

# Our express promise.

Reliable solutions for your most urgent transports.

## express



**Lufthansa Cargo**

Networking the world.

## Our express portfolio for every need.

With its three express products, Lufthansa Cargo always has the right solution for all of your different needs when your shipment has to be transported with clockwork precision. We have been meeting the ever-changing challenges of express logistics head on for more than 20 years, and we are continuously adapting our product portfolio to live up to the rising demands.

### This is what you can expect from our express solutions:

#### **Top speed:**

Expedited handling and short transport times ensure fast shipment.

#### **Top priority:**

Depending on the weight and volume of your cargo, we offer you guaranteed capacity for all three express products. This means you receive an immediate booking confirmation as part of the capacity guarantee, even during peak times.

#### **Global network:**

Our global logistics network delivers your cargo with the fastest service to some 300 destinations in more than 100 countries.

#### **Comprehensive services:**

From round-the-clock booking – including continuous, system-controlled shipment monitoring for all of our express products – to our exclusive 24/7 hotline for individual advice on your situation and Emergency.Solutions booking, we are there for you.

#### **Flexibility:**

Possible combinations with our special products, such as with Care/td or Cool/td, enables you to flexibly customize different product options.

#### **Additional options:**

Additional options make it possible to satisfy other needs that go beyond the scope of the services provided by the express portfolio:

- “Network-on-demand” for special logistics solutions
- Realtime Tracking with GSM/GPS-based tracker
- Air freight insurance across the entire transport chain

More information on Lufthansa Cargo's express products is available at [lufthansa-cargo.de/express](https://lufthansa-cargo.de/express)

### **td.Flash – our express product for urgent shipments.**

With its combination of speed, premium quality and guaranteed capacity at short notice, td.Flash is a reliable service when it comes to important, urgent shipments – regardless of the size and weight of the cargo.

### **Courier.Solutions – our express solution for personally supervised transit.**

Thanks to the fastest transit times (ranging between 40 and 60 minutes) as well as the possibility of direct aircraft-to-aircraft transfer on the apron in Frankfurt, Munich and Vienna, Courier.Solutions provides a solution for particularly time-sensitive and valuable air cargo. Personal supervision of loading at the aircraft position and constant shipment monitoring provide additional security.

### **Emergency.Solutions – our express solution that does the impossible.**

Emergency.Solutions provides immediate assistance in a logistics emergency. Emergency.Solutions can get your shipment in the air at short notice in the most urgent cases, regardless of the current capacity status or other booking restrictions – and that includes everything from the smallest replacement part to the largest machine. In addition, the important cargo gets to its destination faster and more affordably than with charter or on-board courier solutions.

Constant shipment monitoring and personal supervision are a matter of course.

A team of specialists is also available around the clock to provide advice and take your bookings. They can be reached at the exclusive 24/7 service hotline:

**+49 151 589 28623.** As a result, Emergency.Solutions guarantees immediate and safe delivery of your shipment to the destination airport in the most urgent transport emergencies – worldwide! Emergency.Solutions additionally offers a Money-Back Guarantee with complete reimbursement of net freight costs starting at hour six in the event of a delay.

## td.Flash

Short description	Fast Airport to Airport service
<b>Speed, capacity, priority</b>	
Latest possible acceptance	90 minutes before departure <sup>1</sup>
Earliest possible availability	Starting at 120 minutes after landing <sup>1</sup>
Transit at the hubs FRA MUC VIE	180 minutes 150 minutes 135 minutes, QRT: 40 minutes <sup>3</sup>
Capacity guarantee <sup>5</sup>	Up to 2 tons
Size and weight of shipment	No limit
Lufthansa Cargo Network	Airport to Airport connection for some 300 destinations in more than 100 countries
<b>Service</b>	
eBooking	Yes
Mobile Operations Team	Yes. The Mobile Operations Team in Frankfurt expedites shipments in transit and can make up the time caused by delayed flights by up to 40 minutes
System-side shipment supervision	Yes, in the event of deviations with the flight
24/7 emergency hotline including individual advice on customers' situations	No
Money-Back Guarantee	No
<b>Additional options</b>	
Realtime Tracking device <sup>7</sup>	Optional
Network-on-demand	Yes

## Courier.Solutions

Shortest transit times made possible by aircraft-to-aircraft loading

90 minutes before departure<sup>1</sup>

Starting at 90 minutes after landing<sup>1</sup>

60 minutes<sup>4</sup>  
50 minutes<sup>4</sup>  
40 minutes<sup>4</sup>

Up to 2 tons

No limit

Airport to Airport connection for some 300 destinations in more than 100 countries

Yes

Yes. Special teams accompany the transport until loading on the aircraft and step in the moment there is any discrepancy

24/7 system-side shipment supervision and proactive communication

No

No

Optional

Yes

## Emergency.Solutions

Top speed for logistics emergencies at short notice. Available within just a few hours, if needed. Maximum capacity: up to entire cargo capacity of an aircraft is possible

90 minutes before departure<sup>2</sup>

Starting at 90 minutes after landing<sup>2</sup>

60 to 180 minutes  
50 to 150 minutes  
40 to 135 minutes

Unlimited, available anytime

No limit

Airport to Airport connection for some 300 destinations in more than 100 countries; also to destinations beyond the existing network, if needed

No

Yes. Special teams accompany the transport until loading on the aircraft and step in the moment there is any discrepancy

24/7 system-side shipment supervision and proactive communication

Yes. Hotline +49 151 589 28623 for advice and booking

Yes<sup>6</sup>

Optional

Yes

<sup>1</sup> Deviations may occur due to local requirements or conditions

<sup>2</sup> Deviations may occur with a very large amount or volume of cargo

<sup>3</sup> Special booking option "Quick Ramp Transfer" (QRT) for shipments above 100 kg

<sup>4</sup> Depending on the size of the shipment

<sup>5</sup> Isolated technical- or routing-related exceptions may occur. The guarantee applies to shipments with a 1:6 volume ratio and is staggered by booking periods and aircraft type.

See details at [lufthansa-cargo.com/express](http://lufthansa-cargo.com/express)

<sup>6</sup> Beginning with the 2014 winter flight schedule

<sup>7</sup> For a fee. Availability may be limited on certain routes

## **Fly with the right partner.**

If you're looking for proven excellence in worldwide air freight, you've come to the right place. We offer an extensive portfolio of air cargo services. Whether standard with td.Pro, express with td.Flash, Courier.Solutions and Emergency.Solutions or special services with eight other products. Together with Lufthansa Cargo you can plan and implement even complex just-in-time transport processes, very easily.

Find out more: [\*\*lufthansa-cargo.de\*\*](http://lufthansa-cargo.de)