



Down-to-Earth Aerospace Solutions

The aerospace industry faces numerous logistics challenges. With the combined expertise of FedEx Custom Critical and the global network of FedEx Express®, **FedEx Customized Freight** offers a range of services tailored to empower you to get what you need for your shipments.

FedEx Customized Freight offers the following key benefits:

Speed to Delivery

- We offer you the fastest times within the FedEx Express network.
- We have the customs and international logistics know-how to ensure your shipment clears ports quickly and seamlessly.
- Your shipment will have priority boarding so that it arrives where it needs to be no matter what day or time.

Reliability

- We provide the support you need for your critical shipments, including customs and brokerage resources.
- With tools such as FedEx Ship Manager you get a clear picture of your shipping and billing data.



Monitoring

- Dedicated operational staff monitors each shipment and provides you with live, up-to-date, personal communication about the status of your shipment and, when necessary, conducts customized shipment intervention.
- The FedEx command center offers additional levels of monitoring .
- You have 24/7/365 access to FedEx security specialists around the globe.

Expertise

- Whatever size shipment you have – from O-rings to aircraft engines – FedEx Customized Freight has the right techniques, materials and assistance to pack your shipment.

Here are some examples of how aerospace companies took advantage of FedEx Customized Freight to solve their shipping challenges:

When a wing flap was damaged on the ground, a company quickly engaged FedEx Customized Freight to replace the needed, oversize component. Long and thin, the delicate wing flap required special handling equipment in order to not bend or damage the wing surface. Side-load trucks were used on the ground to transport the part to the outbound gateway. The FedEx Customized Freight team engaged a special build-up crew to make sure the part was set for air travel from Europe. Once safely on the ground in Singapore, the team retrieved the flap and expedited it to the maintenance crew at the designated time.

A China supplier went through some challenging times with inventory and quickly became delayed in its new seat production, resulting in an aircraft manufacturer being down while waiting on seats being shipped on a slower mode of transportation. Because the downtime proved cost-prohibitive for the manufacturer, the supplier turned to FedEx Customized Freight for an expedited solution. FedEx Customized Freight satisfied the supplier's need by obtaining priority boarding and using dedicated trucks for pick-up and delivery. The FedEx Customized Freight intervention significantly reduced the downtime for the seat manufacturer's customer.

When an airline encountered an aircraft on the ground (AOG) in Sydney, Australia over the weekend, it relied on FedEx Customized Freight to help retrieve the needed part and expedite it through the FedEx Express network. The FedEx Customized Freight team booked priority boarding out of Georgia, U.S. to Sydney and then worked with the local Sydney station to retrieve the critical AOG freight and place it on a dedicated truck direct to the final destination, resulting in the aircraft resuming operations before the end of the weekend.

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