

## Delta Cargo Charter Program FAQ for non-Cargo Professionals

1. Q: My organization is urgently needing to ship critical supplies. Can Delta help?  
A: Yes. Delta's Cargo division established a formal program to repurpose its grounded passenger fleet to fly cargo-only shipments to help keep commerce moving worldwide during the COVID-19 pandemic. These special flights do not carry passengers and may be chartered for single or multiple flights with as little as 2-3 day's notice.

2. Q: What types of items can be shipped? Are there any restrictions on what can be shipped?  
A: A wide variety of items can be shipped on Delta aircraft. IATA governs the specific types of commodities which can and cannot be shipped with a special emphasis on dangerous goods.

The [IATA Dangerous Goods Regulations \(DGR\)](#) manual is the global reference for shipping dangerous goods by air and the only standard recognized by airlines including Delta. Before speaking to Delta Cargo, please have the commodity Material Safety Data Sheet (MSDS) ready. The MSDS is supplied by the manufacturer of the product/item you are shipping.

3. Q: Because these are cargo-only flights, can Delta carry larger quantities of approved dangerous goods?  
A: No. The same quantity restrictions for dangerous goods apply for Delta cargo charter flights as for passenger flights and are governed by FAA regulations.

4. Q: The items I want to ship contain lithium batteries. Can I ship them on Delta?  
A: Lithium batteries fall into a special category of dangerous good. Depending on the type, quantity and packaging of the lithium batteries, they may be shipped. Have the MSDS ready when you inquire with Delta Cargo.

5. Q: My cargo is very important and urgent. May I fly with the shipment in the aircraft?  
A: Delta cargo charters are not able to accommodate passengers.

6. Q: What types of aircraft are available to charter and where can they fly?  
A: Most types of aircraft in Delta's extensive fleet are available for charter. The most popular types of aircraft for cargo are the A350, B777, A330 and B767. More than 70 destinations worldwide are available from 13 U.S. cities for immediate charter. Some limitations apply for crew availability and destination country entry regulations which are subject to change without notice. For payload information by aircraft type, please visit <https://www.deltacargo.com/Cargo/catalog/aircraft-specification?from=home>

The 13 U.S. cities include: JFK/ORD/SFO/SEA/EWR/LAX/ATL/IAD/DFW/DTW/BOS/MIA/HNL

7. Q: I have a large shipment to move. What is the best cargo airplane in Delta's fleet?  
A: The A350-900 is our best aircraft for payload and range, followed by the B777-200. For smaller shipments going shorter distances, Delta's narrow body fleet may be the best option. A Delta Cargo sales professional can consult with you on the best aircraft for your needs.
8. Q: How does pricing work for a Delta cargo charter?  
A: Generally, the larger the aircraft, the more expensive the cost. All charter pricing is inclusive of airport-to-airport charges (aircraft, crew, fuel, insurance, landing/take-off and overfly fees plus ground handling at origin and destination) and required to be prepaid in advance of departure. Upon

## Delta Cargo Charter Program FAQ for non-Cargo Professionals

payment, the entire cargo capacity (forward, aft & bulk bin) is available for use. Loading cargo in the overhead bins, seats and aisles in the passenger cabins is not available at this time.

9. Q: My shipment needs to be picked up at the factory and then delivered at destination. Can Delta do that?

A: Delta does not handle first/last mile delivery, break-bulk or Customs clearance. The shipper is responsible for obtaining any necessary export permission from the country of origin for the commodities to be transported. Please arrange those services through a reputable, IATA-licensed freight forwarder located in the country of origin. If you do not have a freight forwarder, Delta is happy to recommend a variety of reputable companies. All charges incurred from a forwarder are at the shipper's expense. Delta is only responsible for airport-to-airport transportation.

10. Q: I'm ready to ship- how do I move forward? What are the next steps?

A: Please email [DeltaCargoCharters@delta.com](mailto:DeltaCargoCharters@delta.com) or call our Customer Service Center at 1-800-352-2746. After completing a brief questionnaire, a customized quotation will be sent for customer review, followed by a contract then pre-payment application.

11. Q: I would like to consult with someone before I sign up. Does Delta have anyone I can speak with by phone?

A: Delta has experienced cargo sales professionals available to answer questions. Please refer inquiries to the following individuals for a no-obligation, free consultation:

Eric Wilson, MD-Global Cargo Sales || [eric.j.wilson@delta.com](mailto:eric.j.wilson@delta.com) || 404-436-3672

Michael Hatfield, GM, Global Strategic Programs || [michael.hatfield@delta.com](mailto:michael.hatfield@delta.com) || 410-274-4349

Arthur Brown, Charter Account Manager || [arthur.brown@delta.com](mailto:arthur.brown@delta.com) || 404-434-7068

###