

Utilization of tracking devices on Lufthansa Cargo flights.

FAQs

Why is the number of Tracker types restricted?

In a first step Lufthansa Cargo offers types of the market leaders. These devices have already been registered by Lufthansa Flight Operations. Data transmission is disabled in all these devices during flight to conform to air safety regulations.

What happens if the customer wants to use an other type of Tracker?

If there is a strong customer demand for an other type of device we will check if it fulfills the Lufthansa Flight Operations requirements to conform to air safety regulations and will allow the use possibly.

What happens if the customer recognizes deviations (temperature, etc.) during the flight?

The same procedure as for other irregularities takes place. There exists no special intervention logistic for shipments with a Tracker attached.

What are the prerequisites to use Tracker on LH?

It has to be one of the types of Trackers which are allowed to use and the tick box "Realtime Tracking" has to be activated during booking. The Tracker has to be enclosed in proper form to the shipment. There is no additional remark on the AWB necessary.

Is there an influence to the handling processes using Trackers?

The handling processes are not influenced. The Trackers are transported inside the shipment and are not visible for the handling colleagues. No additional check is necessary.

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Do occur any additional costs for the customer using the Tracker?

From Lufthansa side no additional costs occur. But the customer has to buy the Tracker himself.

Is it possible to buy the Tracker at Lufthansa directly?

Currently you have to buy the Tracker at the appropriate manufacturer directly.

An additional Lufthansa Cargo add on service is planned for autumn 2016.