

**FAQs**  
**100% Screening**  
**CCA – Dim/Weigh**  
**AWB Completion**

**100% Screening**

Q.	What is the policy for screening blood, organs and human remains?																
A.	Our policy for handling human blood and blood by-products, human organs and organ by-products, human remains, diagnostic specimens, and emergency life-saving drugs does not change on August 1. There may be some verification required depending on the type of customer they come from (as is in place today), but we do not need to begin screening these on Aug 1.																
Q.	Will Delta accept unscreened shrink wrapped/banded skids?																
A.	For U.S. origin flights, multiple pieces shrink-wrapped or banded to a skid moving as a single piece that are not pre-screened will not be accepted. There are a couple of important clarifications to this though: <ul style="list-style-type: none"> <li>- An overpack situation (such as an E container). A single large box on a shrink-wrapped or banded skid is ok, as we can screen the single box.</li> <li>- Individually labeled pieces (accounted for in the piece count) shrink-wrapped to a skid for transport convenience are ok.</li> </ul>																
Q.	What are the published product cutoff times?																
A.	<p><b><i>Domestic*</i></b></p> <table border="1" style="width: 100%;"> <thead> <tr> <th style="text-align: center;">Product</th> <th style="text-align: center;">Time</th> </tr> </thead> <tbody> <tr> <td>Standard</td> <td>2 hours</td> </tr> <tr> <td>Dash Heavy</td> <td>90 minutes</td> </tr> <tr> <td>DASH</td> <td>60 minutes</td> </tr> </tbody> </table> <p><b><i>International*</i></b></p> <table border="1" style="width: 100%;"> <thead> <tr> <th style="text-align: center;">Product</th> <th style="text-align: center;">Time</th> </tr> </thead> <tbody> <tr> <td>Dimension</td> <td>6 hours unscreened/4 hours screened</td> </tr> <tr> <td>Equation</td> <td>90 minutes</td> </tr> <tr> <td>Equation Heavy</td> <td>3 hours</td> </tr> </tbody> </table> <p>*exceptions by station exist.</p>	Product	Time	Standard	2 hours	Dash Heavy	90 minutes	DASH	60 minutes	Product	Time	Dimension	6 hours unscreened/4 hours screened	Equation	90 minutes	Equation Heavy	3 hours
Product	Time																
Standard	2 hours																
Dash Heavy	90 minutes																
DASH	60 minutes																
Product	Time																
Dimension	6 hours unscreened/4 hours screened																
Equation	90 minutes																
Equation Heavy	3 hours																
Q.	Will Delta accept unscreened SBU's after August 1?																
A.	No. After reviewing the impact of the 100% screening requirement with our corporate insurers and risk management department, there is simply too much potential liability to both the airline and the freight forwarder associated with breaking down and rebuilding shipper built units.																
Q.	Will Delta Cargo accept unscreened pharmaceutical shipments?																
A.	Delta Cargo will not accept any unscreened pharmaceutical shipments for U.S. origin flights due to the liability to the airline and the freight forwarder associated with breaking down and rebuilding these shipments.																

## CCA/Dim-Reweigh

Q.	What is changing with reweighing and dimming?
A.	The correct weight and dimensions for all shipments must be recorded to ensure proper rating, compliance with government regulations, and computation of weight and balance information for the aircraft. This is only a reminder of our processes and that the rates are based on the actual weights/dims of the shipments tendered.
Q.	If the weight or dimensions are different than what is noted on my AWB, how will I be notified of the changes?
A.	When a shipment is dimensionalized and re-weighed during cargo acceptance to verify the AWB information is correct, a CCA (Cargo Correction Advice) is issued, via fax or email, to the customer as a courtesy notification of changes to the chargeable weight. Weight charges will be corrected on the AWB and in our booking system and either credited or invoiced to the customer depending on the payment method.
Q.	If there are changes to the weight or dimensions for the shipment, will they just be marked on the AWB?
A.	If you are tendering a U.S. domestic AWB, the corrections will be made in our booking system and on the AWB in ink by the accepting agent. If you are tendering an international AWB, the dimensions and weight will be changed in our system and a new AWB reflecting the changes will be printed for you.
Q.	If I have a shipment that is booked as DASH or Equation and the weight or dimensions do not fit that category, how will my freight be shipped?
A.	Shipments tendered with the individual pieces or total shipment weight in excess of product definitions must be changed to reflect the comparable product that is the closest match to the customer's original selection.
Q.	Will I need to allow extra time to check-in my freight since Delta Cargo is validating the weight and dimensions?
A.	Validation of weigh and dimensions is part of the cargo acceptance process. Please understand that freight must be "accepted" into our booking system and signed off before the published acceptance time. Delta Cargo is working to ensure the acceptance process can be completed as quickly as possible; however, adequate drop off time is needed to ensure the freight is prepared for the flight. Please allow time for processing your freight; especially during peak hours.
Q.	How can Delta Cargo make the changes without my authorization?
A.	Industry guidelines state, for the purpose of weight verification, Delta will reweigh or dimensionalize freight either at the point of tender, transfer or destination. If a discrepancy exists between the weight entered by the shipper and the weight shown on Delta's scales, the weight shown on Delta's scales is used to recalculate freight charges. As a courtesy, the shipper will be notified in the form of a CCA if the weight recorded on Delta's scales or generated from dimensions captured by Delta differs from the original chargeable weight noted on the AWB.

## AWB Completion

Q.	Can I use my IATA number on the AWB for international shipments?
A.	If you have a Delta Cargo credit account, you may use your IATA or Delta account number on the AWB.
Q.	How do I obtain a Delta Cargo account number?
A.	Please visit <a href="http://deltacargo.com">deltacargo.com</a> to apply for an account number.
Q.	How do I get an IATA number?
A.	Contact IATA for information on obtaining an IATA number.
Q.	Am I required to have an IATA number for U.S. export shipments?
A.	All U.S. export shipments on a credit account require an IATA number for billing purposes via CNS. Cash, check and credit card customers are not required to have an IATA number.
Q.	What happens if I forget to put the SCR code on my AWB?
A.	If an applicable SCR is not included on the AWB at the time of shipment acceptance, the published product rate will apply.
Q.	If an SCR is included on the AWB but not applicable to the shipment, what rate is charged?
A.	If an invalid SCR is included on the AWB, the general tariff rate will be applied.
Q.	Why does Delta Cargo need me to designate whether the shipment is bulk or ULD?
A.	To ensure accuracy of piece count and weight to avoid any customer inconvenience.
Q.	What happens if I do not provide a Delta Cargo account number on my AWB?
A.	If a customer has a Delta Cargo account number and intends to have shipments charged to it, the number is required on the AWB for Delta Cargo acceptance of the shipment. If one is not provided, the customer may pay cash, check, or credit card at time of acceptance.
Q.	Can acceptance agents or Call Center agents provide my account number to me?
A.	Agents are unable to disclose customer account numbers for security reasons.
Q.	What happens if the account number on the booking does not match the one on the AWB?
A.	The AWB is a binding contract and the account billed will be the one noted on the AWB at the time of acceptance.