



jettaware

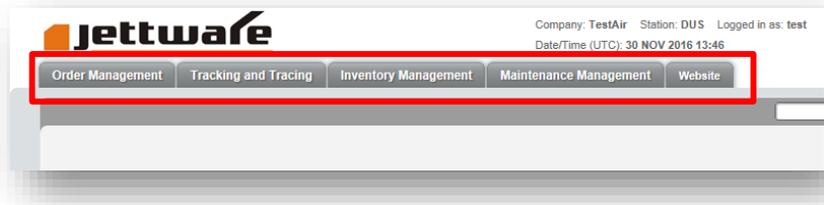
revolutionary ULD management technology

Process Guide

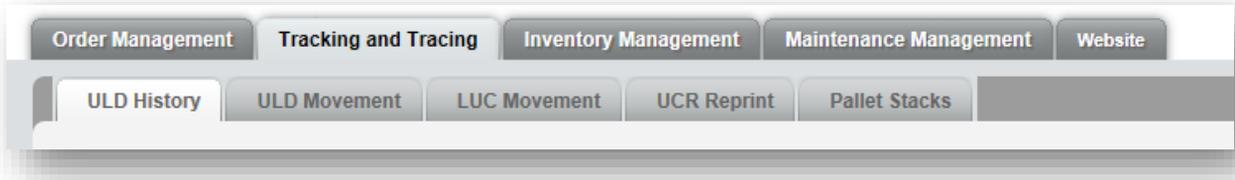
Jettware Overview

Start up Screen

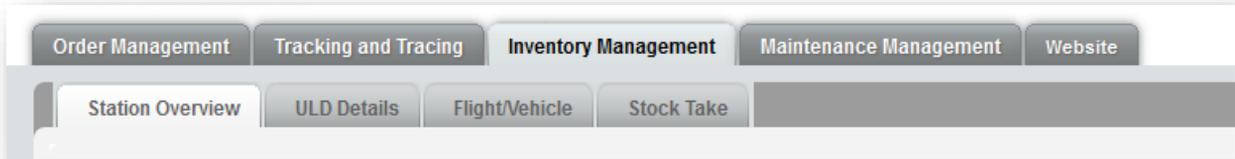
- (1) After logging in to Jettware you will see the main menu on the top.



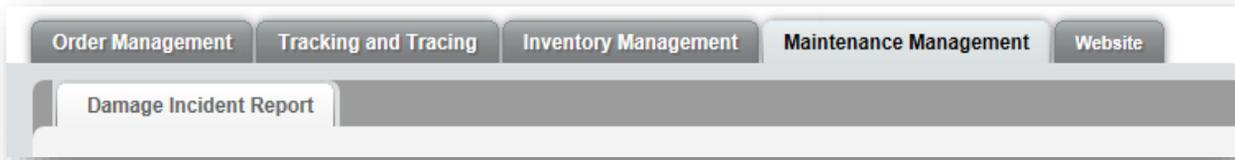
- (2) Click on one of the menu options in order to open the sub-menu:



ULD History: Display all historical movements of a certain ULD	Page 3
ULD Movement: Generate ULD movement (UCM or Non-flight movement)	Page 4
LUC Movement: Generate LUC movement (Transfer to 3rd parties)	Page 6
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Station Overview: Display number of ULDs at a certain station	Page 9
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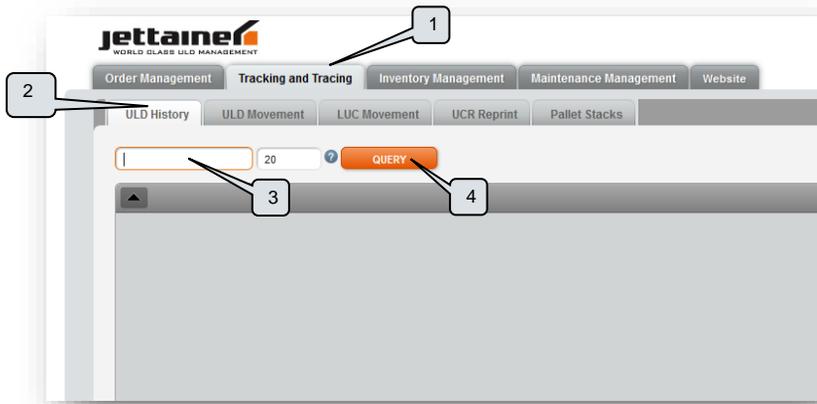
Damage Incident Report: Report a damaged ULD	Page 13
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You can also find a quick access field on the upper right side, in which you can search for ULDs, Flights or UCRs:



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.

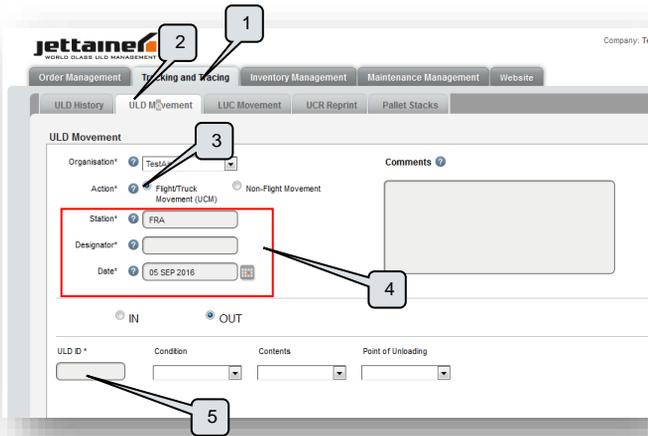
Event Type	Date/Time (UTC)	Flight/Truck	Org	Dest	Location	Status	Condition	Content	Tnx by	References
ST-UCM/I	03 May 2012 - 09:09			FRA	TA-Baggage	Utilized	📦		TestAir	
ST-UCM/I	11 Jul 2006 - 09:54			FRA	TA-BAGGAGE2	Missing	📦		TestAir	
A-UCM/I	17 Apr 2006 - 10:00	TA645/17APR06	CGN	FRA	TA-BAGGAGE2	Utilized	📦	🧳	TestAir	
UCM/O	17 Apr 2006 - 04:00	TA645/17APR06	CGN	FRA		Utilized	📦	🧳	TestAir	
AC-UCM/I	17 Apr 2006 - 03:59		CGN	FRA	TA-Cargo	Available	📦		TestAir	
AC-UCM/O	17 Apr 2006 - 03:58		FRA	CGN	TA-Cargo	Available	📦		TestAir	
A-UCM/I	16 Mar 2006 - 10:45	TA555/16MAR06	CGN	FRA	TA-BAGGAGE2	Available	📦	🧳	TestAir	
UCM/O	16 Mar 2006 - 10:00	TA555/16MAR06	CGN	FRA		Available	📦	🧳	TestAir	
A-UCM/I	26 Oct 2005 - 10:08	TA123/26OCT05	DUS	CGN	TA-Cargo	Available	📦		TestAir	
UCM/O	26 Oct 2005 - 10:00	TA123/26OCT05	DUS	CGN		Available	📦		TestAir	

Opens a printer-friendly version.

The latest transaction is highlighted in blue color (eye catcher).

ULD Movement (Flight/Truck based) - UCM

- (1) Click on **Tracking and Tracing**
- (2) Click on **ULD Movement**
- (3) Choose **Flight/Truck Movement (UCM)**
- (4) Enter the 3-letter-code of the station, Flight Designator (e.g. XX123) and Flight date
- (5) Enter the ULD IDs and choose content and condition by using the drop-down list



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.

Choose between movement types (UCM or NFM)

All ?-icons open tooltips with additional explanation.

Choose direction (IN or OUT)

Additional ULD ID lines will appear once you enter an ID

The ULD condition is optional. If you don't select a value, then the previous condition (according to Jettware) will be kept

The ULD content (e.g. Cargo/Baggage/Mail) is optional.

Drop Down is filled automatically after entering a correct flight. In case of multi-leg flights/trucks, you have to select the appropriate point of unloading.

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.

ULD Movement

Organisation*

Comments

Action* Flight/Truck Movement (UCM) Non-Flight Movement

Station*

Location*

ULD ID *	Condition	Contents
<input type="text"/>	<input type="text" value="v"/>	<input type="text" value="v"/>

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.

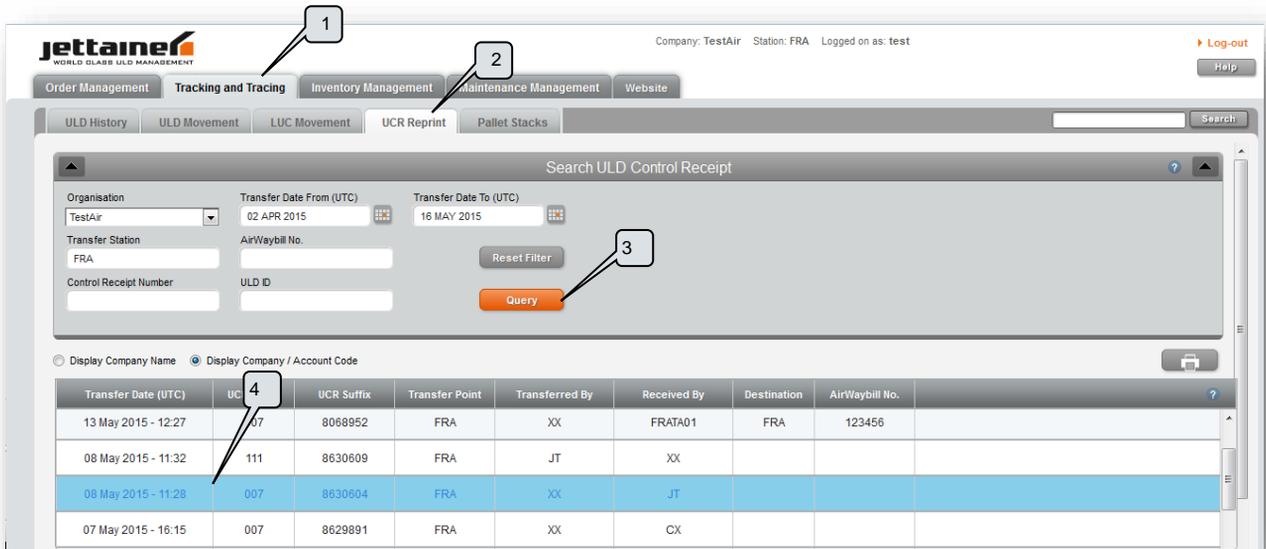
Please choose the appropriate forwarder by double-click on the name.

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.).

Reprint ULD control receipt (UCR Reprint)

(1) Click on Tracking and Tracing

(2) Click on UCR Reprint



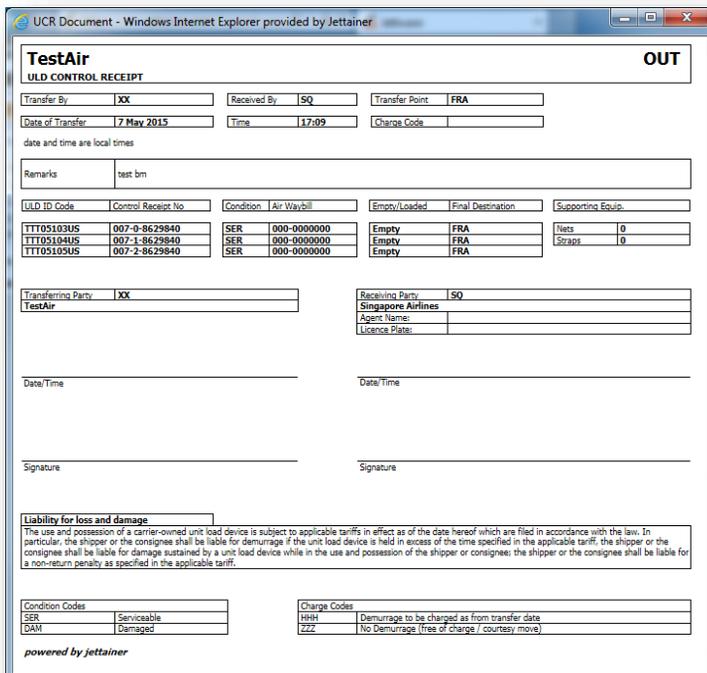
This section provides the functionality to search and reprint UCRs (ULD Control Receipts), which were created with a previous LUC (Loaned ULD Control) transaction.

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](#)

Active Pallet Stacks					Broken down Pallet Stacks				
ID	Origin	Dest.	Pos.	Breakdown	ID	Origin	Dest.	Breakdown Date	Breakdown Reason
PMC11082TZ/18AUG15	FRA	FRA		✖	AKE60005XX/09MAY16	FRA		09 May 2016 - 13:20	Forced by user
					AKE60020XX/03NOV15	FRA		03 Nov 2015 - 09:50	Forced by user
					AKH70006XX/09SEP15	FRA		09 Sep 2015 - 14:47	Forced by user
					AKE60018XX/02JUN15	FRA		02 Jun 2015 - 11:44	Forced by user
					AKE60018XX/02JUN15	FRA		02 Jun 2015 - 11:43	Forced by user
					AKE60004XX/17APR15	FRA		17 Apr 2015 - 15:43	Forced by user
					AKE60004XX/17APR15	FRA		17 Apr 2015 - 15:42	Forced by user

All active pallet stacks at the selected station

Click here to breakdown the active pallet stack

All recently broken down pallet stacks at the selected station

- (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.

Organisation	Origin	Ground Pallet ID	Destination
TestAir	FRA	/14FEB14	

- (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.

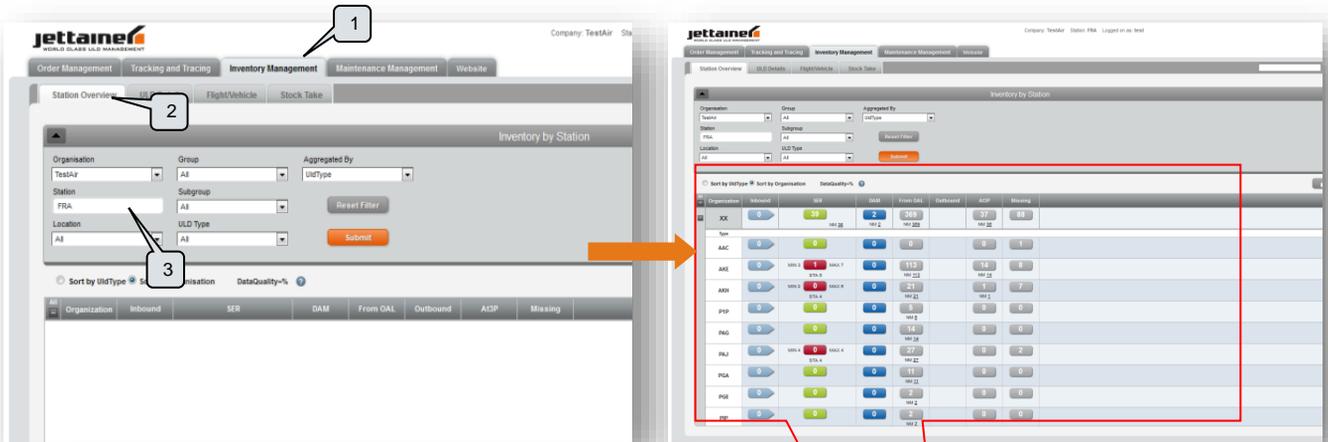


If you create a pallet stack, make sure it is added prior to the scheduled time of flight departure in Jettware!

If you enter a destination, the pallet stack will automatically be broken down upon arrival at that station.

Station Inventory

- (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



Green: Regular stock (between MIN and MAX)
Orange: Overstock
Red: Understock

Organization	Inbound	SER	DAM	From OAL	Outbound	At3P	Missing
PMC	77 MR 121	MIN 769 976 +/- 166 MAX 1620 NM 135	6 NM 5	844 NM 757	0 MR 115	0	131 LOST 39

ULDs en-route (points to Inbound)
 Serviceable/ Actual ULDs (points to SER)
 Damaged ULDs (points to DAM)
 ULDs from other Airlines (points to From OAL)
 ULDs at 3rd party (agent/forwarder) (points to At3P)
 Missing ULDs (points to Missing)

Total number of inbound Move Requests. „FullFit“ Move Requests will be displayed as „FF“.
 MIN stock-level
 MAX stock-level
 Non-Mover 14 days +
 Total number of outbound Move Requests. „FullFit“ Move Requests will be displayed as „FF“.
 ULDs with status „Lost“

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.

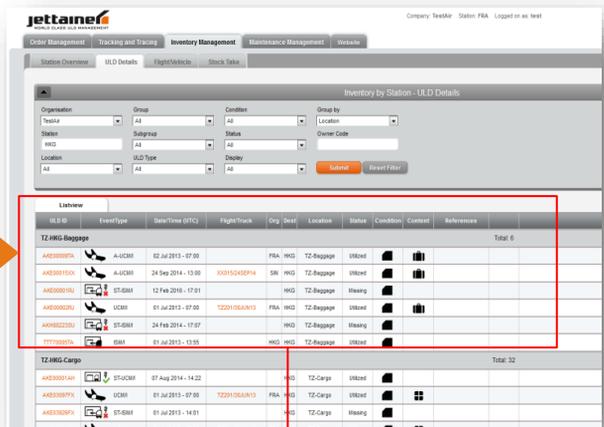
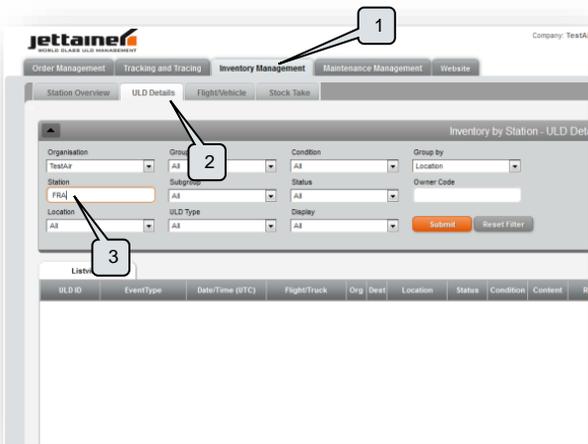
You should keep an eye on your [Actual](#) stock as this is the amount you can work with. [Damaged](#) units should be returned for repair and [OAL](#) units should be immediately returned to the owner.

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.

ULD Details Inventory

- (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



ULD ID	EventType	Date/Time (UTC)	Flight/Truck	Org	Dest	Location	Status	Condition	Content	References	
TZ-HKG-Baggage											Total: 8
AKE00009TA		A-UCMI	02 Jul 2013 - 07:00		FRA	HKG	TZ-Baggage	Utilized			
AKE00801RJ		UCMI	01 Jul 2013 - 07:00	TZ201/30JUN13	FRA	HKG	TZ-Baggage	Utilized			
AKE00802RJ		UCMI	01 Jul 2013 - 07:00	TZ201/30JUN13	FRA	HKG	TZ-Baggage	Utilized			
AKE11004TZ		A-UCMI	14 Feb 2014 - 07:00	TZ201/13FEB14	FRA	HKG	TZ-Baggage	Utilized			
AKH88223SU		ISMI	01 Jul 2013 - 13:55		HKG	HKG	TZ-Baggage	Utilized			
TTT01011TA		A-UCMI	04 Jul 2013 - 07:00	TZ201/03JUL13	FRA	HKG	TZ-Baggage	Utilized			
TTT70005TA		ISMI	01 Jul 2013 - 13:55		HKG	HKG	TZ-Baggage	Utilized			
TTT97004TZ		A-UCMI	04 Jul 2013 - 07:00	TZ201/03JUL13	FRA	HKG	TZ-Baggage	Utilized			
TZ-HKG-Cargo											Total: 36
AKE03097FX		UCMI	01 Jul 2013 - 07:00	TZ201/30JUN13	FRA	HKG	TZ-Cargo	Utilized			

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



Flight Identifier (UTC)

Flight/Truck Information

Flight Identifier (UTC): XX106/29JUL14 Flight Identifier (local): XX106/29JUL14 Route: FRA - CGN

Flight	Departure (UTC)		Arrival (UTC)		Registration	A/C Type	Vehicle Owner
	Scheduled	Actual	Scheduled	Actual			
FRA - CGN	Scheduled	Actual	Scheduled	Actual		A319	XX
	29 Jul 2014 - 04:00		29 Jul 2014 - 07:30				

Flight/Truck Inventory

ULD ID	Condition	Content	Out	In	References	
FRA - CGN Total: 6						
AKE10005TA			Y	Y(A)		
PMC11098TZ			Y	Y(A)		
PMC11100TZ			Y	Y(A)		
PMC11101TZ			Y	Y(A)		
PMC11103TZ			Y	Y(A)		
PMC11105TZ			Y	Y(A)		

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



Use this panel to start a new stock take

Filter your selection, if necessary

Use this panel to load a stock take from a reference number

Check if ULD was found or uncheck if ULD is missing

Switch condition (SER/ DAM)

Start a new stock take

Add new ULDs here

Finish stock take

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**

The screenshot shows the Jettainer World Class ULD Management interface. At the top, the company name 'Jettainer' and 'WORLD CLASS ULD MANAGEMENT' are displayed. The user is logged in as 'test' from station 'FRA'. The 'Maintenance Management' menu item is highlighted with a callout '1'. Below it, the 'Damage Incident Report' form is visible, with a callout '2' pointing to the 'Damage Incident Report' tab. The form includes fields for 'ULD ID', 'What happened?' (a dropdown menu), and a 'Description' text area. A 'Damaged Components' table is also present, with columns for 'Component Type', 'Component Name', and 'Damage Type'. Below the table is a 'Pictures of Incident' section with a 'Drop files here to upload' area. At the bottom right, there are 'Reset' and 'Submit' buttons.

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

This close-up view of the 'Damage Incident Report' form shows the following details: 'ULD ID' is entered as 'AKE71071XX' (callout 3); 'What happened?' is set to 'Fall off dolly' (callout 4); and the 'Description' field contains the text 'during loading' (callout 5).

This screenshot shows the 'Damaged Components' table and the 'Pictures of Incident' section. The table has three columns: 'Component Type', 'Component Name', and 'Damage Type'. Each column has a dropdown menu. Callout 6 points to the 'Fabric Doors' dropdown in the 'Component Type' column, the 'Curtain' dropdown in the 'Component Name' column, and the 'Broken' dropdown in the 'Damage Type' column. Callout 7 points to the '+' button next to the 'Damage Type' dropdown. Callout 8 points to the '-' button next to the 'Damage Type' dropdown. Below the table is the 'Pictures of Incident' section, which contains two image thumbnails, each with a 'Remove file' link below it. A large '+' button is also present. Callout 9 points to the '+' button, and callout 10 points to the 'Submit' button at the bottom right.

- (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**

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 3 rd 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

IATA ULD ID Code	e.g. XYZ12345XX
XYZ	ULD type (e.g. AKE; DQF; PMC; RKN; HMJ; VZA)
X	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)
Y	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)
Z	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)
12345	Serial number (4 or 5 digits)
XX	Airline code (e.g. AB; DE; KC; HM, EY; LC; LH; LX; 9W; AA; FK; WS)

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