

## Work Order for Camera Investigation

**To (consignee):**

**From (ordering company):**

FCS Frankfurt Cargo Services GmbH (FCS)	
CargoCity Süd, Building 532	
60549 Frankfurt / Germany	
Phone +49 (0)69-690-71631 (Export)	
Phone +49 (0)69-690-70127 (Import)	
E-Mail export-supervisor@fcs.wfs.aero	
E-Mail import-supervisor@fcs.wfs.aero	
Fax +49 (0)69-690-58074	

The ordering company instructs FCS to perform a camera investigation for the following shipment(s):

Shipment details:

<b>Reason for the camera investigation:</b> (suspicion for wrong loading, tracing, damage, theft and the like)	
AWB-number(s):	
Weight, amount of parcels:	
Acceptance/ delivery at FCS:	
Incoming flight/truck (flight/truck-number, date):	
Description of the shipment: (commodity, dimensions, appearance, packing, special information etc.). Please attach photos if possible.	
Other information:	

**Please note:** The more detailed shipment information (photos, dimensions, etc.) is available, the faster results can be expected from investigation.

FCS will inform the ordering company of the result of the camera investigation. For reasons of data protection law, FCS is not allowed to provide any copies of the video material or personal data. This would only be possible through a judicial decision. Photo material of the



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investigation can only be made available in the form of screenshots. Here, persons and all business-relevant information are pixelated in accordance with BDSG and DSGVO.

**Contact information of the ordering company:**

Surname:

Telephone number for queries:

The results of the camera evaluation shall be sent to the following e-mail address (es):

FCS will try to carry out an order for camera investigation in a timely manner. For operational reasons, however, there may be delays, as an investigation may only be carried out in the presence of a works council member of FCS. FCS will inform the client in such a case.

FCS invoices the client for the cost of the camera investigation according to the published list of services, service number 11129/16349 "Supervisor" (under point 8 Equipment and personnel), for every 30 minutes. The Supervisor documents the time required for the camera investigation.

If the camera evaluation reveals that FCS was responsible for a damage, incorrect loading or loss of the freight, FCS bears the costs of the camera investigation in full.

The current list of services can be viewed at <http://www.fcs.wfs.aero/index.php/en/agbse>, or can be requested by calling +49 (0) 69 690 29554 or e-mail to [info@fcs.wfs.aero](mailto:info@fcs.wfs.aero).

The general terms and conditions of FCS Frankfurt Cargo Services apply, which can be viewed at <http://www.fcs.wfs.aero/index.php/en/agbse>.

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Date, signature of the ordering company