

DELIVERING A STELLAR EXPERIENCE

THE CHALLENGE

An aerospace and defense customer reached out to ICAT to help them move a high priority, **time-sensitive shipment** of copper billets from Europe to the United States. The shipment, which typically moves via ocean, needed to arrive in the U.S. by April 1 to meet a definitive deadline. Originally packaged for ocean shipping, the team had to get the cargo re-packed and scheduled to be transported by air in order for it to arrive on time.

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THE SOLUTION

Before the shipment of copper billets—which contained two pieces weighing a total of 5,592 kilos (or 12,328 pounds)—could be transported by air, the packaging was required to be IATA spec. The team jumped into action and ensured the cargo was re-packed. Once this was completed, a flight to the United States was secured for the customer.

In addition to their quick thinking, the ICAT team had to book **Express Service** and provide a dedicated flatbed truck to move the shipment to the airport to be loaded onto the aircraft properly in Europe. They also planned ahead and made sure there was a trucking company on standby to pick the shipment up from the destination airport in the U.S. to transport and deliver it so there was no gap in pickup time.



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THE RESULTS

Throughout transit, the ICAT team provided consistent updates and **high visibility**. The cargo arrived on time in the U.S. and was delivered, leaving a lasting impression on the client who had already started planning the details of another shipment.

To ensure the success of this shipment, the experts at ICAT:

- Developed and implemented an alternative solution;
- Handled all the import formalities and same-day delivery;
- Created and built lasting relationships with the client; and
- Stayed in constant communication with the customer to let them know the details of the move every step of the way.