

Lufthansa Cargo eServices app – FAQ

As of November 2015

General:

Q: Where can I download the Lufthansa Cargo eServices app?

A: You can download the eServices app in the following stores:

- Android version in the google play Store
- Apple version in the iTunes app store
- Windows version in the windows app store
- Or simply download the app from the Lufthansa Cargo homepage <https://lufthansa-cargo.com/eservices-app>

Q: Which devices are supported?

A: The app is working on mobile devices running the following operating systems:

- Android 4.1 or newer
- iOS 8 or newer
- Windows 8 or newer

Notice: Lower versions may work, but might not have the full functionality and difficulties with the layout.

Q: Which permissions are needed?

A: The following permissions are needed:

- Network access in order to retrieve your tracking information and send out emails
- Gallery access in order to upload pictures within Claims and feedback functionality
- Camera access in order to create pictures within Claims and feedback functionality

Tracking functionalities:

Q: Do I need to be signed in for retrieving tracking information?

A: No, general tracking status enquiries are also working without login. Please login with your Lufthansa Cargo eServices login if you would like to see information for a secured AWB, e.g. valuable cargo.

Q: How do I get push notifications?

A: Enter the general menu at the upper right of the screen. There you will find an option “Notifications Settings”. Here you can preselect events upon which a push-notification should be send to your device.

At the “AWB Details” screen of the tracking functionality press the notification icon. Your preselected events are displayed. You may now simply confirm by pressing “Save” or you can adjust the events for this individual AWD only.

Q: What are “Favorites”?

A: You can bookmark the AWB “Favorite”. The next time you enter the Lufthansa Cargo app, you can find all your favorite shipments listed in the section “my shipments” without being logged in.

Q: How long will I be able to see my AWBs?

A: All your shipments will be displayed for 30 days.

Claims and feedback functionalities:

Q: Where is the difference between preliminary claim, claim and feedback?

A: Preliminary claim, claim and feedback can be described as follows:

- A preliminary claim is a timely information to Lufthansa Cargo about an irregularity which may result in a final claim.
- A Claim is a full monetary compensation request.
- Feedback can be a complaint, praise, suggestion or opinion regarding our products and services.

Q: Do I need to be signed in for filing a claim or feedback?

A: No, you do not need a sign-in to forward such information to us. Just leave your contact information so we are able to revert back to you.

Q: How do I reach the Customer Feedback Management for claims and feedback concerns?

A: Below you will find the relevant information, regarding office hours, telephone details and email address if you want to contact our Customer Feedback Management:

Lufthansa Cargo
Customer Feedback Management
Office hours: Monday – Friday 8 am to 5 pm (CET)
Phone: +49 (0) 69 696-95790
Email: customer_relations_team2@dlh.de

Q: Can I review the claims and feedback I filed?

A: The function “History” allows you to have an overview of the preliminary claims, claims or feedback that you forwarded to Lufthansa Cargo. You can review the information provided.