

# right place. right time. every time.

service overview

## blood services

We created the Next Flight Out business back in 1971 when we began our mission critical transportation services. Since then, we have developed systems and processes that insure the highest levels of on-time service in the market – 99.2% failure-free on average.

Today, we are recognized as an industry leader in mission-critical transportation, providing fast, reliable, door-to-door service of blood for transfusion and research.

### Extensive Geographic Reach

Our extensive network of courier agents can provide local pickup and delivery service in every major market throughout the world, providing more people with access to life changing blood transfusions regardless of their geographic location.

### Customized Time-Critical Transportation Services

- Next Flight Out
- Aircraft Charter
- Hand Carry
- Same Day Ground Courier

### 24/7/365 Availability

We understand that meeting your deadlines is critical. The sooner blood can be tested, the sooner it can be released for donation. That's why we are available at any time, including weekends and holidays. Our offices are staffed by NGL employees 24 hours a day, 7 days a week. This means greater resource sharing capabilities at anytime.

### Superior Performance – Near 100% failure-free service

**Our on-time performance is simply unrivaled in the industry.**

- For each step in the process, we adhere to the most stringent standard operating procedures in the industry.
- Our standard operating procedures include system-driven, redundant quality control measures, incorporating over 35 years of same day delivery experience.
- Our state-of-the-art transportation management system monitors the completion of 42 unique steps for each shipment to ensure accuracy, reliability, consistency, and on-time delivery.

### Superior Systems – Real Time Visibility and Proactive Notification

Our online shipping web site is unmatched for its level of visibility and ease of use. Our technology allows for:

- Easy online shipping and real time GPS tracking for the recovery and distribution processes – keeping you up to date on the exact status of a blood shipment while in transit to the recipient.
- Real time, online visibility, providing you with up-to-the-minute, full, and complete information regarding your shipment.
- Automatic proof of delivery and status updates via the Web, phone, fax, or email – customized to your exact specifications and needs.

### NGL Logistics and Supply Chain Services:

- Contract Logistics
- Multi-Tenant Warehousing
- Service Parts Logistics
- E-Commerce Fulfillment
- Distribution
- Manufacturing Support Services

### NGL Transportation Services:

- Sameday Air
- Sameday Ground
- International NFO
- Priority Airfreight
- International Airfreight
- Trade Compliance and Customs
- Ocean Shipping
- Freight Brokerage
- Parts Swap Out
- AOG
- Charter
- Reverse Logistics
- Time Critical Transportation

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