

Life Sciences  
— Healthcare

# ExpediteTC<sup>SM</sup>

INFORMATION PACKET



# WORLDWIDE TEMP CONTROL



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ACTIVE AND  
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ACTIVE  
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TRACKING DEVICES



WORLDWIDE  
CITIES SERVED



# ON TIME ON TEMP



## THE EXPEDITE TC° PROMISE

We recognize the value of your shipments. Beyond their monetary value, these sensitive shipments help change lives all around the world. ExpediteTC° is more than just a product name — it's our promise to you that your delicate shipments will arrive on time, on temperature.

## TRUSTED COLLABORATION

Our worldwide team of dedicated ExpediteTC° Sales and Operations Champions partner with you to plan and deliver the best temperature-controlled solution for your shipment. Whether you need active or passive solutions, our partnerships ensure quality and adherence to industry standard certifications from acceptance to delivery.

## FUTURE FOCUSED

We deliver cold chain solutions around the globe to more than 150 cities in 46 countries. In addition to our interline partnerships, we offer multiple daily flights to key destinations worldwide that deliver uninterrupted, temperature-controlled services in hard-to-reach locations.

We are continuously reviewing our network and services to provide the very best solutions for your business. We have committed more time and resources than ever before to ensure the highest level of service for every shipment, every time.



## ExpediteTC<sup>®</sup> is with you all way



BOOK



TRACK



PICK UP



CONTACT  
1.888.733.1866 (Toll Free)  
[epxtc@aa.com](mailto:epxtc@aa.com)



LEARN  
[aacargo.com/expeditetc](https://aacargo.com/expeditetc)



# The Champions

Our champions are the heart of our ExpediteTC<sup>®</sup> promise. Well-versed in temperature-controlled shipping solutions, they're here to work closely with you and the operation to plan and deliver your shipments on time, on temp.



## Amy Feltham

Cargo Sales Northern Europe

Amy is responsible for growing the TC product in the northern Europe region, where she is the main support contact for customers and vendors. She has expertise in all things Life Sciences/Healthcare and temperature control.

 [amy.feltham@aa.com](mailto:amy.feltham@aa.com)  
1-0208-660-2790



## Ruscia Chapple

Cargo Sales Central Region

Ruscia holds a Bachelor of Science in Business Administration and 17 years of expertise in AA Cargo. With a background in sales, logistics, and customer relations, she excels in collaborative customer-facing roles.


 [Ruscia.Chapple@aa.com](mailto:Ruscia.Chapple@aa.com)  
972-425-6875



## Michael Ferrandiz

Cargo Sales Western Region

A graduate of UCLA, Michael has more than 20 years of experience with American Airlines working in Cargo. He is based in Los Angeles.

 [michael.ferrandiz@aa.com](mailto:michael.ferrandiz@aa.com)  
310-344-5460

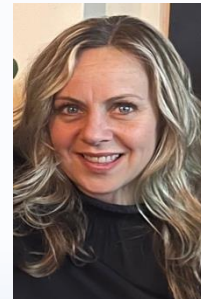


## Ryan Henry

Cargo Sales Global & Key

Ryan joined American Airlines Cargo from the PAX side where he was a Deal Consultant for the Strategic Account portfolio. Ryan brings experience in both travel and technology sales to the AA Cargo team.

 [ryan.henry@aa.com](mailto:ryan.henry@aa.com)  
682-278-0889



## Gina Sumera

Cargo Sales Eastern Region

With nearly 30 years of experience with American Airlines, Gina has worked to find solutions for shippers and forwarders. She is based in Chicago.

 [gina.pecora@aa.com](mailto:gina.pecora@aa.com)  
773-818-2331

Life Sciences Healthcare is the American Airlines Cargo suite of products designed to ensure safe and timely delivery of commodities vital to our health and well-being. Life Sciences is an industry term that includes the science or components related to human biology. From a cargo perspective, Life Sciences shipments can include pharmaceuticals and vaccines, cord blood or organs for transplant and other biologics with research or medical components.

Life Sciences  
—Healthcare  
Products & Priorities

Life Sciences / Healthcare services are provided through the following products:

Priority Parcel Service	Critical PPS	MEDEVAC	ExpediteFS	ExpediteTC
<ul style="list-style-type: none"><li>Shipments under 100 pounds</li><li>Next-flight service and highest boarding priority</li></ul>	<ul style="list-style-type: none"><li>Most vital shipments requiring enhanced level of service</li><li>Proactive monitoring process</li></ul>	<ul style="list-style-type: none"><li>Time-critical, life-saving medical emergency and organ shipments</li><li>Partnership with air traffic control</li></ul>	<ul style="list-style-type: none"><li>Bulk or containerized shipments</li><li>Flight-specific shipping and priority handling</li><li>Fastest possible flight connections to more than 100 destinations worldwide</li></ul>	<ul style="list-style-type: none"><li>Active and passive temperature control capabilities</li><li>Industry certification in pharmaceutical handling excellence</li></ul>

Visit [aacargo.com](https://aacargo.com) to learn more about the Life Sciences Healthcare program. For frequently asked questions, see our [FAQ](#).



# Highlighted Facilities


Specifically designed to cater to a full range of pharmaceutical products, some of our major hubs and line stations around our network include controlled room temperature (CRT), extended room temperature (ERT), refrigerated (COL) or frozen (FRO) facilities to protect critical pharmaceutical products. These spaces are designed to protect all shipments requiring stable temperatures the entire way from acceptance to delivery.

## KEY DOMESTIC LOCATIONS


Location	Temp Range	Dimensions	More Info
PHL (CRT)	+15°C to +25°C	6,000 sq. ft.	<a href="#">See hours »</a>
PHL (COL)	+2°C to +8°C	3,000 sq. ft.	<a href="#">See hours »</a>
PHL (FRO)	-20°C	63 sq. ft. <small>(small boxes less than 30x30x30 in)</small>	<a href="#">See hours »</a>
SJU (CRT)	+15°C to +25°C	600 sq. ft.	<a href="#">See hours »</a>
SJU (COL)	+2°C to +8°C	400 sq. ft.	<a href="#">See hours »</a>
MIA (CRT)	+15°C to +25°C	2,200 sq. ft.	<a href="#">See hours »</a>
DFW (CRT)	+15°C to +25°C	800 sq. ft.	<a href="#">See hours »</a>
DFW (COL)	+2°C to +8°C	1800 sq. ft.	<a href="#">See hours »</a>
ORD (CRT)	+15°C to +25°C	300 sq. ft.	<a href="#">See hours »</a>
ORD (COL)	+2°C to +8°C	3,500 sq. ft.	<a href="#">See hours »</a>
JFK (CRT)	+15°C to +25°C	315 sq. ft.	<a href="#">See hours »</a>
JFK (COL)	+2°C to +8°C	1,175 sq. ft.	<a href="#">See hours »</a>
CLT (COL)	+2°C to +8°C	512 sq. ft.	<a href="#">See hours »</a>

### Temperature Spaces







**CRT +15°C to +25°C**  
Controlled Room Temperature (CRT)



**FRO -10°C to -20°C**  
Frozen (FRO)



**COL +2°C to +8°C**  
Refrigerated (COL)



**ERT +2°C to +25°C**  
Extended Room Temperature (ERT)



# Highlighted Facilities

## KEY INTERNATIONAL LOCATIONS

Location	Temp Range	Dimensions	More Info
AMS (CRT)	+15°C to +25°C	212 sq. meters	<a href="#">See hours »</a>
DUB (COL)	+2°C to +8°C	30 sq. meters	<a href="#">See hours »</a>
DUB (CRT)	+15°C to +25°C	90 sq. meters	<a href="#">See hours »</a>
EZE (CRT)	+15°C to +25°C	975 sq. meters	<a href="#">See hours »</a>
EZE (COL)	+2°C to +8°C	2,392 sq meters	<a href="#">See hours »</a>
FRA (COL)	+2°C to +8°C	400 sq. meters	<a href="#">See hours »</a>
FRA (CRT)	+15°C to +25°C	300 sq. meters	<a href="#">See hours »</a>
LHR (CRT)	+15°C to +25°C	1,194 sq. meters	<a href="#">See hours »</a>
GRU (CRT)	+15°C to +25°C	227 sq meters	<a href="#">See hours »</a>
GRU (COL)	+2°C to +8°C	1,100 sq meters	<a href="#">See hours »</a>
GRU (FRO)	-20°C	300 sq meters	<a href="#">See hours »</a>
ICN (CRT)	+15°C to +25°C	95 sq meters	<a href="#">See hours »</a>
ICN (COL)	+2°C to +8°C	95 sq meters	<a href="#">See hours »</a>
ICN (FRO)	-20°C	59 sq meters	<a href="#">See hours »</a>
NRT (CRT)	+15°C to +25°C	520 sq meters	<a href="#">See hours »</a>

Location	Temp Range	Dimensions	More Info
NRT (COL)	+2°C to +8°C	560 sq meters	<a href="#">See hours »</a>
NRT (FRO)	-20°C	210 sq meters	<a href="#">See hours »</a>
PVG (CRT)	+15°C to +25°C	610 sq meters	<a href="#">See hours »</a>
PVG (COL)	+2°C to +8°C	348 sq meters	<a href="#">See hours »</a>
PVG (FRO)	-20°C	214 sq meters	<a href="#">See hours »</a>
SYD (COL)	+2°C to +8°C	30 sq meters	<a href="#">See hours »</a>
SYD (FRO)	-20°C	30 sq meters	<a href="#">See hours »</a>
LHR (COL)	+2°C to +8°C	80 sq. meters	<a href="#">See hours »</a>
MXP (COL)	+2°C to +8°C	30 sq. meters	<a href="#">See hours »</a>
MXP (CRT)	+15°C to +25°C	30 sq meters	<a href="#">See hours »</a>
SCL (COL)	+2°C to +8°C	1560 sq. meters	<a href="#">See hours »</a>
ZRH (CRT)	+15°C to +25°C	364 sq meters	<a href="#">See hours »</a>
ZRH (COL)	+2°C to +8°C	100 sq meters	<a href="#">See hours »</a>
ZRH (FRO)	-20°C	20 sq meters	<a href="#">See hours »</a>



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# Philadelphia (PHL)



**Address:**  
American Airlines Cargo  
Philadelphia International Airport (PHL) Cargo City, Bldg C7  
Philadelphia, PA 19153

**Station Phone:**  
+1.267.737.4100

**Hours of Operation:**  
Staffed/Monitored 24 x 7

**Customer Service Hours:**  
Daily 03:00 AM to 09:00 PM

**FIRMS Code:** A 403

Now your temperature-sensitive, life science and healthcare cargo has a brand-new option when shipping in and out of the strategic Northeast pharmaceutical corridor of the United States – the American Airlines Cargo pharmaceutical handling facility in Philadelphia, PA.

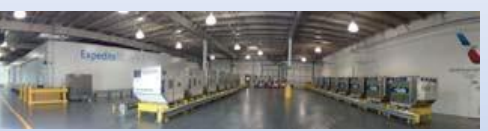
- ❖ A dedicated, purpose-built facility.
- ❖ Specifically designed to cater to a full range of pharmaceutical products.
- ❖ The 25,000-square-foot (2,325 m<sup>2</sup>), state-of-the-art facility is staffed/monitored 24 hours a day, 7 days a week and includes:
  - 6,000 ft<sup>2</sup> (560 m<sup>2</sup>) for Controlled Room Temperature (CRT) passive shipments at +15°C to +25°C
  - A 3,000 ft<sup>2</sup> (280 m<sup>2</sup>) refrigerated area for passive shipments requiring +2°C to +8°C maintenance (COL)
  - A deep-frozen area (FRO) that caters to shipments needing to be kept at -10°C to -20°C
  - An Active Container Management (ACM) area, including charging stations with capacity for simultaneous re-charging of 30+ RKNs
  - Advanced technology for monitoring products with proactive alarming, validated to 0.25°C
  - A full back-up power generation system



+15°C to +25°C (CRT)



+2°C to +8°C (COL)



Active Container Management (ACM)

## Committed to the Cold Chain Industry

American Airlines Cargo continues to invest in technology and enhancements that allow us to meet and exceed the expectations of our ExpediteTC° customers who have specific temperature requirements.

## ExpediteTC Resource Desk

To book your shipment, contact the dedicated Expedite TC° Help Desk at:  
1.888-733-1866 (Toll free)  
Email: [epxtc@aa.com](mailto:epxtc@aa.com)

Learn more about ExpediteTC° visit [aacargo.com/ExpediteTC](https://aacargo.com/ExpediteTC) or contact your local sales representative.



## ExpediteTC°



### Address:

American Airlines Cargo  
Luis Muñoz Marín International Airport  
Av Jose Santana  
Carolina, PR 00979

### Station Phone:

+1.787.253.4621 / 4622

**Hours of Operation:** Staffed/Monitored  
24 x 7

### Customer Service Hours:

Monday-Friday 05:00 AM to 10:00 PM  
Saturday-Sunday 05:00 AM to 05:00 PM

**FIRMS Code:** M368

Now your temperature-sensitive, life science and healthcare cargo has a brand-new option when shipping in and out of the strategic Caribbean pharmaceutical corridor of the United States – the American Airlines Cargo pharmaceutical handling facility in San Juan.

- ❖ A dedicated, purpose-built facility.
- ❖ Specifically designed to cater to a full range of pharmaceutical products.
- ❖ The state-of-the-art facility is staffed/monitored 24 hours a day, 7 days a week and includes:
  - 600 ft<sup>2</sup> (182 m<sup>2</sup>) for Controlled Room Temperature (CRT) passive shipments at +15°C to +25°C
  - A 400 ft<sup>2</sup> (122 m<sup>2</sup>) refrigerated area for passive shipments requiring +2°C to +8°C maintenance (COL)
  - An Active Container Management (ACM) area, including charging stations with capacity for simultaneous re-charging of 10+ RKNs
  - Advanced technology for monitoring products with proactive alarming, validated to 0.25°C



+15°C to +25°C (CRT)



+2°C to +8°C (COL)



Active Container Management (ACM)

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## ExpediteTC Resource Desk

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Email: [epxtc@aa.com](mailto:epxtc@aa.com)

Learn more about ExpediteTC° visit [aacargo.com/ExpediteTC](https://aacargo.com/ExpediteTC) or contact your local sales representative.



# Miami (MIA)

## ExpediteTC°



### Address:

American Airlines Cargo  
Miami International Airport  
6150 NW 17th Street  
Building 714  
Miami, FL 33126

### Station Phone:

+1.305.869.2750

### Hours of Operation:

Staffed/Monitored 24 x 7

### Customer Service Hours:

Daily 05:00 AM to 09:00 PM

**FIRMS Code:** M679

Now your temperature-sensitive, life science and healthcare cargo has a brand-new option when shipping in and out of the strategic Southern pharmaceutical corridor of the United States – the American Airlines Cargo pharmaceutical handling facility in Miami, FL.

- ❖ A dedicated, purpose-built facility.
- ❖ Specifically designed to cater to a full range of pharmaceutical products.
- ❖ The state-of-the-art facility is staffed/monitored 24 hours a day, 7 days a week and includes:
  - 2,200 ft<sup>2</sup> (671 m<sup>2</sup>) for Controlled Room Temperature (CRT) passive shipments at +15°C to +25°C
  - An Active Container Management (ACM) area, including charging stations with capacity for simultaneous re-charging of 30+ RKNs
  - Advanced technology for monitoring products with proactive alarming, validated to 0.25°C



+15°C to +25°C (CRT)



+2°C to +8°C (COL)



Active Container Management (ACM)

## Committed to the Cold Chain Industry

American Airlines Cargo continues to invest in technology and enhancements that allow us to meet and exceed the expectations of our ExpediteTC° customers who have specific temperature requirements.

## ExpediteTC Resource Desk

To book your shipment, contact the dedicated Expedite TC° Help Desk at:  
1.888.733.1866 (Toll Free)  
Email: [epxtc@aa.com](mailto:epxtc@aa.com)

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# Dallas/Ft.Worth (DFW)

## ExpediteTC°



### Address:

American Airlines Cargo  
Dallas Fort Worth International Airport  
1816 Airport North Service Road  
DFW Airport, TX 75261

### Station Phone:

+1.972.870.7460

**Hours of Operation:** Staffed/Monitored  
24 x 7

### Customer Service Hours:

Monday-Saturday 03:00 AM to 10:30 PM  
Sunday 09:00 AM to 05:30 PM

**FIRMS Code:** T275 (Cargo Terminal)  
#SC29 (PPS Facility)

Now your temperature-sensitive, life science and healthcare cargo has a brand-new option when shipping in and out of the strategic Western pharmaceutical corridor of the United States – the American Airlines Cargo pharmaceutical handling facility in Dallas/Ft. Worth, TX

- ❖ A dedicated, purpose-built facility.
- ❖ Specifically designed to cater to a full range of pharmaceutical products.
- ❖ The state-of-the-art facility is staffed/monitored 24 hours a day, 7 days a week and includes:
  - 800 ft<sup>2</sup> (244 m<sup>2</sup>) for Controlled Room Temperature (CRT) passive shipments at +15°C to +25°C
  - An Active Container Management (ACM) area, including charging stations with capacity for simultaneous re-charging of 30+ RKNs
  - Advanced technology for monitoring products with proactive alarming, validated to 0.25°C



+15°C to +25°C (CRT)



+2°C to +8°C (COL)



Active Container Management (ACM)

## Committed to the Cold Chain Industry

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## ExpediteTC Resource Desk

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1.888.733.1866 (Toll Free)  
Email: [epxtc@aa.com](mailto:epxtc@aa.com)

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# London Heathrow (LHR)

## ExpediteTC°



### Address:

American Airlines Cargo  
Heathrow Airport  
Shoreham Rd East Southern Perimeter Rd  
Building 552  
Hounslow Middlesex, TW6 3UA

### Station Phone:

+1.011.44.208.910.3600

**Hours of Operation:** Staffed/Monitored  
24 x 7

### Customer Service Hours:

Daily 12:00 AM to 11:59 PM

### FIRMS Code:

Now your temperature-sensitive, life science and healthcare cargo has a brand-new option when shipping in and out of the strategic Northern Europe pharmaceutical corridor– the American Airlines Cargo pharmaceutical handling facility in London Heathrow.

- ❖ A dedicated, purpose-built facility.
- ❖ Specifically designed to cater to a full range of pharmaceutical products.
- ❖ The state-of-the-art facility is staffed/monitored 24 hours a day, 7 days a week and includes:
  - 300 ft<sup>2</sup> (92 m<sup>2</sup>) for Controlled Room Temperature (CRT) passive shipments at +15°C to +25°C
  - A 215 ft<sup>2</sup> (66 m<sup>2</sup>) refrigerated area for passive shipments requiring +2°C to +8°C maintenance (COL)
  - An Active Container Management (ACM) area, including charging stations with capacity for simultaneous re-charging of 15+ RKNs
  - Advanced technology for monitoring products with proactive alarming, validated to 0.25°C



+15°C to +25°C (CRT)



+2°C to +8°C (COL)



Active Container Management (ACM)

## Committed to the Cold Chain Industry

American Airlines Cargo continues to invest in technology and enhancements that allow us to meet and exceed the expectations of our ExpediteTC° customers who have specific temperature requirements.

## ExpediteTC Resource Desk

To book your shipment, contact the dedicated Expedite TC° Help Desk at:  
1.888.733.1866 (Toll Free)  
Email: [epxtc@aa.com](mailto:epxtc@aa.com)

Learn more about ExpediteTC° visit [aacargo.com/ExpediteTC](https://aacargo.com/ExpediteTC) or contact your local sales representative.

# Chicago O'Hare (ORD)



## ExpediteTC°



**Address:**  
 American Airlines Cargo  
 O'Hare International Airport  
 609 South Access Road  
 Chicago, IL 60666

**Station Phone:**  
 +1.847.928.3000

**Hours of Operation:** Staffed/Monitored  
 24 x 7

**Customer Service Hours:**  
 Monday-Saturday 04:00 AM to 12:00 AM  
 Sunday 06:00 AM to 02:00 PM

**FIRMS Code:** I317

Now your temperature-sensitive, life science and healthcare cargo has a brand-new option when shipping in and out of the strategic Midwest pharmaceutical corridor of the United States – the American Airlines Cargo pharmaceutical handling facility in Chicago, IL.

- ❖ A dedicated, purpose-built facility.
- ❖ Specifically designed to cater to a full range of pharmaceutical products.
- ❖ The state-of-the-art facility is staffed/monitored 24 hours a day, 7 days a week and includes:
  - 300 ft<sup>2</sup> (92 m<sup>2</sup>) for Controlled Room Temperature (CRT) passive shipments at +15°C to +25°C
  - 3,500 ft<sup>2</sup> (325 m<sup>2</sup>) for Cool Goods (COL) +2°C to +8°C
  - An Active Container Management (ACM) area, including charging stations with capacity for simultaneous re-charging of 10+ RKNs
  - Advanced technology for monitoring products with proactive alarming, validated to 0.25°C



+15°C to +25°C (CRT)



+2°C to +8°C (COL)



Active Container Management (ACM)

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### ExpediteTC Resource Desk

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 1.888.733.1866 (Toll Free)  
 Email: [epxtc@aa.com](mailto:epxtc@aa.com)

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# New York City (JFK)

## ExpediteTC°



### Address:

American Airlines Cargo  
John F. Kennedy International Airport  
North Boundary Road  
Cargo Building 79  
Jamaica, NY 11430

### Station Phone:

+1.718.487.5164

### Hours of Operation:

Staffed/Monitored 24 x 7

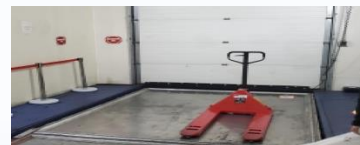
### Customer Service Hours:

Daily 05:00 AM to 09:30 PM

### FIRMS Code: E792

Now your temperature-sensitive, life science and healthcare cargo has a brand-new option when shipping in and out of the strategic Northeast pharmaceutical corridor of the United States – the American Airlines Cargo pharmaceutical handling facility in New York City, NY.

- ❖ A dedicated, purpose-built facility.
- ❖ Specifically designed to cater to a full range of pharmaceutical products.
- ❖ The state-of-the-art facility is staffed/monitored 24 hours a day, 7 days a week and includes:
  - 325 ft<sup>2</sup> (30 m<sup>2</sup>) for Controlled Room Temperature (CRT) passive shipments at +15°C to +25°C
  - A 1,179 ft<sup>2</sup> (109 m<sup>2</sup>) refrigerated area for passive shipments requiring +2°C to +8°C maintenance (COL)
  - An Active Container Management (ACM) area, including charging stations with capacity for simultaneous re-charging of 20+ RKNs
  - Advanced technology for monitoring products with proactive alarming, validated to 0.25°C



+15°C to +25°C (CRT)



+2°C to +8°C (COL)

## Committed to the Cold Chain Industry

American Airlines Cargo continues to invest in technology and enhancements that allow us to meet and exceed the expectations of our ExpediteTC° customers who have specific temperature requirements.

## ExpediteTC Resource Desk

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1.888.733.1866 (Toll Free)  
Email: [epxtc@aa.com](mailto:epxtc@aa.com)

Learn more about ExpediteTC° visit [aacargo.com/ExpediteTC](https://aacargo.com/ExpediteTC) or contact your local sales representative.



# Dublin (DUB)

## ExpediteTC°



### Address:

American Airlines Cargo  
Dublin Airport  
Swords Road  
Cargo Unit 5, Corballis Park  
Dublin, K67 V072

### Station Phone:

+1.011.353.1808.0400

**Hours of Operation:** Staffed/Monitored  
24 x 7

### Customer Service Hours:

Monday-Friday 07:00 AM to 11:00 PM  
Saturday-Sunday 07:00 AM to 07:00 PM

### FIRMS Code:

Now your temperature-sensitive, life science and healthcare cargo has a brand-new option when shipping in and out of the strategic Eastern Ireland pharmaceutical corridor of the United States – the American Airlines Cargo pharmaceutical handling facility in Dublin.

- ❖ A dedicated, purpose-built facility.
- ❖ Specifically designed to cater to a full range of pharmaceutical products.
- ❖ The state-of-the-art facility is staffed/monitored 24 hours a day, 7 days a week and includes:
  - 968 ft<sup>2</sup> (90 m<sup>2</sup>) for Controlled Room Temperature (CRT) passive shipments at +15°C to +25°C
  - 322 ft<sup>2</sup> (30 m<sup>2</sup>) for Refrigerated Room (COL) passive shipments at +2°C to +8°C
  - An Active Container Management (ACM) area, including charging stations with capacity for simultaneous re-charging of 12+ RKNs
  - Advanced technology for monitoring products with proactive alarming, validated to 0.25°C



+15°C to +25°C (CRT)



+2°C to +8°C (COL)



Active Container Management (ACM)

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## ExpediteTC Resource Desk

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1.888.733.1866 (Toll Free)  
Email: [epxtc@aa.com](mailto:epxtc@aa.com)

Learn more about ExpediteTC° visit [aacargo.com/ExpediteTC](https://aacargo.com/ExpediteTC) or contact your local sales representative.



Ground Handler  
Certification



# Frankfurt (FRA)

## ExpediteTC°



### Address:

American Airlines Cargo  
Frankfurt International Airport  
Cargo City Sud  
Building 531, Ground Floor  
Frankfurt, 60549

### Station Phone:

+1.011.49.69.4699.7600

### Hours of Operation:

Staffed/Monitored 24 x 7

### Customer Service Hours:

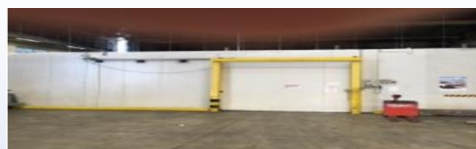
Daily 12:00 AM to 11:59 PM

Now your temperature-sensitive, life science and healthcare cargo has an option when shipping in and out of Europe– the American Airlines Cargo handling facility in Frankfurt, Germany.

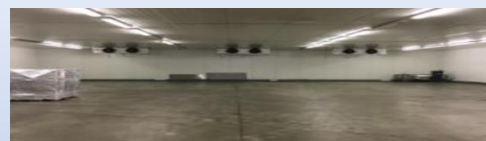
- ❖ A dedicated, purpose-built facility.
- ❖ Specifically designed to cater to a full range of pharmaceutical products.
- ❖ The state-of-the-art facility is staffed/monitored 24 hours a day, 7 days a week and includes:
  - 3,229 ft<sup>2</sup> (300 m<sup>2</sup>) refrigerated area (COL) for passive shipments that need to be maintained at +2°C to +8°C
  - 4,305 ft<sup>2</sup> (400 m<sup>2</sup>) of Controlled Room Temperature (CRT) for passive shipments at +15 °and +25 °C
  - Active Contained Management (ACM) includes capacity for simultaneous charging of up to 15+ RKN's
  - Advanced technology for monitoring products with proactive alarming
  - Storage of complete units and Direct access Airside



+15°C to +25°C (CRT)



+2°C to +8°C (COL)



Refrigerated Area 28°C

### Committed to the Cold Chain Industry

American Airlines Cargo continues to invest in technology and enhancements that allow us to meet and exceed the expectations of our ExpediteTC° customers who have specific temperature requirements.

### ExpediteTC Resource Desk

To book your shipment, contact the dedicated Expedite TC° Help Desk at:  
1.888.733.1866 (Toll Free)

Email: [epxtc@aa.com](mailto:epxtc@aa.com)

Learn more about ExpediteTC° visit [aacargo.com/ExpediteTC](https://aacargo.com/ExpediteTC) or contact your local sales representative.



Ground Handler  
Certification



# ExpediteTC<sup>®</sup> Life Cycle



Contact our ExpediteTC<sup>®</sup> Resource Desk 1.888.733.1866 (Toll Free), [expite@aa.com](mailto:expite@aa.com), or [aacargo.com/expediteTC](http://aacargo.com/expediteTC)

# Active and Passive Solutions



### Active and Passive Solutions

ExpediteTC° offers both active and passive temperature-controlled solutions. This program is designed to provide specialized handling for temperature-sensitive shipments. All shipments are monitored to ensure they are boarded on their booked flight(s).

We transport shipments in accordance with American Airlines standards. Our procedures have been tested time and again, so you can rest easy knowing your shipment will reach its destination at its desired temperature.

ExpediteTC° Feature	Active	Passive
Highest Boarding Priority	✓	✓
100% Flown as Booked Guarantee	✓	✓
Complete Shipment Tracking Online	✓	✓
Specialized Resource Desk	✓	✓
High Visibility Monitoring	✓	✓
Skilled Shipment Handling	✓	✓
Unique Labeling for Quick Identification	✓	✓
Detailed Checklist/Control Record	✓	✓
Contingency Planning	✓	✓
Worldwide Cold Chain Training Program	✓	✓
Convenient Container Lease Program	✓	✓
Container Repositioning	✓	
Re-Icing & Battery Changes as Needed	✓	
QEP Accredited in 60+ Cities & 20+ Countries	✓	
Active Containers From -20°C to +20°C	✓	
Active Container Management (ACM) Areas	✓	



### Active Solutions

Our active solutions offer advanced, temperature-controlled containers to actively regulate temperature levels.



### Passive Solutions

Our passive solutions protect pre-packaged shipments by offering space in our temperature-controlled environments and careful handling by our experts.



CSafe RKN, RAP and APS

CSafe containers provide an active compressor solution that supports colder temperatures at 2°C to 8°C (35°F to 46°F) and 15°C to 25°C (59°F to 77°F).

CSafe containers are available in single pallet (RKN) or multi-pallet (RAP) sizes.

Features	Available Units For Lease			
	CSafe RKN	CSafe RAP	CSafe APS Single	CSafe APS Double
Operating Temperature Set Points (Range)	+4°C to +25°C	+4°C to +25°C	+2°C to +25°C	+2°C to +25°C
Temperature Control Tolerances	±2°C at +5°C ±2°C at +20°C	±1°C at 5°C ±1.5°C at +20°C	±2°C at +5°C ±2°C at +20°C	±2°C at +5°C ±2°C at +20°C
Ambient Operating Temperature Ranges	at any set temp, -30°C to +49°C	at any set temp, -30°C to +54°C	at any set temp, -30°C to +54°C	at any set temp, -30°C to +54°C
Data Logging	Yes – via/USB	Yes – via/USB	Yes – via/USB	Yes – via/USB
Insulation	ThermoCor® VIP	ThermoCor® VIP	ThermoCor® VIP	ThermoCor® VIP
Cargo Compartment Volume (Payload)	1.975 m <sup>3</sup> (70 ft <sup>3</sup> )	6.68 m <sup>3</sup> (236 ft <sup>3</sup> )	1800L (63.57 ft <sup>3</sup> )	3260L (115.12 ft <sup>3</sup> )
Main Cargo Area Dimension (L x W x H)	121 x 127 x 127 (cm) 48 x 50 x 50 (in)	248 x 208 x 130 (cm) 98 x 82 x 51 (in)	1189 x 1244 x 1234 (mm) 46.8 x 49 x 48.6 (in)	2118 x 1244 x 1234 mm 83.4 x 49 x 48.6 in
Max. Time to Full Charge	5 hours	10 hours	10 hours	10 hours
Operating Battery Time Depending on ambient temperature	26.5 to 130 hours*	> 120 hours*	> 120 hours*	> 120 hours*
Tare Weight	646 kg (1,425 lb)	1,213 kg (2,675 lb)	415 kg (914.9 lb)	550 kg (1213 lb)
Max Gross Weight	1,588 kg (3,500 lb)	6,033 kg (13,300 lb)	1,588 kg (3,500 lb)	6,033 kg (13,300 lb)
Max Net Weight	941 kg (2,075 lb)	4,819 kg (10,625 lb)	941 kg (2,075 lb)	4,819 kg (10,625 lb)
Forklift able	Yes	Yes	Yes	Yes
Stations in Network	35	35	35	35
Leasing Available	Yes	Yes	Yes	Yes



**Envirotainer RKN, RAP and RLP**  
Envirotainer provides pallet-size containers with active compressor cooling and electric heating technology in RKN and RAP sizes.

This helps maintain the temperatures needed to meet pharmaceutical industry requirements and easily move your products through the American Airlines shipping network.

Features	Available Units For Lease					
	RKN e1	RAP e2	RKN t2	RAP t2	Releye RLP	Releye RAP
Operating Temperature Set Points (Range)	+0°C to +20°C	+0°C to +20°C	-20°C to +20°C	-20°C to +20°C	-32 °C and +49 °C	-32 °C and +49 °C
Temperature Control Tolerances	±3°C at 0°C to 10°C ±5°C at 10°C to 20°C	±3°C at 0°C to 10°C ±5°C at 10°C to 25°C	Maintains with dry ice as coolant	Maintains with dry ice as coolant	Cooling and electrical heating	Cooling and electrical heating
Ambient Operating Temperature Ranges	at set temp. of +5°C -20°C to +40°C	at set temp. of +5°C -25°C to +40°C	N/A	N/A	at settemp. of +5 °C ambient temp. +20 °C	at settemp. of +5 °C ambient temp. +20 °C
Data Logging	Yes	Yes	No	No	Yes	Yes
Insulation	Foam	Composite Material	Foam + Dry Ice	Foam + Dry Ice	Composite Material	Composite Material
Cargo Compartment Volume (Payload)	2.3 m³ (81.9 ft³)	6.38 m³ (224.2 ft³)	2.93 m³ (103.4 ft³)	8.22 m³ (290.2 ft³)	4.4 m3 (156 ft3)	6.6 m3 (236 ft3)
Main Cargo Area Dimension (L x W x H)	134 x 131 x 131 (cm) 52 x 51 x 51 (in)	246 x 205 x 126 (cm) 97 x 80 x 49 (in)	141 x 135 x 136 (cm) 55 x 53 x 53 (in)	253 x 206 x 142 (cm) 99 x 81 x 55 (in)	2475 x 1354 x 1320 (mm) 97 x 53 x 51 (in)	2466 x 2055 x 1320 (mm) 97 x 80 x 51 (in)
Max. Time to Full Charge	8 hours	12 hours	N/A	N/A	11 hours	11 hours
Operating Battery Time Depending on ambient temperature	30 to 100 hours*	30 to 100 hours*	N/A	N/A	170 hours	170 hours
Tare Weight	635 kg (1,400 lb)	1,100 kg (2,425 lb)	265 kg (584 lb)	450 kg (992 lb)	880 kg (1,940 lbs.)	1100 kg (2,425 lbs.)
Max Gross Weight	1,588 kg (3,500 lb)	4,626 kg (10,200 lb)	1,588 kg (3,250 lb) including dry ice	4,626 kg (10,200 lb) including dry ice	3175 kg (6,999 lbs.)	4625 kg (10,196 lbs.)
Max Net Weight	953 kg (2,100 lb)	3,526 kg (7,775 lb)	1,323 kg (2,916 lb)	4,176 kg (9,208 lb)	2295 kg (5,060 lbs.)	3525 kg (7,771 lbs.)
Forklift able	Yes	Yes	Yes	Yes, when empty	Yes	Yes
Stations in Network	48	41	55	55	35	35
Leasing Available	Yes	Yes	Yes	Yes	Yes	Yes



### Pegasus ULD

ThermoSafe containers provide a hassle free, simple, and reliable solution to traditional packaging. Supports temperatures at 2°C to 8°C (35°F to 46°F) for up to 13 days without human intervention. Pegasus ULD is an *Advanced Passive* Aircraft Certified unit load device eliminating the need of extra handling and equipment (no PMC & Straps required), locks into place so it becomes part of the aircraft, making handling & logistics a breeze. Available for single US or Euro size pallet of Pharmaceutical shipments via American Airlines global network of Stations.

Available Units For Lease	
<div>Pegasus ULD</div> <div></div>	
Features	
Operating Temperature Set Points (Range)	+2° to +8° C
Temperature Control Tolerances	300+ hours of +2° to +8°C no charging needed
Ambient Operating Temperature Ranges	-20° to +60° C
Data Logging	Yes – via cloud platform, real time, no USB
Insulation	Composite, VIP and Phase Change Material
Cargo Compartment Volume (Payload)	1.75 m³ (63 ft³)
Main Cargo Area Dimension (L x W x H)	124 x 115 x 123 cm 49 x 45.5 x 48.7 in
Max. Time to Full Charge	N/A – no charging needed
Operating Battery Time Depending on ambient temperature	300+ hours – no charging needed
Tare Weight	1358 lb / 616 kg
Max Gross Weight	3500 lb / 1588 kg
Max Net Weight	2142 lb / 972 kg
Forklift able	Yes – ULD operating design
Stations in Network	10+
Leasing Available	Yes



# Approved Tracking Devices



## Approved Tracking Devices

Monitor your precious cargo from takeoff to landing. We allow different types of trackers to accompany shipments on our aircraft. These tracking devices have been approved. To request consideration of a device not listed, please email [Customer.Relations@aa.com](mailto:Customer.Relations@aa.com).

Manufacturer	Model
7P Solutions LLC	GD100, GL200 GL300W, GL300MG, GL310MG, GL320MG GL521 7P GL53 Plus 7P GL53
Accent	Mobiam
AgileNobel	TSure
Apple	AirTag
Berlinger	Q-Tag CLm Q-Tag CLm D Q-Tag CLm L SmartMonitor SHIP L SmartMonitor SHIP M SmartMonitor SHIP S
CalAmp	SC1004 SC1102 SC1204 SC iOn Tag SC1302 Alkaline
Cartasense	U-Sensor U100115
Celsitech Instruments LLP	CelsiLog PS21
Controlant	CO 10.01 Saga Saga-P Saga-H Saga Card
Copeland	GO PDF Mini GO Real-Time 4G/5G LTT tracker
Delta Trak	Flashlink Mini PDF Logger 3101.2 Flashlink Mini PDF Logger 3101.1 Flashlink Mini PDF Logger 3101.0 Flashlink NOW Flashlink NOW Air 40050

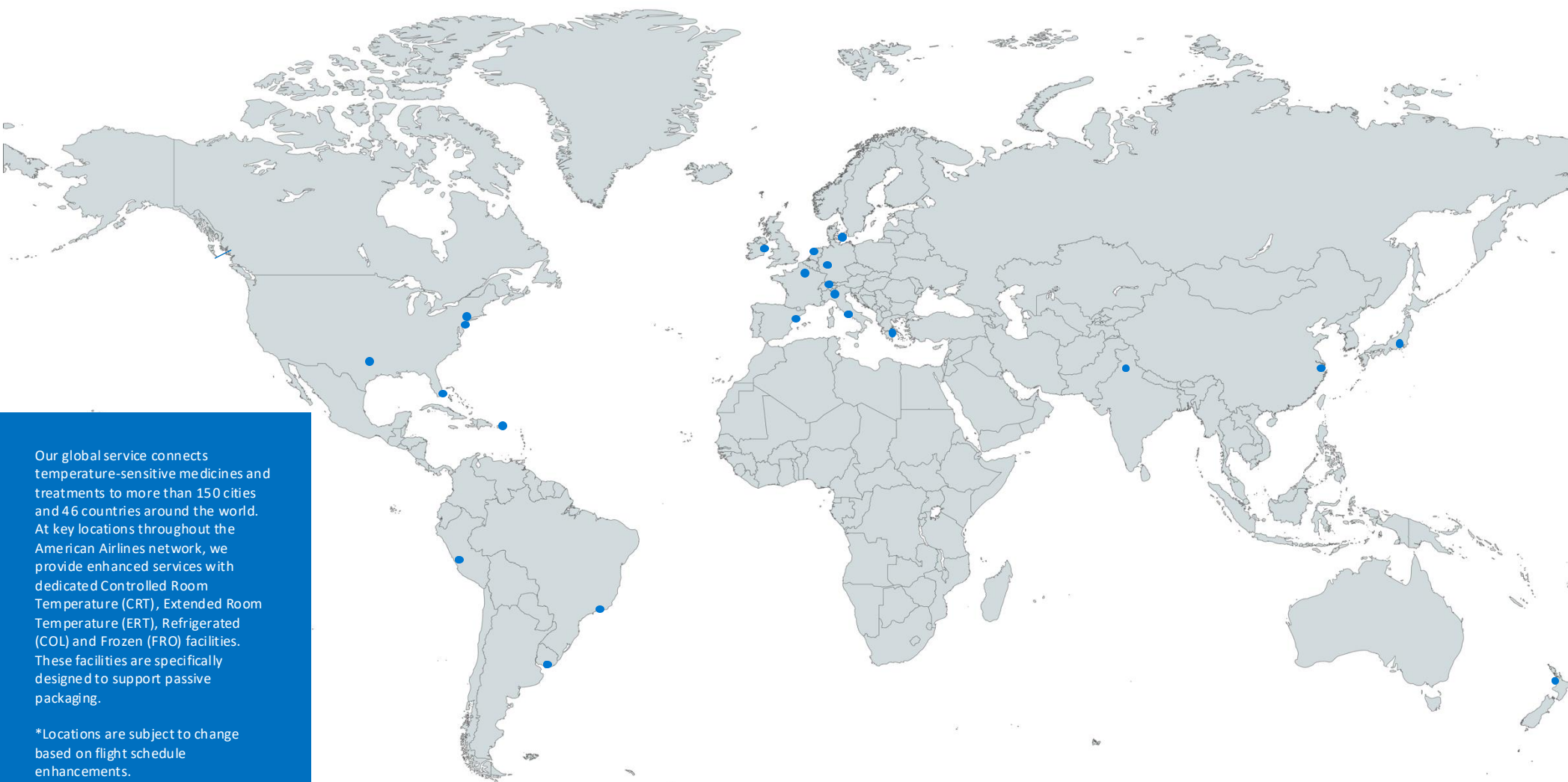
Manufacturer	Model
Elitech	LOGET 1 RC-17 Tiny USB 10 Tracker Tlog 10 Tracker Tlog 100 Series Tracker RC 5
ELPRO-BUCHS AG	ECOLOG-PRO 1TG ECOLOG-PRO 1THG ECOLOG-PRO 1TGe Libero CS Libero CB Libero CI Libero CD Libero CE Libero CL Libero CH Libero GF LiberoGH Libero GS Libero GL Libero GE
Emerson/Copeland	GO RealTime Standard GO RealTime Lux GO Real-Time 4G/5G GO Real-Time XL 4G/5G GO Wireless Data Logger
Escavox	Blue Box
FedEx	SenseAware SenseAware ID SenseAware 3000 SenseAware M4 (ID Node)
Google	Scout V2
Hanhaa	Parcellive
Hyunsung Co., Ltd	Smart Label/HS-SL815
iTraq	Butterfly
Logmore	QR Tag Data Logger 10 Data Logger 20 Data Logger 30 Data Logger 40 Data Logger 50 Data Logger 60
Lugloc Inc	Gego GPS, GEGO PRO
Mettemp	MT 1+ Data Logger MT2 MT5 Data Logger

Manufacturer	Model
Mobilogix	BAT-X
Moeco	MGT-1103 MGT-1301 MGT-1302
mu Rata	LBBC0ZZAM-690 tag
On Asset	Sentinel 100 Sentinel 100A Sentinel 100C Sentinel 100L Sentinel 100P Sentinel 100S Sentinel 100 BLE Tag Sentry 500 FlightSafe Sentry 600 FlightSafe
Onset	CX402 CX405 CX502 CX603 CX702 CX703
Parsyl Inc.	Trek Tab
Plus Trace Technology Co., Ltd	PlusTrace G1
Reelables	A-Label
Roambee	BB-SEC-1 BeeLabel BeeSense Air BeeSense Flex BeeBeacon Sense BeeSense Modbus (BNG 500M) BL-MOD-3
Samsara	AT11
Sendum	PT300 PT300D
Sensitech	TempTale GEO X TempTale GEO XP TempTale Geo Ultra/VizComm View Ultra – T11013050 TempTale Ultra 64K TempTale Ultra Ambient T11012570 TempTale Ultra RT TempTale Geo Ultra Dry Ice TempTale Ultra BLE TempTale GEO XE TempTale GEO XEP TempTale Ultra DI (T11012800) T11013070
shipit.to	SIT-1002

Manufacturer	Model
Shanghai Dewav IoT Technology Co., Ltd	Smart Tag Frigga U1 Frigga T7 Cargo Tracker Frigga VS Tracker Frigga M Series
Sensos	Sensos Tracking Label, Gen 2.0
SpotSee/Marathon Products	3C Temp USB 7065
SkyCell	Savy Sensor Secure Life MR
Stracker	PT35
Sony	VT-G100 Sensos Smart Label
System Lo co	C2PL HGD4 LocoTag E4BL PED LocoTrack Rechargeable HGR4
Tag-N-Trac	SLB1 Smart Sense Label SMM300 SSL100-SU
Tec4med	CryoBeacon SmartBeacon SmartHub Alkaline TempBeacon
Tempmate	GS2T, GS2NONLITTH GS2 TE, C1 TM1 T, M2 T M2TH S1 PRO T, S1 PRO TH S1V2, S2 T S2 TH, GS2 TH li ion XS
TME	TAG T1, TT-4000, TT6000, TT-7000, TT-7100
Tracklonomy	FBB-2000, FWB-2000, FBO-2001, FWB-2001
TSS	TempTracer Humidity WebLogger II WebLogger II Dry Ice
Tzone Digital Technology Co., Ltd	Data Temp TU08
Verigo	Verigo Pod Temp Verigo Pod Humidity Pod ONE-90
Zhengzhou Freshliance Electronics Corp	Fresh Tag 1

Contact our ExpediteTC® Resource Desk 1.888.733.1866 (U.S. Toll Free), [expctr@aa.com](mailto:expctr@aa.com), or [aacargo.com/expediteetc](http://aacargo.com/expediteetc)

# Worldwide Cities Served



Our global service connects temperature-sensitive medicines and treatments to more than 150 cities and 46 countries around the world. At key locations throughout the American Airlines network, we provide enhanced services with dedicated Controlled Room Temperature (CRT), Extended Room Temperature (ERT), Refrigerated (COL) and Frozen (FRO) facilities. These facilities are specifically designed to support passive packaging.

\*Locations are subject to change based on flight schedule enhancements.

Additional Expedite TC handling may be available upon request.

## CEIV Locations

Amsterdam (AMS)  
Athens (ATH)  
Dallas/Ft. Worth (DFW)  
Delhi (DEL)  
Frankfurt (FRA)  
Lima (LIM)  
Miami (MIA)  
Montevideo (MVD)\*  
New York City (JFK)  
Paris (CDG)  
Philadelphia (PHL)  
Rio de Janeiro (GIG)  
San Juan (SJU)  
Shanghai (PVG)  
Tokyo (NRT)  
Zurich (ZRH)

## GDP Locations

Amsterdam (AMS)  
Auckland (AKL)  
Barcelona (BCN)  
Copenhagen (CPH)\*  
Delhi (DEL)  
Dublin (DUB)  
Frankfurt (FRA)  
Lima (LIM)  
Milan (MXP)  
Paris (CDG)  
Rio de Janeiro (GIG)  
Rome (FCO)  
Tokyo (NRT)  
Zurich (ZRH)

\* Seasonal flights

# Worldwide Cities Served

Asia/Pacific							
Cities	Airport	Active	Passive	2 -8°C	15 -25°C	Freezer	CEIV/GDP Locations
Auckland	AKL						GDP
Beijing	PEK						
Brisbane	BNE						
Delhi	DEL						CEIV/GDP
Hong Kong	HKG						CEIV/GDP
Incheon	ICN						
Shanghai	PVG						CEIV
Sydney	SYD						
Tokyo	HND						
Tokyo	NRT						CEIV/GDP
Caribbean/Latin America							
Aruba	AUA						
Bridgetown	BGI						
Bogotá	BOG						
Buenos Aires	EZE						
Curaçao	CUR						
Grenada	GND						
Guatemala City	GUA						
Guayaquil	GYE						
Kingston	KIN						
Lima	LIM						CEIV/GDP
Managua	MGA						
Medellín	MDE						
Montego Bay	MBJ						
Montevideo	MVD						CEIV
Panama City	PTY						
Port-au-Prince	PAP						
Port of Spain	POS						
Punta Cana	PUJ						
Quito	UIO						
Rio de Janeiro	GIG						CEIV/GDP
St. Martin	SXM						
St. Thomas	STT						
San Jose	SJO						
San Pedro Sula	SAP						
Santiago	SCL						
Santiago	STI						
Santo Domingo	SDQ						
São Paulo	GRU						
Europe							
Cities	Airport	Active	Passive	2 -8°C	15 -25°C	Freezer	CEIV/GDP Locations
Amsterdam	AMS						CEIV/GDP
Athens	ATH						CEIV
Barcelona	BCN						GDP
Bordeaux	BOD						
Budapest	BUD						CEIV
Copenhagen	CPH						GDP
Cork	ORK						GDP
Dublin	DUB						GDP
Edinburgh	EDI						
Frankfurt	FRA						CEIV
Lisbon	LIS						
London	LHR						
Lyon	LYS						
Madrid	MAD						
Milan	MXP						GDP
Munich	MUC						
Naples	NAP						GDP
Nice	NCE						
Paris	CDG						CEIV/GDP
Prague	PRG						CEIV/GDP
Rome	FCO						GDP
Shannon	SNN						GDP
Strasbourg	SXB						
Tel Aviv	TLV						
Venice	VCE						
Zurich	ZRH						CEIV/GDP
North America							
Albuquerque	ABQ						
Anchorage	ANC						
Atlanta	ATL						
Baltimore	BWI						
Boston	BOS						
Cancun	CUN						
Charlotte	CLT						
Chicago	ORD						
Cleveland	CLE						
Dallas/Ft. Worth	DFW						CEIV
Denver	DEN						
Fort Lauderdale	FLL						
North America							
Cities	Airport	Active	Passive	2 -8°C	15 -25°C	Freezer	CEIV/GDP Locations
Fort Myers	RSW						
Honolulu	HNL						
Jacksonville	JAX						
Kona	KOA						
Las Vegas	LAS						
Los Angeles	LAX						
Mexico City	MEX						
Miami	MIA						CEIV
Montreal/Dorval	YUL						
New Orleans	MSY						
New York City	JFK						CEIV
Newark	EWK						
Omaha	OMA						
Ontario	ONT						
Orlando	MCO						
Philadelphia	PHL						CEIV
Phoenix	PHX						
Portland	PDX						
Raleigh/Durham	RDU						
Sacramento	SMF						
Salt Lake City	SLC						
San Diego	SAN						
San Francisco	SFO						
San Jose	SJC						
San Juan	SIU						CEIV
Santa Ana	SNA						
Seattle	SEA						
St. Louis	STL						
Tampa	TPA						
Toronto	YYZ						
Vancouver	YVR						
Washington D.C.	IAD						
Washington D.C.	DCA						
West Palm Beach	PBI						

Contact our ExpediteTC<sup>®</sup> Resource Team 1.888.733.1866 (Toll Free), [epxtc@aa.com](mailto:epxtc@aa.com), or [aacargo.com/expeditetc](mailto:aacargo.com/expeditetc)

# ExpediteTC°

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