



When It Comes To Healthcare, Shipment Integrity Is Everything

The healthcare 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:

Temperature Integrity

- Our specialists help you choose the optimal temperature-controlled air cargo container or packaging solution – from -20C to +25C.
- The container placement and temperature of the cargo hold area on aircraft can be dictated for your shipment's specific requirements.
- Should delays in transit occur, the FedEx Customized Freight staff will engage contingency measures to place the critical freight in an appropriate temperature environment.
- If you have a last-minute shipment or a product launch, FedEx Customized Freight can reposition containers globally for products at no cost to you.
- You have 24/7/365 dedicated monitoring through FedEx® temperature-control services and support through Quality teams to manage your regulatory compliance and give you peace of mind.

Speed to Delivery

- We offer the fastest times found within the FedEx Express network.
- Your shipments have exclusive-use vehicles for extra speed and security.



Tailored Support and Monitoring

- A dedicated pre-flight team designs your transportation solution based on your specific shipping needs, including customs and regulatory preclearance, customer-specific operating procedures, and contingency plans.
- The in-flight team provides active shipment management, including monitoring and near real-time updates throughout your shipments' transit 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.

Quality Support

- A dedicated Quality team supports chain-of custody or chain-of-quality verification, including Corrective and Preventative Action (CAPA) needs.

Contingency Planning

- In the event of delays, FedEx Customized Freight has the ability to leverage the FedEx Express network and vehicles to keep your critical shipments moving.

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

When shipping from Japan to the U.S., a specialty pharmaceutical company needs the temperature of its product to be maintained at a constant 15—25C range. With FedEx Customized Freight, the customer's shipments are picked up in temperature-controlled vehicles and transported to a FedEx cold chain facility, where they are transferred to CSafe containers for transport to the U.S. destination. The customer receives continual temperature monitoring updates from the in-flight team and a post-delivery quality compliance report.

A biopharmaceutical company needs to quickly transport large quantities of a lifesaving drug from Singapore to the U.S. With little advance notice, FedEx Customized Freight secures, pre-conditions and delivers the active containers needed to maintain a temperature range of 2—8C. To help expedite the clearance process, the team then works with FedEx Express to guarantee the shipment receives priority consideration with U.S. Customs. The product is then promptly delivered with exclusive-use temperature-controlled vehicles.

A pre-conditioned, insulated package that can maintain a constant temperature range and a temperature monitor is identified for a diagnostics manufacturer's products being shipped from the U.S. to Korea. A temperature-control solutions specialist walks the shipping contact through the document and packaging requirements. The shipment is delivered on time with temperature integrity maintained throughout transit for each package.

[More info](#)

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