

Question	Answer
What is a Government Number?	Same as VAT number. Starts with a two letter country code followed by a number between 2-18 characters. E.g. of country code: DK for Denmark.
What is a Registration Number?	A number that gets generated when the administrator has registered a branch. Ask your administrator to provide you with the number for quick registration.
What is the Administrators role/responsibility	<ol style="list-style-type: none"> 1. Check and complete Step 1- Branch Information, in the Registration process. 2. Approve new users after certifying that user information is accurate. 3. Add additional administrators if needed to ensure coverage. 4. Change and delete users when applicable (discontinued employment, changed positions, etc.) This is an important task. 5. Be the main contact person for SAS Cargo's Booking Portal matters.
How many administrators can my Branch have?	There is no limit for the number of administrators, but please note that an administrator is responsible for several tasks - see Administrator role/responsibility.
Why do I have to choose Cargo IMP Messages?	This gives SAS Cargo an indication of your preferred Cargo IMP Messages.
Which company email should I enter?	For booking follow-up reasons enter a common mailbox.
Can I change the Notification email address?	Yes, go to Manage Profile, choose My Profile and change the email. You will also be able to change the Notification email on a specific booking. Open the yellow envelope at the button on Booking page 1. The entered email will only be valid for this booking.
Which flights do I get Notification of Cancellations?	Notification of Cancellations concern intercontinental flights
How fast does a Branch get approved by SAS Cargo?	It can take up to 2 working days
How long does it take to approve a User?	Your Administrator is responsible for approval of the branch users. Ask your administrator
Where do I approve users?	Only the Administrator can approve. Go to Manage Profile in the navigation bar and choose Manage Branch User.
How do I change the Branch information?	Contact our Customer Support Center - use the Contact form
What if I forget my password?	Click on the login button and "Forgot password". Enter your email and you will shortly after receive an email with a new password. This can be changed again on My Profile under Manage Profile.
What does CargoIMP Messages: FSU means	FSU is a shipment status update messages. Every time your shipment has an update we will send you update information.
What does CargoIMP Messages: FNA means	FNA is a reject error message to the sender

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What does CargoIMP Messages: FMA means	FMA is a space reservation acknowledgement message
What does CargoIMP Messages: FSA means	FSA is a shipment status answer message