



## BUP500 WBT FAQs

1 Organization and Administration (WBT) .....	3
1.1 What web-based trainings (WBT) are provided in terms of BUP/SMU ULDs?..	3
1.2 What are the technical requirements?.....	3
1.3 Can the training portal and WBTs be accessed and executed from mobile device?.....	3
1.4 What does BUP500 Standard mean? .....	3
1.5 What does BUP500 Specials mean? .....	3
1.6 Can the WBT be paused and continued later? .....	3
1.7 What is the duration of the WBT? .....	3
1.8 When/Do I receive a certificate after successful training? .....	3
1.9 Who is the holder of the qualification/certificate? .....	3
1.10 How long is the certificate valid? .....	4
1.11 When is the Refresher of BUP500 due? .....	4
1.12 How to book yourself on the BUP500 Refresher Training?.....	4
1.13 I do have valid BUP500 qualification. Do I need to do the WBT? .....	4
2 Token .....	4
2.1 What is a token? .....	4
2.3 What is the validity of generated tokens?/Do tokens have an expiration date?	4
2.4 The provided token does not work. Why? .....	4
2.8 What if too many tokens were generated? .....	4
2.9 How often may one token can be used? .....	4
3 User Account .....	5
3.1 I forgot my password. What do I need to do?.....	5
3.2 I forgot my B-Number. What do I need to do?.....	5
3.3 How will my e-mail-address be used?.....	5
3.4 Why do I need a B-Number?.....	5



- 4 Web-based training (WBT) ..... 5
  - 4.1 How long does the WBT take?..... 5
  - 4.2 Structure for the web-based training ..... 5
  - 4.3 Is there an exam / test at the end?..... 5
  - 4.4 What is the pass rate for the exam?..... 5
  - 4.5 What happens if I do not pass?..... 5



## 1 Organization and Administration (WBT)

### 1.1 What web-based trainings (WBT) are provided in terms of BUP/SMU ULDs?

The BUP/SMU Agents who build up BUP/SMU ULDs must be trained accordingly. If BUP500 License is required (meaning the maximum single piece is up to but not higher than 500kg) there are two different modules being offered: BUP500 Standard and (if required) BUP500 Specials. Beside these modules, additional WBTs might be provided, e.g. the ULD Serviceability WBT, which must be executed as pre-requisite.

### 1.2 What are the technical requirements?

The desktop computer, laptop require normal connection to the internet (no connection to LH network is required). The Browser to be used is MS Edge, Google Chrome or Mozilla Firefox....

### 1.3 Can the training portal and WBTs be accessed and executed from mobile device?

Access to the portal incl. the WBTs are possible from mobile devices too but with limited usability.

### 1.4 What does BUP500 Standard mean?

The BUP500 Standard WBT is provided to BUP/SMU Agents that build up BUP/SMU ULDs (with maximum single piece up to but not higher than 500kg) of General Cargo only. The module includes DG, which is very limited, as per regulations, but no other Specials. Specials are covered in the BUP500 Special WBT.

### 1.5 What does BUP500 Specials mean?

The BUP500 Specials WBT is provided to BUP/SMU Agents as an add-on to the BUP500 Standard WBT, only if Special Cargo is built up on BUP/SMU ULDs. Pre-requisite of the BUP500 Specials module is an accomplished BUP500 Standard WBT.


### 1.6 Can the WBT be paused and continued later?

Yes, the WBT can be exited. Once the user is back, the system will ask the user if he/she will continue where he/she paused. If the time between pausing and continuing is more than 30 days, the user needs to start from beginning.

### 1.7 What is the duration of the WBT?

The execution of the BUP500 Standard including pre-requisites and exam take roughly 8 hours. The BUP500 Specials additionally 1 hour.

### 1.8 When/Do I receive a certificate after successful training?

Once the training has been finished successfully, a certificate will be generated by the system. The certificate can be opened from the portal in the Training Overview by clicking on the  icon. It can also be accessed opening the drop down after click on your name, on top right after login: Training History.

### 1.9 Who is the holder of the qualification/certificate?

The qualification and therefore certificate is linked to the person who did the trainings, not to the company, whereas the BUP/SMU Customer must ensure that every person (at the BUP/SMU Agent) involved in the Build-Up of BUP/SMU (at the BUP/SMU Agent) is qualified properly.



### 1.10 How long is the certificate valid?

Each certificate (ULD Serviceability, BUP500 Standard and BUP500 Specials) is valid for 24 months (last date of month). During time of validity, the BUP500 Standard and BUP500 Specials qualification is valid in combination with a valid DG qualification only (DGR Cat. 6 or Cat. 8). After expiration date, the qualification is not valid. Therefore, a Refresher training must be executed before expiration.

### 1.11 When is the Refresher of BUP500 due?

The Refresher training of the BUP500 (the BUP500 Standard or BUP500 Specials – depending on build up products) is due before expiration and therefore latest 24 months after last training. A reminder e-mail is sent 3 months before expiration to the e-mail address mentioned during registration.

### 1.12 How to book yourself on the BUP500 Refresher Training?

New tokens will be provided to the participants that require Refresher training. The BUP/SMU Customer should contact the responsible Sales Representative.

### 1.13 I do have valid BUP500 qualification. Do I need to do the WBT?

Valid BUP500 qualifications remain their expiry date. The new BUP500 WBT has to be executed before the BUP500 qualification expires.

## 2 Token

### 2.1 What is a token?

A token is an individual unique key used by one person, who must perform the BUP500 WBT. One token can only be used once, by one individual. It will be set invalid after usage or if it has expired. The tokens are generated by LCAG, and provided ultimately to the BUP/SMU Agent. Tokens are used for registration/execution of the required trainings on <https://lhcargo.training/>

### 2.3 What is the validity of generated tokens?/Do tokens have an expiration date?

Each token is valid up to 90 days after generation. The token cannot be used later on. An error message will be shown to the user when trying to use it.

### 2.4 The provided token does not work. Why?

The same token could had been used by another person or token has expired (90+ days after generation). Please use another token that has not been used, or let a new token be generated.

### 2.8 What if too many tokens were generated?

Tokens that were not used will automatically expire after 90 days after generation.

### 2.9 How often may one token can be used?

One token can be used only once. It will be set invalid, automatically, after usage.



## 3 User Account

### 3.1 I forgot my password. What do I need to do?

Go to the training portal (<https://lhcargo.training>), click on the Logon button (top right) and click on “Forget your password?” below the blue Logon button. Insert your B-Number. The password will be sent to the e-mail address you provided (and validated) during the registration process.

### 3.2 I forgot my B-Number. What do I need to do?

As the B-Number is essential for identification, there is no way to provide you with your B-Number. Check on former certificates if available; ask your supervisor for records on which your B-Number is mentioned, or speak with your Lufthansa Cargo representative to assist. If it cannot be found, a new account needs to be created (which requires a new token for registration).

### 3.3 How will my e-mail-address be used?

An e-mail address must be inserted during the registration process (which must be validated). Obtained certificates (after successful training) will be sent to this e-mail address. Also sent to this e-mail address will be information about upcoming expiration of certificates, as well as the password, if it has been forgotten.

### 3.4 Why do I need a B-Number?

The B-Number is a unique identifier, which is generated by the system for every account. It is, therefore, assigned to one person and must be used for login. Furthermore, if ULD tags are being signed, this B-Number must be provided when signing the correct build-up of the BUP/SMU ULD.

## 4 Web-based training (WBT)

### 4.1 How long does the WBT take?

As the current Self-Study has been transferred into the WBT, it takes roughly the same amount of time. If only General Cargo is build up, it might be quicker (see question modules).

### 4.2 Structure for the web-based training

Learning plans provided, contain different learning elements. As an example, before the BUP500 WBT can be executed, the ULD Serviceability WBT must be executed (which was part of the BUP500 Self-Study before). Also, before the BUP500 WBT can be executed, the BUP Training Manual must be acknowledged.

### 4.3 Is there an exam / test at the end?

In the WBT, there are various interactions to ensure knowledge transfer was done. At the end of the WBT, there is an exam that must be passed to receive the certificate.

### 4.4 What is the pass rate for the exam?

The pass rate is at least 70%.

### 4.5 What happens if I do not pass?

The exam can be repeated up to two times. In case the user does not reach the pass rate with the third try, the user has to do the entire WBT again.