



Boost your booking: **Add value.**

Our Add-on Services.
Solutions for specific needs.



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Lufthansa Cargo integrates Add-on Services into the digital booking process

- Add-on Services are now even easier and more transparent to access within the digital booking process
- Five Add-on Services – from “Sustainable Choice” to “smartULD” – address specific requirements along the transport chain
- Customers can add them to their booking individually with just a few clicks

With its Add-on Services, Lufthansa Cargo enables customers to enhance airfreight transports with targeted additional services – from supporting the use of more sustainable aviation fuel to personally accompanying valuable works of art during ground handling or receiving real-time information on the

status of temperature-sensitive shipments.

The offering builds on Lufthansa Cargo's modular product portfolio. Customers first select a "Product" and define the required "Speed" before adding suitable Add-on Services to their booking.

The additional services are now even more closely integrated into the digital booking journey. At the end of the booking flow, all available Add-on Services for the selected Product, Speed and route are displayed including transparent pricing and can be added with just a few clicks. The integration of the services "toDoor" and "Insurance" into the digital booking process is still in progress.

Five Add-on Services are currently available:

- **Sustainable Choice:** the Add-on Service that offers more sustainable transport options for shipments. Customers can support the use of Sustainable Aviation Fuel (SAF) and contribute to certified climate protection projects corresponding to the CO₂ emissions of their shipment.
- **Personal Supervision:** the additional service for irreplaceable artworks. Representatives of art logistics companies or curators can personally accompany valuable art shipments during ground handling. The service is currently available in Frankfurt and Munich.
- **smartULD:** the Add-on Service for real-time data transmission. It enables continuous temperature- and data monitoring of temperature-sensitive goods and is available with the "Active Temp Control" product.
- **toDoor:** the Add-on Service for direct delivery to the consignee's bonded warehouse. Delivery is carried out via Lufthansa Cargo's Road Feeder Service.
- **Insurance:** a door-to-door air freight insurance solution beyond standard liability limits. It protects air freight shipments against damage throughout the entire transport chain and is offered in cooperation with partner Delvag for all products.

With this portfolio, Lufthansa Cargo serves frequently requested customer needs along the transport chain and provides additional flexibility for designing individual logistics solutions. The modular offering allows

customers to expand their bookings with targeted additional services and tailor transport solutions even more flexibly to their individual requirements.

Integrating these services into the digital booking process also marks another step in the continuous development of Lufthansa Cargo's digital customer journey. Further Add-on Services are already in development.

Lufthansa Cargo

Lufthansa Cargo is one of the world's leading cargo airlines and part of the Lufthansa Group, Europe's largest airline group. Through its five cargo hubs in Frankfurt, Munich, Brussels, Vienna and Rome, the airfreight specialist transports an average of 2,500 tons of freight per day. This is based on a strong and reliable airport-to-airport network that covers some 350 destinations in more than 100 countries. Lufthansa Cargo markets the cargo capacities of the passenger aircraft of Lufthansa Airlines, Austrian Airlines, Brussels Airlines, Discover Airlines, ITA Airways and SunExpress, as well as its own freighter fleet of 18 Boeing 777F and four Airbus A321F. In addition, some 300 trucks operate daily under a Lufthansa Cargo flight number. Together with its subsidiaries, Lufthansa Cargo offers customized, fast and efficient logistics solutions along the entire supply chain. In this way, the company fulfills its mission "Enabling Global Business" and connects markets and trading partners worldwide. Innovative technologies and investments in sustainability play a central role. In addition to a modern fleet and the use of sustainable aviation fuel (SAF), the focus is on continuous optimization of flight operations. In 2025, the company generated revenues of 3.40 billion euros and a transport performance of 9.10 billion freight tonne-kilometers. It currently employs approximately 4,300 people worldwide.

Contacts



Nicole Mies

Press Contact

Head of Communications & Corporate Social Responsibility

press@lufthansa-cargo.com



Lufthansa Cargo Media Hotline

Press Contact

press@lufthansa-cargo.com

+49 69 696 72435



Jan Paulin

Press Contact

Spokesperson

jan.paulin@dlh.de

+49 69 696 10274