

## iCargo system transition – FAQs

Q: When is the new cargo system going live?

A: The transition to iCargo, our unified cargo management and booking system, will take place for all shipments as of January 10, 2026. From that date forward, all Alaska Air Cargo and Hawaiian Air Cargo shipments will be booked and tracked through this single system.

Q: During this time of transition, are there any embargoes or other special circumstances?

A: There will be no live animal movement on Hawaiian Airlines from Wednesday, January 7, through Tuesday, January 13, at 11:59 pm. All shipments on Hawaiian Air Cargo must be prepaid.

Q: Do I need a new account to ship after January 10?

A: Yes, if you don't already have an Alaska Air Cargo shipping account. All customers must have an Alaska Air Cargo shipping account and a Customer Identification Number (CID) to ship with either Alaska or Hawaiian Air Cargo. If you don't already have one, you can [sign up online](#).

Q: Do I need an online account for booking?

A: Yes. An online Alaska Air Cargo account is required for online booking through the iCargo portal. If you don't have an online account, [request one online](#).

Q: How do I book a shipment in the new system?

A: Customers can book their shipments in three ways:

- Online: through the [iCargo booking portal](#)
- Email: [cargo.booking@alaskaair.com](mailto:cargo.booking@alaskaair.com)
- Phone: 1-800-225-2752 (Cargo Call Center, open daily 5:00am–9:00pm PST)

Q: What if I normally booked through the Hawaiian Air Cargo Capacity team?

A: Starting January 10, all phone bookings—including former Hawaiian Air Cargo Capacity bookings—must be made through the Alaska Air Cargo Call Center at 1-800-225-2752.

Q: Will I receive a copy of my air waybill (AWB) after I book my shipment?

A: Yes. Once your booking is accepted, you'll receive an air waybill number that serves as your official shipment receipt and tracking reference. Make sure to save this number, it's needed for tracking the status of shipment and for pickup.

Q: If I ship infrequently, do I still need an account?

A: Yes. All shippers, including occasional or onetime customers, must have an Alaska Air Cargo account and CID to book after January 10.

Q: What if I don't know my CID (Customer Identification Number)?

A: You can retrieve or request your CID through our customer support team or by reaching out to the Cargo Call Center through our [Contact Us](#) page. A CID is required for all shipments beginning January 10.

Q: What is changing with AWB (air waybill) numbers?

A: AWB numbers will be unified. Beginning January 10, all shipments will use Alaska Air Cargo AWBs starting with "027."

Q: What documents do I need to bring when I drop off my shipment?

A: When you bring your shipment to an Alaska Air Cargo facility, you must present:

- A government-issue photo ID
- Your air waybill number (the booking reference you received after booking)

Shipments should be tendered at least 60 minutes before departure for GoldStreak and two hours before departure for Priority Air Freight.

Q: Are there any changes to pricing or rates?

A: No changes to pricing have been made as part of the system transition. Your rates and contracts remain the same unless otherwise communicated directly.

Q: Can I still track my Hawaiian Air Cargo "173" AWB after January 10?

A: Yes. Beginning January 10, you will be able to track existing Hawaiian Air Cargo AWBs ("173") through the iCargo system. Any new shipments created on or after that date will use Alaska Air Cargo AWBs starting with "027."

Q: What happened to Hawaiian Air Cargo's JetExpress service?

A: JetExpress is now covered under GoldStreak Package Express, Alaska Air Cargo's next-flight-out premium service. [Learn more about GoldStreak](#)