

AIT equips distributor with fast, cost-effective personal protective equipment delivery out of China

The Summary:

When a major multinational logistics firm left a laboratory equipment distributor's urgent shipment of N95 masks from China on hold at the airport in excess of a week, the shipper turned to AIT for help getting their freight to U.S. customers.

The Challenge:

Medical masks stuck at terminal

While the initial surge of COVID-19 spread across the United States in early April, one of the world's leading laboratory products distributors had thousands of desperately needed N95 medical masks packed and ready to depart Asia for U.S. soil.

But for more than 10 days, as the customer's incumbent, asset-based integrator waited for capacity to open within their own fleet, the critical cargo sat at the Shanghai Pudong International Airport.

The Solution:

Tailored, fast door-to-door shipping

Within hours, AIT's ultra-responsive experts in the United States and Shanghai arranged for competitive pricing on 48-hour, door-to-door delivery via one of its core carriers.

Throughout the over-the-weekend process—from pick up to final delivery—the AIT team provided proactive customer communications, ensuring the client received timely updates on each milestone of their cargo's progress.

The Result:

Masks arrive within 48 hours

Since this initial, crucial shipment, the customer has only worked with AIT to move their PPE freight out of China, including shipments exceeding 1,000 cartons at a time. AIT and the customer are also working closely on future PPE freight projects in Europe and the Caribbean.

The AIT Difference Makers

- AIT's U.S.-based [Good Distribution Practices-certified life sciences control tower](#) functions as a central hub for effective communication and decision making throughout the shipping process
- [Wheels Up Customs Clearance](#) Program improves transit times by a full day via in-flight customs clearance
- **Non-asset-based forwarder flexibility** means AIT isn't bound by the limitations of a single aircraft or vehicle fleet
- Customers always connect to a real person with **true, 24/7 customer service**

Discover what AIT can do for you

For more information about AIT's life sciences logistics capabilities, contact Life Sciences Director, William Freidel at wfreidel@aitworldwide.com or (484) 497-1531.

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