

SMALL PACK SHIPPING INTEGRATING SMALL PACK WITH LOGISTICS FOR SEAMLESS VISIBILITY

CASE STUDY

A Global Airline relies on small pack shipments to support their global maintenance operations. The airline was working with outside vendors who controlled the small pack shipping process. The airline was experiencing issues with these vendors around shipping speed, lack of visibility and manual work falling back on their internal operational teams. Expeditors saw an opportunity to improve this process based on our expertise in this industry around aircraft parts.



OPPORTUNITY

A Global Airline relies on small pack shipments of tens of thousands of parts to support their global maintenance operations.

Their vendors controlled the shipping speed from their DCs or repair sites at the cost of the airline. The Airline had lack of visibility to orders/shipments once the order was placed with the vendor. They only gained visibility once the freight hit their dock.

The impact to the airline was that the Airline maintenance operations had to manually chase down these parts and get them to their internal logistics team. Maintenance operational teams having no visibility to when parts would be arriving result in an AOG (aircraft on ground) situation. Additionally they were experiencing increased transportation costs. The Airline was spending unnecessary man hours chasing shipment statuses and purchasing unnecessary buffer inventory to account for unknown shipment status.

OUR SOLUTION

Expeditors saw an opportunity to blend the airlines small pack shipments with traditional LTL and NFO/AOG Services to provide a seamless solution to the customer.

- Transitioned all domestic US shipments (regardless of size/weight) to move on Expeditors' network
- Expeditors and Airline created joint routing guide to vendors
- Transitioned small pack shipments to move on specific Expeditors FedEx account which feeds data back to Expeditors
- FedEx shipment data then became visible in Exp.o, our global online visibility platform.
- Daily reports were automatically sent back to airline at PO/shipment level
- Routing instructions now dictate "service level" or shipping speed
- Vendor specific performance reporting

THE RESULTS

- Customer now has visibility to all inbound orders
- Customer is currently saving \$30K a month by controlling shipment service level
- Airline reduction of AOG shipment activity due to lack of shipment visibility
- Reduction of buffer safety stock

EXPEDITORS DIFFERENTIATORS



Knowledge of aircraft parts and shipping needs



Understanding of vendor shipping processes and limitations to design adoptable process



Multi carrier network provides seamless integration across multiple ship modes



Technology provides seamless visibility from booking to delivery



Turnkey solution for shippers allows them to integrate traditional shipping methods with small pack integrator services and get shipment tracking and reporting all in the same platform