

Lufthansa Cargo Website, Customer-owned Tracker FAQs

FAQs

Using customer-owned trackers on Lufthansa and Lufthansa Cargo flights.

Which devices can be used?

Any that have successfully passed the Lufthansa and Lufthansa Cargo approval process. Find out exactly which ones in the [Customer-owned Tracker Guidelines](#).

What if you would like to use a tracker that has not been approved?

If there is strong demand for another type of tracker, on receipt of technical documentation we will check whether the tracker fulfils air safety regulation requirements and approve where appropriate.

What happens if you detect deviations (for example in temperature)?

The same reliable process applies as with any other deviation, but there is no special intervention.

Are there conditions for using an approved tracker on Lufthansa and Lufthansa Cargo flights?

When booking, the “Realtime Tracking” checkbox must be checked and the tracker must be enclosed in the shipment in accordance with regulations. Additional notification on the air waybill is not required.

Is the handling process affected by using a tracker?

The handling process is not affected, as the tracker is transported inside the shipment and is not visible on the outside. No additional checks are required.

Are there additional costs involved in using a tracker?

We do not apply any additional charges. You just have to buy the tracker yourself.