



**Implementation of the new Demurrage Policy effective February 01, 2012
Handout - ULD Customer Report**

Frankfurt, February 29, 2012

Our goal is to improve our ULD-Services by ensuring that a sufficient stock of serviceable ULDs is available to meet the needs of our customers

● Jettainer ULD Customer Report

- The new LCAG Demurrage Policy has been implemented in Germany and selected stations all over the world effective February 01, 2012 .
- To be able to provide you, our customers, in the future with the best possible ULD service, it has, however, become necessary to improve how these unit load devices are monitored and their availability.
- Therefore Lufthansa Cargo has decided to apply the demurrage rules for ULDs as published per TACT.
- To support you, our customers, in your daily ULD processes LCAG will provide you with a new ULD Customer Report from Jettainer which will be available **March 01, 2012 at 01:00p.m..**
- With this report LCAG customers are able to receive a list manually or automatically by e-mail with all ULDs which are in responsibility of the customer since the last 5 days and should be used or returned before a demurrage fee does become due with beginning of the 8th day and charges will be applied.



To access the new ULD Customer Report from Jettainer please go to <http://demurrage.jettainer.com/>

● Jettainer ULD Customer Report – Access

- To access the ULD Customer Report please go to <http://demurrage.jettainer.com/> and enter your Login and Password

- To request a new account please press “Request a new account” and submit the following information:

- First Name
- Last Name
- Login **with** LCAG CDB No. (Customer Database Number)
- Password
- Confirm Password
- Default Airport Code
- Telephone
- E-mail
- Employer

Jettainer
WORLD CLASS ULD MANAGEMENT

[Register New User](#)

Welcome to the Jettware Login Request page.

Please fill in the following information to request a Jettware login. Below you will find some example value. Move mouse over the entry fields to see a description of the required format.

The required fields must be filled in. The field validation helps you to prevent malformed entries. If everything is in the correct format, you can submit it to Jettainer via the **Send** button.

Note: If you have filled in any optional fields, some of them will also be checked.

Please submit the following information:

FirstName*	<input type="text"/>	
Name*	<input type="text"/>	
Login*	JET\	(Please add your CDB Number, e.g. JET\123456789)
Password*	<input type="password"/>	(min 8 digits having capitals and numerics)
Confirm Password*	<input type="password"/>	
Default Airport Code*	<input type="text"/>	
Telephone	<input type="text"/>	
Email*	<input type="text"/>	
Employer	<input type="text"/>	

*Required Fields

Send

The report provides a detailed list of all ULDs which are in responsibility of the customer since 5 days and longer.

● Jettainer ULD Customer Report – ULD Overview

- The new Report shows the ULD Pick up Date, the Date of the report distribution, the Demurrage Fee Begins Date as well as the Demurrage Days and displays 3 different kind of rented ULDs in white, orange and red:
 - White: All rented ULDs which are in the responsibility of the customer since 5 days
 - Orange: All rented ULDs which are in the responsibility of the customer between 5 and 8 days
 - Red: All rented ULDs which are in the responsibility of the customer since 8 days and a Demurrage Fee does become due which will be invoiced with beginning of next month.
- Filter: With the filter function “5 or more days renting: **False**“ you are able to display even all rented ULDs with beginning of the first day, which will be displayed in white.

ULD Pick up Date	Date	Demurrage Fee Begins Date	Dem. Days	ULD [9]	ULD Type	Forwarder	Account	Transferred by	Event	Station	UCR No	AirwayBill	Palletstack	Courtesy
19.02.2012 15:00:00 LT	24.02.2012 15:40:28 LT	27.02.2012 00:01:00 LT	5	AMP43597LH	AMP	1	€ N	LH	LUC-OUT	FRA	020-18677766	020-18677766		NO
19.02.2012 15:00:00 LT	24.02.2012 15:40:28 LT	27.02.2012 00:01:00 LT	5	AMP46824LH	AMP	1	€ N	LH	LUC-OUT	FRA	020-28677766	020-28677766		NO
17.02.2012 20:31:00 LT	24.02.2012 15:40:28 LT	25.02.2012 00:01:00 LT	7	AKE48571LH	AKE	1	€	LH	LUC-OUT	FRA	020-48677515	020-48677515		NO
17.02.2012 20:31:00 LT	24.02.2012 15:40:28 LT	25.02.2012 00:01:00 LT	7	AKE48657LH	AKE	1	€	LH	LUC-OUT	FRA	020-58677515	020-58677515		NO
17.02.2012 20:31:00 LT	24.02.2012 15:40:28 LT	25.02.2012 00:01:00 LT	7	AKE93663LH	AKE	1	€	LH	LUC-OUT	FRA	020-68677515	020-68677515		NO
16.02.2012 08:46:00 LT	24.02.2012 15:40:28 LT	24.02.2012 00:01:00 LT	8	AMP32098LH	AMP	1	€	LH	LUC-OUT	FRA	020-28677204	020-28677204		NO
15.02.2012 17:28:00 LT	24.02.2012 15:40:28 LT	23.02.2012 00:01:00 LT	9	PMC49183LH	PMC	1	€	LH	LUC-OUT	FRA	020-08016570	020-08016570		NO
12.02.2012 15:16:00 LT	24.02.2012 15:40:28 LT	20.02.2012 00:01:00 LT	12	AKE60842LH	AKE	1	€	LH	LUC-OUT	FRA	020-18015345	020-08015345		NO
08.02.2012 16:54:00 LT	24.02.2012 15:40:28 LT	16.02.2012 00:01:00 LT	16	AKE48745LH	AKE	1	€	LH	LUC-OUT	FRA	020-18013842	020-18013842		NO

The customer can subscribe for an automatic e-mail which will be triggered automatically, if the customer is in response of a ULD more than 5 days.

● Jettainer ULD Customer Report – Subscription

- It is possible to generate and download this report on a daily base manually by our customers itself within the internet under <http://demurrage.jettainer.com/>.
- Another possibility is to subscribe with your e-mail address for an automatic e-mail which will be triggered if the customer is in responsibility of a ULD more than 5 days and will be warned about the new Demurrage Fee to return the ULD within the next 3 days, before a fee does become due with beginning of the 8th day.

- Please press the button “**Manage your Subscriptions**” and enter the following information to specify the options for the automatic e-mail processing:

- Last Name
- First Name
- E-Mail
- Flag: Subscribed

- You are able to subscribe 5 different employees receiving the automatic e-mail.

The screenshot shows a web browser window titled "Jettware.Subscriptions - Windows Internet Explorer provided by Jettainer". The page features the Jettainer logo and the heading "Subscription Processing Options". Below the heading, it says "Specify options for subscription processing." and displays a table with five rows for entering employee information. Each row includes fields for Last Name, First Name, and E-Mail, followed by a "Subscribed" checkbox and a "Remove" button. At the bottom of the form are "OK" and "Cancel" buttons.

Last Name	First Name	E-Mail	<input type="checkbox"/> Subscribed	Remove
			<input type="checkbox"/> Subscribed	Remove
			<input type="checkbox"/> Subscribed	Remove
			<input type="checkbox"/> Subscribed	Remove
			<input type="checkbox"/> Subscribed	Remove
			<input type="checkbox"/> Subscribed	Remove