

CoPilot User Guide

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Last update: 2/8/2024

Overview

CoPilot is your online shipping navigator for creating airbills, quotes, reports, and alerts, tracking shipments, printing documents, and more. You can access CoPilot with Google Chrome, MS Edge, Safari, and Firefox.

Registering for an account and logging in

1. To register for a CoPilot account, go to <http://copilot.maersk.com/>, click **Register**, and follow the prompts. Your login credentials will be sent to your email.
Note: It usually takes 8 hours for new CoPilot accounts to be activated.
2. Once you are registered, go to <http://copilot.maersk.com/>, enter your login credentials (email and password) and click **Log in**.

The image shows the CoPilot Login page. It features a form with the following fields: Email (with a masked input), Password (with a masked input), and Go To (a dropdown menu set to 'Home'). There is a 'Forgot Password?' link and a blue 'Log in' button. A mouse cursor is pointing at the 'Log in' button.

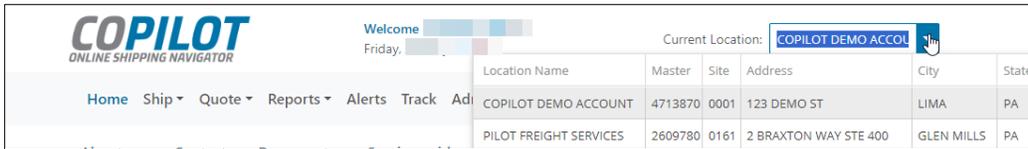
Home navigational link

Home allows you to select dropdowns, navigational links, location, and settings, view shipments on the **Tracking quick view** grid, and more.

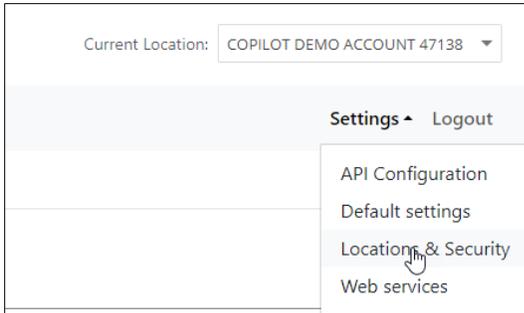
The screenshot shows the CoPilot Home dashboard. At the top, there is a 'Welcome' message and a 'Current Location' dropdown set to 'COPILOT DEMO ACCOUNT 4713870-0001'. Below this is a navigation bar with links for Home, Ship, Quote, Reports, Alerts, Track, and Admin. A 'Settings' dropdown and 'Log out' link are also present. Below the navigation bar are links for About us, Contact, Documents, Service guide, and Help. The main content area is titled 'Tracking quick view' and includes a filter section with radio buttons for 'Recently created', 'Recently updated', 'Recently delivered' (selected), 'Active exceptions', and 'Delivering today'. Below the filter is a table with the following columns: Shipment #, Entry Date, Ship Date, Ship Location, Dest Location, Current Status, Current Status Date, and Appointment Wind. A 'Manually adjustable column widths' callout points to the table headers. Below the table is a 'No data to display' message. At the bottom, there are buttons for 'Tracking Home', 'Convert to Excel', 'Clear Filter Row', and 'Tracking Settings'. A note at the bottom right states 'All Statuses in US Eastern Standard Time (-5)'.

Selecting, setting as default, or adding a new location

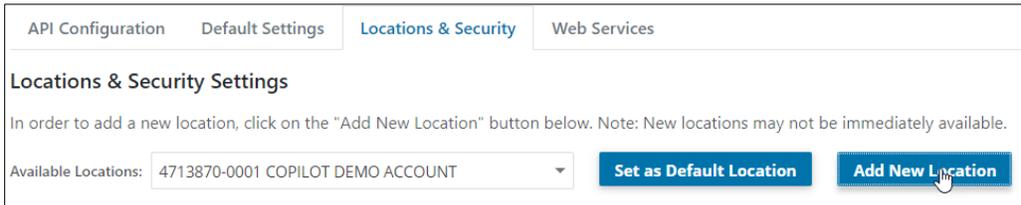
1. Click the drop-down menu **Current Location** and select the **Location Name**.



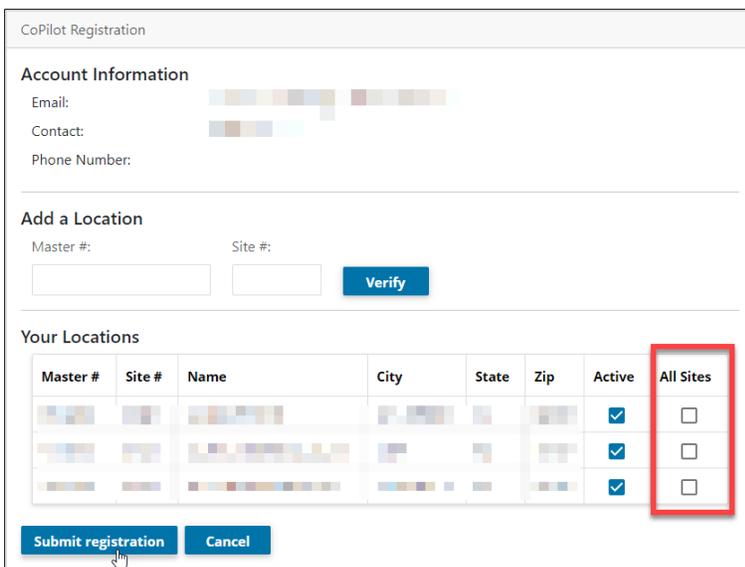
2. To set a default or new location, click **Settings > Locations & Security**.



3. Optionally, you can click **Set as Default Location** to set your chosen location for your own convenience or add a new location by clicking **Add New Location**, entering **Master #** and **Site #** (provided by account managers) and clicking **Verify**.



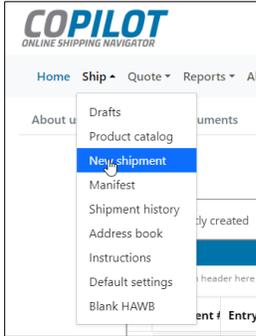
4. To receive reports for all sites under a **Master #**, select the **All Sites** checkbox(es).
5. Click **Submit registration**.



Ship dropdown

Creating a new shipment/airbill

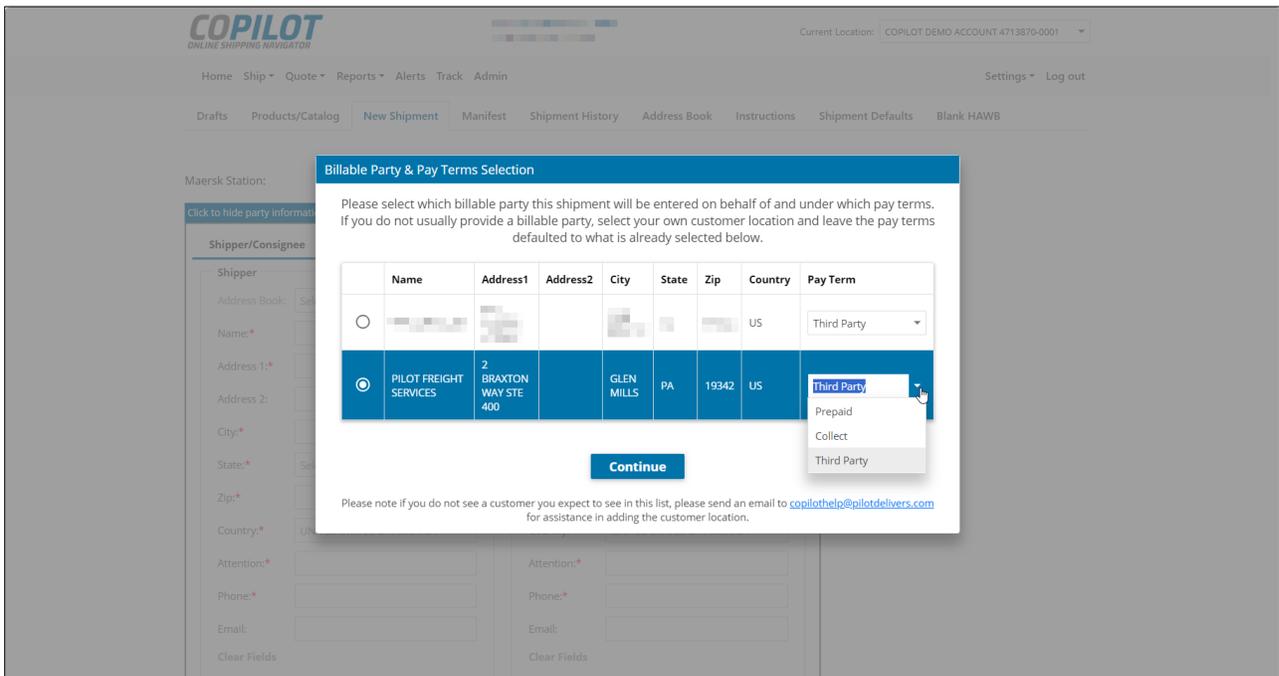
1. Click **Ship > New shipment**.



2. Select the applicable **Billable Party** and **Pay Term**.

Important:

- If only one billable party and one pay term have been assigned to you, this window will not pop up.
- If the window *Billable Party & Pay Terms Selection* doesn't pop up although it is applicable to your account, send an email to copilothelp_plt@maersk.com to request that a new customer location be added to your account.



3. Click the **Current Location** dropdown and select the location, which will populate in the Shipper and Consignee Address Book dropdown.
4. Click the **Address Book** dropdown and select **Shipper** and **Consignee**. All the details for each will populate in the fields.

COPILOT ONLINE SHIPPING NAVIGATOR

Welcome [User] Wednesday, [Date]

Current Location: **CCOUNT 4713870-0001**

Location Name	Master	Site	Address	City	State
COPILOT DEMO ACCOUNT	4713870	0001	123 DEMO ST	LIMA	PA
PILOT FREIGHT SERVICES	2609780	0161	2 BRAXTON WAY STE 400	GLEN MILLS	PA

Home Ship Quote Reports Alerts

Drafts Products/Catalog **New Shipment**

Shipment Defaults Blank HAWB

Maersk Station: **Validate** **Save as Draft** **Submit**

Click to hide party information..

Shipper/Consignee Billable

Shipper

Address Book: [Dropdown]

Name:* Nickname Company Address City State

Address 1:* ** MY CURRENT LOCATION COPILOT DEMO ACCOUN 123 DEMO ST LIMA PA

Address 2: TEST Test 1111 W Dr TOOELE UT

Address 2: TEST Test City:*

Click to hide party information..

Shipper/Consignee Billable

Shipper

Address Book: ** MY CURRENT LOCATION **

Name:* COPILOT DEMO ACCOUNT

Address 1:* 123 DEMO ST

Address 2: TEST ONLY

City:* LIMA

State:* PENNSYLVANIA

Zip:* 19037

Country:* UNITED STATES OF AMERICA

Attention:*

Phone:*

Email:

Clear Fields

Consignee

Address Book: TEST

Name:* Test

Address 1:* 1111 W Dr

Address 2:

City:* TOOELE

State:* UTAH

Zip:* 84074

Country:* UNITED STATES OF AMERICA

Attention:* Test

Phone:*

Email:

Clear Fields

- Select **Yes** to consent to the screening of any cargo.

Click to hide services..

Ship date: [dropdown] Payment type: Prepaid [dropdown]
 Ready time: 12:00 [dropdown] Close time: 17:00 [dropdown]
 Service: NEXT PM [dropdown] Swap Exchange Original Pilot Pro# [dropdown]

Special Instructions

Special Instructions [dropdown]

I consent to screening of any cargo moving air transportation. Failure to provide this consent in the check box indicated will result in your shipment not being provided air transportation.

Yes No

Hazardous Materials Hazardous Materials 24 Hr. Contact Phone#: [input]
 Class: [input] UN#: [input] Hazmat

- Enter **Pieces**, **Description**, **Weight**, and **dimensions** and click **Add**. If you need to change your entry, click **Edit**.

Click to hide line items..

Enter Product #: Products & Catalog [dropdown] Quantity: [input] Units: in cm **Load Product**

1 Smart TV 55" 36 17 49 12 31 **Add**

Pieces	Description	Weight (lbs)	Weight (kg)	Length (In)	Width (In)	Height (In)	#
1	Smart TV 55"	36	17	49	12	31	

Click to hide line items..

Enter Product #: Products & Catalog [dropdown] Quantity: [input] Units: in cm **Load Product**

[input] Description [input] Weight [input] Weight(kg) [input] Length [input] Width [input] Height [input] **Add**

Pieces	Description	Weight (lbs)	Weight (kg)	Length (In)	Width (In)	Height (In)	#
1	Smart TV 55"	36	17	49	12	31	Edit Delete
Total: 1		Total: 36	Total: 17				

- You also have the option to enter products to your products catalog, but this is optional.

COPILOT ONLINE SHIPPING NAVIGATOR

Welcome [user] Current Location: COPILOT DEMO ACCOL [dropdown]

Home Ship Quote Reports Alerts Track Admin Settings Log out

Drafts **Products/Catalog** New Shipment Manifest Shipment History Address Book Instructions

Shipment Defaults Blank HAWB

Products and Catalog

CoPilot™ allows you to store the products that you ship in an online catalog. Products are referenced by their "SKU" or "Key" that you assign. To edit a product, select the product and click Edit. To add a new product, click "New". To delete a product, select the product and click Delete.

Drag a column header here to group by that column

#	SKU/Key	Description

- If you are a drop shipper for a third-party billable, please ignore the **Extended Services** section.
- Click **Validate**.

Click to Hide Extended Services..

Tariff Name

Navigator Quote Number

Extended Services :

	Shipper	Consignee
Attempted PU/Del	<input type="checkbox"/>	<input type="checkbox"/>
Hotel/Convention	<input type="radio"/> Hotel <input type="radio"/> Conv <input checked="" type="radio"/> None	<input type="radio"/> Hotel <input type="radio"/> Conv <input checked="" type="radio"/> None
Inside PU/Del	<input type="checkbox"/>	<input type="checkbox"/>
Liftgate	<input type="checkbox"/>	<input type="checkbox"/>
Private Residence	<input type="checkbox"/>	<input type="checkbox"/>
Wait Time (Hrs)	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>
Two Man PU/Del (Hrs)	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>
Special PU/Del	<input style="width: 100%;" type="text" value="-None-"/>	<input style="width: 100%;" type="text" value="-None-"/>

Other Charges:

<input type="checkbox"/> Platinum Guarantee	<input type="checkbox"/> Convention	<input type="checkbox"/> GBL
<input type="checkbox"/> Unpack/Debris Removal	<input type="checkbox"/> Proof Of Delivery Required	<input type="checkbox"/> Hold At Airport for pick-up

Declared Value
 Insurance Value Value: \$ C.O.D.
 No Value Declared

Edit International Information..

Validate
Save as Draft
Submit

Important:

If entries are incomplete or incorrect, a message appears with what is still required. Once all the requirements have been addressed and validated, the button **Submit** becomes active. You and the consignee—if their email address is provided—will receive the shipment confirmation emails.

WebAirbill

Service: NEXT PM Estimated Charges:

Please fill in the highlighted required fields.
 Please finish Shipper details
 Please finish Consignee details
 Please select a valid "Yes or No" for the screening consent.
 Please enter at least one line item for this shipment.

If all-cargo aircraft utilization is required for this shipment, the dimensional factor will change from our standard formula of 1 (one) pound for each 194 cubic inches to 1 (one) pound for each 166 cubic inches. This will change your total charges if the chargeable weight is calculated by volume vs. actual weight.

Close

WebAirbill

Service: NEXT PM Estimated Charges:

Your shipment can now be submitted, please click on Submit.
 No quote amount was available for this shipment.*

If all-cargo aircraft utilization is required for this shipment, the dimensional factor will change from our standard formula of 1 (one) pound for each 194 cubic inches to 1 (one) pound for each 166 cubic inches. This will change your total charges if the chargeable weight is calculated by volume vs. actual weight.

Close

Validate

Save as Draft

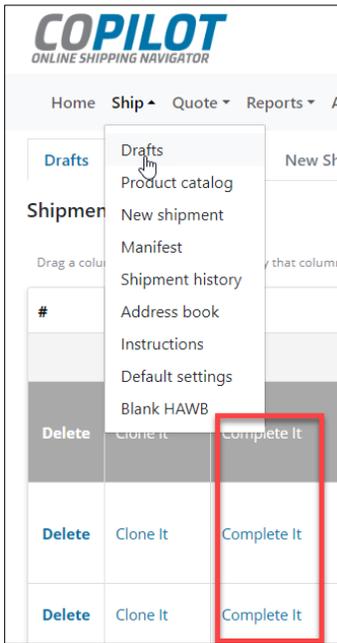
Submit

Editing an unsubmitted shipment

1. To create shipments and submit them later, click **Save as Draft**.

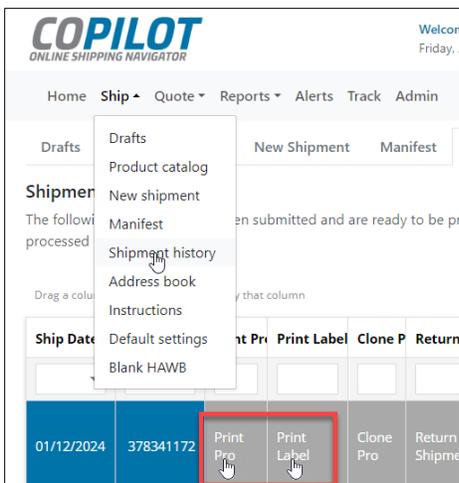


2. To edit, duplicate, and submit your unsubmitted shipments, click **Ship > Drafts**.
3. Select the shipment that you wish to submit and click **Complete It**.



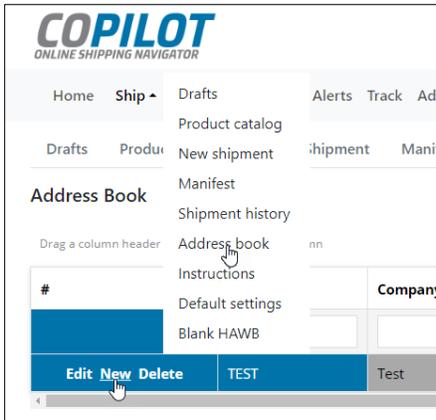
Reprinting an airbill or label

Click **Ship > Shipment history > Print Pro** or **Print Label**.



Creating a new address in the address book

1. Click **Ship > Address book > New**.



2. Enter all the details and click **Update**.

The screenshot shows the 'Address Book' form. At the top, there's a table with columns: '#', 'Nickname', 'Company Name', 'Attention', and 'Address1'. Below the table, the form fields are: Nickname (Test), Company Name (Test), Attention, Address1, Address2, Address3, City, State (LOCAL DISPOSAL), Zip, Country (UNITED STATES), Phone (1234567890), Ext, Email, and Reference. At the bottom, there are 'Update' and 'Cancel' buttons. A mouse cursor is pointing at the 'Update' button.

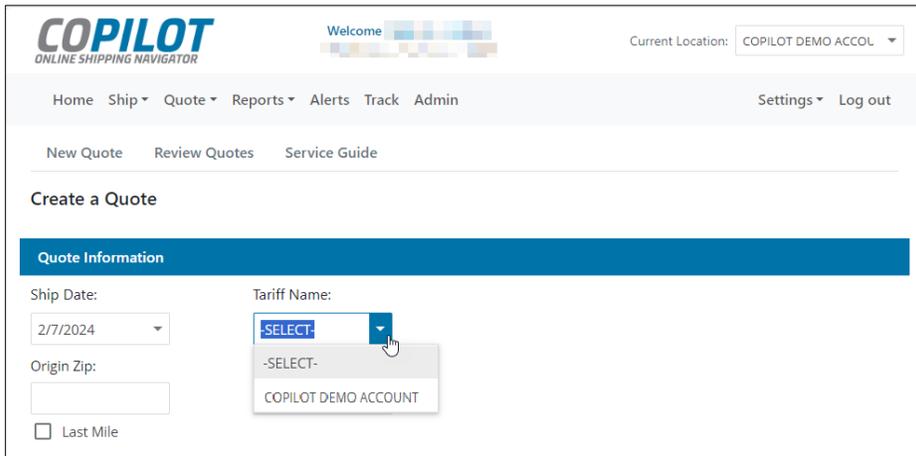
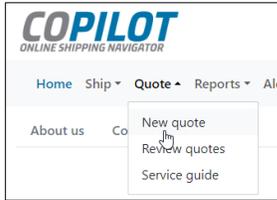
3. If you need to edit an entry, click the **Nickname** field to show **Edit/New/Delete** and click **Edit**.



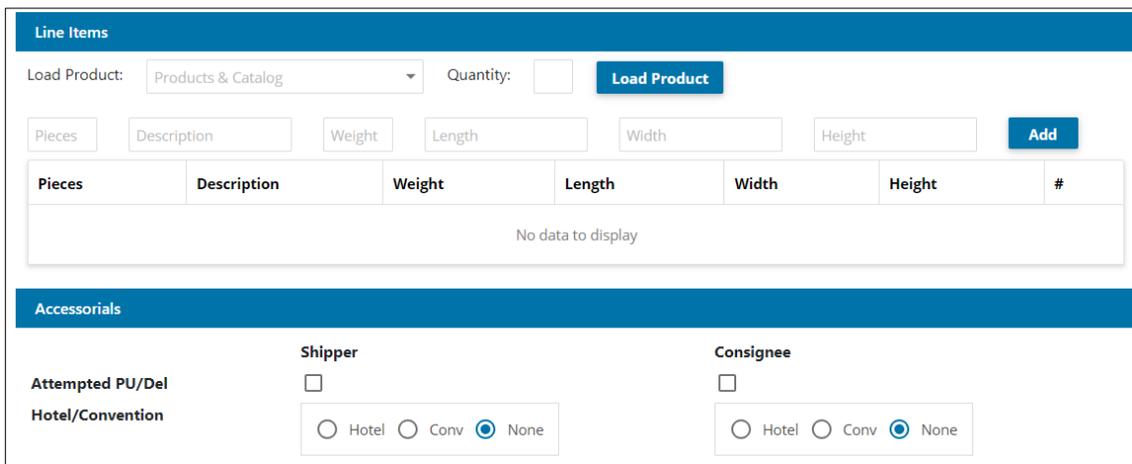
Quote dropdown

Creating a new quote

1. Click **Quote > New Quote**.



2. Under **Line Items**, enter **Pieces**, **Description**, **Weight**, and **dimensions** and click **Add**.
 - You may alternatively use the **Load Product > Products & Catalog** dropdown if you have added the product(s) to your product catalog.



- Click **Rate**.

Accessorials

	Shipper	Consignee
Attempted PU/Del	<input type="checkbox"/>	<input type="checkbox"/>
Hotel/Convention	<input type="radio"/> Hotel <input type="radio"/> Conv <input checked="" type="radio"/> None	<input type="radio"/> Hotel <input type="radio"/> Conv <input checked="" type="radio"/> None
Inside PU/Del	<input type="checkbox"/>	<input type="checkbox"/>
Liftgate	<input type="checkbox"/>	<input type="checkbox"/>
Private Residence	<input type="checkbox"/>	<input type="checkbox"/>
Wait Time (Hrs)	<input type="text"/>	<input type="text"/>
Two Man PU/Del (Hrs)	<input type="text"/>	<input type="text"/>
Special PU/Del	<input type="text" value="-None-"/>	<input type="text" value="-None-"/>

Other Charges

C.O.D. Amount (\$): Declared Value (\$): Insurance Value (\$): Unpack/Debris Removal

Not all accessorials are available for all tariffs. Please contact your local sales representative for details.

Rate

- Scroll down to see the table with total charges based on service levels under **Services and rates**.
- Click the arrow icon next to the **Service level** list item to see a breakdown of the charges, decide which option to use, and click **Ship It**.

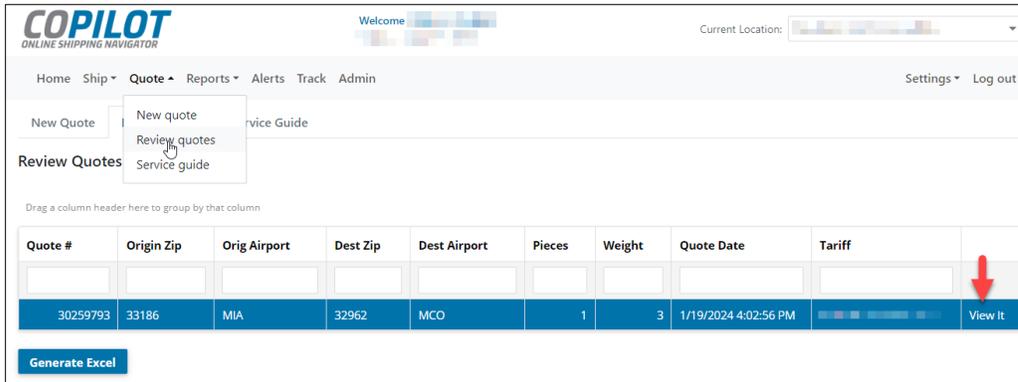
Services and rates

Drag a column header here to group by that column

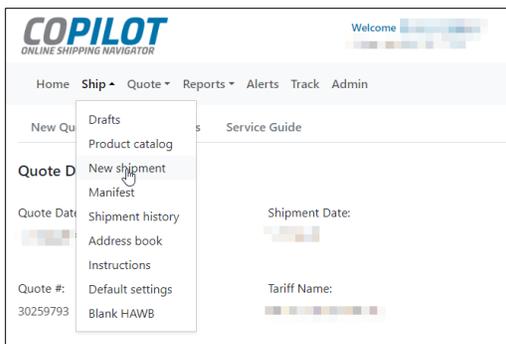
	Service level	Charge	Chg weight	Oversized	Delivery date	
>	DELUXE	\$282.66	160	<input type="checkbox"/>	01/26/2024	Ship It
>	PREMIER, 2 MAN, LIGHT ASSM	\$262.66	160	<input type="checkbox"/>	01/26/2024	Ship It
>	HOME ELECTRONICS - 2 MAN	\$262.66	160	<input type="checkbox"/>	01/26/2024	Ship It
>	ROOM CHOICE, 2 MAN	\$232.66	160	<input type="checkbox"/>	01/26/2024	Ship It
>	ECONOMY	\$147.66	160	<input type="checkbox"/>	01/26/2024	Ship It
>	HD BASIC - SIGNATURE RELEASE	\$147.66	160	<input type="checkbox"/>	01/26/2024	Ship It
>	BASIC	\$147.66	160	<input type="checkbox"/>	01/26/2024	Ship It

Creating an airbill from a quote

1. Click **Quote > Review quotes > View It.**



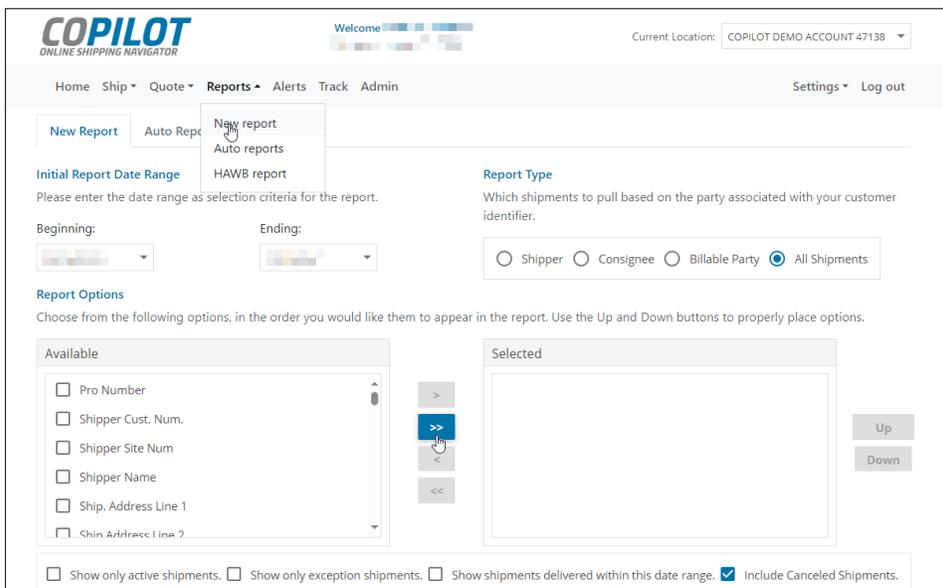
2. Click **Ship It.** You will then be taken to **Ship > New Shipment** to create your shipment.



Reports dropdown

Creating a new report

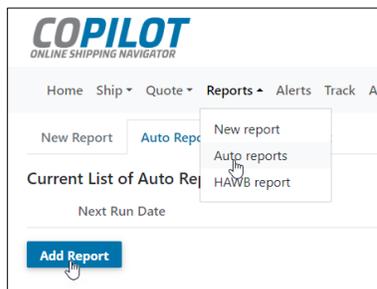
1. Click **Reports > New Report.**
2. Click the double-arrow button to select all fields.



- Click **MS Excel compatible format** and **Submit** to will receive the report via email. (Optionally, you can include additional email address(es) to where the report should be sent in the **Send Report to Email Addresses** field.)

Creating/editing an auto report

Click the **Reports** tab, select **Auto Reports**, and click the **Add Report** button.



Creating a HAWB report

To consolidate HAWBs into one PDF document, click **Reports > HAWB report**.

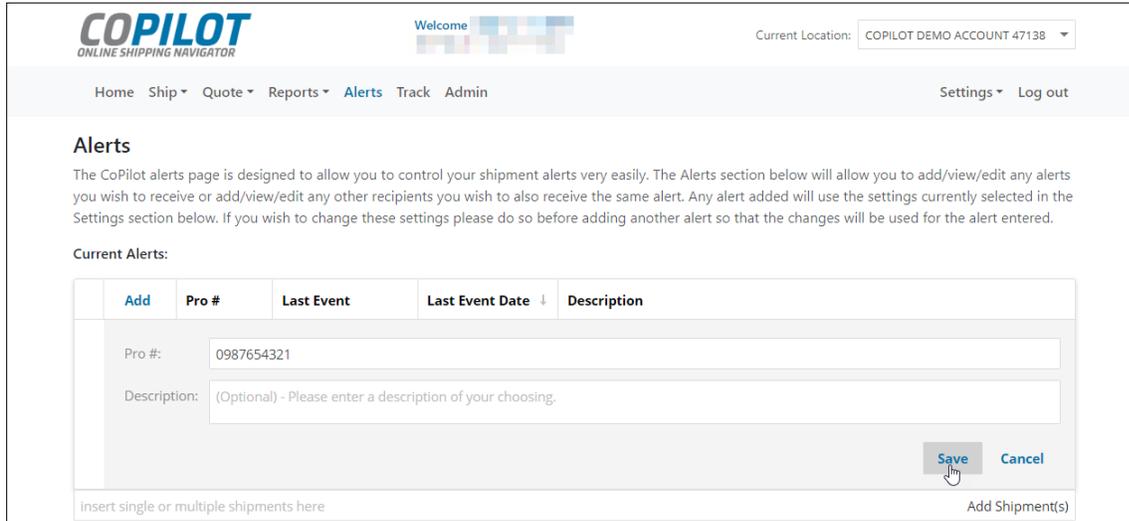
Housebill	Entry	Ship	Shipper Name	Shipper Address	Consignee Name	Consignee Address

No data to display

Alerts navigational link

Creating a new alert

To receive an alert on a Pro #, click the **Alerts** tab, scroll down to **Current Alerts**, and click **Add**. Enter the **Pro #** for which you wish to receive alerts and click **Save**.



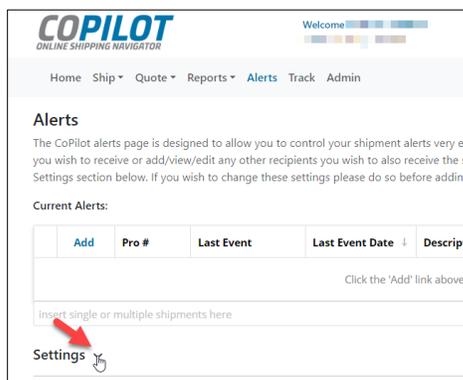
The screenshot shows the COPILOT ONLINE SHIPPING NAVIGATOR interface. The top navigation bar includes Home, Ship, Quote, Reports, Alerts, Track, and Admin. The Alerts section is active. Below the navigation, there is a 'Current Alerts' section with a table header: Add, Pro #, Last Event, Last Event Date, and Description. A form is displayed below the table with a 'Pro #' field containing '0987654321' and a 'Description' field with the placeholder '(Optional) - Please enter a description of your choosing.' There are 'Save' and 'Cancel' buttons at the bottom right of the form. A mouse cursor is hovering over the 'Save' button. At the bottom of the form area, there is a text prompt 'insert single or multiple shipments here' and a link 'Add Shipment(s)'.

Setting auto and mobile alerts

The following types of automatic email alerts are available on the **Alerts** page under **Settings**:

- **Pickup:** An email is sent when a shipment is attached to a master airway bill.
- **Delivery:** An email is sent once the shipment is delivered and signed for.
- **Reverse/Out For Delivery:** An email is sent when a shipment has arrived at the Pilot destination
- **Reweigh/Redim:** An email is sent when a shipment's weight and dimensions do not match the submitted airway bill.

1. To select the above, scroll down, click the **Settings** dropdown arrow, and make your selections. Click **Save Settings**.



This screenshot is similar to the previous one but highlights the 'Settings' dropdown menu in the bottom left corner of the form area with a red arrow. The 'Add' button in the table header is also visible. The rest of the page content is identical to the previous screenshot.

Settings ▾

Auto Alert Types (Scans or Updates to Alert on):

Pickup
 Delivery
 Reverse/Out For Delivery
 Reweigh/Redim

Alternative Recipients:

 Send only to Alternative Recipients

Alert Subject:

Mobile Alerts ▾

2. For mobile alerts, scroll down, click the **Mobile Alerts** dropdown arrow, and make your selections.

Mobile Alerts ▾

Mobile Alert Types:

Pickup
 Delivery
 Arrive at Destination Station/Out For Delivery

Alert Fields:

Pilot No.
 Service Level
 Shipper Name
 Pieces

Shipper City, State, Zip
 Weight
 Shipper Reference No.
 Status Date

Consignee Name
 Status Time
 Consignee City, State, Zip
 Signature

Consignee Reference No.
 Estimated Delivery Date
 Pickup Date
 Description

Mobile Addresses ([SMS Address Guide](#)):

Preview:

Total Length: 0

Track navigational link

Track allows you to track shipments by:

- Recent shipments
- Shipment number
- Date
- Reference number

Welcome Current Location:

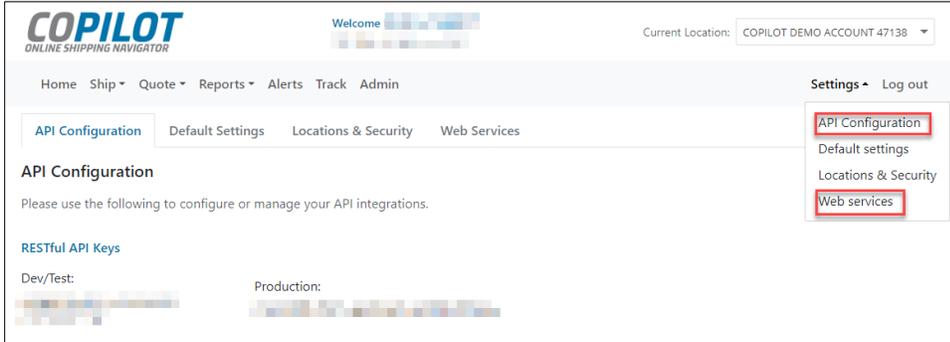
[Home](#)
 [Ship ▾](#)
 [Quote ▾](#)
 [Reports ▾](#)
 [Alerts](#)
 [Track](#)
 [Admin](#)

[Track recent shipments](#)
 [Track by shipment number](#)
 [Track by date](#)
 [Track by reference number](#)

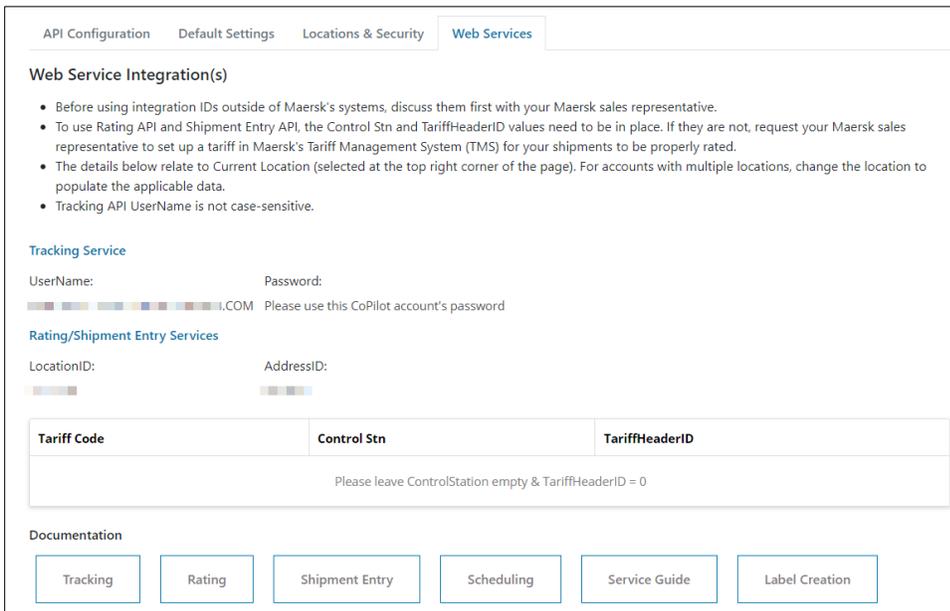
Admin navigational link

API configuration and web services settings

These **Settings** options are used by developers only.



The screenshot shows the CoPilot Admin interface. At the top, there is a navigation bar with links for Home, Ship, Quote, Reports, Alerts, Track, and Admin. A 'Settings' dropdown menu is open, showing options for API Configuration, Default settings, Locations & Security, and Web services. The 'API Configuration' page is active, displaying instructions for configuring API integrations and RESTful API keys for Dev/Test and Production environments.



The screenshot shows the 'Web Services' settings page. It includes a 'Web Service Integration(s)' section with a list of instructions:

- Before using integration IDs outside of Maersk's systems, discuss them first with your Maersk sales representative.
- To use Rating API and Shipment Entry API, the Control Stn and TariffHeaderID values need to be in place. If they are not, request your Maersk sales representative to set up a tariff in Maersk's Tariff Management System (TMS) for your shipments to be properly rated.
- The details below relate to Current Location (selected at the top right corner of the page). For accounts with multiple locations, change the location to populate the applicable data.
- Tracking API UserName is not case-sensitive.

 Below this, there are sections for 'Tracking Service' (with Username and Password fields) and 'Rating/Shipment Entry Services' (with LocationID and AddressID fields). A table is provided for Tariff Code, Control Stn, and TariffHeaderID, with a note: 'Please leave ControlStation empty & TariffHeaderID = 0'. At the bottom, there is a 'Documentation' section with buttons for Tracking, Rating, Shipment Entry, Scheduling, Service Guide, and Label Creation.

For more details, visit https://delivers.maersk.com/technology/web_services/

End of instructions.