



goDigital

easy
fast
connected.

Go paperless. Digital. Efficient. Sustainable.

New eFreight-related Fee Structure

The future of air freight is digital - and together with you, we're actively shaping this transformation. As your reliable partner, Lufthansa Cargo is fully committed to **innovation** and **digitalization** to make your processes simpler, faster, and more sustainable.

Already today, **over 70% of bookings and around 90% of air waybills (eAWB) reach us** digitally – a shared success we can be proud of together. But we aim even higher: fully paperless processes that not only save time and costs but also contribute to environmental protection.

The happy path for customers is **fully digital** and **paper-free**:



Booking:
eBooking +
booked as eAWB



Shipment data
transmitted
electronically, incl.
eAWB indicator



Goods acceptance:
No paper-AWB,
no Pouch



Air cargo transport:
Paperless



Import delivery:
Paperless

What's changing?

To further drive this progress of becoming paperless, we have **adjusted our fee structure** – with the goal of strengthening digital processes and reducing manual efforts.

The new fee structure includes:

- Non-eAWB fee
- Document Pouch fee for General Cargo Shipments

How does this impact you?

- Delivering a paper-AWB
-> the non-eAWB fee applies
- Delivering an accompanying Pouch with a General Cargo shipment to a paperless destination
-> the Document Pouch fee applies

Therefore, make full use of digital processes!

eAWB?

Yes → no fee

No → 50€/50\$* non-eAWB fee



&

Paperless for General Cargo?

Yes → no fee

No → 12€/12\$* Document Pouch fee



*or equivalent in local currency

Most frequently asked questions

What fee will apply when a paper-AWB shipment is delivered to Lufthansa Cargo?

Whenever a paper-AWB shipment is delivered to Lufthansa Cargo, the non-eAWB fee will be charged.

Are there exceptions for the non-eAWB fee?

No, generally, the non-eAWB fee applies to all shipments that are paper-AWB shipments, independent of product or destination (single process).

When does the Document Pouch fee apply?

Whenever a General Cargo shipment, destined to a paperless station, is declared as EAP + accompanied by a Document Pouch, the Document Pouch fee will be charged.

Are there exceptions for the Document Pouch fee?

Yes, the Document Pouch fee applies only for General Cargo shipments to paperless destinations.

