

DELTA CARGO PRODUCTS

EXPRESS & GENERAL PRODUCTS



EXPRESS								GENERAL	
PRODUCT	DASH®	DASH® Critical	DASH® Heavy	Express	Critical		Express Heavy	Standard	Express
Network Type	Domestic	Domestic	Domestic	International	International		International	Domestic	International
Network	Delta Mainline and Delta Connection®	Delta Mainline and Delta Connection®	Delta Mainline and Delta Connection® (Subject to aircraft limitations)	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	Int'l express small package service	Int'l express small package service		Int'l express small package service	U.S. general / consolidated freight	U.S. general / consolidated freight
Product Code	DSH	DMD	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 up to 100 lbs. or 90 linear in., or AWB up to 1,000 lbs.	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
Storage / Transport	ALL: Flight Specific								
Domestic Acceptance Time¹	1 hour	45 min	2 hours	--	--		--	3 hours	--
International Acceptance Time	--	--	--	2 hours	1.5 hours	4 hours	4 hours	--	6 hours
Domestic Recovery Time	1 hour	45 min	2.5 hours	--	--		--	3 hours	--
International Recovery Time²	--	--	--	2 hours²	1.5 hours	3 hours	4 hours²	--	6 hours²
Domestic Minimum Connection Time	1 hour	1 hour	3.5 hours	2.5 hours	2.5 hours	3.5 hours	3.5 hours	4 hours	4 hours
International Minimum Connection Time	--	--	--	4 hours	4 hours	5 hours	6 hours	--	7 hours
Advance Booking	Not Required	Not Required	Required	Not Required	Not Required	Required	Required	Required	Required
Boarding Priority	High	Must move	Boarded after DASH®	High	Must Move		Boarded after Express	After Express and Specialty products	After Express and Specialty products
Service Level Guarentee³	50% freight charges	100% freight charges	--	--	--		--	--	--

¹ Acceptance 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.

² Recovery time does not include time required for Customs clearance.

³ An electronic booking is required to file a service level guarantee claim. Refund does not include surcharges or other miscellaneous fees. Please see www.deltacargo.com for additional limitations / restrictions.



DELTA CARGO PRODUCTS

SPECIALTY PRODUCTS



SPECIALTY														
PRODUCT	Specialized Fresh			Specialized Live			Specialized Safe		Specialized Pharma				Specialized Care	
Network Type	ALL: Domestic and International													
Network	Delta Mainline			Delta Mainline and Delta Connection®			Delta Mainline		Delta Mainline (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			Secured transport for items of extraordinary value		Time and temperature sensitive service designed for the pharmaceutical industry				Compassionate, professional service for deceased loved ones	
Product Code	Fresh 1	Fresh 2	Fresh 3	LIV	AVA	PET	Safe 1	Safe 2	Pharma 1	Pharma 2	Pharma 3	Pharma 4	HUM	
	TEM	COL	FRE				VAL	VUN	CON	MEC	CHP	RMT		
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	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)	Aircraft limits apply	
Storage / Transport	Active controlled ULD	Controlled	Controlled/ Warehouse	Flight specific			Monitored ULDs/ Armed guards		Cages and cameras in warehouse		Active controlled container	Controlled storage, passive packaging provided by customer		Flight specific
Domestic Acceptance Time¹	3 hours			2.5 hours			2.5 hours		3 hours	2.5 hours	2.5 hours	2.5 hours	2 hours	
International Acceptance Time	5 hours			4 hours			5 hours		4 hours				4 hours	
Domestic Recovery Time	2.5 hours			2 hours			2.5 hours		2.5 hours				2 hours	
International Recovery Time²	5 hours			4 hours			5 hours		4 hours				4 hours	
Domestic Minimum Connection Time	3.5 hours	4 hours	4 hours	3 hours	4 hours	3 hours	3 hours		3 hours				2.5 hours	
International Minimum Connection Time	6 hours			5 hours	6 hours	5 hours	6 hours		6 hours				5 hours	
Advance Booking	ALL: Required													
Boarding Priority	High	After Express		High			High	After Express	High				High	
Additional Information	Please visit deltacargo.com for information regarding cooler capabilities at individual stations.			--			Customer-provided armed guard with appropriate airport clearance may escort shipments to aircraft.		Container leasing through Delta Cargo is available for CSafe, DoKaSch, Envirotainer, ProofTainer, Skycell. Shipper lease is accepted.				--	

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