

## Delta TechOps Routing Guide

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SCM Logistics and DLCC Team

### **Notes:**

Always ship on Delta metal whenever possible.

**Hazardous Materials** must be classified, packaged, labeled and shipped according to Department of Transportation (DOT) regulations.

Shipments not eligible for air movement must be shipped via the appropriate means of surface transportation.

**Hazardous Materials** MUST be processed by Dangerous Goods certified personnel only.

### **Related Links:**

- [Fortigo](#)
- [DHL Express](#)



## User Disclaimer

Effective March 1, 2024, Delta Air Lines TechOps Division will implement the mandatory use of approved contracted carriers to fulfill our logistics requirements. It is imperative that Delta shippers, vendors, repair stations, and suppliers adhere to this routing guide. Shipments encompass both inbound and outbound logistics to the TechOps:

- Delta to Delta
- Delta to Vendors
- Vendors to / from Suppliers
- Vendors to Delta

## TOC Business Units

- |                         |                         |
|-------------------------|-------------------------|
| • 145 Repair Station    | • Inventory & Logistics |
| • Aircraft Tooling      | • Line Logistics        |
| • Airframe Maintenance  | • Line Maintenance      |
| • Base Logistics        | • Materials & Logistics |
| • Cabin Maintenance     | • MRO Services          |
| • Component Maintenance | • Planning              |
| • Engine Maintenance    | • Service Recovery      |
| • Engine Shop           |                         |

## Approval Required

A single routing guide may not address every exception related to each specific location challenge. Any exceptions outside the standard routing guide will require approval to proceed with noncompliant carriers. To obtain approval for AOG, Expedited, and FedEx heavy air freight shipment(over 150lbs),the following information is required:

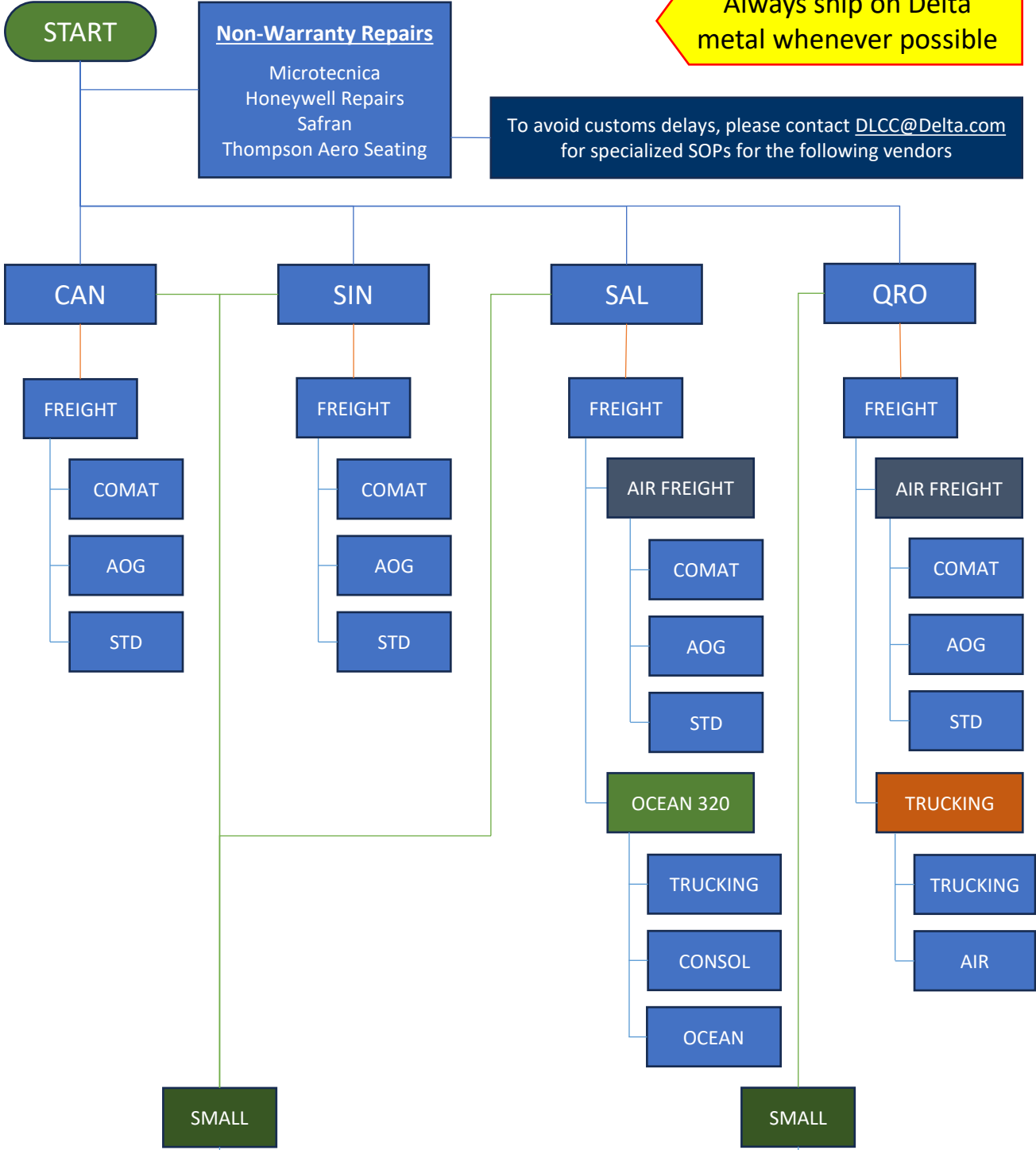
- Aircraft tail or engine number with return to service date and time
- Required delivery date
- Business justification to utilize noncompliant carrier
- Non aircraft or engine related material

All request must be emailed for approval to the DLCC prior to contacting the carrier. The DLCC team can be contacted at the following email address: [dlcc@delta.com](mailto:dlcc@delta.com).

Always ship on Delta metal whenever possible

To avoid customs delays, please contact [DLCC@Delta.com](mailto:DLCC@Delta.com) for specialized SOPs for the following vendors

**Non-Warranty Repairs**  
 Microtecnica  
 Honeywell Repairs  
 Safran  
 Thompson Aero Seating



**Small Parcel Primary Domestic & International**

Small Parcels  
0 – 150 lbs.

**Domestic**

Pre-approved  
 UPS Ground (1-7) \$  
 UPS 3 Day Select \$  
 UPS 2nd Day Air \$  
 Requires Approval  
 UPS Next Day Air \$555

**International**

Pre-approved  
 UPS Standard \$  
 UPS Worldwide Expedited (2-5) \$  
 UPS Worldwide Saver (1-3) \$  
 Requires Approval  
 UPS Worldwide Express (1-3, AM) \$555

**Small Parcel MRO QRO Requirement**

**DHL Express**

**DHL Express**

- DHL is the most cost effective and efficient transit times for QRO inbound and outbound
- Transit 1-3 days with connection in CHG

**DHL Express limits are not constrained at 500lbs can ship up to the following dimensions:**

- Weight Limit up to 2,200lbs per piece and up to 6,600lbs per shipment
- Shipment dimensions can be no longer than: 300cm length, 200cm, and 160cm height

If you do not have a small parcel account to utilize for shipping, please contact [DLCC@delta.com](mailto:DLCC@delta.com) for both domestic and international shipments.

## Small Parcel Primary Domestic & International



**Small Parcels**  
0 – 150 lbs.



### Domestic

### International



Pre-approved  
UPS Ground (1-7) \$  
UPS 3 Day Select \$  
UPS 2<sup>nd</sup> Day Air \$\$

Pre-approved  
UPS Standard \$  
UPS Worldwide Expedited (2-5) \$\$  
UPS Worldwide Saver (1-3) \$\$\$

Requires Approval  
UPS Next Day Air \$\$\$\$

Requires Approval  
UPS Worldwide Express (1-3, AM) \$\$\$\$

## Small Parcel MRO QRO Requirement



### DHL Express

- DHL is the most cost effective and efficient transit times for QRO inbound and outbound
- Transit 1-2 days with connection in CVG

**DHL Express limits are not constrained at 150lbs can ship up to the following dimensions:**

- Weight Limit up to **2,200lbs per piece** and up to **6,600lbs per shipment**
- Shipment dimensions can be **no longer than:** 300cm length, 200cm, and 160cm height

If you do not have a small parcel account to utilize for shipping, please contact [DLCC@delta.com](mailto:DLCC@delta.com) for both domestic and international shipments.

## Small Parcel Domestic & International Exceptions



Approval to utilize FedEx Express is **REQUIRED** from the DLCC. The following locations are excluded from approval:

- FedEx Express is required to support GE at 138 Prospect Place in Cincinnati OH
- FedEx Express is the secondary carrier for ASIA DG shipments
- FedEx Express is the secondary carrier for the entire Caribbean due to UPS customs issues
- FedEx Express is the secondary carrier for LAX, TOC and GSE shipments
- IT shipments require FedEx Express due to UPS customs issues for the following locations: St Lucia, Bahamas, St Marteen and Cuba



- DHL Express **DOES NOT** handle intra Mexico shipments
- All intra Mexico shipments must be handled by local Mexico office due to USA import and export account set up, currency, etc.
- DHL must be utilized for Microtecnica Italy shipments due to UPS broker issues

To avoid customs delays, please contact DLCC for specialized SOPs for the following vendors: **Microtecnica, Honeywell Repairs, Safran, and Thompson Aero Seating Non-Warranty Repairs**

## Less Than Truckload (LTL)



150-8,000 lbs. and  
Less than 10 skids

### Domestic



Pre-approved  
Economy (2-6) \$

Requires Approval  
Priority (1-4) \$\$

### International



Primary carrier for  
International and Domestic Air Freight  
(LTL & FTL)

## Non-Compliant LTL Inbound Vendor Carrier

The following LTL carriers are **NOT** authorized:

- UPS Freight (Entity **DOES NOT** Exist)
- TForce Freight
- Southeastern Freight
- R+L Carrier
- Radiant Logistics
- USF Holland

To prevent COD delivery issues, kindly advise vendors against booking LTL freight through the UPS World Ship or CampuShip portal. UPS Freight no longer exists, it has been sold and rebranded as TForce Freight. TForce Freight is **NOT** an approved carrier.

## Full Truckload (FTL)



More than 8,000 lbs. OR  
10 or more skids/pallets

## Domestic



Pre-approved  
TECH OPS (TOC)  
Shipment Only



## International



Primary carrier for  
International and Domestic Air Freight  
(LTL & FTL)

Please contact the DLCC team for approval to support any alternative expedited service providers at the following email address: [DLCC@delta.com](mailto:DLCC@delta.com)

## Air Freight



Use only if ground service does not meet transit time requirements.  
151 – 3,000 lbs.



UPS SCS Freight Forwarding



**PRIMARY CARRIER**  
for International and Domestic Air Freight (LTL & FTL)



**SECONDARY CARRIER**  
Pre-approved  
5 Days \$  
2 Days \$\$  
Requires Approval  
Next Day \$\$\$

Please contact the DLCC team for approval to support any alternative expedited service providers at the following email address: [DLCC@delta.com](mailto:DLCC@delta.com)





# Where are you shipping to?

(click one below)

## Asia MROs



**SIN-SASCO /  
SIAEC**



**CAN-STAG**

## LATAM MROs



**SAL**



**QRO**



## Asia MROs - CAN(STAG) and SIN(SASCO)



### CAN-STAG<sub>1</sub>

### AIR FREIGHT ONLY

AOG		<ul style="list-style-type: none"> <li>• AOG Service is 1-2 days transit</li> <li>• Customs cleared in 1 day (24/7)<sub>2</sub></li> <li>• Better Tracking – Dedicated Team</li> </ul>
STANDARD		<ul style="list-style-type: none"> <li>• Standard 3-5 day transit</li> <li>• Customs cleared in 2 days</li> </ul>
COMAT	<b>Not Advised</b>	<ul style="list-style-type: none"> <li>• Unknown transit times</li> <li>• Turnover to OAL cause delays</li> <li>• Limited tracking/visibility</li> </ul>

### SIN-SASCO

### AIR FREIGHT ONLY

AOG		<ul style="list-style-type: none"> <li>• AOG Service is 1-2 days transit</li> <li>• Customs cleared in 1 day (24/7)</li> <li>• Better Tracking- Dedicated Team</li> </ul>
AOG	CM1 – TOC AOG Desk	<ul style="list-style-type: none"> <li>• Move based on Delta Network</li> <li>• Sterling Customs Cleared in 1 day</li> </ul>
STANDARD		<ul style="list-style-type: none"> <li>• Standard 3-5 day transit</li> <li>• Customs cleared in 2 days</li> </ul>
COMAT	CM1 or CM2	<ul style="list-style-type: none"> <li>• Used for non AOG materials</li> <li>• Customs cleared in 2-3 days</li> </ul>

1. Both STAG and SASCO are the Importer of Record (IOR) and provide customs clearance
2. Customs only operates 24/7 for AOG parts moved via a freight forwarder



## Express Carriers are not to be used

- Express Couriers are UPS, DHL, FEDEX, Sterling, etc...
- If the value of goods and transportation is over ~\$650 USD the express carrier is unable to clear and require document turn over to a broker.
- Once a 3rd party broker is involved then these shipments are processed after all other shipments and not on weekends or holidays, unlike AOGs



## LATAM MROs - SAL

### SAL AIR FREIGHT Options

<b>AOG</b>		<ul style="list-style-type: none"> <li>• AOG Service is 1-2 days transit</li> <li>• Customs cleared in 1 day</li> </ul>
<b>STANDARD</b>		<ul style="list-style-type: none"> <li>• Standard 3-5 day transit</li> <li>• Customs cleared in 1 day</li> </ul>
<b>COMAT</b>	<b>Not Advised</b>	<ul style="list-style-type: none"> <li>• Small shipments only for COMAT</li> <li>• Limited capacity on DL Metal</li> <li>• Flights are payload optimized</li> </ul>

### SAL Ocean – A320 Mod

<b>Trucking</b>	<ul style="list-style-type: none"> <li>• US suppliers are to use Covenant Trucking to ship material to MIA</li> </ul>
<b>Consol</b>	<ul style="list-style-type: none"> <li>• Bollore is the consolidation point in MIA for all A320 parts</li> <li>• Ships by shipset to SAL</li> </ul>
<b>Ocean</b>	<ul style="list-style-type: none"> <li>• Once a shipset is ready it moves via Ocean to SAL</li> </ul>




## LATAM MROs - QRO

**Expeditors and Dicex are the primary customs brokers in QRO**

### QRO      AIR FREIGHT Options

<b>AOG</b>		<ul style="list-style-type: none"> <li>AOG Service is 1-2 days transit</li> <li>Customs cleared in 1 day</li> </ul>
<b>STANDARD</b>		<ul style="list-style-type: none"> <li>Standard 3-5 day transit</li> <li>Customs cleared in 1 day</li> </ul>
<b>COMAT</b>	<b>Unavailable</b>	<ul style="list-style-type: none"> <li>No DL Service</li> </ul>

### QRO      Trucking Options – Engines

<b>Trucking</b>	<b>ATS</b> <b>EXPEDITORS</b> <b>K&amp;N</b>	<ul style="list-style-type: none"> <li>Transit is ~7 days</li> <li>Customs will determine actual transit time</li> </ul>
<b>AIR</b>		<ul style="list-style-type: none"> <li>Air is an unproven option</li> <li>Only works with the BR715 engine</li> <li>Trucking to CVG required</li> </ul>

## Specialized Routing Guide for MRO

- GLTC recommends that a separate routing guide be created for each MRO stations.
- Routing guide will address each MRO’s routing instructions, carriers and other information that will align with this guide.
- End users will be TOC Stores and Suppliers.



# How are you shipping to SIN-SASCO?

COMAT

AOG

STANDARD



# SIN-SASCO COMAT Air Freight Only

**COMAT**

**CM1 or CM2**

- Used for non AOG materials
- Customs cleared in 2-3 days

1. Both STAG and SASCO are the Importer of Record (IOR) and provide customs clearance
2. Customs only operates 24/7 for AOG parts moved via a freight forwarder

Over  
150 lbs.



## Express Carriers are not to be used

- Express Couriers are UPS, DHL, FEDEX, Sterling, etc...
- If the value of goods and transportation is over ~\$650 USD the express carrier is unable to clear and require document turn over to a broker.
- Once a 3rd party broker is involved then these shipments are processed after all other shipments and not on weekends or holidays, unlike AOGs



# SIN-SASCO AOG Air Freight Only

**AOG-1**



- AOG Service is 1-2 days transit
- Customs cleared in 1 day (24/7)
- Better Tracking- Dedicated Team

**AOG-2**

**CM1 – TOC AOG Desk**

- Move based on Delta Network
- Sterling Customs Cleared in 1 day

1. Both STAG and SASCO are the Importer of Record (IOR) and provide customs clearance
2. Customs only operates 24/7 for AOG parts moved via a freight forwarder

Over  
150 lbs.



## Express Carriers are not to be used

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- Once a 3rd party broker is involved then these shipments are processed after all other shipments and not on weekends or holidays, unlike AOGs



# SIN-SASCO STANDARD Air Freight Only

**STANDARD** 

- Standard 3-5 day transit
- Customs cleared in 2 days

1. Both STAG and SASCO are the Importer of Record (IOR) and provide customs clearance
2. Customs only operates 24/7 for AOG parts moved via a freight forwarder

Over  
150 lbs.



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# How are you shipping to CAN-STAG?

COMAT

AOG

STANDARD



# CAN-STAG COMAT Air Freight Only

**COMAT**

**Not Advised**

- Unknown transit times
- Turnover to OAL cause delays
- Limited tracking/visibility

1. Both STAG and SASCO are the Importer of Record (IOR) and provide customs clearance
2. Customs only operates 24/7 for AOG parts moved via a freight forwarder

Over  
150 lbs.



## Express Carriers are not to be used

- Express Couriers are UPS, DHL, FEDEX, Sterling, etc...
- If the value of goods and transportation is over ~\$650 USD the express carrier is unable to clear and require document turn over to a broker.
- Once a 3rd party broker is involved then these shipments are processed after all other shipments and not on weekends or holidays, unlike AOGs



# CAN-STAG AOG Air Freight Only

AOG



- AOG Service is 1-2 days transit
- Customs cleared in 1 day (24/7)
- Better Tracking – Dedicated Team

1. Both STAG and SASCO are the Importer of Record (IOR) and provide customs clearance
2. Customs only operates 24/7 for AOG parts moved via a freight forwarder

Over  
150 lbs.



## Express Carriers are not to be used

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- If the value of goods and transportation is over ~\$650 USD the express carrier is unable to clear and require document turn over to a broker.
- Once a 3rd party broker is involved then these shipments are processed after all other shipments and not on weekends or holidays, unlike AOGs



# CAN-STAG STANDARD Air Freight Only

**STANDARD**



- Standard 3-5 day transit
- Customs cleared in 2 days

1. Both STAG and SASCO are the Importer of Record (IOR) and provide customs clearance
2. Customs only operates 24/7 for AOG parts moved via a freight forwarder

Over  
150 lbs.



## Express Carriers are not to be used

- Express Couriers are UPS, DHL, FEDEX, Sterling, etc...
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## How are you shipping to SAL?

**AIR FREIGHT Options**

**Ocean – A320 Mod**



Back  
to SAL



Back



# How are you shipping to SAL?

## AIR FREIGHT Options

COMAT

AOG

STANDARD



Back  
to SAL



Back



# How are you shipping to SAL?

**Ocean – A320 Mod**

TRUCKING

CONSOL

OCEAN



Back  
to SAL



Back

# LATAM MROs – SAL COMAT Air Freight

COMAT

**Not Advised**

- Small shipments only for COMAT
- Limited capacity on DL Metal
- Flights are payload optimized

Over  
150 lbs.







Back  
to SAL



Back

# LATAM MROs – SAL AOG Air Freight

AOG



- AOG Service is 1-2 days transit
- Customs cleared in 1 day

Over  
150 lbs.





Back  
to SAL



Back

# LATAM MROs – SAL STANDARD Air Freight

**STANDARD**



- Standard 3-5 day transit
- Customs cleared in 1 day

Over  
150 lbs.





Back  
to SAL



Back

# LATAM MROs – SAL TRUCKING Ocean – A320 Mod

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## TRUCKING

- US suppliers are to use Covenant Trucking to ship material to MIA
- 

Over  
150 lbs.





Back  
to SAL



Back

# LATAM MROs – SAL CONSOL Ocean – A320 Mod

- 
- CONSOL**
- Bollore is the consolidation point in MIA for all A320 parts
  - Ships by shipset to SAL
- 

Over  
150 lbs.





Back  
to SAL



Back

# LATAM MROs – SAL OCEAN Ocean – A320 Mod

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## OCEAN

- Once a ship set is ready, it moves via Ocean to SAL
- 

Over  
150 lbs.





## How are you shipping to QRO?

**AIR FREIGHT Options**

**Trucking Options - Engines**

**Expeditors and Dicex are the primary customs brokers in QRO**



Back to QRO



Back



## How are you shipping to QRO?

### AIR FREIGHT Options

COMAT

AOG

STANDARD

**Expeditors and Dicex are the primary customs brokers in QRO**



Back to QRO



Back



## How are you shipping to QRO?

### Trucking Options - Engines

TRUCKING

AIR

**Expeditors and Dicex are the primary customs brokers in QRO**





Back to QRO



Back

Expeditors and Dicex are the primary customs brokers in QRO

# LATAM MROs – QRO COMAT Air Freight

COMAT

**Unavailable**

- No DL Service

Over  
150 lbs.



## Specialized Routing Guide for MRO

- GLTC recommends that a separate routing guide be created for each MRO stations.
- Routing guide will address each MRO's routing instructions, carriers and other information that will align with this guide.
- End users will be TOC Stores and Suppliers.



Back to QRO



Back

**Expeditors and Dicex are the primary customs brokers in QRO**

# LATAM MROs – QRO AOG Air Freight

**AOG**



- AOG Service is 1-2 days transit
- Customs cleared in 1 day

Over  
150 lbs.



## Specialized Routing Guide for MRO

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Back to QRO



Back

**Expeditors and Dicex are the primary customs brokers in QRO**

# LATAM MROs – QRO STANDARD Air Freight

**STANDARD**



- Standard 3-5 day transit
- Customs cleared in 1 day

Over  
150 lbs.



## Specialized Routing Guide for MRO

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Back to QRO



Back

**Expeditors and Dicex are the primary customs brokers in QRO**

# LATAM MROs – QRO TRUCKING

## Trucking Options - Engines

<b>TRUCKING</b>	<b>ATS EXPEDITORS K&amp;N</b>	<ul style="list-style-type: none"> <li>• Transit is ~7 days</li> <li>• Customs will determine actual transit time</li> </ul>
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Over 150 lbs.



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Back to QRO



Back

**Expeditors and Dicex are the primary customs brokers in QRO**

# LATAM MROs – QRO TRUCKING Trucking Options - Engines

**AIR**



- Air is an unproven option
- Only works with the BR715 engine
- Trucking to CVG required

Over  
150 lbs.



## Specialized Routing Guide for MRO

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