



## eBooking information

### Bookable and non-bookable products

#### Online bookable via eBooking\*:

- General Cargo\*\*
- Perishables (excl. toDoor)
- Passive Temp Support
- Live Animals – hatching eggs only
- Vulnerables\*\*\*
- NEW: Dangerous Goods\*\*\*\*

#### Not bookable via eBooking:

- Active Temp Control & Active Temp Control with DGR
- Live Animals
- Valuables & Valuables with DGR
- Emergency

\* A Manual Booking fee applies for all ebookable shipments which are not initially booked online. There is currently no manual booking fee being charged for dangerous goods. For local exceptions and currency amounts please refer to the country specific sections online at [www.lufthansa-cargo.com](http://www.lufthansa-cargo.com) --> „Rates & Conditions“ --> „Other Charges“.

\*\* In order to book personal effects via eBooking, the regulated agent making such a booking must identify himself with the ID code assigned to him by the national authority on the AWB in the Handling Information Box. The security status shown must be “SPX” (secured for transport on passenger aircraft). Shipments lacking this information will be subject to security measures.

*Exception ex USA and Canada:* In order to book personal effects and household goods via eBooking, the button “Unsecured Shipment/Unsecured Shipper” must be activated in all cases ex USA and Canada.

\*\*\* Vulnerables: The following vulnerable commodities are not eBookable due to specific regulations: Vulnerable Weapons, Human Remains in Coffins, Cannabidiol Oils, Flowers/Buds, Marijuana Seeds and Medical Marijuana MMU.

\*\*\*\* Dangerous Goods: DGR CAO and Pax OK shipments, radioactive substances, and Passive Temp Support/DGR can now be booked via eBooking. For further commodities, a booking request can be submitted via eServices by using the **DGR booking request** form <https://lufthansa-cargo.com/dgr-booking>.

As **Add-on Services**, currently only Sustainable Choice and Personal Supervision are online bookable on [www.lufthansa-cargo.com](http://www.lufthansa-cargo.com). Regarding bookings of other AoS, please contact your local sales team.

**The following stations can generally not be booked online:**

BEY, FIH, IKA, KRT, MSQ

In case of any **questions** and for further information, please contact our eChannel helpdesk at [eChannelsupport@dlh.de](mailto:eChannelsupport@dlh.de)



**Lufthansa Cargo**  
Networking the world.