Process Guide
Jettware Overview

Start up Screen

(1) After logging in to Jettware you will see the main menu on the top.

(2) Click on one of the menu options in order to open the sub-menu:

ULD History: Display all historical movements of a certain ULD

ULD Movement: Generate ULD movement (UCM or Non-flight movement)

LUC Movement: Generate LUC movement (Transfer to 3rd parties)

UCR Reprint: Reprint UCR document (from previous LUC transaction)

Pallet Stacks: Create/Break-down pallet stacks

Station Overview: Display number of ULDs at a certain station

ULD Details: Display all ULD IDs at a certain station

Flight/Vehicle: Display ULDs on-board flights or trucks

Stock Take: Perform inventory check

Damage Incident Report: Report a damaged ULD

You can also find a quick access field on the upper right side, in which you can search for ULDs, Flights or UCRs:
ULD History

(1) Click on Tracking and Tracing
(2) Click on ULD History
(3) Enter the ULD ID including type and owner code e.g. AKE12345XX
(4) Click on the Query button

The ULD History report displays the recent movements of the ULD including status and condition.

The most common transaction types are explained in the glossary (see page 14).

Number of transactions to display. Standard = 20 (Max = 100)
Timeline shows the 7 latest transactions.
The grid shows up to 100 transactions per ID. You can click on any icon to get more information.

Opens a printer-friendly version.
The latest transaction is highlighted in blue color (eye catcher).
An UCM is an IATA standard message to track ULD movements. In most cases, the UCM will be created automatically by an airline system / interface.

Jettware additionally provides a screen in which you can enter an UCM manually.

Please notice, that the point of unloading must be properly selected in case of multi-leg flights with stopover (transit). The ULDs will be unloaded at the selected station.

The ULD condition is optional. If you don’t select a value, then the previous condition (according to Jettware) will be kept.
ULD Movement (Non-Flight Movement / Correction)

(1) Click on Tracking and Tracing
(2) Click on ULD Movement
(3) Choose Non-Flight Movement
(4) Enter the 3-letter-code of the station and select a destination location
(5) Enter the ULD IDs and choose content and condition by using the drop-down list

Drop-Down with all possible locations is generated automatically after entering a station.

A new ULD ID line will appear once you enter an ID.

We distinguish between two types of non-flight movements:

- **Intra-Station Movements** are used to transfer ULDs from one location to another at the same station.
- **Corrections** are used to pull single ULDs from other stations/airlines into your stock

Depending on the last position of the ULD, Jettware will automatically convert the Non-flight movement transaction into one of the following movement types:

- ULD is at the same station → **ISM/I** (Intra-Station Movement)
- ULD is at another station of the same customer → **MC-UCM/I** (Manual-Correction UCM)
- ULD is at another customer/airline → **MC-LUC/I** (Manual-Correction LUC)
Transfer/Handover to/from 3rd parties (LUC)

(1) Click on Tracking and Tracing
(2) Click on LUC Movement

A LUC (Loaned ULD Control) has to be issued every time a ULD is transferred to or from a third party (e.g. forwarder, repair shop or another airline).

There are two different transfer directions for a LUC: IN or OUT. Please make use of the “Action” drop-down field in order to select the correct direction.

If you want to transfer an ULD to a forwarder, please select “LUC-Out to Forwarder”. In order to define the forwarder, you have to use the appropriate YY Account code.

Press the button in the red box (see screenshot) to open the forwarder search and selection screen. You can now search by name or account code.

Please choose the appropriate forwarder by double-click on the name.

In case that ULDs are handed over to another airline, please select “LUC/O to other Airline” and enter the 2-letter-code of the appropriate carrier (e.g. AB for Air Berlin, EY for Etihad, LH for Lufthansa, LX for Swiss, AA for American Airlines etc.).
This section provides the functionality to search and reprint UCRs (ULD Control Receipts), which were created with a previous LUC (Loaned ULD Control) transaction.

In addition to Organisation, Date and Transfer Station, you can filter the result set by following criteria:
- AirWaybill No.
- Control Receipt Number (you can enter either the prefix, suffix or the complete UCR number)
- ULD ID

(3) Click on **Query** to find the relevant transactions

(4) To view or reprint an UCR, click on the appropriate table row. The UCR document opens in a new window:
Pallet Stacks

(1) Click on Tracking and Tracing

(2) Click on Pallet Stacks

(3) Insert Pallet Stack ID if you are looking for a certain pallet stack

(4) Click on Search

(5) Click on New to create a new pallet stack

You can create a new pallet stack by defining the Organisation, Origin, Ground/Base Pallet ID, and planned Destination (optional):

Enter the related pallet IDs here.

(6) Click on Save

After you have created a Pallet Stack, it is sufficient to only enter the ground/base pallet in any subsequent movement message (e.g. UCM, LUC etc.). The assigned pallets will automatically be moved together with the ground pallet.

If you create a pallet stack, make sure it is added prior to the scheduled time of flight departure in Jettware!

If you enter a destination, the pallet stack will automatically be broken down upon arrival at that station.
(1) Click on **Inventory Management**
(2) Click on **Station Overview**
(3) Enter the 3-letter-code of the station and click on the **Submit** button

The Station Overview screen helps you to keep track of the ULD stock at a station. You can sort the ULDs by groups, sub-groups and types. We recommend sorting by **Sub-Group** as this provides you with a good overview without too many details.

You should keep an eye on your **Actual** stock as this is the amount you can work with. **Damaged** units should be returned for repair and OAL units should be immediately returned to the owner.

In case the **Station Overview** shows figures that are not reflecting the current situation at your station, please immediately do a **Stock Take** (see page 12).

Once you click on a value on the Station Inventory screen, the ULD Details screen opens and shows the corresponding ULD IDs with their last movement/transaction.
1. Click on Inventory Management
2. Click on ULD Details
3. Enter the 3-letter-code of the station and click on the Submit button

Click on the icons to open a tooltip with more information

Click on the arrows to switch the page (Up to 100 ULDs are displayed per page)
Flight Inventory

This report provides you with a summary of all ULDs that were/are loaded on a flight or truck.

1. Click on Inventory Management
2. Click on Flight/Vehicle
3. Enter the Flight Designator
4. Select the Flight Date (UTC)
5. Click on the Query button

To check the history of any of these ULDs, just click on the ID and the ULD history screen will pop-up.

Flight/Truck has departed and UCM/O has been processed.

Flight/Truck has arrived and (automatic-) UCM/I has been processed.
Inventory Management (Stock Take)

1. Click on **Inventory Management**
2. Click on **Stock Take**
3. Enter the 3-letter-code of the station
4. Select the location
5. Click on the **Submit** button

To check the station inventory, click on **Stock Take**, fill in the 3-letter-code for your station and click on **Submit**. If necessary, you can also filter your selection as seen above.

You will see a list with all ULDs that are currently assigned to your station/location. They are sorted by ULD Type. Click on **Start Stock Take** button to start your stock take. Print the list by clicking on the printer icon and perform the inventory check. Check every ULD that is physically at your station.

When the physical check is finished, go back to the stock take screen, enter the “Stock Take Reference” (you can find this on the stock take print out) into the box “Stock Take Reference”. The format of the reference number is as follows:

```
XYZ-KK0001
```

XYZ is the 3-letter-code of your station, KK is the code of your organization (e.g. EY, LX etc.). Every stock take gets its own ongoing number; 0001 in this example.

After entering the reference number, click on **Submit**. Please check all ULDs that are at your station. By default all boxes are checked. This saves you time as you only have to remove the checkmarks for the ones that are not at your station.

If you have found units that are not listed, please enter the complete ULD ID in the boxes under “Additional ULDs”. You can add as many rows as you want. When finished, click on **Complete Stock Take**.

**Important:** You have to click on the **Complete Stock Take** button to save your stock take!

After you have started the stock take, you have 24 hours to complete it. You might find units in your stock that are not on the stock take print out. One reason for this is that ULD movements will not stop while checking your inventory. Jettware still monitors your stock in the background. So please do your stock take properly by recording all units you physically find at your station/location.
Damage Incident Report

1. Click on Maintenance Management
2. Click on Damage Incident Report

3. Enter ULD ID
4. Select incident type (i.e. what happened)
5. Write a description of the incident (optional)

6. Select component and damage type
7. If multiple damages occurred, you can add them with +
8. Damages can be removed from the report with –
9. Add pictures to the report. Drop them in the marked area or click on the large + to open the file selector
10. Click Submit
Glossary

General

Jettware  Jettainer IT System
ULD          Unit Load Device
Participant  Forwarder / Agent
UTC          Universal Time Coordinated (GMT)
UCR          ULD Control Receipt
RFS          Road Feeder Service (forward air cargo on trucks)

Inventory

OAL          Other airline
MIN          Minimum stock
MAX          Maximum stock
STA          Standard stock
ULD-Group    e.g. LD3, LD3-45, PAL 96inx125in, CONT LD9 96in
Sub-Group    e.g. AKE, AKH, PMC, AMP
Type         Specific ULD Type e.g. DKH (from Sub Group AKH)

Movements

UCM          ULD Control Message
LUC          Loaned ULD Control
UCM/I ; UCM/O UCM in; UCM out
LUC/I ; LUC/O ULD handover from or to 3rd party
AC-…         Auto correction…
A-…          Automatic…
ST-…         Stock take e.g. ST-UCM/I  Stock Take UCM in
SC-…         Stock check (SCM Telex), e.g. SC-UCM/I
ISM-…        Intra station movement
MC-…         Manual correction
EC-…         Error Correction of telex format or content
## Glossary

<table>
<thead>
<tr>
<th>IATA ULD ID Code</th>
<th>e.g. XYZ12345XX</th>
</tr>
</thead>
<tbody>
<tr>
<td>XYZ</td>
<td>ULD type (e.g. AKE; DQF; PMC; RKN; HMJ; VZA)</td>
</tr>
<tr>
<td>X</td>
<td>ULD category (A= certified container; P= certified pallet; R= cool container; F= non-certified pallet; H= horse stall; V= automobile transport unit; D= non-certified container)</td>
</tr>
<tr>
<td>Y</td>
<td>Base dimensions (A= 88 x 125 in; G= 96 x 238,5 in; K= 60,4 x 61,5 in; P= 47 x 60,4 in; L= 60,4 x 125 in; M= 96 x 125 in; N= 61,5 x 96 in; Q= 60,4 x 96 in; Z= 132 x 81 in)</td>
</tr>
<tr>
<td>Z</td>
<td>Contour or compatibility with reference to loading into different aircraft types (max. height: D=118 in; C,E,P,F,N= 64 in; H,W= 45 in; A,J= 96 in)</td>
</tr>
<tr>
<td>12345</td>
<td>Serial number (4 or 5 digits)</td>
</tr>
<tr>
<td>XX</td>
<td>Airline code (e.g. AB; DE; KC; HM; EY; LC; LH; LX; 9W; AA; FK; WS)</td>
</tr>
</tbody>
</table>
Disclaimer

Information which is contained in this guide is subject to change due to ongoing development. Jettainer reserves the right to change or update any information without notice. The current version of this manual will always be available in Jettware in the support menu. This guide must not be made available to any person not being involved in business with Jettainer or ULD control for Jettainer.

If you have questions, please contact

support@jettainer.com