

**Booking air freight –
fast and flexible.**



There for you, 24/7.

eBooking, the electronic booking channel of Lufthansa Cargo, is open for you around the clock. The eBooking system lets you book from the office or on the go – now even faster and easier, at the click of a mouse. And completely independent of your Lufthansa Cargo office's opening hours.

Because time is money.

eBooking makes it possible to complete a booking in less than a minute. You'll receive your booking confirmation immediately, provided capacity is available under your requested parameters. Your online booking can save you valuable time that you can use for more important tasks – such as discussing special logistics challenges with your Lufthansa Cargo consultant.

eBooking offers you more. Take advantage of its many useful services and the information it provides.

Overview of your benefits:

- 24/7 availability
- Faster than bookings made by phone or fax
- Booking possible in less than a minute
- Direct integration with Lufthansa Cargo's reservation system
- Immediate confirmation, provided the requested capacity is available
- Now even easier to use thanks to the reduced number of booking screens
- Available to you for free on the Lufthansa Cargo website



Lufthansa Cargo

Networking the world.

Direct and flexible: eBooking offers many new possibilities.

Flexible booking of special services:

- Flight-specific booking of our basic products td.Pro and td.Flash, as well as Fresh/td and Cool/td-Passive
- Built-up unit loads and allotments (Guaranteed Capacity Agreement [GCA] and Capacity Purchase Agreement [CPA]) can also be booked online

Booking process now even faster and easier:

- Immediate booking confirmation indicates the latest acceptance time for the shipment and when it will be available for collection at destination
- “Permanent Booking Templates” and “Similar Booking” features simplify the booking of frequently occurring shipments (e.g. prebookings)
- Select your agreed spot quote from a list and directly make your spot bookings
- View, update or cancel existing bookings online
- Check capacity and loadability
- Get an overview of all your shipments and their current status (direct access to the enhanced features of the Lufthansa Cargo TrackIT system)
- Direct link to all information on Lufthansa Cargo’s services
- Control your allotment and booking templates
- Receive competent support from specialists at the Lufthansa Cargo eChannel Helpdesk

eBooking – fast support, fast registration.

Have a question about eBooking and need our help? Want to register for our electronic booking system?

Support and registration:

E-mail: echannelsupport@dlh.de

Service hotline: +49 (0) 18 02 73 77 37 (local rate within Germany)

Service hours: Monday–Friday, 6:00–21:00 UTC

How can I register?

Register online at <https://eservices.lufthansa-cargo.com> or send a short e-mail to echannelsupport@dlh.de with the following information:

Your full name

Company

Lufthansa Cargo customer number

E-mail address

Phone number



Lufthansa Cargo

Networking the world.

eBooking quick reference guide.

1.

User ID:

Password:

Lufthansa Cargo eServices

Welcome to the eServices Login page

When it comes to electronic booking, service is our priority. We offer you the full range of options, so that you can do business with Lufthansa Cargo easily, quickly and efficiently - whenever and wherever you want.

If you're already a registered eBooking/myCargo user, you can use your existing eBooking/myCargo sign-in to access the new eServices site; just enter your existing User ID and password in the space provided. In case your existing password does not comply with our new password policies, you will be asked to choose a new one.

If you are a new user and wish to benefit from the Lufthansa Cargo eServices, click on the "register" button at the left. Please note, that this sign-in can only be provided to freight forwarding companies. Private customers may not apply.

Log-in / register now to get access to the complete range of services and working tools you need to check flight schedules and space availability and to book and track your shipments electronically - all on one site.

Click [here](#) to get more information about products you can book via eBooking.

Depending on if you want to do a normal or a quick ramp transfer booking, please go on with step B1 or B2:

Basic Booking Information(BBI)

Please enter all mandatory fields indicated by asterisk (*)

Airwaybill Number:

1. Origin*: Atlanta
2. Destination*: Bangkok

Delivery to Lufthansa Cargo:
Date and time at origin(Local time)

Pickup at Destination:
Date and time at origin(Local time)

Booking Template:
 Capacity Agreement:
 Quotation:

3. Nature of goods*:
Commodity Group for Nature of Goods

4. Product and Id. Service*:
Replacement for Nature of Goods

5. Contract Number (3): Charge Code (2): Shipper(7): Consignee(8):

To log in to Lufthansa Cargo eBooking, please go to our webpage:
<https://eservices.lufthansa-cargo.com>

1. Please insert your user ID (e.g. John Sample) and your password (e.g. X4RZYT)

B1: For normal td.Pro and td.Flash bookings:

1. Enter origin and destination
2. Change the delivery date if necessary
3. Select nature of the goods and insert the description
4. Select td. service
5. If you have a promotion code or a contract number, insert that number in the "Contract Number" field. Please do not forget to mention this code in the accounting box of the AWB as well.

Basic Booking Information(BBI)

Please enter all mandatory fields indicated by asterisk (*)

Airwaybill Number:

1. Origin*: Atlanta
2. Destination*: Bangkok

Delivery to Lufthansa Cargo:
Date and time at origin(Local time)

Pickup at Destination:
Date and time at origin(Local time)

Booking Template:
 Capacity Agreement:
 Quotation:

3. Nature of goods*:
Commodity Group for Nature of Goods

4. Product and Id. Service*:
Replacement for Nature of Goods

5. Contract Number (3): Charge Code (2): Shipper(7): Consignee(8):

B2: For quick ramp transfer (QRT) bookings:

1. Enter origin and destination
2. Change the delivery date if necessary
3. Select QRT VIE
4. Select nature of the goods
5. Please note: only td.Flash possible
6. If you have a promotion code or a contract number, insert that number in the "Contract Number" field. Please do not forget to mention this code in the accounting box of the AWB as well.



Shipment Information (SI)

1. Number of Pieces* 1
 Weight* 100 kg
 Total Volume* 0.1 m³
 Density Factor
 Please use decimal point.

Additional Shipment Information: Every piece less than 150 kg YES NO
 Every piece less than 110cm X 65cm X 65cm YES NO
 Please enter individual dimension and weight for at least large (> 110cm X 65cm X 65cm) and/or heavy (> 150kg) pieces and click on Add.

1. Table with columns: No. of Pieces, Length, Width, Height, Weight, Upright Loading, Net Stackable. Row 1: 1, 126, 145, 130, 1500, 17, 1X, Not Stackable.

Emergency Contact for this Shipment: Telephone 49-69699592, Mobile Phone, Fax 0049122456789, E-mail booking@lhf.de.

2. Continue Booking >

1. Enter piece information, weight and dimensions, and click "Add"
2. After all the pieces, weight and dimensions have been entered, you can proceed with "Continue Booking"

C

Shipment Information (SI)

Number of Pieces* 1
 Weight* 100 kg
 Total Volume* 0.03 m³
 Density Factor 0.3
 Please use decimal point.

Additional Shipment Information: Every piece less than 150 kg YES NO
 Every piece less than 110cm X 65cm X 65cm YES NO
 Please enter individual dimension and weight for at least large (> 110cm X 65cm X 65cm) and/or heavy (> 150kg) pieces and click on Add.

Table with columns: No. of Pieces, Length, Width, Height, Weight, Upright Loading, Net Stackable. Row 1: 1, 126, 145, 130, 1500, 17, 1X, Not Stackable.

Emergency Contact for this Shipment: Telephone 49-69699592, Mobile Phone, Fax 0049122456789, E-mail booking@lhf.de.

1. Confirmation pop-up: "Your Total Shipment Information has been updated. Total Pieces = 1, Total Weight = 100 kg, Total Volume = 0.03 m³. Do you wish to continue?" with OK and Abbrechen buttons.

Continue Booking >

1. Confirm the pop-up by clicking "OK"; then the booking engine will start to search for available routes

D

Routes available (RA) for the Shipment - Flight Details

Requested Details: Time Range 15APR12 11:39 - 15APR12 11:39, Product: lhf, Package: lhf service

Delivery to Lufthansa Cargo: dmmmyy hh min
 Pickup at Destination: dmmmyy hh min

1. AirWay Bill No. 000 12345675

2. Table with columns: Select, Flight No, Origin, Destination, Latest Acceptance Time, Time Of Availability, A/C Type, Aircraft Name, Queue Reason Codes. Rows include flights LH445, LH782, LH445, LH772, LH445.

3. I Agree: Make Booking >

1. Enter a valid AWB
2. Select the route that suits your needs best
3. Click on "I Agree: Make Booking"

E

