



When It Comes To Healthcare, Shipment Integrity Is Everything

A customer anxiously awaits FDA approval for a product launch in two days' time and needs trucks on standby to leave at a moment's notice. A medical device manufacturer needs to ship critically needed inventory. A pharmaceutical company or company manufacturer has a large quantity of finished product and/or API that requires 15 to 25-degree C (controlled ambient) or 02 to 08-degree C environment throughout its transport.

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.

Why FedEx® Customized Freight?

Your sensitive shipments often require proactive, critical decisions. Whether you need temperature integrity, speed to delivery, tailored support and monitoring, quality support and/or contingency planning, FedEx provides the customized solutions that give you confidence every step of the supply chain.

Temperature Integrity

No matter if you are sending patient samples or temperature-sensitive pharmaceuticals, FedEx® Customized Freight has solutions. Specialists can help you choose the optimal temperature-controlled air cargo container or packaging solution – from -20C to +25C. Not only that, container placement and temperature of the cargo hold area on aircraft can be dictated and, should delays in transit occur, products can be stored in ambient protection.



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 also 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

Timing is everything when your shipment has a limited viability period. FedEx® Customized Freight gives you the fastest times found within the FedEx Express® network and has exclusive-use vehicles for extra speed and security – where only your shipment is on the vehicle.

Tailored Support and Monitoring

Get your shipment's inside story all along the supply chain. A dedicated pre-flight team designs your transportation solution based on your specific shipping needs, including customs and regulatory pre-clearance, 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.

Quality Support

Because the integrity of your shipments is a top priority, a dedicated Quality team supports chain-of-custody or chain-of-quality verification, including Corrective and Preventative Action (CAPA) needs.

Contingency Planning

Your shipments often have a hard and fast viability period. 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 some 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 needed 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 that 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.