



FedEx[®]
Express

TIME SAVER **LIFE SAVER**

FedEx[®] HealthCare Solutions.
The Pulse of the Health Sector.

FedEx. Solutions powered by people.

FedEx® HealthCare Solutions designed to fit your business

With time-sensitive, high-value healthcare products such as medical devices, implants and in vitro diagnostics, it's not just getting them there that counts, you need to know the status of every shipment from start to finish. A healthcare company needs a reliable, fast and reversible supply chain to satisfy a rapidly-expanding global market. Count on **FedEx® HealthCare Solutions** for end-to-end

services covering everything from specialised packaging, proactive monitoring, real-time intervention and customer specific shipping solutions to innovate supply chain management. The rigorous care and support from special FedEx teams, utilising the latest technology on the ground and in the air, ensure you benefit from full shipping visibility with shipment integrity throughout.



Visibility

To keep a constant eye on your supply chain 24/7 you need the end-to-end visibility that FedEx can ensure, ranging from proof of delivery to proactive alerts and other specialised services to report, recover and resolve any service issues:

- **Advanced web-based tracking:** All the information you need during transportation is always at your fingertips, thanks to **FedEx Advanced Tracking**. Through web-based access, you benefit from end-to-end visibility for accurate knowledge of shipment status throughout the transportation process
- **Dedicated FedEx tracking:** So you don't have to monitor every shipment, we'll do it for you with **FedEx Priority Alert™**. An assigned and dedicated specialist⁽¹⁾ will provide advanced shipment monitoring, pro-active notification and recovery actions (re-icing, cold storage and re-gelling) if required, ensuring you have peace of mind from start to finish
- **GPS sensor tracking:** You can monitor in-transit conditions in near real-time⁽²⁾ by combining a GPS sensor with a web-based platform. **SenseAware™** will continually provide data and enable alerts allowing for immediate intervention, whether for changes in environmental conditions, routes or to determine if shipments have been opened prematurely or exposed to light

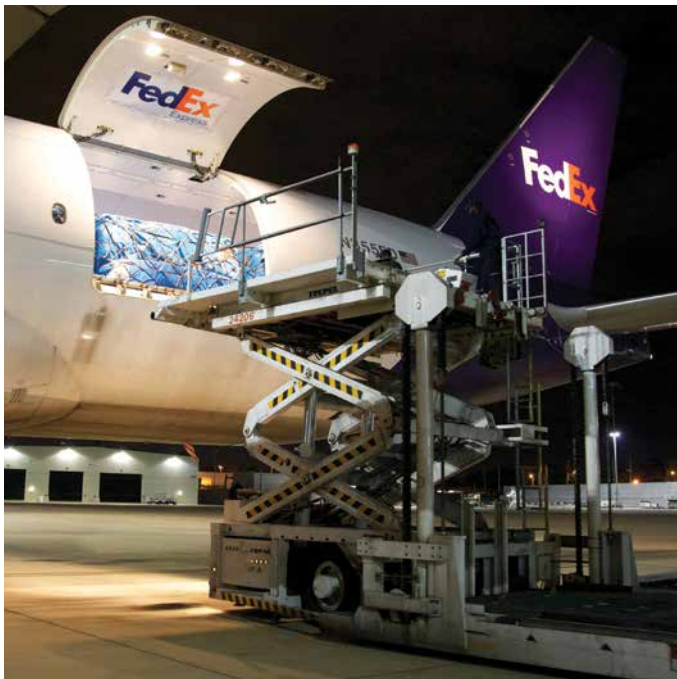
*Dimensions: 114 mm x 114 mm x 22 mm, Weight: 213 grams



Speed

Distributing life-saving products can be a race against time. So speed is important whenever we transport, deliver and process your time-critical shipments:

- Fast transit times⁽³⁾ with guaranteed door-to-door delivery worldwide and in local country with domestic service⁽⁴⁾
- Minimum transit storage times and efficient package handling at our hubs
- Connecting 95% of global GDP within 72 hours⁽³⁾
- Late collections and early next-morning deliveries within Europe and to the USA⁽³⁾
- Streamlined procedures using free, user-friendly online shipping tools to save you time and minimise errors in shipping documentation
- Efficient and streamlined online customs document management with **FedEx® Electronic Trade Documents**
- A seamless customs clearance process to enable on-time delivery of your goods, with a range of specialised inbound clearance solutions, subject to an additional fee



(1) A per-shipment fee applies for this service. Additional terms and conditions governing the use of FedEx Priority Alert apply and can be found in the contract. Contact your FedEx Account Executive for more information.

(2) SenseAware devices are designed to suspend transmission of data during flight, although they continue to monitor and store data. See senseaware.com for further details.

(3) Transit times and delivery commitments may vary depending on origin, destination and nature of the goods shipped. Please contact Customer Service for further details.

(4) Full details of the FedEx money-back guarantee are available in our FedEx EMEA Conditions of Carriage. Please see AWB or refer to fedex.com/de_english/services/terms/.



Returns

An easy, flexible and reliable returns experience is part of the healthcare industry's lifeblood.

With **FedEx® Global Returns** you benefit from our document assistance and the visibility you need to manage returns, helping you control the cost and speed of your return logistics. So now you can better manage inventory and resources, protect against sample degradation, while giving your customers more flexibility and the assurance to help maintain a positive customer relationship.

Fulfilment

Providing an end-to-end, fully visible supply chain designed and configured to your medical device business is the role of **FedEx SupplyChain Fulfilment®** services. Goods are collected in bulk, forwarded in consolidated shipments and cleared by us through customs to our central and forward stocking locations covering the whole of Europe, and worldwide. There we can break bulk, store, organise and dispatch your goods in response to customer requests.

Your inventory is available 24/7/365 with scalable warehouse management processes tailored precisely to your needs. These can start with pick, pack and ship with the opportunity to incorporate a range of complementary services such as kitting and returns management.

Reliability

Rely on:

- A comprehensive range of shipping solutions for import or export, heavy or lightweight, urgent or less time-sensitive consignments
- Strict control and monitoring measures throughout shipment with notification alerts for speedy operational recovery and intervention procedures
- Individual support from a global team of specially-trained customer service operators available 24/7/365
- A global air and ground network wholly dedicated to time-critical shipment delivery with the world's largest air cargo fleet
- New Boeing 777 freighters including exclusive temperature controlled loading options
- Dangerous Goods express shipments to and from over 90 countries⁽⁵⁾
- ISO 13485 certification for our European Distribution Centre in the Netherlands



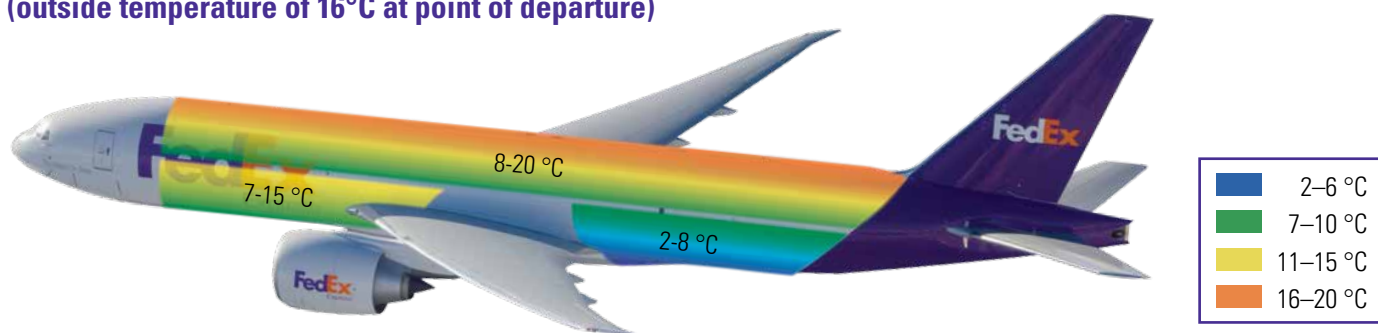
⁽⁵⁾ Biological Substance Category B in FedEx UN3373 Pak can be shipped to over 220 countries and territories worldwide.

Temperature-Controlled

Maintaining temperatures within a specific range throughout shipping is essential to sustain the quality of many healthcare products. FedEx has a wide range of packaging options for your temperature-sensitive packages throughout the shipping process.

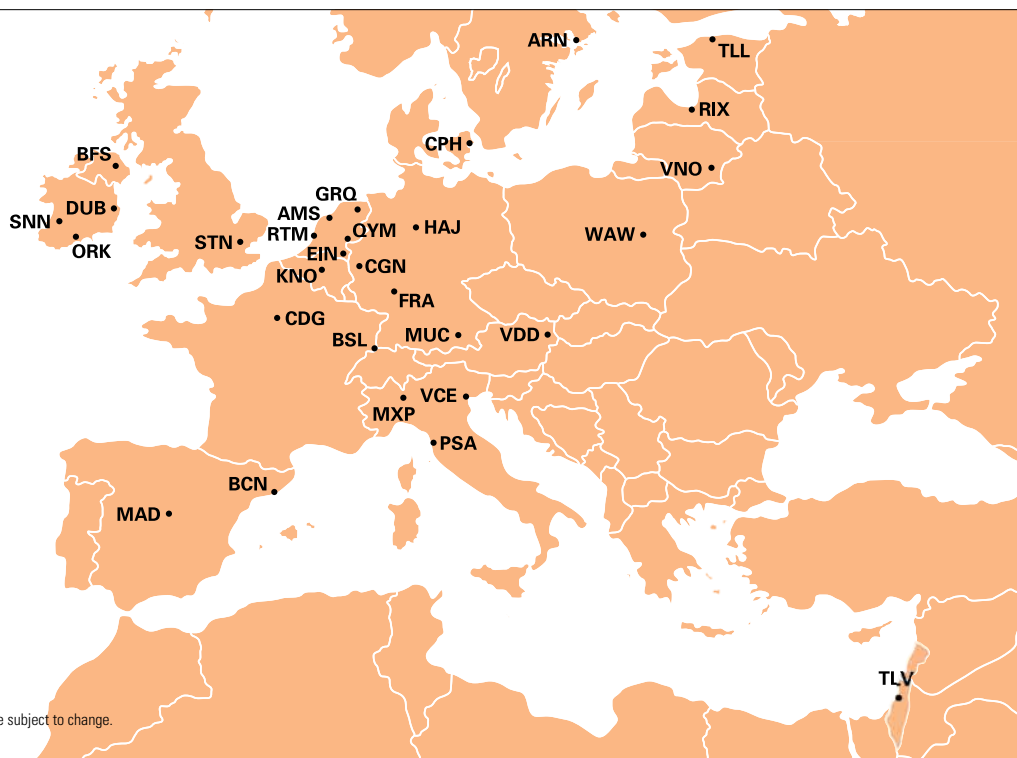
With temperature-controlled logistics that ensure rapid intervention and replenishment options and safe, transit storage to match the healthcare industry's stringent conditions at every stage.

Temperature profile around the containers after nine hours in the air (outside temperature of 16°C at point of departure)



-150°C	Liquid Nitrogen Dewar	<ul style="list-style-type: none"> • Dry vapour technology (-150°C) allows holding times up to 10 days • No need for insulated boxes or dry ice
-20 to +25°C	Envirotainer	<ul style="list-style-type: none"> • Pre-selected shipment temperature (-20°C to +25°C) maintained and monitored from pickup to delivery • Secured and controlled positioning within the aircraft
+2 to +8°C	Cold Shipping Box	<ul style="list-style-type: none"> • Patented Nanocool system maintains temperatures (+2°C to +8°C) for 96 hours • Button-press activation attains 4°C in under five minutes without pre-cooling, pre-freezing, gel packs or dry ice
+4 to +25°C	C-Safe Compressor Containers	<ul style="list-style-type: none"> • Maintains a consistent internal temperature (+4°C to +25°C) without dry ice
+15 to +30°C	FedEx® Thermal Blanket	<ul style="list-style-type: none"> • End-to-end solution with no need to buy blankets • Enhanced tracking and visibility plus temperature-controlled transit storage • Covering perishable goods in transit to shield them from weather fluctuations
Ambient	FedEx® UN 3373 Pak and FedEx® Clinical Pak	<ul style="list-style-type: none"> • Safely transports infectious substances, non-infectious human or animal clinical samples and FDA-approved pharmaceuticals containing biological substances

FedEx locations with **cold rooms** and possibility of **dry ice replenishment** and **regeneration of gel cushions**⁽⁶⁾



⁽⁶⁾ Map is accurate as of January 2015. FedEx locations are subject to change.

Five key advantages FedEx® HealthCare Solutions give you

Global experience

The world's largest express transportation company and recognised leader in dangerous goods shipping with tailor-made global transport solutions for time-critical sensitive shipments.

Customised solutions

Needs-based services with additional specialist options giving maximum flexibility, security, speed and stability to your global supply chain.

Cutting-edge technology

A wide range of packaging options with cutting-edge technologies for temperature-controlled transport and protection of critical and life-saving products from factory to patient.

Peace of mind

End-to-end visibility and assured quality control with round-the-clock monitoring, express boarding, immediate recovery and intervention procedures.

Speed

Fast transit times backed by the FedEx money-back guarantee⁽⁴⁾ with convenient streamlined shipment processing and tracking capabilities at fedex.com/de_english.

„ It was also one of the easiest transactions to plan and execute, thanks to the support and commitment we received from the entire FedEx team.“

Dave Dezan, Director, Cadence Supply Chain Operations

„ As an industry, Life Sciences faces significant specialist logistical challenges and having the experience of FedEx behind us to guide our business through everything from shipment integrity to customs rules and regulations has played an integral part in the expansion of our business.“

Dr Charli Batley, Group Purchasing Manager, Horizon Discovery



01806 111 800⁽⁷⁾
healthcaresolutions@fedex.com
fedex.com/de_english/healthcare

(7) 20 cents/call from German landline; Mobile exceeding 60 cents/Call.