

# User Guide for dnata Track & Trace

January 2024



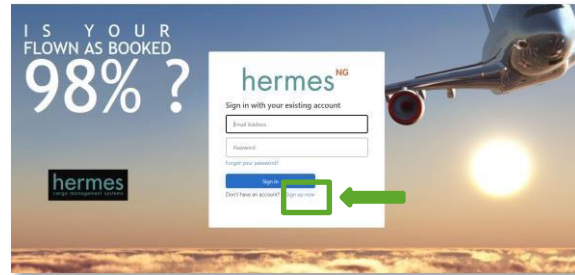
# Completing User Registration/Creating New User

## Steps

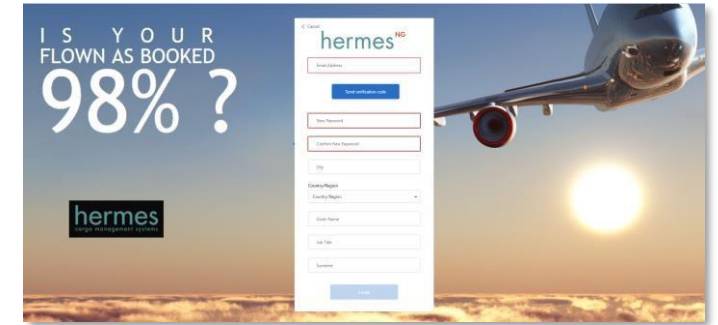
1. Open <https://trackandtracev2.hermes-cargo.com/> in browser
2. Click on Login/Register button



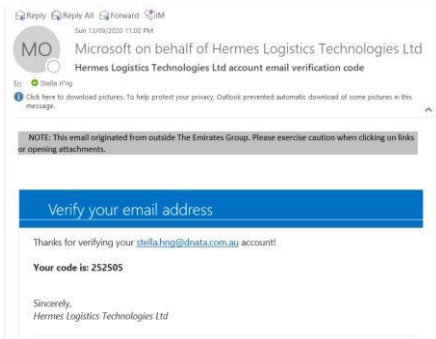
3. Click on 'Sign up now' link



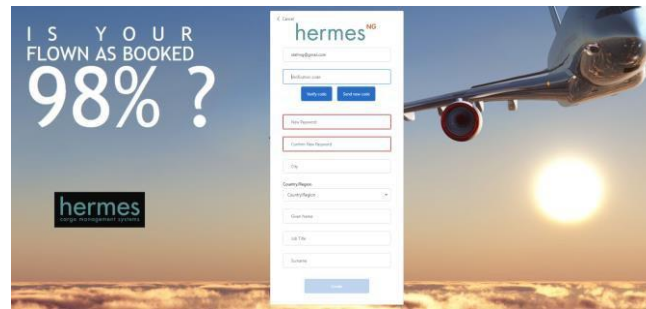
4. Input e-mail address as provided to dnata (this is important as backend setup of access is based on this email address)
5. Click 'Send verification code'



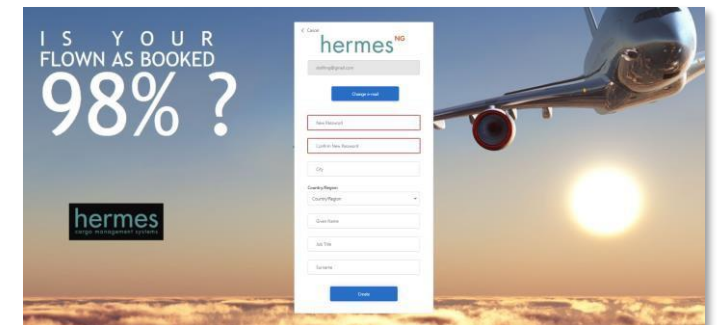
6. You will receive an email with the verification code



7. Input the verification code then click 'Verify Code'

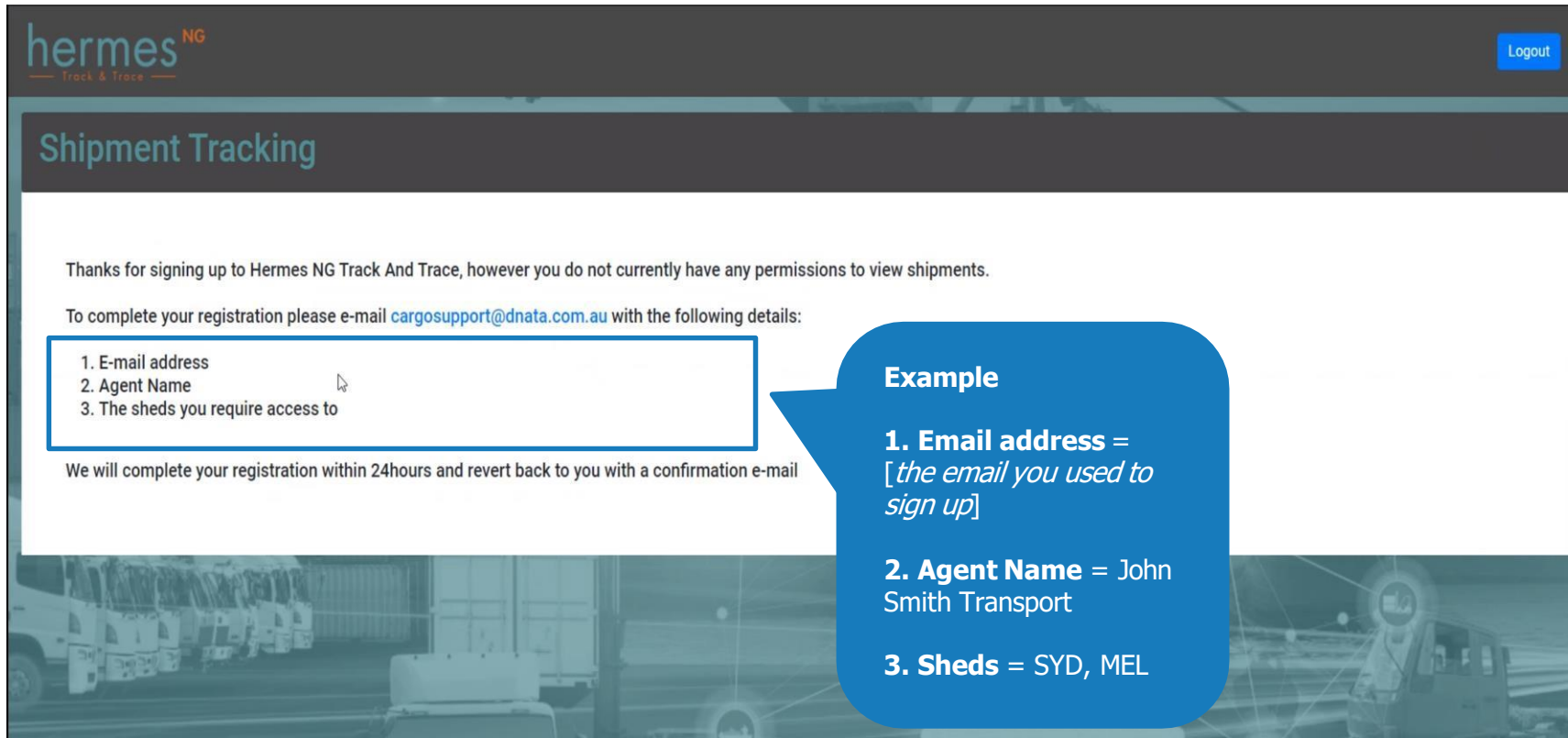


8. Complete the remaining required information then click 'Create'
9. The initial page will appear per Step 2. Click Login/Register and in Step 3 screen, input the email address and password to sign in



# If you have not been pre-registered...

When you sign in, the below screen will show. Please follow the instructions below for dnata to complete your access setup (i.e. assigning you to an agent and shed in the system)



hermes<sup>NG</sup>  
Track & Trace

Logout

## Shipment Tracking

Thanks for signing up to Hermes NG Track And Trace, however you do not currently have any permissions to view shipments.

To complete your registration please e-mail [cargosupport@dnata.com.au](mailto:cargosupport@dnata.com.au) with the following details:

1. E-mail address
2. Agent Name
3. The sheds you require access to

We will complete your registration within 24hours and revert back to you with a confirmation e-mail

**Example**

1. **Email address** = *[the email you used to sign up]*
2. **Agent Name** = John Smith Transport
3. **Sheds** = SYD, MEL

# What's New in Version 2?

1 The application will default with the flight date range set 1 week prior to today's date:

AWB Number	Origin	Destination	Pieces	Weight	Flight Number	Flight Date	Status
172-29612940	NCE	LUX	1	1.8	CV0208	02/08/2022	READY
172-29665655	NCE	LUX	16	122.0	CV0208	02/08/2022	READY
172-29591623	NCE	LUX	1	24.0	CV0208	02/08/2022	READY
172-29612942	NCE	LUX	2	3.7	CV0208	02/08/2022	NOA SENT
172-29630376	NCE	FRA	1	3,392.0	CV0208	02/08/2022	FLIGHT UNLOADED
172-29618633	DMB	LHR	35	785.0	CV0208	02/08/2022	FLIGHT UNLOADED
172-29593455	NCE	FRA	1	2,454.0	CV0208	02/08/2022	FLIGHT UNLOADED
172-29644331	NCE	LYS	1	80.0	CV0208	02/08/2022	FLIGHT UNLOADED
172-29655222	NCE	SEA	1	140.0	CV0208	02/08/2022	FLIGHT UNLOADED
172-29584741	NCE	BRJ	216	1,448.0	CV0208	02/08/2022	FLIGHT UNLOADED

Click on the down arrow to expand the Filters:

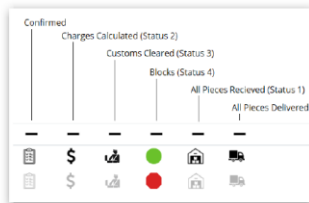
2 The 'Status' column can be filtered using the 7 available statuses.

A date range is available to be selected:

Upon each change of filter data ensure the 'Apply Filters' button is pressed.

3 The shipment Milestones

When a shipment reaches one of the below milestones it appears in Black. If the milestone has not yet been reached, for the entire shipment, then it appears greyed out.



Shipments that have a Status 4 block have a Red Stop icon.

Always press the Apply Filters button after each change:



Press – to view only shipments where this Milestone is set.

This icon is displayed: ✓



Press ✓ to view only shipments where this Milestone is not set:

This icon is displayed: ✗



4 Clicking on a AWB line displays more information about the status of the shipment:

AWB Number	Origin	Destination	Pieces	Weight	Flight Number	Flight Date	Status
172-29612940	NCE	LUX	1	1.8	CV0208	02/08/2022	READY
172-29665655	NCE	LUX	16	122.0	CV0208	02/08/2022	READY
172-29591623	NCE	LUX	1	24.0	CV0208	02/08/2022	READY
172-29612944	NCE	LUX	1	10.0	CV0208	02/08/2022	NOA SENT

Click on each grey status box to more detailed information:

AWB Number	Origin	Destination	Pieces	Weight	Flight Number	Flight Date	Status
172-29612940	NCE	LUX	1	1.8	CV0208	02/08/2022	READY
172-29665655	NCE	LUX	16	122.0	CV0208	02/08/2022	READY
172-29591623	NCE	LUX	1	24.0	CV0208	02/08/2022	READY
172-29612944	NCE	LUX	1	10.0	CV0208	02/08/2022	NOA SENT

# What is the information telling me?

To see the full details of the shipment press 'See Full Details'. This will open the "Import Shipment Details" screen in a new tab:

**Import Shipment Details**

Expected **1** In Location Ready For Collection Released

**CV0208 - All Pieces Received - 02/08/2022 16:26**  
Loose/Breakdown 1Pcs 10Kg

<b>Shipment Information</b>		<b>Quantities</b>		<b>Shipment Status</b>	
Origin	NCE	Expected	1 Pcs - 10.0 KG	Confirmed	02/08/2022 16:23
Destination	LUX	Received	1 Pcs - 10.0 KG	Customs Cleared	02/08/2022 16:23
Commodity	SPARE	Released	0 Pcs	No Blocks	02/08/2022 16:23
SHC Codes	TRN			All Pieces Received	02/08/2022 16:26

<b>Agent</b>		<b>Shipper</b>		<b>Consignee</b>	
Name	Unknown Agent	No Shipper Information		Name	FILMLUX SA
Address	Code Used When Agent, is unknown, .			Address	45 BD PIERRE FRIEDEN - KB2
Post Code				Post Code	L-1543
Country Code	LU			Country Code	LU
Hermes Code	UNK				
Iata CASS Code (First 7)					
Iata CASS Address (Last 4)					

Flight Number	Flight Date	Pcs Expected	Pcs Received	Scheduled	Expected	Landed	First Piece Received At	All Pieces Received At	NOA Message Sent At	Status
CV0208	02/08/2022	1	1	14:00	13:59	15:15	16:26	16:26	16:26	NOA SENT

Description	Currency Charged	Exchange Rate	Amount	Tax	Tax Rate (%)	Tax Applied	Total	Payee Type	Payee Shed Code	Payee Name
CHARGES ADV ACC - CD	EUR	1.00	€12.00	VAT exempt per art. 43.1,44.1 G0	VAT exempt per art. 43.1,44.1 G0	€0.00	€12.00	AGENT	UNK	Unknown Agent

No.	Information
<b>1</b>	AWB no. & Shipment Info
<b>2</b>	Agent, Shipper and Consignee
<b>3</b>	Booked = Pieces booked for flight Received = Pieces received by dnata Released = Pieces departed on flight
<b>4</b>	Detailed shipment status
<b>5</b>	Flight, booking and NOA
<b>6</b>	These are the charges that are due to dnata. Please note the charges are estimate and can change at any time

Here the full Shipper, Consignee, Agent and Charges information is viewable. The full Milestone Date and Times are available too.

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# Thank You!

If you have any queries, please contact  
[cargosupport@dnata.com.au](mailto:cargosupport@dnata.com.au)