checked="" type="checkbox"/> Text

Save Cancel

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You can now receive emails and or text messages for the following status changes in your shipment:

- My shipment arrives at PAC
- My shipment's flight has departed
- My shipment arrived at the destination
- My shipment has been picked up

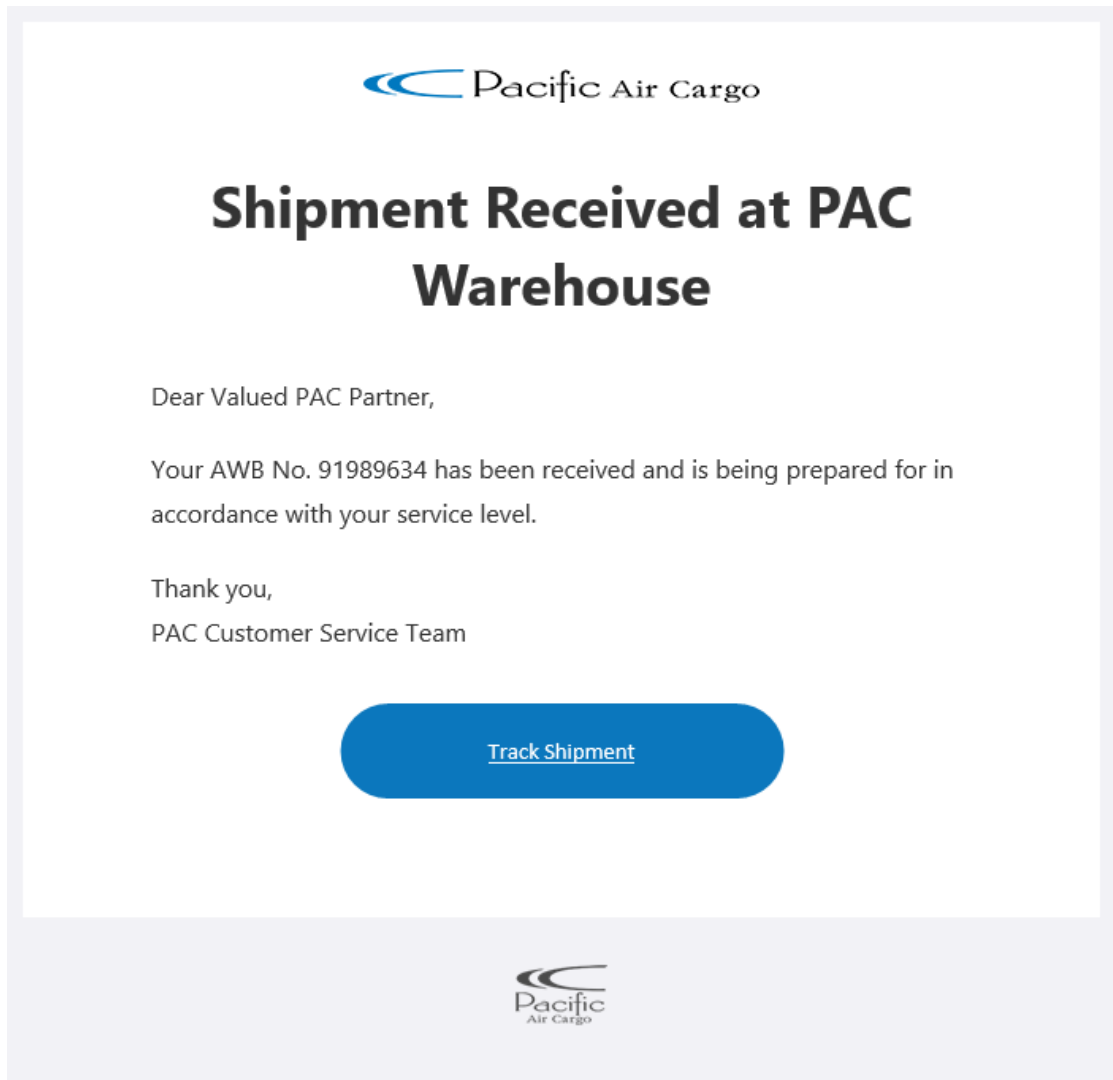
To receive any of the notifications listed above, check the email and or text checkbox next to the communication item and click the save button.

Samples

This section contains sample emails and text messages for each type of communication preference.

My shipment arrives at PAC

When you opt in for the “My shipment arrives at PAC” email, you can expect to receive an email similar to below:



If you opt-in for SMS messaging, the text will look similar to below. Please note that the URL depicted below will change to pactracking.com:

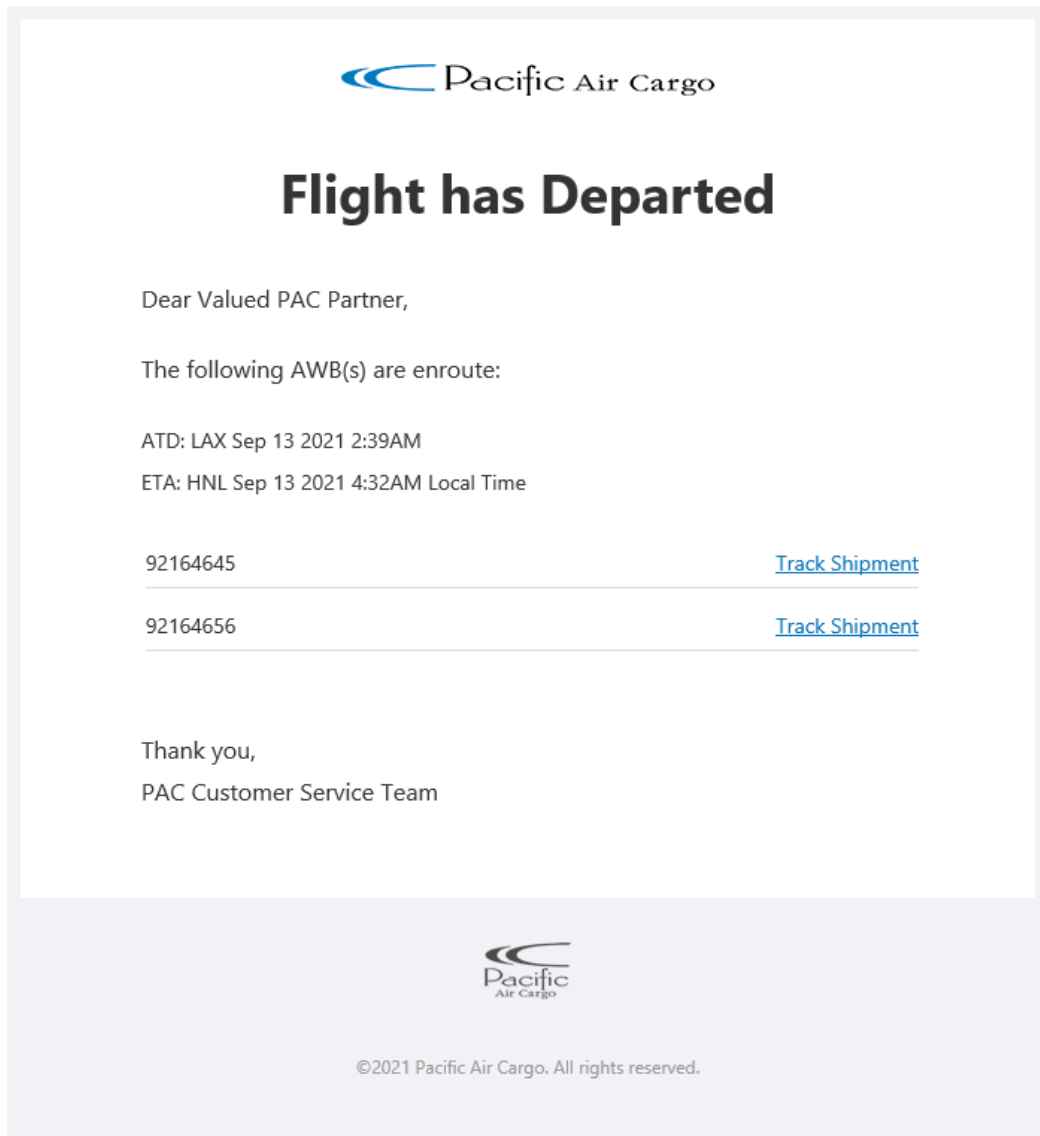
PAC confirms receipt of AWB No. [92164693](#).

Visit <http://20.69.122.118/my-account/> to track your shipment.

Thank you for your business,
PAC Customer Service Team

My shipment's flight has departed

When you opt in for the "My shipment's flight has departed" email, you can expect to receive an email similar to this below:



If you opt-in for SMS messaging, the text will look similar to below. Please note that the URL depicted below will change to pactracking.com:

AWB(s) [92164645,92164656](#),
are enroute.

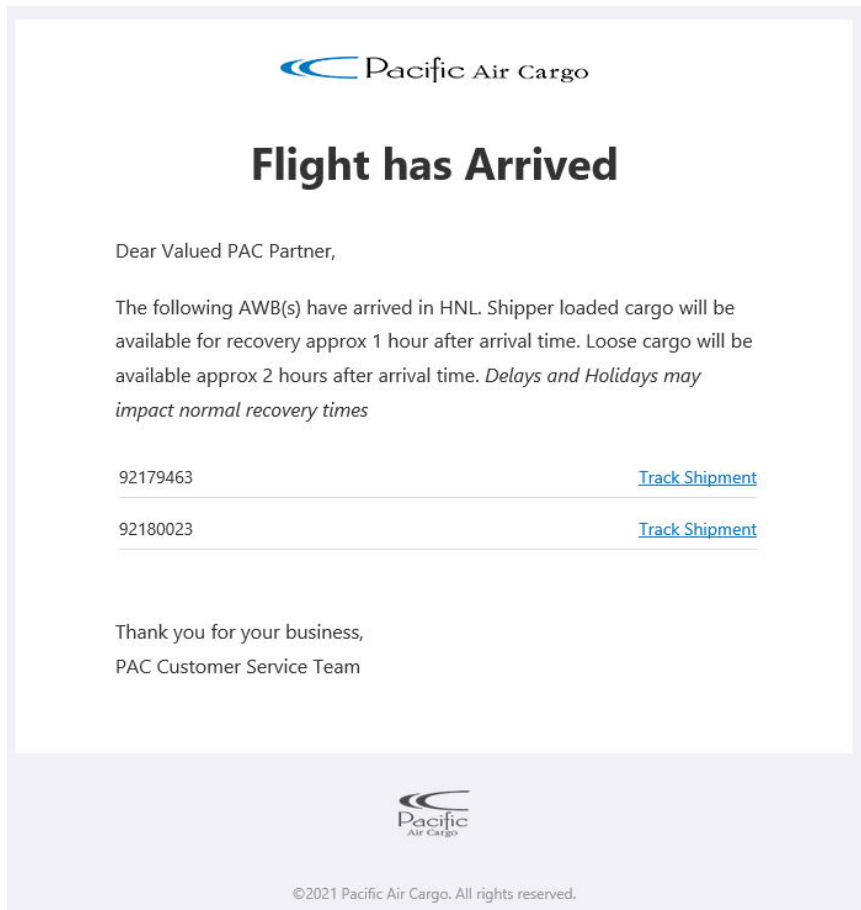
ATD: LAX Sep 13 2021 2:39AM
ETA: HNL Sep 13 2021 4:32AM
Local Time.

Visit <http://20.69.122.118/my-account/> to track your
shipment.

PAC Customer Service Team

My shipment arrived at the destination

When you opt in for the “My shipment arrived at the destination” email, you can expect to receive an email similar either item below:



If you opt-in for SMS messaging, the text will look similar to below. Please note that the URL depicted below will change to pactracking.com:

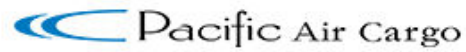
PAC confirms your AWB(s) [92164645,92164656](#), have arrived in HNL. Shipper loaded cargo will be available for recovery in approx. 1 hour after arrival time. Loose cargo will be available approx. 2 hours after arrival time. Delays and Holidays may impact normal recovery times.

Visit <http://20.69.122.118/my-account/> to track your shipment.

Thank you for your business,
PAC Customer Service Team

My shipment has been transferred

If your cargo is headed to an outer island, you can expect to receive an email similar to below:



Shipment Transferred to Inter-Island Airline

Dear Valued PAC Partner,

The following AWB(s) have arrived in HNL and will be transferred for the final leg of its journey. The consignee will be notified when they are ready to be recovered.

80566726

[Track Shipment](#)

92179415

[Track Shipment](#)

92179964

[Track Shipment](#)

Best regards,

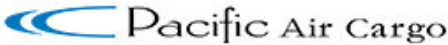
PAC Customer Service Team



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My shipment has been picked up

When you opt in for the “My shipment has been picked up” email, you can expect to receive an email similar to below:




Shipment has been Picked Up

Dear Valued PAC Partner,

The following AWB(s) have been recovered at Sep 13, 2021, 2:29PM :

92179463	Track Shipment
92180023	Track Shipment

Thank you for your business,
PAC Customer Service Team



If you opt-in for SMS messaging, the text will look similar to below:

PAC confirms that AWB(s)
[92164656](#) have been
recovered at Sep 13 2021
2:29PM.

Thank you for your business,
PAC Customer Service Team