

Product Offer

	General Cargo	Dangerous Goods	Airmail/ eCommerce	Valuables	Vulnerables	Live Animals	Perishables	Active Temp Control	Passive Temp Support	Covid-19 Temp Premium	Courier	Emergency
Commodities	<ul style="list-style-type: none">For commodities with-out any special handling requirements	<ul style="list-style-type: none">For all kinds of restricted and hazardous commodities	<ul style="list-style-type: none">For all letters and parcels in cooperation with international postal companies	<ul style="list-style-type: none">For commodities with high monetary value	<ul style="list-style-type: none">For commodities that require secure handling due to risk of theft	<ul style="list-style-type: none">For live animals and hatching eggs	<ul style="list-style-type: none">For temperature-sensitive perishable goods	<ul style="list-style-type: none">For commodities that require an unbroken temperature-controlled transport chainAvailable for dangerous goods (except class 1 and 7)	<ul style="list-style-type: none">For (non-food) temperature-sensitive commoditiesAvailable for dangerous goods (except class 1 and 7)	<ul style="list-style-type: none">For vaccine-related commodities, which require utmost priority and immediate capacity accessNot available for dangerous goods	<ul style="list-style-type: none">For time-critical shipments requiring personal supervisionAvailable for dangerous goods (except class 1 and 7)	<ul style="list-style-type: none">For logistical emergencies needing immediate capacity accessAvailable for dangerous goods
Size and weight	<ul style="list-style-type: none">Up to aircraft payload, no limitations	<ul style="list-style-type: none">Up to aircraft payload, no limitations	<ul style="list-style-type: none">Up to 30kg per pieceSum of all measurements up to 3 m	<ul style="list-style-type: none">Up to aircraft payload, no limitations	<ul style="list-style-type: none">Up to aircraft payload, no limitations	<ul style="list-style-type: none">Up to aircraft payload, no limitations	<ul style="list-style-type: none">Up to aircraft payload, no limitations	<ul style="list-style-type: none">Up to aircraft payload, no limitations	<ul style="list-style-type: none">Up to aircraft payload, no limitations	<ul style="list-style-type: none">Up to aircraft payload, no limitations	<ul style="list-style-type: none">Up to aircraft payload, no limitations	<ul style="list-style-type: none">Up to aircraft payload, no limitations
Transport and handling	<ul style="list-style-type: none">Cargo stored and handled in our general cargo warehouses	<ul style="list-style-type: none">Dedicated trained staffHandling in dedicated areas	<ul style="list-style-type: none">Handling in dedicated airmail facilities	<ul style="list-style-type: none">Dedicated trained staff at audited airports onlySecurity containers and strong room storageEnhanced supervision and security escort to the aircraft included	<ul style="list-style-type: none">Cargo stored and handled in our general cargo warehousesCertain commodities stored in dedicated areas with CCTV surveillanceExclusively in Frankfurt for Fine Arts: Storage of loose art consignments in the ARTcube with temperature control, special security measures and specially trained staff.	<ul style="list-style-type: none">Dedicated trained staff for animal care, especially at the Frankfurt Animal LoungeTemperature-support available	<ul style="list-style-type: none">Reduced ground transport timesStorage and transport according to booked temperature range whenever possiblePerishable Center Frankfurt availableAdditional services available, such as vacuum and fast cooling	<ul style="list-style-type: none">All staff trained based on CEIV requirementsCEIV certified stations availableStorage and handling in Frankfurt at the Pharma HubStorage and handling worldwide in separate temperature-controlled areas when available	<ul style="list-style-type: none">All staff trained based on CEIV requirementsCEIV certified stations availableStorage and handling in Frankfurt at the Pharma HubStorage and handling worldwide in separate temperature-controlled areas when availableEffective protection against high temperature spikes thanks to specifically designed reflective foils	<ul style="list-style-type: none">All staff trained based on CEIV requirementsCEIV-certified stationsStorage and handling in Frankfurt at the Pharma HubStorage and handling worldwide in separate temperature-controlled areas when available	<ul style="list-style-type: none">Dedicated trained staff at audited airports onlySecurity containers and strong room storageFour-eye-handling and security escort to the aircraft included	<ul style="list-style-type: none">Cargo stored and handled in our general cargo warehousesCertain commodities stored in dedicated areas with CCTV surveillance
Loading	<ul style="list-style-type: none">All load units available for passenger and freighter aircraft	<ul style="list-style-type: none">All load units available for passenger and freighter aircraftOverpack and all-packed-in-one shipments accepted	<ul style="list-style-type: none">Separate loading in own load units or bulk	<ul style="list-style-type: none">Sealed load units and priority during aircraft loading and unloadingLoading with general cargo only	<ul style="list-style-type: none">Transport in sealed containers when available	<ul style="list-style-type: none">Priority for live animals during aircraft loading and unloadingSpecially developed horse containers available	<ul style="list-style-type: none">All load units available for passenger and freighter aircraft	<ul style="list-style-type: none">Various containers with active temperature control available	<ul style="list-style-type: none">All load units available for passenger and freighter aircraft	<ul style="list-style-type: none">Separate loading of big shipments onto own palletsPrioritized loading of small shipments in LD3 container	<ul style="list-style-type: none">All load units available for passenger and freighter aircraft	<ul style="list-style-type: none">All load units available for passenger and freighter aircraftSeparate loading
Customer service	<ul style="list-style-type: none">Our service staff and local sales teams available for you	<ul style="list-style-type: none">Our service staff and local sales team available for you	<ul style="list-style-type: none">Our airmail specialists for sales, tracking and shipment monitoring available for you	<ul style="list-style-type: none">Our service staff and local sales teams available for you	<ul style="list-style-type: none">Our service staff and local sales teams available for you	<ul style="list-style-type: none">24/7 support teamVeterinary staff on call at the Frankfurt Animal Lounge	<ul style="list-style-type: none">Our service staff and local sales teams available for youExclusively in Frankfurt: dedicated support team	<ul style="list-style-type: none">Our service staff and local sales teams available for youExclusively in Frankfurt: dedicated handling and support team, shipments are monitoredActive container data provided on request	<ul style="list-style-type: none">Our service staff and local sales teams available for you	<ul style="list-style-type: none">Our service staff and local sales teams are available for youExclusively in Frankfurt: dedicated handling and support team, shipments are monitoredActive container data provided on request	<ul style="list-style-type: none">Dedicated teams for monitoring and service recoveryExclusively in Frankfurt: supervised loading on the apron	<ul style="list-style-type: none">Dedicated 24/7 booking hotlineDedicated teams for monitoring and service recoverySupervised loading worldwideProactive communicationMoney-back guarantee according to terms and conditions

Speed Offer

	td.Pro	td.Flash
Size and weight	<ul style="list-style-type: none">Up to aircraft payload, no limitations	<ul style="list-style-type: none">Up to aircraft payload, no limitations
Transport times	<ul style="list-style-type: none">Latest acceptance time: up to 180 min before departureTime of availability: from 180 minutes after landingHub transit times: FRA: from 210 minutes MUC: from 300 minutes VIE: from 240 minutes BRU: from 360 minutes	<ul style="list-style-type: none">Latest acceptance time: up to 90 min before departureTime of availability: from 120 minutes after landingHub transit times: FRA: from 150 minutes MUC: from 180 minutes VIE: from 135 minutes BRU: from 240 minutes
Priority and capacity	<ul style="list-style-type: none">Bookable according to available capacity	<ul style="list-style-type: none">Capacity guarantee based on weight, time of booking and equipment.Service recovery with priority
Booking	<ul style="list-style-type: none">All booking channels	<ul style="list-style-type: none">All booking channels
Customer service	<ul style="list-style-type: none">Our service staff and local sales teams available for you	<ul style="list-style-type: none">24/7 td.Flash tracking support service on top of our standard service