



New “Pharma Control Tower” for Passive Temp Support and Active Temp Control

Even more security for temperature-sensitive freight with our new ‘Pharma Control Tower’ - thanks to 24/7 monitoring and as central contact point for communication

Lufthansa Cargo's new “Pharma Control Tower” is an additional feature for Passive Temp Support and Active Temp Control shipments. It helps to prevent and to manage irregularities and serves as a point of contact for customers and thus creates an additional lever to make transporting temperature-sensitive freight even more reliable:

Benefits of the “Pharma Control Tower”

-  **Round-the-clock monitoring**
Exclusive 24/7 monitoring of every Passive Temp Support and Active Temp Control shipment **in transit** at our hubs in Frankfurt, Munich, Brussels against a defined milestones to be met.
-  **Central contact point for information**
 - Proactive information to the customer in case of adapted time of availability (TOA)
 - Single point of contact and dedicated channel for customer enquiries for Passive Temp Support and Active Temp Control shipments at our **30 CEIV-certified stations** around the world. For more details see our [“Pharma map”](#).
-  **Contact**
temperature.customer-service@lufthansa-cargo.com

Please use our eTracking for tracking your shipment as well.

Good to know: Temperature analysis and corrective and preventive actions (CAPA) are available after transportation and on request via our eServices.

For further information on our products and services please visit our [Lufthansa Cargo website](#).

