

# Product Comparison Chart

Express and General Products



Brand	Express				General	
	DASH®	DASH® Heavy	Equation	Equation Heavy	Standard	Dimension
<b>Domestic / International</b>	Domestic	Domestic	International	International	Domestic	International
<b>Network</b>	Delta Mainline and Delta Connection®	Delta Mainline and Delta Connection® (subject to aircraft door and weight limitations)	Delta Mainline, Delta Connection® (subject to aircraft door and weight limitations), and Trucks <sup>1</sup>	Delta Mainline and Trucks <sup>1</sup>	Delta Mainline and Trucks	Delta Mainline and Trucks
<b>Product Description</b>	U.S. Express Small Package Service	U.S. Express Large Package Service	International Express Small Package Service	International Express Large Package Service	U.S. General / Consolidated Freight	International General / Consolidated Freight
<b>Specifications</b>	Each piece less than 100 lbs; and AWB less than 1000 lbs	One or more pieces greater than 100 lbs; or AWB greater than 100 lbs	Each piece less than 70 kgs; and AWB less than 300 kgs	One or more pieces greater than 70 kgs; or AWB greater than 300 kgs	Aircraft Limits Apply	Aircraft Limits Apply
<b>Product Code</b>	<b>DSH</b>	<b>DHV</b>	<b>XPS</b>	<b>XAG</b>	<b>STD</b>	<b>DIM</b>
<b>Acceptance Time<sup>2</sup></b>						
Screened Cargo	60 minutes	120 minutes	90 minutes	180 minutes	120 minutes	240 minutes
Unscreened Cargo	60 minutes	120 minutes	90 minutes	180 minutes	240 minutes	360 minutes
<b>Recovery Time</b>	60 minutes	120 minutes	90 minutes <sup>3</sup>	180 minutes <sup>3</sup>	120 minutes	240 minutes <sup>3</sup>
<b>Advance Booking</b>	Not Required <sup>4</sup>	Required	Not Required <sup>4</sup>	Required	Required	Required
<b>Service Commitment</b>	Flight Specific	Flight Specific	Flight Specific	Flight Specific	Within 24 hrs of Booked Flight	None
<b>Service Level Guarantee</b>	100% Guarantee Maximum Refund of \$750 USD <sup>4</sup>	20% Guarantee <sup>4</sup>	100% up to 100 kg; 50% thereafter Maximum Refund of \$3000 USD <sup>4</sup>	100% up to 100 kg; 50% thereafter Maximum Refund of \$3000 USD <sup>4</sup>	Not Applicable	Not Applicable
<b>Boarding Priority</b>	Highest	Boarded after DASH	Highest	Boarded after Equation	Boarded After Specialty Products	Boarded After Specialty Products
<b>Shipment Tracking and More Information</b>	Delta Cargo Customer Service Center at 1.800.DL.CARGO (1.800.352.2746), online at <a href="http://www.deltacargo.com">www.deltacargo.com</a> or your local Delta Cargo Sales office					

<sup>1</sup>Outside of U.S. only. <sup>2</sup>Acceptance time reflects when all Delta, security, and government mandated paperwork is completed. Shipments originating outside of the U.S. require additional security procedures and may require added time during check-in. Please check with your local Delta Cargo office for additional information on minimum acceptance times. <sup>3</sup>Recovery time does not include time required for Customs clearance. <sup>4</sup>An 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, or to delays/cancellations due to weather, mechanical, or other situations beyond the control of Delta Air Lines, Inc. Visit [www.deltacargo.com](http://www.deltacargo.com) for additional information.