

Best Demonstrated Practices

To avoid unnecessary regular demurrage fee payments, we would like to provide you with a few practices (BDPs) that have been proven to be helpful in reducing local processes and increasing the inventory turnover rate of rented ULDs:

1.) As a service to our customers we have extended the period before demurrage which is applicable in TACT from 5 days to 7 days excluding the day of pick up, so that charges will only apply **with the beginning of the 8th day** (including Saturday, Sunday and public holidays), i.e. after 7 full days excluding the day of pick up. That means the new, free rent period will start at 00:01 o'clock (LT) after the day of pick up and will end after 7 full days at 23:59 o'clock. It will therefore be possible to implement regular traffic on a weekly basis, e.g. every Monday, to return any unused ULDs before any charge becomes due with the beginning of the 8th day, e.g. beginning Tuesday morning.

2.) It is recommended to store all ULD Control Receipt documents (UCRs) which contain the location, the date and the time of the pick-up or drop-off of the ULD as well as the handwritten signature of your staff so as to be able to check these against the detailed ULD movement list with which you will be provided.

3.) It will also be possible to download a ULD report using the Jettware "ULD Report Manager" of Jettainer at www.jettware.com beginning 2012.

We will provide you with beginning of 2012 with your personal Log-In and Password.

Please enter your CDB number and subscribe with your e-mail address to receive a brief e-mail report regarding which ULDs have been put under your control in the last 5 days and should be used or returned before the new free rent period will end and a demurrage fee will become due.

4.) To avoid the "Bottom of the Stack"-Problem in the future, i.e. where new, rented palettes are stacked onto old, unused palettes, our recommendation is to form two stacks of rented palettes. Mark both with a tag as to which stack is the old one and which is the new one and use the old stack first.

As a service to our customers the new, free rent period will be extended from 5 to 7 full days. Thus, LCAG will be offering to our customers 2 more days than our competitors to return our ULDs.

As a gesture of goodwill, Lufthansa Cargo is taking the "Bottom of the Stack"-Problem at your warehouse into account by providing a 5% discount on the Standard IATA Demurrage Fee.

5.) To avoid unnecessary trucking of unused ULDs, it is also recommended, before picking up new, allotted ULDs once or twice a week, to check how many ULDs are still under your control (please use the ULD Report Manager) and adjust your ULD-Allotment. You will then not have to pick up as many ULDs as actually allotted.

6.) To ensure a smooth start of the Demurrage Policy implementation, we would like to ask you to return all unused ULDs to one of our Lufthansa Cargo stations in January 2012.