



Animal Incident Reporting Module

ACERS User Guide for Industry



Animal Incident Reporting Module Summary

What is this module used for?

- Incident reports on the death, loss, or injury of an animal during air transport.
- Annual reports of the total # of animal incidents and total # of animals transported during the prior calendar year.

Which entities are required to report?

- U.S. air carriers with at least one aircraft with a designed seating capacity of more than 60 passenger seats.
 - Carriers will be able to designate users as “Animal Incident Reporter” in the ACERS industry portal.



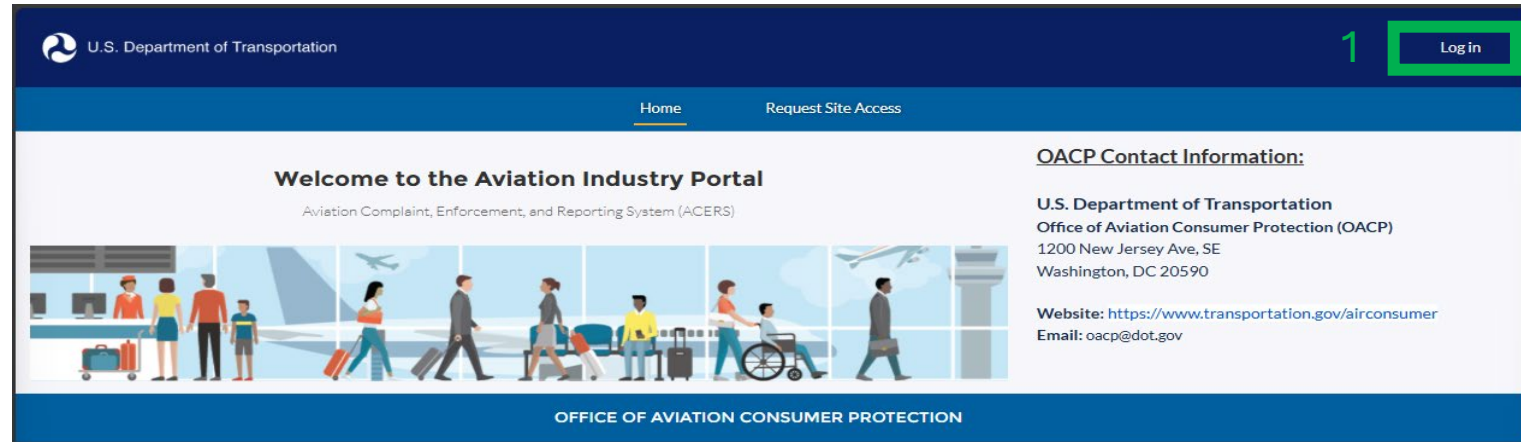
Part A: Animal Incidents (Monthly)





1. Log in to the Aviation Industry Portal

Role: Industry User

Step 1: Log in to the industry portal as a user with the "Animal Incident Reporting" permission



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[Log in](#)



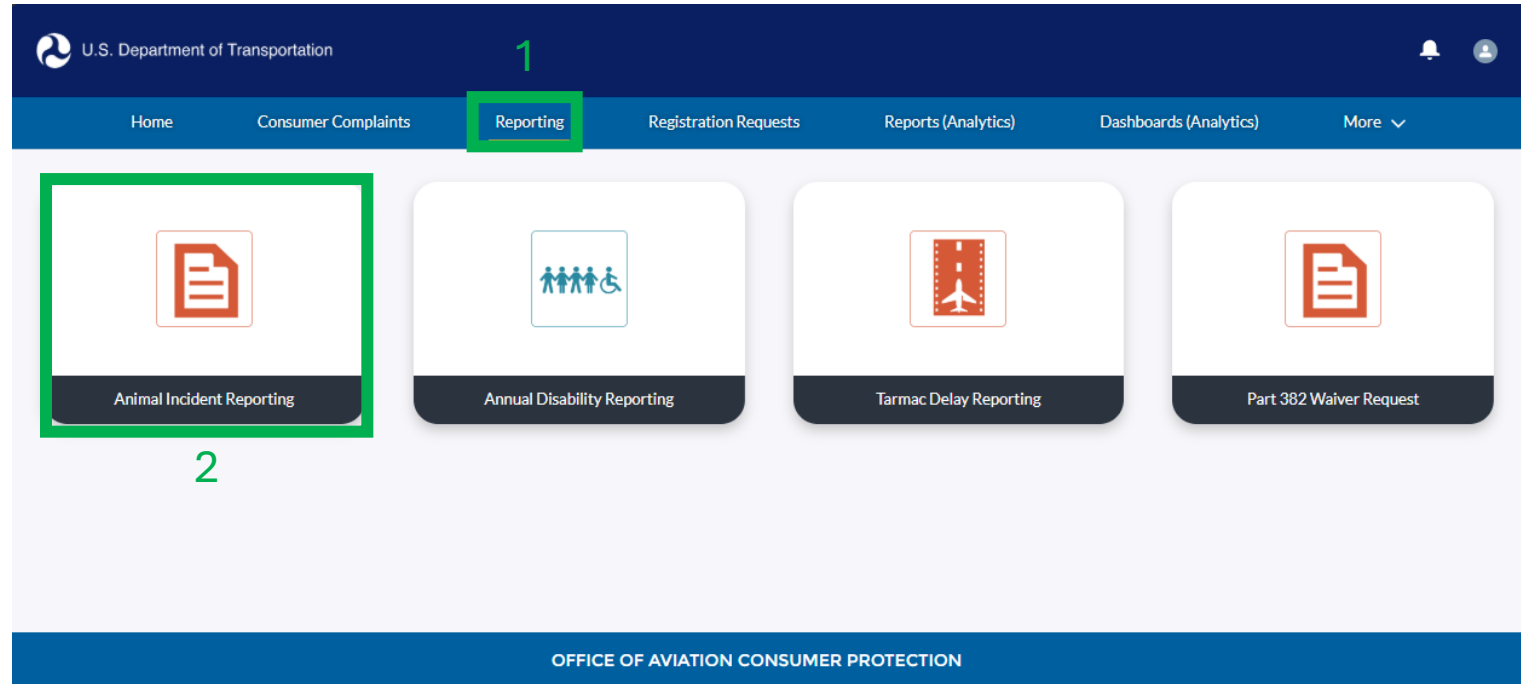
2. Create a New Animal Incident

Role: Industry User

Step 1: Click on the “Reporting” tab

Step 2: Click “Animal Incident Reporting”

Step 3: Click “New Animal Incident”





2. Create a New Animal Incident

Role: Industry User

Step 1: Click on the “Reporting” tab

Step 2: Click “Animal Incident Reporting”

Step 3: Click “New Animal Incident”

Note: Do not include multiple animals in a single report. Create a new animal incident report for each animal that was lost, injured, or died during air transport.

The screenshot shows the U.S. Department of Transportation website's Animal Incident Reporting Module. The top navigation bar includes links for Home, Consumer Complaints, Reporting, Registration Requests, Reports (Analytics), Dashboards (Analytics), and More. The 'Reporting' tab is selected. On the left sidebar, a green box highlights the 'New Animal Incident' button, with a large green number '3' next to it. Below it is a 'New Annual Report' button. The main content area is titled 'Welcome to the Animal Incident Reporting Module' and contains the following information:

- On this website carriers will be able to:**
 - Submit animal incidents and
 - Submit annual incident reports.
- What are reportable incidents?**
 - Reportable incidents are any incident involving the loss, injury, or death of an "animal" during "air transport."
- Which carriers must report incidents?**
 - U.S. air carriers that operate scheduled domestic and international passenger service with at least one aircraft having a designed seating capacity of more than 60 passenger seats must report animal incidents to DOT. The reporting requirements apply to all scheduled-service passenger flights of such carriers, including flights that are operated with aircraft having 60 or fewer seats.
- What is considered an "animal" for the purposes of this requirement?**
 - An "animal" means (1) any warm- or cold-blooded animal which, at the time of transportation, is being kept as a pet in a family household in the United States and (2) any dog or cat which, at the time of transportation, is shipped as part of a commercial shipment on a scheduled passenger flight, including shipments by trainers and breeders.
- What is considered "air transport" for the purposes of this requirement?**
 - "Air transport" includes the entire period during which an animal is in the custody of an air carrier, from the time that the animal is tendered to the air carrier prior to departure until the air carrier tenders the animal to the owner, guardian or representative of the shipper of the animal at the animal's final destination. It does not include animals that accompany a passenger at his or her seat in the cabin and of which the air carrier does not take custody.

The footer of the page reads 'OFFICE OF AVIATION CONSUMER PROTECTION'.



3. Complete the Form

Only for animal incidents that occur on or after January 1, 2026

Role: Industry User

Step 1: Complete all “Incident Overview” fields

Step 2: Complete all “Owner/Shipper Information” fields

Step 3: Complete all “Animal Information” fields

Step 4: Complete all “Narratives” fields

Step 5: Click “Next” to review the incident information

Step 6: Click “Submit” and complete the affirmation pop-up

U.S. Department of Transportation

Home Consumer Complaints

New Animal Incident Report

New Annual Report

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Animal Incident Reporting

Items marked with an * are required.

- Create a separate report for each animal that was lost, injured, or died during air transport. Do not include multiple animals in a single report.
- After you click the “Submit” button, you will be asked to certify that the report has been prepared under your direction in accordance with the regulations in 14 CFR part 235 and to affirm that the report is true, correct, and complete.

Incident Overview

* Flight Number (up to four (4) numbers)

1234

* Incident Date/Time

Oct 31, 2025 11:00 AM

(Please ensure the Incident Date/Time fields are accurate)

Owner/Shipper Information

* Owner/Shipper

☐ Owner

☐ Shipper

* First Name

* Last Name

* Phone

###-###-####

* Email



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U.S. Department of Transportation

Home Consumer Complaints

New Animal Incident

New Annual Report

2 Animal Incident Reporting

▼ Owner/Shipper Information

* Owner/Shipper

☒ Owner

☐ Shipper

* First Name

First

* Last Name

Last

* Phone

1234567890

* Email

example@acersair.com

Street

1234 Example Rd

City

Vienna

State

VA

Zip

12345

▼ Animal Information

Animal Name



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U.S. Department of Transportation

Home Consumer Complaints

New Animal Incident

New Annual Report

3 Animal Incident Reporting

▼ Animal Information

Animal Name
Example Name

* Animal Type
Dog

* Breed
Beagle

* Incident Type
Injury

* Animal Is
Pet in a U.S. household at time of incident

Animal Description
Example description of the animal

▼ Narratives

* Incident Description

* Cause of Incident

* Corrective Action Taken



3. Complete the Form

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Step 3: Complete all “Animal Information” fields

Step 4: Complete all “Narratives” fields

Step 5: Click “Next” to review the incident information

Step 6: Click “Submit” and complete the affirmation pop-up

The screenshot shows the 'Animal Incident Reporting' form within the U.S. Department of Transportation portal. The form is titled 'Animal Incident Reporting' and has a close button (X) in the top right corner. The form is divided into several sections: 'Animal Type' (Dog), 'Breed' (Beagle), 'Incident Type' (Injury), 'Animal Is' (Pet in a U.S. household at time of incident), and 'Animal Description' (Example description of the animal). A green box highlights the 'Narratives' section, which contains three text input fields: 'Incident Description' (Description of the incident), 'Cause of Incident' (Cause of the incident), and 'Corrective Action Taken' (Corrective action taken). At the bottom right of the form, there are 'Previous' and 'Next' buttons. A green box highlights the 'Next' button, which is labeled with the number 5. The number 4 is also visible next to the 'Animal Description' field.



3. Complete the Form

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Step 5: Click “Next” to review the incident information

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U.S. Department of Transportation

Home Consumer Complaints

New Animal Incident New Annual Report

Animal Incident Reporting

Street: 1234 Example Rd

City: Vienna

State: VA

Zip: 12345

▼ Animal Information

Animal Name: Example Name

Animal Type: Dog

Breed: Beagle

Other:

Incident Type: Injury

Animal Is: Pet in a U.S. household at time of incident

Animal Description: Example description of the animal

▼ Narratives

Incident Description: Description of the incident

Cause of Incident: Cause of the incident

Corrective Action Taken: Corrective action taken

Previous Submit

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3. Complete the Form

Only for animal incidents that occur on or after January 1, 2026

Role: Industry User

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Step 2: Complete all “Owner/Shipper Information” fields

Step 3: Complete all “Animal Information” fields

Step 4: Complete all “Narratives” fields

Step 5: Click “Next” to review the incident information

Step 6: Click “Submit” and complete the affirmation pop-up

The screenshot displays the U.S. Department of Transportation website's Animal Incident Reporting Module. The navigation bar includes links for Home, Consumer Complaints, Reporting, Registration Requests, Reports (Analytics), Dashboards (Analytics), and More. The main content area shows a welcome message and a list of actions: New Animal Incident and New Annual Report. A pop-up window titled "Animal Incident Reporting" is overlaid, containing an "Acknowledgement" section. The text in the pop-up reads: "Please attest that this report has been prepared under my direction in accordance with the regulations in 14 CFR § 235." Below this is a checkbox labeled "I affirm that, to the best of my knowledge and belief, this is a true, correct, and complete report." with a "Submit" button. The background of the page shows a "Welcome to the Animal Incident Reporting Module" message and a list of actions: "On this website carriers will be able to: Submit animal incidents and Submit annual incident reports."

Note: Do not include multiple animals in a single report. Create a new animal incident report for each animal that was lost, injured, or died during air transport.



Part B:

Annual Report

- Total number of incidents involving animals (even if zero)
- Total number of animals transported by the carrier



Calendar Year 2025

- Do not submit the annual report for CY 2025 through the ACERS Reporting Module. Submit the report for CY 2025 via email to kim.reagan@dot.gov and mindaugas.lescinskas@dot.gov.
- The report for CY 2025 is due no later than January 15, 2026.
- Instructions can be found at www.transportation.gov/airconsumer/animal-incident-reporting-2026

Calendar Year 2026

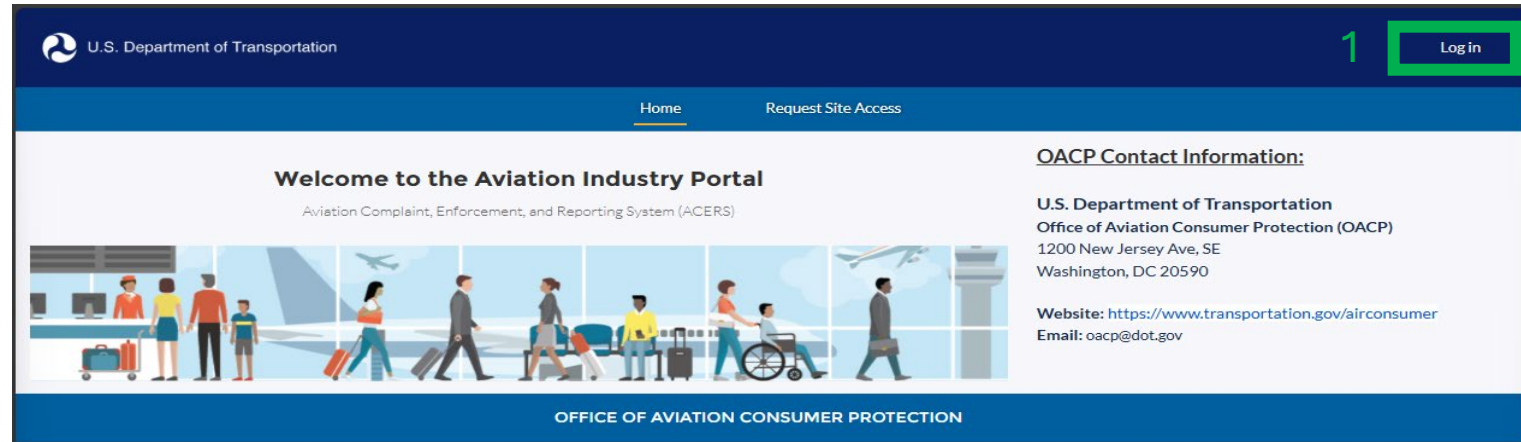
- Submit the annual report for CY 2026 via the ACERS Reporting Module.
- The report for CY 2026 is due no later than January 15, 2027.
- Instructions are on the following slides.





1. Log in to the Industry Portal

Role: Industry User

Step 1: Log in to the industry portal as a user with the "Animal Incident Reporting" permission



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Log in



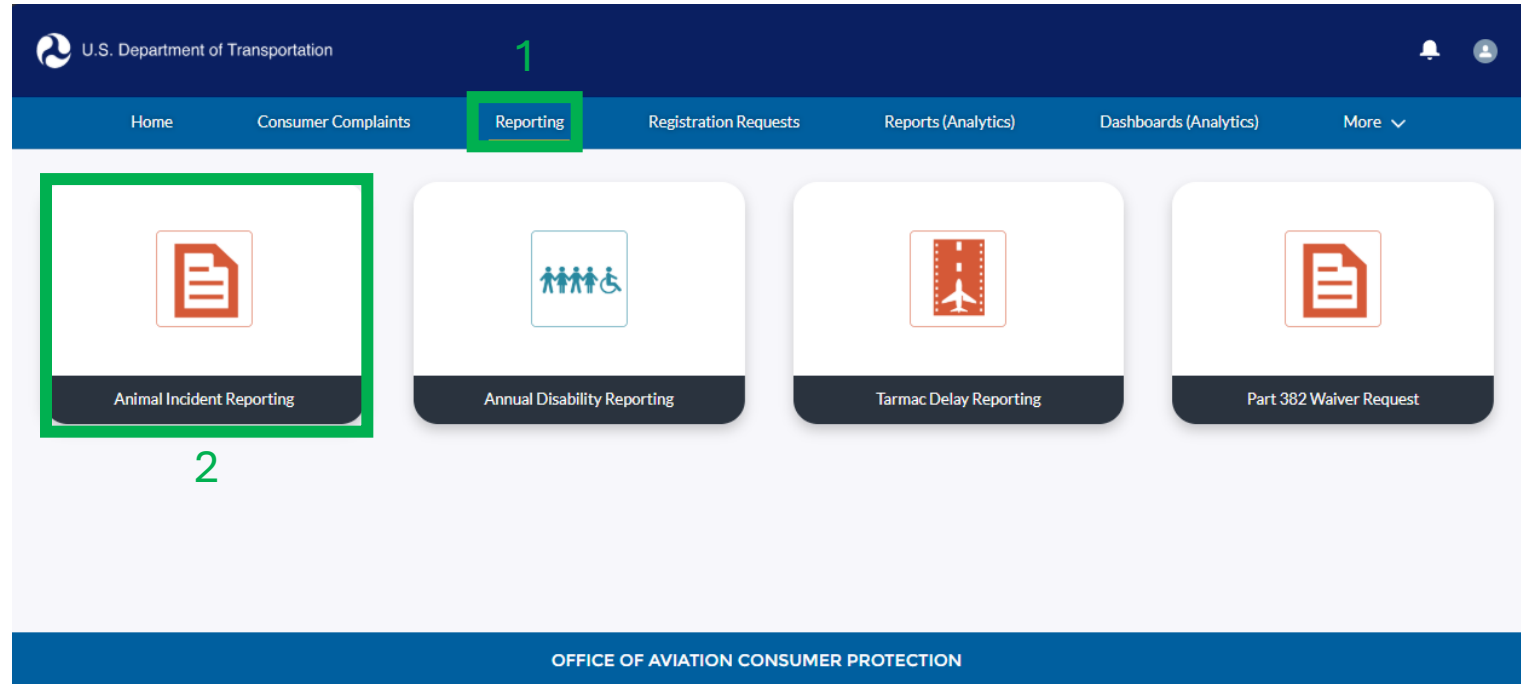
2. Create a New Annual Animal Incident Report

Role: Industry User

Step 1: Click on the “Reporting” tab

Step 2: Click “Animal Incident Reporting”

Step 3: Click “New Annual Report”





2. Create a New Annual Animal Incident Report

Role: Industry User

Step 1: Click on the “Reporting” tab

Step 2: Click “Animal Incident Reporting”

Step 3: Click “New Annual Report”

U.S. Department of Transportation

Home Consumer Complaints Reporting Registration Requests Reports (Analytics) Dashboards (Analytics) More ▾

New Animal Incident

3 New Annual Report

Information Prior Animal Incidents Prior Annual Reports Regulation (14 CFR Part 235)

Welcome to the Animal Incident Reporting Module

On this website carriers will be able to:

- Submit animal incidents and
- Submit annual incident reports.

What are reportable incidents?

- Reportable incidents are any incident involving the loss, injury, or death of an "animal" during "air transport."

Which carriers must report incidents?

- U.S. air carriers that operate scheduled domestic and international passenger service with at least one aircraft having a designed seating capacity of more than 60 passenger seats must report animal incidents to DOT. The reporting requirements apply to all scheduled-service passenger flights of such carriers, including flights that are operated with aircraft having 60 or fewer seats.

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What is considered "air transport" for the purposes of this requirement?

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OFFICE OF AVIATION CONSUMER PROTECTION



3. Complete the Form

Role: Industry User

Step 1: Enter total number of deaths, injuries, losses, and animal transported in the appropriate field (NOTE: The number of animal incidents entered must match the number of animal incident reports that have been filed)

Step 2: Click “Next”

Step 3: Review the information entered

Step 4: Check the acknowledgement statement box

Step 5: Click “Submit Report”

Note: Once a report is submitted, the user will be unable to edit the report or resubmit until the next calendar year

The screenshot shows the 'Annual Animal Incident Reporting' form for the year 2025. The form is titled '2025 Animal Incident Annual Report'. It contains a pre-filled summary of incidents for 2025, which the user must verify before submitting. The summary includes:

- Total Death: 1
- Total Reported Deaths: 1
- Total Injury: 2
- Total Reported Injuries: 2
- Total Loss: 0
- Total Reported Losses: 0
- How many animals were transported for the calendar year?: 100
- Total Animals Transported: 100

A green rectangular box highlights the input fields for these values. A blue 'Next' button is located at the bottom right of the form. A green number '1' is placed to the left of the form, and a green number '2' is placed below the 'Next' button.



3. Complete the Form

Role: Industry User

Step 1: Enter total number of deaths, injuries, losses, and animal transported (NOTE: The number of animal incidents entered must match the number of animal incident reports that have been filed)

Step 2: Click “Next”

Step 3: Review the information entered

Step 4: Check the acknowledgement statement box

Step 5: Click “Submit Report”

Note: Once a report is submitted, the user will be unable to edit the report or resubmit until the next calendar year

The screenshot shows the '2025 Animal Incident Annual Report' form within the 'Animal Incident Reporting Module'. The form is titled 'Annual Animal Incident Reporting' and '2025 Animal Incident Annual Report'. It contains a summary box with the following data: Total Death: 1, Total Injury: 2, Total Loss: 0, and Total Transports: 100. Below this is an 'Acknowledgement' section with the text: 'Please attest that this report has been prepared under my direction in accordance with the regulations in 14 CFR § 235.' A checkbox is present with the text: 'I affirm that, to the best of my knowledge and belief, this is a true, correct, and complete report.' At the bottom right, there are 'Previous' and 'Submit Report' buttons. The form is overlaid on a background showing navigation links like 'Home', 'Consumer Complaints', 'Reporting', 'Registration Requests', 'Reports (Analytics)', 'Dashboards (Analytics)', and 'More'. The footer of the page reads 'OFFICE OF AVIATION CONSUMER PROTECTION'.

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Step 2: Click “Next”

Step 3: Review the information entered

Step 4: Check the acknowledgement statement box

Step 5: Click “Submit Report”

Note: Once a report is submitted, the user will be unable to edit the report or resubmit until the next calendar year

The screenshot displays the U.S. Department of Transportation website's Animal Incident Reporting Module. The navigation bar includes links for Home, Consumer Complaints, Reporting, Registration Requests, Reports (Analytics), Dashboards (Analytics), and More. The main content area has tabs for Information, Prior Animal Incidents, Prior Annual Reports, and Regulation (14 CFR Part 235). On the left, there are buttons for 'New Animal Incident' and 'New Annual Report'. The 'Information' tab is active, showing a 'Welcome to the Animal Incident Reporting Module' message. A modal dialog box with a green border is overlaid on the page, titled 'Annual Animal Incident Reporting'. It contains the message: 'A report for 2025 Annual Animal Incident already exists for your Industry Account.' and a 'Finish' button. The background content includes a list of bullet points under the heading 'On this website carriers will be able to:' and a section titled 'What is considered "air transport" for the purposes of this requirement?'.