

EXPEDITORS HEALTHCARE

Temperature Controlled Packaging

A customer needed assistance to ship back a drum of raw material to India from Montreal Canada. The drum was originally shipped in an Envirotainer with three other drums, but failed Quality Assurance testing. When a drum is rejected from Quality Assurance the customer has to ship it back to the supplier, which in this case was in Hyderabad, India.



OPPORTUNITY

The customer's challenge was to reduce the cost of shipping the rejected material back to India, while maintaining the specified temperature requirements. The temperature requirements for the drum of powder mandated it remain at a temperature range between 2°C and 8°C.

OUR SOLUTION

RExpeditors' healthcare team worked in collaboration with our air freight team in Montreal to help the customer find a solution. There were two possible options for shipping the drum, the Envirotainer, which was originally used to bring the drum in Canada, and a Softbox Solution.

The Softbox is a passive packaging solution, which does not require dry ice and instead, utilizes a combination of gel packs and insulated material. A portion of the gel packs are frozen for a pre-conditioning period of 48 to 72 hours. The remaining gel packs are pre-conditioned as well at a chilled 2°C - 8°C for the same period of time. This type of container combining with this phase change technology helps maintain the temperature stability of the product to a maximum of 120 hours, which has been validated. Softbox containers have been validated to support any kind of extreme temperature scenarios without impacting the internal integrity of the product. By using this passive solution, we were able to offer the customer a 'general cargo' rate, significantly reducing their transportation cost.

Our local partner preconditioned the gel packs and in order to minimize wasted time and maximize the duration of the gel packs, we worked directly with the shipper to make sure the drum was ready to pick up and bring to the airport. The healthcare team personally supervised the loading of the drum and made sure the trucker delivered the package at the right gate at the airport.

RESULTS

We followed every event code collaboratively with the airlines and the box reached India within the time our air freight team forecasted. Expeditors'

saved the customer approximately \$2,400. While our competitors only offered an Envirotainer solution, the customer appreciated the versatility and options we gave them.