



MEDICAL DEVICE & HEALTHCARE LOGISTICS

Experienced healthcare professionals and researchers manage patient well-being with the support of medical devices that diagnose, prevent, mitigate, treat, or cure conditions. Handling and transporting these high-value medical devices and other critical equipment requires meticulous expertise and care. Expeditors' medical device and healthcare logistics program utilizes trained first and final mile teams to complete specialized pickups and deliveries to and from medical facilities within a highly secure, reliable, and time definite network.

**Expeditors**[®]

NETWORK & SERVICE

The Benefits of a Global Network

We understand how crucial your medical equipment and devices are to hospitals and clinics. Expeditors' premium network of white glove service providers, coupled with our extensive office locations and local customer service employees, work closely with you and your end-customers to ensure the best possible experience. This means your valuable assets are picked up and delivered securely, on time, and free of damage. All of these points allow for seamless transitions into new markets, end-to-end visibility of cargo in transit, and local pickup and delivery expertise to ensure proper coordination, transportation, and escalation.

Similarly, our return material authorization (RMA), or reverse logistics processes, ensure used assets move securely, safely, and compliantly with all local regulations.

Reliable and Tailored Service

Shipments are unique and we treat them as such. Expeditors' customer service and operations teams are available for all your specific needs, including the ability to speak to a live customer service representative, not a chatbot or prerecorded message.

Dedicated operations specialists and account managers familiar with specific projects and business needs are available for your requests, including:

- Time-specific pickup and delivery appointments for standard or demo units
- Fast confirmation of recovered items at the serial number level
- Quick turnaround times for project quotes
- End-of-quarter peak sales support
- Tailored standard operating procedures (SOP) ensure specific time and service levels
- Digital visibility and reporting capabilities





PREMIUM WHITE GLOVE SERVICE

Preparation

To execute sensitive moves flawlessly, our preparation begins before transportation with a pre-site survey. To understand all service requirements, a local white glove specialist will contact the pickup or delivery location prior to the service taking place. Advanced planning with the pre-site survey ensures all necessary labor and equipment are available and minimizes potential damage.

Pickup, Transportation, Delivery

After our teams communicate with the pickup or delivery site to understand the white glove service needs, we are ready to execute.

For those medical shipments that may not require special handling but are time-critical, such as reagents, we will ensure the shipment arrives on time, every time.

Standard and white glove services:

End-to-end transportation directly to a hospital, research facility, lab, clinic, pharmacy, or patient

Standard ground service, exclusive use vehicle, or premium LTL for high value devices

Availability of inside pickups, inside deliveries, packing and unpacking services, and going beyond a traditional loading dock or receiving area

Placing a device in the room of use or positioning equipment on a table

Technician, field engineer, or installation crew coordination

Custom packing and crating before delivery or after pickup, on-site setup of equipment, unpacking, and removal of debris

Temperature-controlled solutions

Scheduled pickup and delivery appointments

Secure and reliable less than truckload or exclusive use vehicle transportation services to ensure items are delivered or returned safely to the designated location

Medical industry trade show events

Supporting the transportation and handling of capital equipment into and out of medical facilities

SECURITY & COMPLIANCE

We understand our customers need assurance that pickups and deliveries go as planned. A unified global tracking and operating system provide end-to-end visibility and access to comprehensive data and reporting. We own and operate each location where we do business, which provides an added layer of control and visibility of all shipments. Having local expertise at both origin and destination means your cargo is constantly supervised, and operations leads are available to manage each service to ensure it runs smoothly. Together, our security and compliance procedures result in a reduction in loss and damages.

Additional compliance & security features

Secure transportation with active GPS tracking and monitoring at device or truck level

Device serial code capture for regulatory compliance purposes

Skilled, trained, and reliable laborers

Multiple laborers to quickly service high volume facilities or oversized equipment

Adherence to facility-specific security protocols for drivers and laborers

Specialized load and unload procedures, including custom ramps, lift gates, side panel install, and pallet jacks

Compliance with GDP regulations

ISO 13485 compliant, full service logistics provider





COMPREHENSIVE SOLUTIONS

Evaluating the End-to-End Supply Chain

If medical device customers use Expeditors for both the delivery and device return, there are proven service and cost benefits from evaluating the entire supply chain. Within medical supply chains, there are often delineations of responsibilities that separate deliveries of new technology from removing obsolete devices. Using the same logistics provider to deliver and remove assets creates synergy that will increase service and decrease cost.

Improved performance comes from previous experience with the medical facility at the time of delivery. Our white glove process ensures a pre-site checklist is used and completed as part of the scheduling process, and this will help confirm pickup or delivery requirements of the asset. The decreased costs can come from recovering and storing packaging when devices are initially delivered to the site. The original packaging is reused when removing assets that may have been used for demo purposes or require refurbishment, putting extra money back in our customers' pockets.

For more information about our medical device and healthcare logistics program, reach out to your local Expeditors office.