

A large, semi-transparent graphic on the left side of the page. It consists of a large circle with a smaller circle inside it, and a thick arrow pointing upwards and to the right, following the curve of the inner circle.

AOG SERVICES

standard operating procedures

Green Worldwide Shipping

provides
best-in-class
aerospace and
AOG services
to the aviation
community. Our
United States
control tower
ensures 24/7
availability and
customer service.



PURPOSE AND SERVICES

This document details the process and responsibilities for the Green Worldwide Shipping (Green) aerospace support service.

DEFINITION

An "aircraft on ground" (AOG) situation is considered to exist when a customer can no longer continue with the scheduled flight or flight training due to non-functionality of a part of the aircraft or simulator.

Under these circumstances Green will, where possible, provide support to meet customer requirements on an emergency basis. This can be in the form of facilitating or transporting a spare exchange, loan unit, technical assistance or a combination of these.

COMMITMENT

Our 24/7/365 aerospace desk is staffed with airfreight specialists who understand the urgency of every situation. Each shipment is closely monitored through every step of the transportation pipeline. Milestones are documented and the process is transparent for our clients.

GREEN AEROSPACE SERVICE OFFERINGS:

Next Flight Out (NFO)

Our most frequently utilized mission-critical logistics solution, Next Flight Out, offers expedient service. Clients receive premium service as the shipment is managed, monitored and tracked by our aerospace team. We provide real-time status updates throughout the delivery process by email, phone, website tracking, or any method our customer prefers.

Express Airfreight

To combine speed, flexibility and value, choose Express Airfreight, door-to-airport services for global coverage within three to four days. We offer a full array of value-added service options for convenient and simple shipment processing of palletized or loose shipments.

Deferred Airfreight

Our partnerships with top-tier air carriers provide flight schedule and booking flexibilities as well as competitive pricing for each shipment, adding value to our standard service. As an IATA member, our service standards ensure our customers receive outstanding value through a combination of high-quality services, convenient routing and competitive pricing.

Chartering

Often the only possible way to meet a shipping deadline is via the fastest possible solution — aircraft chartering. We are experienced and equipped to provide tailor-made air charter solutions around the clock for the most urgent air freight. We will assist in determining the best charter solution, research carrier availability and negotiate the best charter price.

On-Board Couriers

For small critical aircraft parts, the quickest and most reliable service available is on-board courier service or OBC. By carrying the part on board as carry-on luggage, this service offers unmatched reliability and transit time.

Wheels Up and Standard Customs Clearance

Customs brokerage services from Green can clear urgent shipments through customs at any port or airport in the U.S. Our comprehensive services include:

- Duty and tax calculations
- Customs bonds
- Online visibility to entry and delivery status
- Flexible EDI solutions

Expedited and Standard Import Delivery

Tailored to specific situational needs

- Long- and short-distance hot shot deliveries
- Courier and hand-carry deliveries
- Extensive portfolio of LTL and local P&D carriers

MILESTONE UPDATES

Green allows clients to subscribe to event-driven e-mail notifications (example illustrated) to inform clients as shipment activities occur. Milestone notifications related to various statuses help you save time and money by delivering the information you desire.

EXPORT MILESTONES

Booking Received

Generated at time of dispatch by shipper or overseas agent

Booked

The shipment will be booked with the airline when the ready date is known and rates and routing have been confirmed

Cargo Picked Up

Denotes freight picked up by pick-up agent

Cargo on Hand

Freight received at Green or A/R's dock

Upon receipt at warehouse, cargo will be inspected and verified. Any exceptions will be escalated to shipper.

Cargo Received by Airline

Generated upon receipt of cargo at airline's cargo facility.



AOG Customer SOP

CONTINUED

Departed

Alerts parties when freight is confirmed on board designated flight.

Arrived Destination Airport

Triggered when freight arrives at final destination airport.

Delivered

Depending on trade terms this alert will be distributed upon delivery to the ultimate consignee.

IMPORT MILESTONES

Booking Received

Generated at time of dispatch by shipper or overseas agent.

Booked

The shipment will be confirmed booked with the airline when the ready date is known and rates and routing have been confirmed by shipper or overseas agent.

Departed Origin

Alerts parties when freight is confirmed on board designated flight.

Arrived Airport Destination

Triggered when freight arrives final destination airport.

Cleared

Cargo has been cleared through US Customs and is available for pick-up upon arrival.

Dispatched for Delivery

Delivery carrier has been notified of pending availability at destination airport.

Out for Delivery

Carrier has confirmed cargo is on board and is proceeding to delivery point.

Delivered/POD

Carrier has confirmed delivery and issued a verbal POD.

AEROSPACE EXPORT OPERATIONAL PROCEDURES

Client or supplier will provide:

- Pieces
- Weight
- Dims
- Service level (NFO, express or deferred)
- Trade terms
- Commercial documents (CI and PL)
- Shipper letter of instruction
- Availability
- On dock date (ODD)

Green will create shipment within operations system per company procedure

Dispatch pick up

- Based upon service level and freight specifications dispatch pick up via:
 - Expedited courier for small sized shipments, typically via car, cargo or sprinter van
 - Expedited or dedicated truck for medium- to large-sized shipments, typically via 16', 28' and 53' trucks
- Pick-up information to client or supplier
 - Delivery order or inland BOL
 - Carrier name
 - Estimated time of arrival

Air carrier provisions based upon service level

- AOG NFO (Next Flight Out) service offering
 - Transit time of 1-2 days
 - High on-time performance metric
 - Earliest possible departure time
 - Most direct service between origin and destination
 - No RFS service unless unavoidable based upon destination or shipment volume
 - Book at carriers' highest service level, AOG or critical
- Express service offering
 - Transit time of three-four days
 - Medium to high on time performance metric
 - Departure time into the following day
 - No more than two transit points
 - RFS service allowed unless ODD is jeopardized
 - Book at carriers' express service level
- Deferred service offering
 - Transit time of five days
 - Medium on-time performance metric
 - Multiple transit points and RFS allowed unless ODD is jeopardized
 - Book at carriers' standard service level

Book airfreight

- Determine best routing based upon provisions outlined previously
- Assign airline-specific air waybill number
- Call selected airline's cargo department to secure space and obtain routing
- Input routing details within Green IES operating system
- Create and send booking confirmation to client or supplier

File AES within Green operational system per company procedure and accepted compliance parameters.

Create shipping documents

- Generate MAWB and HAWB if a direct shipment HAWB will not be applicable
- Generate cargo manifest: applicable for back-to-back or consolidated shipments, not for direct shipments
- Create freight labels

Shipping documents to pick-up agent

Transfer applicable shipping document to cartage agent or air carrier directly

Tender freight to air carrier

- Provide applicable cartage agent with airline cut-off time and place
- Drop freight one hour prior to cut-off time to assure acceptance

Tracking

- Confirm uplift (departure) and track to destination
 - Continuous update of internal system
 - Automatic email-generated milestone updates sent to specified parties throughout course of shipment

AEROSPACE IMPORT OPERATIONAL PROCEDURES

Client or supplier/agent will provide flight and booking information including:

- Carrier
- Flight information
- ETD/ETA
- Copy of air waybill
- Pieces
- Weight
- Dims
- Service level (NFO, express or deferred)
- Trade terms
- Commercial documents (CI and PL)
- Power of attorney or broker contact details
- Availability
- On dock date (ODD)

Green will create shipment within operations system per company procedure

Issue arrival notice to appointed broker or execute customs entry clearance per initial instructions

Arrival notice documents include shipment details, commercial documents, air waybill, and any other pertinent documents needed for clearance.

Dispatch Pick Up

- Based upon service level and freight specifications dispatch pick up via:
 - Expedited courier for small sized shipments, typically car, cargo or sprinter van
 - Expedited or dedicated truck (usually 16', 28' or 53') for medium- to large-sized shipments
- Pick up information to client or supplier
 - Delivery order or inland BOL
 - Carrier name
 - Estimated time of arrival

Tracking

- Confirm uplift (departure) and track to final delivery point.
 - Continuous update of internal system
 - Automatic email-generated milestone updates sent to specified parties throughout course of shipment.

INLAND TRUCKING GUIDE

Green offers an extensive national network of over-the-road service providers fulfilling our clients local cartage and on-demand courier needs. Green's aerospace pick-up and delivery overview is as indicated.

Courier Service

Same day and 24/7/365 pick up or delivery service utilizing cars, vans, cargo vans and sprinters. Great for small pack shipments with tight time requirements

Local Cartage Service

Utilize our national network of TSA-approved motor carriers providing pick-up and delivery services to more than 48 cities within the US. Ideal for larger shipments requiring box trucks or local tractor trailers

Specialty Equipment or Full Truck Loads

We provide a wide variety of freight moving services: refrigerated trailers, dry vans, flatbeds, step decks, RGN and other specialty equipment for over-the-road transport.



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