



## eBooking information:

### Bookable and non-bookable products/services

#### Bookable via eBooking:

- td.Basic
- td.Pro\*
- td.Flash\*
- Fresh (except Fresh To-Door)
- Cool-Passive (except combi of Cool-Passive & DG)
- Courier.Solutions
- Personal effects\*\*\*

#### Not bookable via eBooking:

- Care\*\*
- Cool-Active
- Live
- Safe 1
- Safe 2
- cd.Solutions
- Emergency.Solutions

\*A Manual Booking Fee applies for all general cargo td.Pro and td.Flash shipments which are not initially booked online.

\*\*Care: A booking request can be submitted via eServices by using the respective DGR template online.

**Exceptions for BUP:** Below is a list of **stations** for which **electronic bookings** in combination with **BUP** are **not possible**. These are also **excluded from the "Manual Booking Fee"**.

Station	Country
ALA	Kazakhstan
BCN	Spain
BLR	India
BOM	India
BOG	Colombia
CAI	Egypt
CAN	China
CCS	Venezuela
CWB	Brazil
DEL	India
DME	Russian Federation
DMM	Saudi Arabia

Station	Country
DXB	United Arab Emirates
GIG	Brazil
GRU	Brazil
HYD	India
ICN	Republic of Korea
JED	Saudi Arabia
MAA	India
RUH	Saudi Arabia
SHE	China
TAO	China
TSE	Kazakhstan
VCP	Brazil

The following stations can generally not be booked via an electronic channel:

ASM, BEY, GYD, EBL, EVN, FIH, IKA, KRT, MSQ

#### Exception ex USA and Canada:

In order to book personal effects and household goods via eBooking, the button "Unsecured Shipment/Unsecured Shipper" must be activated in all cases ex USA and Canada.

\*\*\*In order to book personal effects via eBooking, the regulated agent making such a booking must identify himself with the ID code assigned to him by the national authority on the AWB in the Handling Information Box. The security status shown must be "SPX" (secured for transport on passenger aircraft). Shipments lacking this information will be subject to security measures.

In case of any questions and for further information, please contact our eChannel helpdesk at [eChannelsupport@dlh.de](mailto:eChannelsupport@dlh.de)



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