



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](http://www.pacificaircargo.com).

The screenshot displays the Pacific Air Cargo website's tracking page. The header features the Pacific Air Cargo logo and navigation links for 'TRACK A SHIPMENT' and 'LOGIN'. The main content area is titled 'Track a Package' and includes a form with a dropdown menu set to 'SYR', a text input field for 'Your Air Waybill Number', and a blue 'Track' button. Below the form is a 'Login Now!' button. The footer contains contact information for Los Angeles (LAX) and Honolulu (HNL), including addresses, phone numbers, fax numbers, and hours of operation. It also lists 'Pages' such as 'Track a shipment', 'Book a shipment', 'Login to your account', and 'Do not sell my information'. The copyright notice at the bottom reads '© 2021 Pacific Air Cargo. All Rights Reserved.'

# 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.

Pacific Air Cargo PAC Customer

## Dashboard

- Dashboard
- Track a Shipment
- Open Airbills
- POD History
- Invoices
- Edit Account Information
- Address Book
- Communication Preferences
- Return to [pacificaircargo.com](#)
- Logout

### 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	LIH	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	LIH	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  
joe0@paccustomer.com  
jenny@paccustomer.com  
kim@paccustomer.com

PHONE NUMBERS  
(310) 335-2318

Edit Preferences

### 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

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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.

Pacific Air Cargo PAC Customer, Inc.

Track a Shipment

5YR 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 Weight Shipped	10490 lb
Total Pieces Tendered	2	Proof of Delivery	Bob, 10/12/2021, 14:43:00
Total Pieces Shipped	2	# of Pieces Picked Up	2
Total Actual Weight	1049 lb		

**Manifest Detail**

Date Tendered	Pcs.	Weight	ULD #	Fit. #	Fit. 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.

The screenshot shows the Pacific Air Cargo web application interface. The top navigation bar includes the Pacific Air Cargo logo and the user's name, "PAC Customer, Inc.". A sidebar on the left contains navigation links: Dashboard, Track a Shipment, Open Airbills (highlighted), POD History, Invoices, Edit Account Information, Address Book, Communication Preferences, Return to pacificaircargo.com, and Logout.

The main content area is titled "Open Airbills" and displays a table of "All Open Airbills". The table has the following columns: Date Tendered, Air Waybill, Current Status, Origin, Destination, Total Pcs Tendered, Actual Weight Tendered, and Service Level. Three airbills are listed, all with a status of "On Hand LAX".

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	2460 lb	General
10/12/2021	80000003	On Hand LAX	LAX	ITO	2	935 lb	Hazmat

Below the table, there is a "records per page" dropdown set to "10", a "Showing 1 to 3 of 3 entries" indicator, and "Previous", "1", and "Next" navigation buttons. In the top right corner of the table area, there are three buttons: "Print", "Excel", and "PDF", which are circled in red in the image.

At the bottom of the page, there is a footer with links for Home, Privacy Policy, and Contact Us, along with the copyright notice: "© 2021 Pacific Air Cargo. All Rights Reserved".

# 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.

**POD History**

Print Excel PDF

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 Previous 1 2 3 4 5 ... 21 Next

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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.

The screenshot displays the Pacific Air Cargo web interface. The top navigation bar includes the Pacific Air Cargo logo and the text "PAC Customer, Inc.". A sidebar on the left contains navigation links: Dashboard, Track a Shipment, Open Airbills, POD History, Invoices (highlighted), Edit Account Information, Address Book, Communication Preferences, Return to pacificaircargo.com, and Logout. The main content area is titled "Invoices" and shows a table of "All Invoices". In the top right corner of the table area, there are three buttons: "Print", "Excel", and "PDF", which are circled in red. The table has columns for Air Waybill, Origin, Destination, Total Pcs Shipped, Actual Weight, Chargeable Weight, Invoice Date, and Invoice Amount. It lists 10 invoices with their respective details. At the bottom of the table, there is a "10 records per page" selector, a "Showing 1 to 10 of 90 entries" indicator, and a pagination control with "Previous", "1", "2", "3", "4", "5", "9", and "Next" buttons.

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:

The screenshot shows the 'Edit Account Information' page for Pacific Air Cargo. The page has a blue header with the Pacific Air Cargo logo and 'PAC Customer, Inc.' on the right. A left sidebar contains navigation links: Dashboard, Track a Shipment, Open Airbills, POD History, Invoices, Edit Account Information (highlighted), Address Book, Communication Preferences, Return to pacificaircargo.com, and Logout. The main content area is titled 'Edit Account Information' and contains the following form fields:

- COMPANY:** PAC Customer, Inc.
- CONTACT NAME \*:** Joe Customer
- STREET ADDRESS \*:** 1111 CHARRO DRIVE
- Unit #:** (empty)
- CITY:** THOUSAND OAKS
- STATE:** California
- ZIP:** 91320
- COUNTRY:** United States
- PHONE \*:** (805) 499-7727
- EMAIL ADDRESS \*:** joe@pacustomer.com

At the bottom of the form are two buttons: 'Save' and 'Cancel'.

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# Address Book

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

The screenshot shows the Pacific Air Cargo user interface for managing addresses. The top navigation bar includes the Pacific Air Cargo logo and the user's name, "PAC Customer, Inc.". A sidebar on the left contains navigation links: Dashboard, Track a Shipment, Open Airbills, POD History, Invoices, Edit Account Information, Address Book (highlighted), Communication Preferences, Return to pacificaircargo.com, and Logout. The main content area is titled "Address Book" and is divided into two sections: "Default Addresses" and "All Saved Addresses".

**Default Addresses**

DEFAULT BILLING ADDRESS	DEFAULT SHIPPING ADDRESS
<p>PAC Customer, Inc. Joe Customer 1111 CHABRO DRIVE THOUSAND OAKS, CA 91320 ✉ joe@paccustomer.com 📞 (805) 499-7727 ✎ Edit Address</p>	<p>PAC Customer Contact Name 123 address Honolulu, HI 96819 US 📞 (808) 555-5555 ✎ Edit Address</p>

**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.

The screenshot shows the Pacific Air Cargo user interface for managing communication preferences. The top navigation bar includes the Pacific Air Cargo logo and the user's name, "PAC Customer, Inc.". A sidebar on the left lists various account management options, with "Communication Preferences" highlighted. The main content area, titled "Communication Preferences", features a "Contacts List" section. This section contains three contact cards, each with a profile icon, name, email address, and a "REMOVE" button. The contacts listed are Joe Customer (joe@pacustomer.com), Jenny Customer (jenny@pacustomer.com), and Jay Rosenberg (jay@pacustomer.com, (310) 617-0322). A blue "+ Add Contact" button is located at the bottom of the list. The footer of the page contains links for Home, Privacy Policy, and Contact Us, along with a copyright notice for 2021 Pacific Air Cargo.

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:

Email:

Phone:

**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

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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

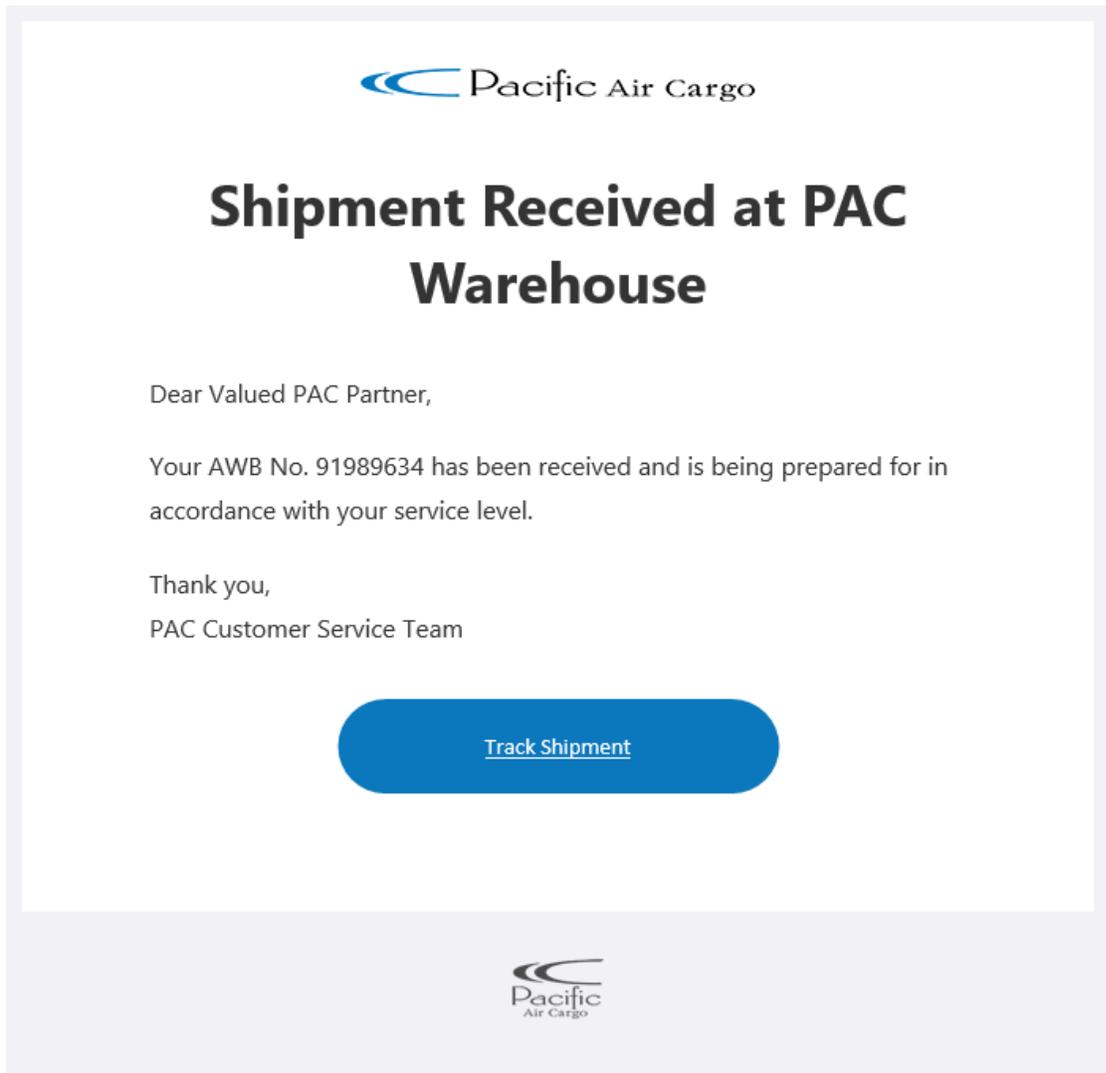
To receive any of the notifications listed above, check the email and or text checkbox next to the communication item and click the save button.

## 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](http://pactracking.com):

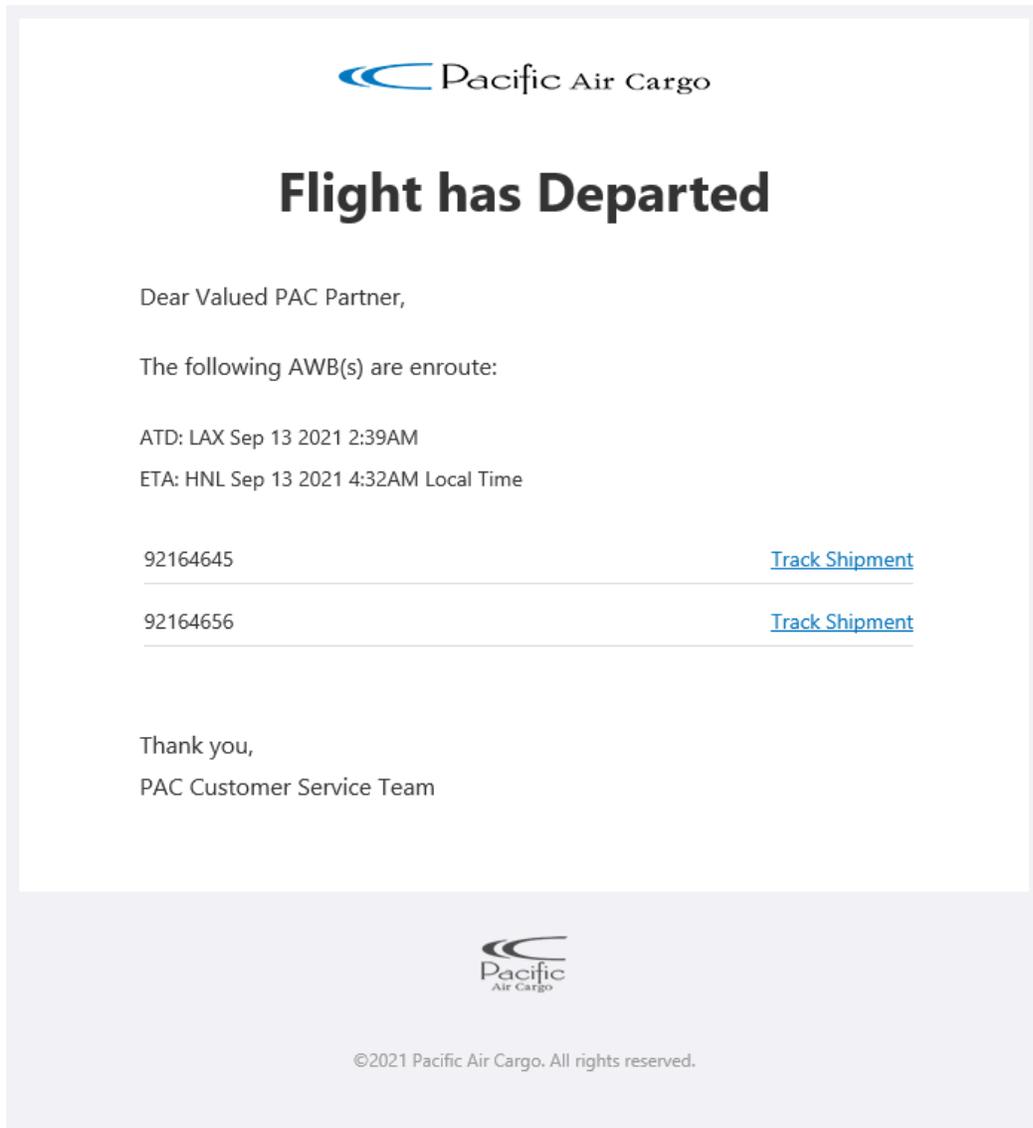
PAC confirms receipt of AWB No. [92164693](#).

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:



The screenshot shows an email from Pacific Air Cargo. At the top is the Pacific Air Cargo logo. Below it is the subject line "Flight has Departed". The email body starts with "Dear Valued PAC Partner," followed by "The following AWB(s) are enroute:". It then lists flight details: "ATD: LAX Sep 13 2021 2:39AM" and "ETA: HNL Sep 13 2021 4:32AM Local Time". There are two rows of AWB numbers: "92164645" with a "Track Shipment" link, and "92164656" with a "Track Shipment" link. The email concludes with "Thank you, PAC Customer Service Team". At the bottom of the email is the Pacific Air Cargo logo and the copyright notice "©2021 Pacific Air Cargo. All rights reserved."

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.

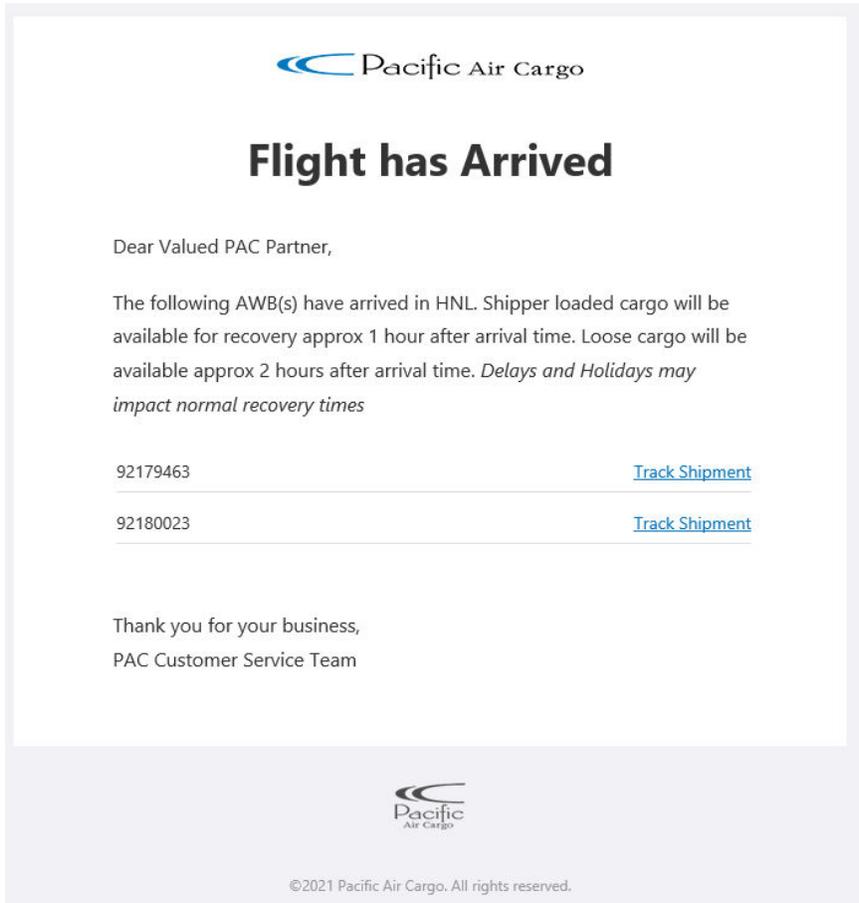
ATD: LAX Sep 13 2021 2:39AM  
ETA: HNL Sep 13 2021 4:32AM  
Local Time.

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:



The screenshot shows an email from Pacific Air Cargo. At the top is the Pacific Air Cargo logo. Below it is the subject line "Flight has Arrived". The email body starts with "Dear Valued PAC Partner," followed by a paragraph: "The following AWB(s) have arrived in HNL. Shipper loaded cargo will be available for recovery 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*". There are two rows of AWB numbers with corresponding "Track Shipment" links: "92179463" and "92180023". The email concludes with "Thank you for your business, PAC Customer Service Team". At the bottom of the email is a smaller Pacific Air Cargo logo and the copyright notice "©2021 Pacific Air Cargo. All rights reserved."

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](http://pactracking.com):

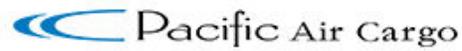
PAC confirms your AWB(s) [92164645,92164656](#), have arrived in HNL. Shipper loaded cargo will be available for recovery in approx. 1 hour after arrival time. Loose cargo will be available approx. 2 hours after arrival time. Delays and Holidays may impact normal recovery times.

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](#)

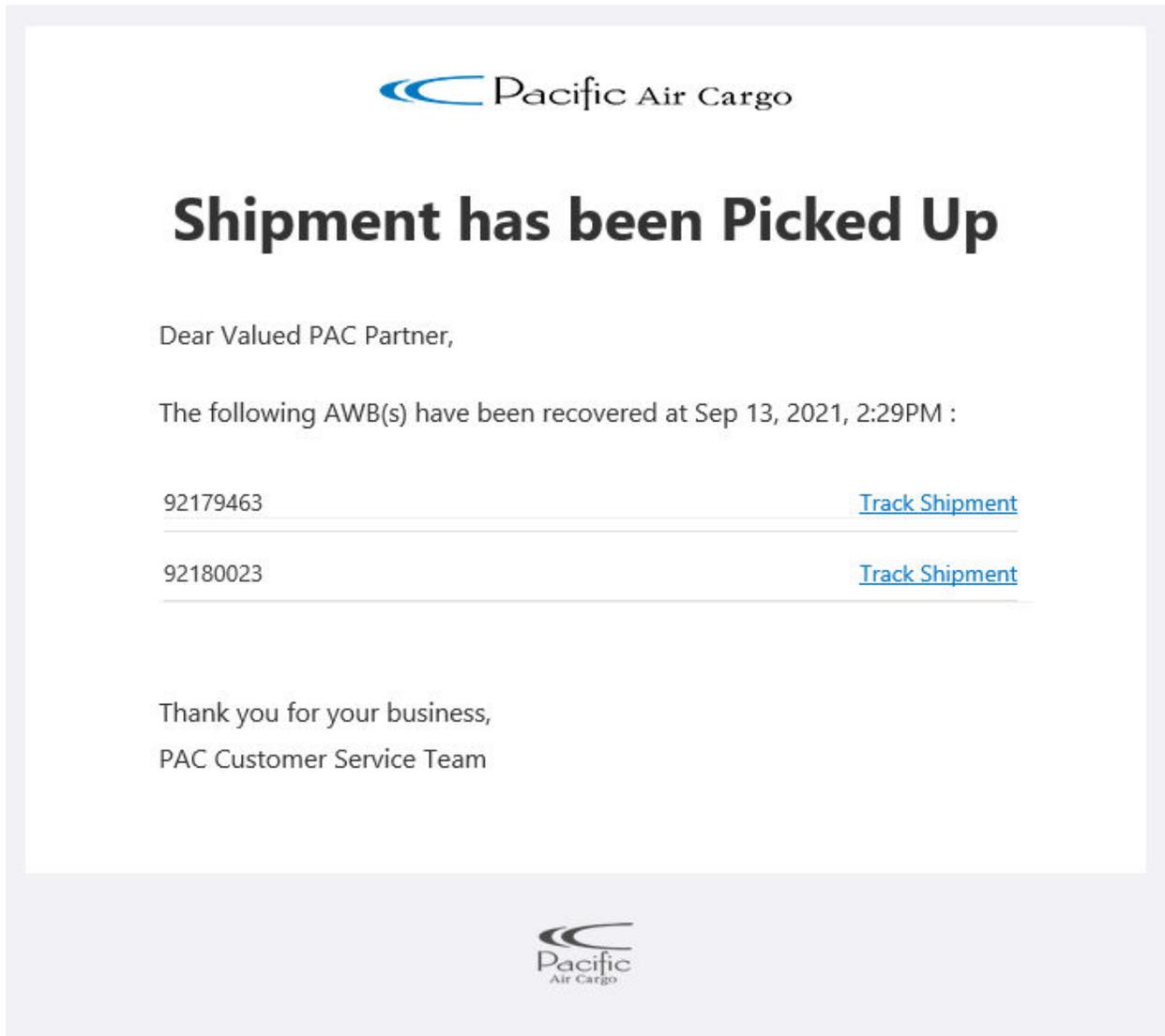
Best regards,

PAC Customer Service Team



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:



The image shows a screenshot of an email notification from Pacific Air Cargo. At the top is the Pacific Air Cargo logo. Below it is the subject line "Shipment has been Picked Up". The email body starts with "Dear Valued PAC Partner," followed by "The following AWB(s) have been recovered at Sep 13, 2021, 2:29PM :". There are two entries: "92179463" with a "Track Shipment" link, and "92180023" with a "Track Shipment" link. The email ends with "Thank you for your business, PAC Customer Service Team". The Pacific Air Cargo logo is also visible at the bottom of the email content area.

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