

Products



eBooking information:

Bookable and non-bookable products/services

Bookable via eBooking:

- General Cargo*
- Perishables (except Perishables To-Door)
- Passive Temp Support
- Courier
- Hatching Eggs

Special Commodities:

- Personal effects***

Not bookable via eBooking:

- Dangerous Goods **
- Active Temp Control & Active Temp Control in combination with DGR
- Passive Temp Support in combination with DGR
- Live Animals
- Valuables & Valuables in combination with DGR
- Vulnerables
- cd.Solutions
- Emergency

*A Manual Booking Fee applies for all General Cargo shipments which are not initially booked online.

**Dangerous Goods: A booking request can be submitted via eServices by using the respective DGR template online.

Exceptions for Shipper loaded ULD (BUP): Below is a list of **stations** for which **electronic bookings** in combination **with BUP** are **not possible (Exception: If User follows the “eBooking NEW” booking process, electronic bookings as BUP to below stations are possible)**. These stations are also **excluded from the “Manual Booking Fee”**.

Station	Country	Export Embargo	Import Embargo
ALA	Kazakhstan		x
BCN	Spain	x	
BLR	India	x	x
BOM	India	x	x
BOG	Colombia		x
CAI	Egypt		x
CAN	China	x	x
CCS	Venezuela	x	x
CWB	Brazil		x
DEL	India	x	x
DME	Russian Federation		x
DMM	Saudi Arabia		x

Station	Country	Export Embargo	Import Embargo
DXB	United Arab Emirates		x
GIG	Brazil		x
GRU	Brazil		x
HYD	India	x	x
ICN	Republic of Korea	x	x
JED	Saudi Arabia		x
MAA	India	x	x
RUH	Saudi Arabia		x
SHE	China	x	x
TAO	China	x	x
TSE	Kazakhstan		x
VCP	Brazil		x

The following stations can generally not be booked via an electronic channel:

ASM, BEY, CFB, GYD, EBL, EVN, FIH, IKA, KRT, MSQ

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.

***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.

In case of any **questions and for further information**, please contact our eChannel helpdesk at eChannelsupport@dlh.de



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