



Solutions That Keep Vehicles Moving

With the combined expertise of FedEx Custom Critical and the global network of FedEx Express®, FedEx Customized Freight offers tailored services for the automotive industry that empower you to get what you need for your shipments.

FedEx Customized Freight offers the following key benefits:



Speed to Delivery

- We offer the fastest times found within the FedEx Express network.
- We have the customs and international logistics know-how to ensure your shipment clears ports quickly and seamlessly.

Priority Space Commitment

- Your shipment will have priority boarding so that it will move at the earliest possible time.

Communications and Monitoring

- Dedicated operational staff monitors each shipment and proactively 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.

Exclusive Use Charter Avoidance

- FedEx Customized Freight leverages the strength and size of the FedEx Express network and finds the next flight out – cargo or commercial.

Extraction/Recovery

- When necessary, dedicated operations staff will intervene and mode-shift to make sure your shipment stays on track.

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

When a seat belt retainer manufacturer shut down an assembly line because a vendor didn't get product there on time, FedEx Customized Freight worked with the vendor and developed a multi-pronged transportation solution to make sure the same issue was not repeated. First, the FedEx Customized Freight team designed an alternative routing plan that reduced truck drive time and used an airport closer to the vendor. Second, the team built a special communication plan to ensure that if delays were encountered while in transit, the seat belt retainer manufacturer would have visibility throughout the process and know what options could be utilized to speed up the final-mile delivery.

When labor issues arise and the supply chain comes to a halt, all modes of transportation can be impacted. During a port lockout, shippers in Asia filled all export capacity and began encountering substantial delays. Through FedEx Customized Freight, a major automotive manufacturer was able to jump to the front of the line in order to ship out of the region. In doing so, the manufacturer minimized the impact of the port lockout on its customers and kept its production facilities up and running.

When a holiday disrupted normal transportation, a Japanese automotive supplier turned to FedEx Customized Freight to retrieve its product and expedite it to its final destination. With the scheduled flight network off for the holiday, the FedEx Customized Freight team retrieved the needed product, placed it on a dedicated truck and drove straight through the night to meet the receiving team for immediate offload.



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