

## ONLINE BOOKING QUICK REFERENCE GUIDE



ONLINE  
BOOKING  
QUICK  
REFERENCE  
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 year 1986 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



SERVICES ▾

ABOUT US ▾

HELPDESK

CONTACT US

MEDIA

CAREERS

LOGIN

**Log in**

Login to First Flight Couriers Middle East LLC

Username\* 3000

Password\* ••••••••

Remember Me? [Forgot your password?](#)

Log In

**Password Change**

On this page we set the new password



SERVICES ▾

ABOUT US ▾

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Welcome, RESHMA

USER SERVICES

**Change Password**

Old Password\* \_\_\_\_\_ New Password\* \_\_\_\_\_ 

Confirm Password\* \_\_\_\_\_ 

Change Password

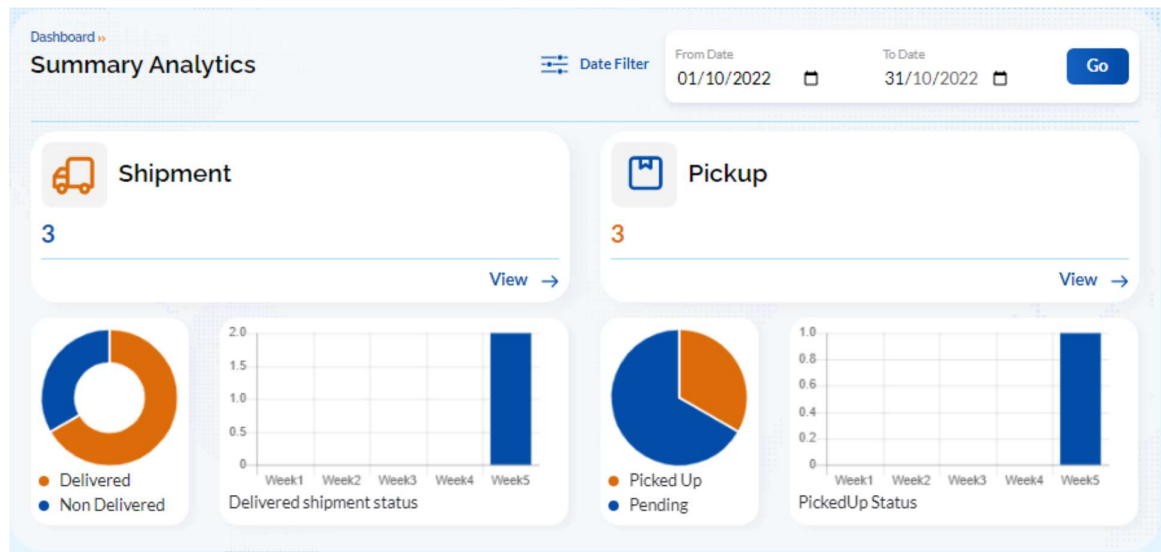
Cancel



## 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

**Shipment Details** | CSV | EXCEL

Search:

Awbno	Dated	Shipper	Consignee	Origin	Destination	ServiceType	Weight	Status
12345	24 Oct 2022	FIRST FLIGHT COURIERS ME LLC	SANTHOSH BHASKAR	DUBAI-UNITED ARAB EMIRATES	DUBAI-UNITED ARAB EMIRATES	CAD	10	Delivered
123456	24 Oct 2022	FIRST FLIGHT COURIERS ME LLC	SANTHOSH BHASKAR	DUBAI-UNITED ARAB EMIRATES	RAS AL KHAIMAH-UNITED ARAB EMIRATES	NOR	1	Delivered
1140576977	27 Oct 2022	FIRST FLIGHT COURIERS ME LLC		DUBAI-UNITED ARAB EMIRATES		NOR	0	Pending

Showing 1 to 3 of 3 entries | Previous | 1 | Next

## Booking Details

Dashboard »

### Shipment Details

CSV EXCEL

Search:

Booking no	Shipper	Receiver	Orgin	Destination	User	Shipper Phone	Status
H346294	FIRST FLIGHT COURIERS ME LLC		DUBAI-UNITED ARAB EMIRATES		SYSADMIN	042530300	Shipment Collected 1140576977
J329449	First Flight Website testing	IT TEST	DUBAI-UNITED ARAB EMIRATES	DUBAI-UNITED ARAB EMIRATES		558453274	Booking Cancelled
J331883	First Flight Website testing	test	DUBAI-UNITED ARAB EMIRATES	ABU DHABI-UNITED ARAB EMIRATES	3000	558453274	Booking Cancelled

Showing 1 to 3 of 3 entries

Previous 1 Next

## 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

Welcome, RESHMA

SERVICES ▾ ABOUT US ▾ HELPDESK CONTACT US MEDIA CAREERS **USER SERVICES**

**Manage Sub Users**

- Manage Shipping
- Schedule A Pickup
- Pickup History
- Request Top-Up
- Prepaid Top-Up History
- Prepaid Top-Up Request History

**YOU FIRST, ALWAYS**

Your hassle-free delivery experience starts here.

Enter your tracking number  **TRACK SHIPMENT**

Enter Multiple Tracking Numbers

Track by **AIRWAYBILL NUMBER** REFERENCE NUMBER BOOKINGNUMBER

Username *	<input type="text"/>
Name *	<input type="text"/>
Company Name *	<input type="text"/>
Address Line 1 *	<input type="text"/>
Address Line 2	<input type="text"/>
Country *	<input type="text" value="Select country"/>
City *	<input type="text" value="Select City"/>
Phone *	<input type="text"/>
Email *	<input type="text"/>
Password *	<input type="password"/>
Confirm password *	<input type="password"/>

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

[Create Sub User](#)[Cancel](#)

**Pickup request**

SERVICES ▾

ABOUT US ▾


HELPDESK

CONTACT US

MEDIA

CAREERS

Welcome, RESHMA

USER SERVICES **Pickup Request**

Account

Product

Shipment Type

Service Type

- Manage Sub Users
- Manage Shipping
- Schedule A Pickup
- Pickup History
- Request Top-Up
- Prepaid Top-Up History
- Prepaid Top-Up Request History

## PICKUP POINT

Swap

Company Name

Contact Name

Address Line 1

Address Line 2

Country

Origin

Sub City

Phone

Mobile

Email

## RECEIVERS ADDRESS

Company Name

Contact Name

Address Line 1

Address Line 2

Country

Destination

Subcity

Mobile

Telephone

Pin Code

## SHIPMENT INFORMATION

Ready Date

Pickup Range

Weight

Instructions

Place Request

Reset

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

The screenshot shows the First Flight website header with the logo and navigation menu. The user is logged in as RESHMA. The 'USER SERVICES' dropdown menu is open, showing options like 'Manage Sub Users', 'Manage Shipping', 'Schedule A Pickup', 'Pickup History', 'Request Top-Up', 'Prepaid Top-Up History', and 'Prepaid Top-Up Request History'. The 'Pickup History' option is highlighted in orange. Below the menu, there is a search bar for tracking numbers and a 'TRACK SHIPMENT' button.

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

### Pickup History

From Date\*  To Date\*

Booking Number

[Show History](#) [Reset](#) [Export](#)

Sr No	Consignee	Pickup Date	Origin	Origin Name	Pickup Request No.	Shipment Status	Shipper
1		18 May 2021	DXB	DUBAI-UNITED ARAB EMIRATES	J128118	Booking Cancelled	First Flight Website testing

## For Airway bills Generation

The screenshot shows the First Flight website header with the logo and navigation menu. The user is logged in as RESHMA. The 'USER SERVICES' dropdown menu is open, showing options like 'Manage Sub Users', 'Manage Shipping', 'Schedule A Pickup', 'Pickup History', 'Request Top-Up', 'Prepaid Top-Up History', and 'Prepaid Top-Up Request History'. The 'Manage Shipping' option is highlighted in orange. Below the menu, there is a search bar for tracking numbers and a 'TRACK SHIPMENT' button.

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

Product \*

SHIPPER

Company Name \*

Contact Name \*

Address Line 1 \*

Address Line 2

Country \*

City \*

Phone \*

Mobile

Email

CONSIGNEE

Consignee \*

Contact Person \*

Address Line 1 \*

Address Line 2

Telephone \*

Mobile

Country \*

City \*

Pin Code

SHIPMENT INFORMATION

Number of Pieces \*

Service Type \*

Weight \*

I know the dimensions of my shipment

Shipper Reference

Goods Description

Currency

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

### Manage Shipping

AIRWAY BILL GENERATION
AIRWAY BILL HISTORY
AIRWAY BILL PRINT

From Date May 22 2021      To Date May 22 2021

Status Active

Show History
Reset

SI No	Date	AWB Number	Shipper	Country	Consignee	Consignee City	Consignee Country	Pieces	Weight	Service Type	Status	Download
No records found...												

## Print Airway bill

Enter AWB no and click on search

### Manage Shipping

AIRWAY BILL GENERATION
AIRWAY BILL HISTORY
AIRWAY BILL PRINT

AWB Number  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

TRACK SHIPMENT

Enter Multiple Tracking Numbers

Track by
AIRWAYBILL NUMBER
REFERENCE NUMBER
BOOKING NUMBER

## Rate Calculator

By using this you can calculate the rate of the shipment

### Rate Calculator

Use our calculator to work out shipment costs and other details.

INTERNATIONAL

DOMESTIC

**Origin Country\***

**Destination Country\***

**What are you shipping\***  ▼

**Weight\***

I know the dimensions of my shipment

**CALCULATE**

## Topup Request

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

### Request Topup

Available Credit balance:0

<b>Amount in(AED) *</b> <input type="text"/>	<b>Contact Person *</b> <input type="text"/>
<b>Contact Number *</b> <input type="text"/>	<b>Contact Email *</b> <input type="text"/>
<b>Remark *</b> <input type="text"/>	

Save

Cancel

## 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	