

Trace request form

If you are unable to locate your shipment, please complete this form so we can locate and move your freight to its final destination.

Complete this form in its entirety, with a detailed description of any missing pieces. If you have any pictures of your missing shipment, please include them in your email to help us to identify your freight.

Once completed, save and email this PDF form to cst@united.com using the air waybill number as the subject line of the email.

Shipper's information

First name:

Phone number:

Last name:

Address:

Email:

Shipment details

Air waybill number:

Original routing:

Reference number:

Total pieces:

Commodity:

Total weight:

Quantity missing:

Dimensions:

Color of packaging: _____

Labels and markings:

What type of shipment was this? (EXP, GEN, QuickPak, etc.):

Is this shipment perishable? Yes No

Additional description information (Limit of 800 characters):