ONLINE BOOKING QUICK REFERENCE GUIDE

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GUIDE

First Flight Couriers (Middle East) L.L.C was launched in 1998 by our founder Managing Partner Mr. Johnson Thomas. The UAE operations was triggered in the year1986 and was formerly known as ANE EXPRESS. It was in the year 1998, Mr. Johnson Thomas joined hands with Mr. O. P Saboo, CMD of First Flight Couriers Limited, India to merge together to start operations in UAE.

Mission
We seek to be recognized as a responsible, fair and pro table organization committed to providing for our customers, a precise, prompt and courteous service for our employees, a spirit of family and opportunities for personal growth for our share holders, a fair pro t and for that enhance the quality of life

Vision
We are committed to professionals offering reliable and con-sistent service. We initiate on new innovation through dedica-tion, commitment, teamwork, sincerity and honesty to achieve customer delight. We have a vision of making First Flight a house hold name in UAE and have a strong recogni-tion globally. We aspire to develop high competency and achieve zero error in service through high technology and be synonymous with quality service

FirstFlight **Online Booking** method
Click on the Login and enter the account number(username) and password
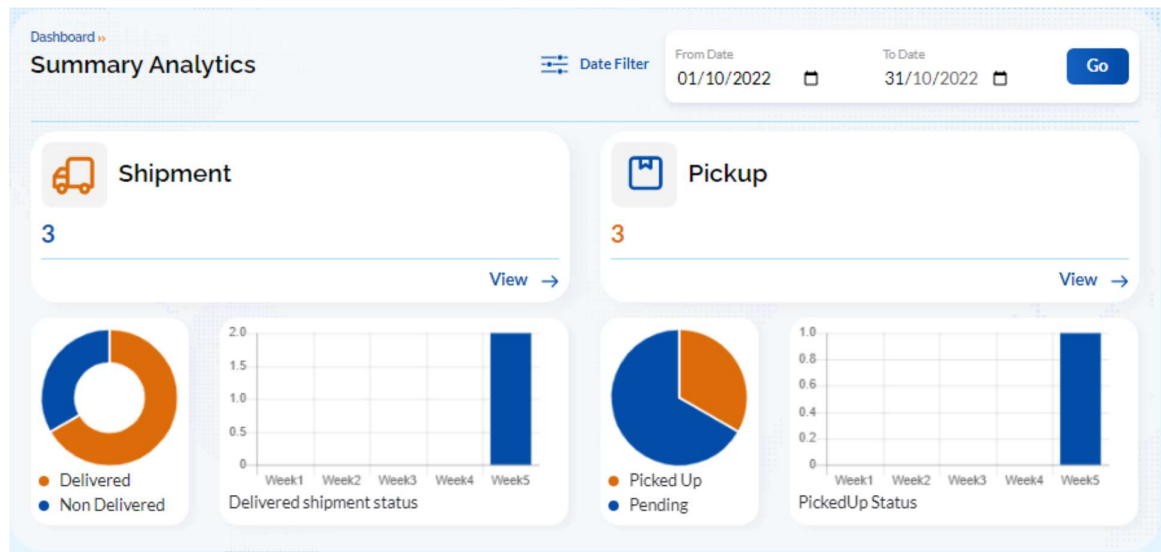

Password Change

On this page we set the new password

Dashboard

As soon as you login dashboard gets displayed as a home page
In this you can check your shipments and pickup report graphically for a particular month and by clicking the view of shipment and pickup will be viewed in detail tabular format and you can export the data to excel or CSV files by clicking the CSV or EXCEL option provided

Shipments Details

Booking Details

Manage Sub User

Select the User services tab then click on the **Manage subusers** page in this page we can create sub users in same account number and set their roles

Username *

Name *

Company Name *

Address Line 1 *

Address Line 2

Country *   Select country

City *   Select City

Phone *

Email *

Password *

Confirm password *

Menu	Function	Accessibility
MANAGE SUB USERS	Manage Sub Users	☐
PICKUP REQUEST	Create Booking	☐
PICKUP HISTORY	View Booking History	☐
PRINT AIRWAYBILL	Print Airway Bill	☐
AIRWAY BILL GENERATION	Pickup With AWB	☐
AIRWAY BILL HISTORY	View AWB Booking History	☐
REQUEST TOPUP	Prepaid TopUp Request to FirstFlight	☐
PREPAID TOPUP HISTORY	Prepaid Top-up History	☐
PREPAID TOPUP REQUEST HISTORY	Prepaid Top-up Request History	☐

Create Sub User   Cancel

Pickup request

Select Service type (Normal, Return Service, Cheque Collection, Document or Parcel collection Cash on Delivery)

Normal: Collection is from your office

Cheque Collection: The company name and contact person to collect the cheques for your company

Document or Parcel Collection: The company name and contact person to collect document/parcel for your company

Kindly add ready time and shipper office closing time and click on Place request .

You will get a booking number for your reference

Pickup History

Pickup history we can check the previous booking history by giving the from date and to date and click on **show history** button.

For **Airway bills Generation**

Select the **manage shipping** from user service and fill the data on **airway bill generation** and click on submit. You will get the AWB no.

Manage Shipping

AIRWAY BILL GENERATION	AIRWAY BILL HISTORY	AIRWAY BILL PRINT

Account   3000

Product *   Select Product

SHIPPER

Company Name *	First Flight Website testing
Contact Name *	Reshma UK
Address Line 1 *	Warehouse#1,Al khabaisi area, near abu baker
Address Line 2	salauddin Rd, PO 28859, Dubai
Country *	United Arab Emirates
City *	Dubai
Phone *	042530406
Mobile	
Email	reshma@firstflightme.com

CONSIGNEE

Consignee *	
Contact Person *	
Address Line 1 *	
Address Line 2	
Telephone *	
Mobile	
Country *	Select country
City *	Select City
Pin Code	

SHIPMENT INFORMATION

Number of Pieces *	
Service Type *	Select Service Type
Weight *	Kgs
☐ I know the dimensions of my shipment	
Shipper Reference	

Goods Description	
Currency	USD
Value of Shipment	
Instructions	

Submit   Reset

Airway bill generated successfully AWB:104160213

Download

By clicking this download button you can download the AWB bill

Airway bill History

On this page we search previous airway bills

Print Airway bill

Enter AWB no and click on search

Track Shipment

You can track using airway bill number or by reference number or by booking number.
Also you can enter multiple Tracking number

Rate Calculator

By using this you can calculate the rate of the shipment

Topup Request

From user service you can make topup request this is for Prepaid customers only

Prepaid Topup History and Request History

Prepaid

HISTORY   REQUEST HISTORY

Invoice No:	Date	Account
No records found....		

HelpDesk

From helpdesk you will get the guideline , prohibited items

GUIDELINE   ⊕ DOWNLOAD   ⊘ PROHIBITED ITEMS

Guideline

- ⊘ Name and address of shipper including contact name and telephone number.
- ⊘ Name and address of consignee including contact name and telephone number.
- ⊘ First Flight AWB.
- ⊘ Invoice. (One original + three copies)
- ⊘ Declaration.
- ⊘ Packing list. (FUll description of contents of consignment)
- ⊘ Why is the consignment being sent. (eg: Simple, repairs, etc.)
- ⊘ For testing first flight Packing list. (FUll description of contents of consignment)Packing list. (FUll description of contents of consignment)

Prohibited Items

Alcoholic Beverages	Furs	Plants
Animal Products	Hazardous Materials	Pornographic Materials
Articles Of Unusual Value	Ivory	Poisonous Articles
Precious & Semi Precious Items	Live Animals	Indian Postal Departments Items
Currency	Negotiable Bonds / Drafts	Corrosive Materials
Dangerous Goods	Perishables	Radioactive Materials
Firearms	Persian Rugs	Liquids And Semi Liquids
Firearm Parts	Personal Effects	