

# URGENT AIRCRAFT PART TO AFRICA



## THE SOLUTION

Within 30 minutes of the initial call, the ICAT team presented a full solution to the client.

**They moved through the process by completing crucial milestones:**

- Booked an OBC (on-board courier) and confirmed flight scheduled within two hours;
- Filed U.S. Customs AES filing on behalf of the customer;
- Submitted a copy of the filing for quality control before COB Friday; and
- Finalized pre-clearance before the courier's arrival.

## THE CHALLENGE

ICAT received a call on a Friday at noon from a customer who needed an urgent AOG part delivered in Africa for a mission-critical flight. The client, who was in a bind, stated, *"This is being watched all the way up the chain. The longer the aircraft does not fly, the more pressure we get."*

Knowing how time-critical and important this shipment was, the ICAT team jumped into action and started formulating a plan.

## THE RESULTS

As the urgent shipment was moved, the team at ICAT made sure the customer stayed in the loop by giving up-to-the-minute status updates. The shipment arrived in Djibouti within two days and was on time for the mission-critical flight.

