

Worldwide customised and flexible solutions for emergency and special logistics

- **Specialist for emergency and special logistics time:matters at the “World Air Cargo Event 2006” in Dubai**
- **Service available worldwide around the clock**

Neu-Isenburg, January 17, 2006 – At the “World Air Cargo Event 2006” in Dubai, which is being held from 22-25 January, the company time:matters GmbH will be presenting its solutions as a specialist for emergency and special logistics. time:matters is represented on the stand of its parent company Lufthansa Cargo AG at the Jumeirah Beach Hotel.

time:matters offers its customers worldwide tailored and flexible solutions for highly urgent shipments. If needs be, the service provider for urgent and emergency logistics can also offer professional assistance worldwide, rapidly and unbureaucratically. Via the internationally available central service line +49-(0)700-timematters (+49 (0)700-84 63 62 88) the various special logistics services provided by time:matters can be taken up around the clock.

time:matters bases its service on two components: a team comprising experienced industry insiders focused on the field of special logistics, and a global logistics network for same-day or highly urgent services. This is deployed customer-specifically for each individual commission. The specialists draw up customised individual transport solutions on the basis of the worldwide, flexible and specially-developed network of partners who transport goods as required by air, by rail or by road.

One of the key components for smooth settlement is the Service Center in Sharjah (United Arab Emirates), which was set up in 2004 within the framework of the then recently-initiated strategy of establishing a globally-accessible hub for emergency and special logistics. Consignments are co-ordinated and actively monitored at the Service Center – around the clock, seven days a week –, enabling immediate remedial measures to be taken in the event of delays.

A further essential milestone in this strategy is the Special Service Desk (SSD) at the company’s headquarters near Frankfurt Airport (Germany). The SSD is staffed with specialists who oversee the entire transport chain for the consignments. In addition, they consider it a personal challenge to find a customer-specific solution for every urgent and emergency commission, irrespective of its complexity. The team is also able to draw up individual solutions for comprehensive and/or regularly recurring logistics projects.

In the case of consignments within Europe, delivery by air within a few hours and from Europe to the US on the same day is standard. And meanwhile even India, China and in particular Dubai are only a stone’s throw away for time:matters.

time:matters customers include logistics service providers such as integrators, courier companies or forwarding agents. By assigning their emergency logistics requirements to an external partner, these companies are able to profit from the expertise of a highly-specialised partner, and can offer their customers a solution even in emergency and special cases, without the need to increase the complexity of their own processes.

An example of an emergency shipment is the request of an international logistics provider, who urgently needed to have electronic parts transported from Osaka to Giessen, Germany, as quickly as possible for just-in-time production. The utmost urgency was called for since the parts had to be at the factory in time to prevent substantial production losses. time:matters promptly found a customer-specific solution and put the process into motion the following day. The parts were delivered in Osaka at 8:15 a.m. local time and were loaded onto the aircraft to Frankfurt less than an hour later. They arrived in Frankfurt on time, and after clearing customs were able to be reloaded onto a truck by 4:00 p.m. local time. The truck delivered the parts directly to the factory in Giessen on schedule at 6:30 p.m. and the customer was highly satisfied with the quick service.

time:matters GmbH, a wholly-owned subsidiary of Lufthansa Cargo AG offers customized logistics solutions for “impossible” and complex logistics challenges. The basis for the German wide and international special speed services are both fast and reliable means of transportation for highly urgent and extremely important shipments by air, rail, and road. Deutsche Lufthansa’s entire network of scheduled flights is available for time:matters shipments, as are numerous flights of other partner airlines: more than 900 continental and over 100 per day, some 380 destinations in 90 countries. Currently more than 140 German ICE and EC/IC train stations in Germany are available for the time:matters service.

Additional Information: time:matters GmbH, Dornhofstrasse 100, D-63263 Neu-Isenburg,
Phone: +49-(0)6102-36738-800, Fax: +49-(0)6102-36738-899,
Information and booking: +49 (0)700-timematters (+49 (0)700-84 63 62 88),
E-mail: info@time-matters.com, Internet: www.time-matters.com

time:matters Press Relations:

Phone: +49-(0)6102-36738-868, E-mail: presse@time-matters.com

PR Agency: Team Andreas Dripke, Phone: +49-(0)611-973150, E-mail: team@dripke.de