

PRODUCT COMPARISON CHART

EXPRESS AND GENERAL PRODUCTS

Product	Express							General			
	DASH®	DASH® Critical	DASH® Heavy	DASH® Door-to-Door		Express	Critical		Express Heavy	Standard	General
Network Type	Domestic	Domestic	Domestic	Domestic		Int'l [®]	Int'l		Int'l	Domestic	Int'l
Network	Delta Mainline and Delta Connection®	Delta Mainline and Delta Connection®	Delta Mainline and Delta Connection® <small>(subject to aircraft door and weight limitations)</small>	Delta Mainline and Delta Connection®		Delta Mainline	Delta Mainline		Delta Mainline	Delta Mainline and trucks	Delta Mainline and trucks
Product Description	U.S. express small package service	U.S. express critical small package service	U.S. express large package service	First- and final-mile, same-day shipping service		Int'l express small package service	Int'l express critical package service		Int'l express large package service	U.S. general / consolidated freight	U.S. int'l / consolidated freight
Product Code	DSH	DMD	DHV	DSH	DHV	XPS	XMD	EAG	XAG	STD	DIM
Specifications	Each piece up to 100 lbs. or 90 linear in., or AWB up to 1,000 lbs.	Each piece up to 100 lbs. or 90 linear in., or AWB up to 1,000 lbs.	Each piece over 100 lbs. or 90 linear in., or AWB greater than 1,000 lbs.	Refer to DSH specifications	Refer to DHV specifications	Each piece up to 32 kg or 90 linear in., or AWB up to 300 kg	Designated as XMD using Express or EAG using Express Heavy		Each piece over 32 kg or 90 linear in., or AWB over 300 kg	Aircraft limits apply	Aircraft limits apply
Domestic Acceptance Time ¹	1 hour	45 min	2 hours	1 hour	2 hours	N/A	N/A	N/A	N/A	3 hours	N/A
Int'l Acceptance Time	N/A	N/A	N/A	N/A	N/A	2 hours	1.5 hours	4 hours	4 hours	N/A	6 hours
Domestic Recovery Time	1 hour	45 min	2.5 hours	1 hour	2.5 hours	N/A	N/A	N/A	N/A	3 hours	N/A
Int'l Recovery Time	N/A	N/A	N/A	N/A	N/A	2 hours ²	1.5 hours	3 hours	4 hours ²	N/A	6 hours ²
Domestic Minimum Connection Time	1 hour	1 hour	3.5 hours	1 hour	3.5 hours	2.5 hours	2.5 hours	3.5 hours	3.5 hours	4 hours	4 hours
Int'l Minimum Connection Time	N/A	N/A	N/A	N/A	N/A	4 hours	4 hours	5 hours	6 hours	N/A	7 hours
Advance Booking	Not required	Not required	Required	Not required		Not required	Not required	Required	Required	Required	Required
Storage / Transport	Flight specific	Flight specific	Flight specific	Flight specific		Flight specific	Flight specific		Flight specific	Flight specific	Flight specific
Service Level Guarantee	50% guarantee ³ max refund of \$750	100% guarantee ³ over 60 mins recovery time from actual flight arrival	20% guarantee ³ max refund of \$50,000	Refer to DSH service level guarantee	Refer to DHV service level guarantee	N/A	100% for first 100 kg ³ 50% for 101 kg and above ³ max refund of \$3,000		N/A	Max 72 hour total transit time	N/A
Boarding Priority	High	Must move	Boarded after DASH®	High	Boarded after DASH®	High	Must move		Boarded after Express	After Express and Specialty products	After Express and Specialty products
Additional Information	--	--	--	Online booking only		--	--		--	--	--

¹Acceptance time reflects a shipment's arrival at the Delta facility. Shipments originating outside of the U.S. require additional security procedures and may require added time during check-in. Required acceptance time for shipments containing dangerous goods increases by 30 minutes for small package services and 2 hours for all other cargo. Acceptance time for shipments containing dry ice or Class 9 dangerous goods increases by 30 minutes. Acceptance time increases by one hour if unscreened. Acceptance time is one hour closer to flight time for shipper-built units. Please check with your local Delta Cargo office for additional information on minimum acceptance times. ²Recovery time does not include time required for Customs clearance. ³An electronic booking is required to file a service level guarantee claim. Refund does not include surcharges or other miscellaneous fees. Service level guarantee does not apply when a truck is involved in the routing. Please see www.deltacargo.com for additional limitations / restrictions.

PRODUCT COMPARISON CHART

SPECIALTY PRODUCTS

Specialty																
Product	Specialized Fresh			Specialized Live			CarePod	Specialized Safe		Specialized Pharma				COV Priority Vaccine Handling	Specialized Care	
Network Type	Domestic and Int'l ¹			Domestic and Int'l			Domestic and Int'l	Domestic and Int'l		Domestic and Int'l				Domestic and Int'l	Domestic and Int'l	
Network	Delta Mainline			Delta Mainline and Delta Connection®			Delta Mainline and Delta Connection®	Delta Mainline		Delta Mainline (certain exceptions apply)				Delta Mainline and Charters (certain exceptions apply)	Delta Mainline and Delta Connection®	
Product Description	Designed for delicate and temperature sensitive perishables			Careful transport of pets and other live animals			A new standard of first-class dog and cat air travel	Secured transport for items of extraordinary value		Time and temperature sensitive service designed for the pharmaceutical industry				Enhanced handling services for qualified vaccine shipments	Compassionate, professional service for deceased loved ones	
Product Code	Fresh 1 TEM	Fresh 2 COL	Fresh 3 FRE	LIV	AVA	PET	PET	Safe 1 VAL	Safe 2 VUN	Pharma 1 CON	Pharma 2 MEC	Pharma 3 CHP	Pharma 4 RMT	Special handling code COV can be applied to shipments booked as Critical or Pharma	HUM	
Specifications	> 5°C (> 41°F)	2-8°C (35-46°F)	2-25°C (35-77°F)	Commercial warm-blooded	Commercial cold-blooded	All cats All dogs Pets	Cats and dogs only	Shipments valued over \$25K require a high value release form; plane side security access available through participating airport programs		> 5°C (> 41°F)	2-8°C (35-46°F)	2-25°C (35-77°F)	15-25°C (59-77°F)	Refer to XMD / EAG or CON / MEC / CHP / RMT specifications	Aircraft limits apply	
Domestic Acceptance Time ¹	3 hours			2.5 hours			2.5 hours	2.5 hours		3 hours	2.5 hours	2.5 hours	2.5 hours	Refer to XMD / EAG or CON / MEC / CHP / RMT times	2 hours	
Int'l Acceptance Time	5 hours			4 hours			4 hours	5 hours		4 hours	4 hours	4 hours	4 hours	Refer to XMD / EAG or CON / MEC / CHP / RMT times	4 hours	
Domestic Recovery Time	2.5 hours			2 hours			2 hours	2.5 hours		2.5 hours	2.5 hours	2.5 hours	2.5 hours	Refer to XMD / EAG or CON / MEC / CHP / RMT times	2 hours	
Int'l Recovery Time	5 hours			4 hours			4 hours	5 hours		4 hours	4 hours	4 hours	4 hours	Refer to XMD / EAG or CON / MEC / CHP / RMT times	4 hours	
Domestic Minimum Connection Time	3.5 hours	4 hours	4 hours	3 hours	4 hours	3 hours	3 hours	3 hours		3.5 hours				Refer to XMD / EAG or CON / MEC / CHP / RMT times	2.5 hours	
Int'l Minimum Connection Time	6 hours			5 hours	6 hours	5 hours	5 hours	6 hours		6 hours				Refer to XMD / EAG or CON / MEC / CHP / RMT times	5 hours	
Advance Booking	Required			Required			Required	Required		Required				Required	Required	
Storage / Transport	Active controlled ULD	Controlled	Controlled/warehouse	Flight specific			Flight specific	Monitored ULDs/armed guards	Cages and cameras in warehouses	Active or passive controlled container	Controlled storage, passive packaging provided by customer				Refer to XMD / EAG or CON / MEC / CHP / RMT product requirements	Flight specific
Service Level Guarantee	N/A			N/A			N/A	N/A		N/A				Refer to XMD / EAG service level guarantee	N/A	
Boarding Priority	High	After Express and some specialty		High			High	High	After Express and some specialty	High				Highest loading priority with guaranteed access to capacity	High	
Additional Information	Please visit deltacargo.com for information regarding cooler capabilities at individual stations.			--			Online booking only	Customer-provided armed guard with appropriate airport clearance may escort shipments to aircraft.		Container leasing through Delta Cargo is available for CSafe, DoKaSch, Envirotainer and va-Q-tec. Shipper lease is accepted.				COV shipments are flagged to our Vaccine Watch Tower for real-time monitoring. Email vaccine@delta.com to book.	--	

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