

# right place. right time. every time.

service overview

## labs, clinical trials and cellular therapies

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 for laboratory specimens, clinical trials, and cellular therapies. Our extensive network of courier agents can provide local pickup and delivery service in every major market throughout the world.



### Customized Critical Services

- NGL can coordinate your transportation network to reduce turn around time of specimens, resulting in faster results to your clients.
- NGL can coordinate clinical trials from investigator to central lab, domestically or internationally.
- NGL can transport life changing cellular therapies from scheduling, package orientation, and ambient temperature control.

### 24 / 7 / 365 Availability

We are available at any time, including weekends and holidays, to provide specific information and the most reliable same day shipping services in the industry. Our offices are staffed by NGL employees 24 hours a day, 7 days a week.

### 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.
- 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.

### 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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