DELTA CARGO PRODUCTS

EXPRESS & GENERAL PRODUCTS

	EXPRESS						GENERAL	
PRODUCT	**DASH®**	**DASH® Critical**	**DASH® Heavy**	**Express**	**Critical**	**Express Heavy**	**Standard**	**General**
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 and Trucks	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 large package service	U.S. general / consolidated freight	Int'l 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 Time[1]	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 Time[2]	--	--	--	2 hours[2]	1.5 hours / 3 hours	4 hours[2]	--	6 hours[2]
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 Guarentee[3]	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.

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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 **TEM**	Fresh 2 **COL**	Fresh 3 **FRE**	**LIV**	**AVA**	**PET**	Safe 1 **VAL**	Safe 2 **VUN**	Pharma 1 **CON**	Pharma 2 **MEC**	Pharma 3 **CHP**	Pharma 4 **RMT**	**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	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 Time[1]	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[3]			5 hours		4 hours				4 hours
Domestic Recovery Time	2.5 hours			2 hours[3]			2.5 hours		2.5 hours				2 hours
International Recovery Time[2]	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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[2] Recovery time does not include time required for Customs clearance.

[3] Live animals should be accepted on the day of departure and customers should allow extra time to ensure acceptance is completed before the listed cutoff times.

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