Pharma Express Premium

Reliable, transparent and GDP compliant temperature-controlled express delivery service for pharmaceuticals.

FedEx Express:
+49 1806 111 800*
DE-Healthcare@corp.ds.fedex.com
fedex.com/de/healthcare

TNT:
+49 1806 900 800*
team-healthcare@tnt.de
tnt.com/pharma-ambient

* 20 cents per call from a German landline. Mobile rate max. 60 cents per call.

The combined strengths of FedEx Express and TNT
Two complementary networks are becoming one
Our work is based on recognised standards and fulfils the highest quality levels. FedEx Express and TNT in Germany have been awarded the following certifications:

1. Global leader in parcels and freight.
2. 15 million shipments each day. We can reach 95% of all the people and companies in the world in one to two business days.
3. 180,000 vehicles and 680 freight aircraft in service around the world.

Bespoke industry solutions.
Security of supply for pharmaceuticals
A complex market that requires a specialised logistics partner

Almost 20,000 pharmacies, 2,000 hospitals and a vast number of private and public health care institutions across Germany are regularly supplied with pharmaceutical products – and need fast, reliable deliveries to every corner of the country. They all expect their shipments to arrive on time, complete and undamaged, to ensure that every patient or customer receives the ideal care.

At the same time, manufacturers and distributors are faced with the complex challenges imposed by the EU Guidelines on the Good Distribution Practice of Medicinal Products for Human Use (GDP). They are responsible for the quality and integrity of their products throughout the entire transport chain.

We support your business
We looked into the GDP Guidelines early on and developed the right services to suit market needs, offering custom transport solutions, specially equipped vehicles and facilities, and a qualified, dedicated customer service.

Thanks to our many years of experience and healthcare expertise, we are familiar with the demands placed on logistics when transporting pharmaceuticals. This way, we ensure that all regulatory requirements are met while your goods are on the road – such as temperature control and monitoring, hygiene regulations, and staff qualifications. Plus, it’s all visible and documented for you. This is how we support you in meeting your obligation to provide proof to authorities.

We take on responsibility
As a logistics service provider, we have a special responsibility. Our GDP certification* is proof that we guarantee reliable transportation, meeting the highest quality standards. This includes, for instance, adherence to the comprehensive site-specific hygiene regulations and the high safety standards laid out in the EU Guideline.

*For national shipments with TNT Germany

Stronger together
FedEx Express and TNT – two strong brands are joining forces.
You’ll benefit from both companies’ strengths. Partner with FedEx Express and TNT as your service provider for local and global transports and innovative industry solutions.

The combined company …
… offers you global service coverage and access to over 220 countries and regions. We are working hand in hand to extend the reach of our specialised pharmaceutical network.

… gives you access to the leading express air and road networks. It offers all the benefits of express parcel services, such as fixed transit times, attractive pick-up slots, online real-time shipment tracking, flexible service options and much more.

… can create even more customised industry solutions. Based on our many years of partnership with clients from the pharmaceutical industry, we develop the ultimate global end-to-end transport solutions for highly sensitive products together with our customers, and offer useful additional services such as packaging, customer-specific performance reports, specially equipped vehicles, and state-of-the-art technology.
One-stop solutions
Efficient logistics for a range of healthcare needs

FedEx Express and TNT Healthcare Solutions offer you bespoke solutions for complex requirements, based on recognised standards. Our experts for the pharmaceutical industry know the market and its trends like the back of their hands, speak your language, and provide advice at eye level. What’s more, our global network combines world-wide coverage with a strong local foothold.

HOW WE SUPPORT THE HEALTHCARE INDUSTRY:

Pharmaceuticals and biotechnology
We offer customers from the pharmaceutical industry and pharmaceutical wholesale distributors reliable GDP-compliant solutions* for national express delivery services for pharmaceuticals. Specific quality standards for pharmaceutical products are applied to the transport processes. Choose between our Pharma Express Basic service (not temperature-controlled) and the Pharma Express Premium service (actively temperature-controlled, temperature range 15°C to 25°C), operated via our purpose-built Ambient network.

Medicinal products
Our services for the delivery of medicinal products to medical practices, hospitals, pharmacies and drugstores meet the highest standards of quality and flexibility, while meeting increasing requirements.

Medical devices
FedEx Express and TNT also provide flexible solutions for the transportation of highly sensitive medical devices, meeting the specific needs of healthcare facilities.

Clinical trials
Our Clinical Trials Experts will support you when drafting a logistics concept and shipping diagnostic samples nationally or internationally in the course of clinical trials.

WHEN TEMPERATURE IS NOT CRITICAL:

Pharma Express Basic
Not every medicine requires active temperature control. If your product is not affected by greater variations in temperature, book our Pharma Express Basic service. In every other way, it is a specialised service for pharmaceuticals, compliant with all GDP requirements: conscientious hygiene, high levels of safety, end-to-end transparency, ongoing staff training, and extensive documentation.

IF YOU REQUIRE ACTIVE TEMPERATURE CONTROL:

Pharma Express Premium
If your pharmaceutical product requires constant active temperature control from pick-up to delivery, Pharma Express Premium is the right service for you. We operate a separate GDP-compliant* pharmaceutical network specifically for the transportation of products that are sensitive to temperature changes. You can rely on our top-quality solutions for your deliveries to pharmacies and hospitals.

In view of the highly complex and specific requirements and the sensitivity of the transported products, we have established a specialised customer care desk, the Pharma Specialist Desk, for you. Our trained experts will update you with relevant information such as delivery status and temperature performance as required.

*For national shipments with TNT Germany

Pallets upon request

We supply pharmacies and hospitals reliably and flexibly, offering them all the time-saving and service benefits of an express service provider with the additional advantage of GDP certification.* Select the service that best meets your needs and enhance it with additional options, such as Priority or Personal Delivery.

THE NETWORK THAT TAKES YOU FURTHER

Select the service that is right for you and your business partners

When temperature is not critical:

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If you require active temperature control:

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Pharma Express Premium service features

•  Active end-to-end temperature control, 15°C to 25°C, temperatures are recorded
•  End-to-end real time monitoring
•  Competent customer care through dedicated Pharma Specialist Desk
•  Dangerous Goods options: shipping of narcotics, cytostatics, exceptions, limited quantities subject to agreement
•  Comprehensive individual reporting
•  Delivery confirmation and proof of delivery
•  Hygiene and pest control
•  Maximum package weight 30 kg
Trust and performance

We offer you full visibility

The GDP Guidelines are authoritative for every pharmaceutical transport. But how can you be sure they are being followed? That’s why we introduced the Ambient Control Tower. Our staff at the control tower keeps a close eye on each one of your shipments, from the moment of pick-up to when it is correctly delivered – allowing you to intervene in the event of deviations.

We offer you true professionals

Our pharma experts know the market. They speak the same language as you and know what matters. In addition, you benefit from individual and personal after-sales care. All our team members involved in our pharmaceutical service have specific pharma industry expertise, have been schooled on the GDP guidelines, and regularly take part in extensive training programmes.

We offer you certified quality

We know that we offer quality – but we have also made sure it’s confirmed in various ways. Firstly, we perform our own quality controls as part of our quality management programmes. Secondly, we are regularly audited by a renowned international certification company. And thirdly, we will perform a quality audit against your company’s standards upon request. If you would like to convince yourself of the quality of our pharmaceutical logistics processes, our GDP quality officers will be in close contact with you and keep working on continuous improvement.

We offer you advantages through innovation

Thanks to our state-of-the-art technologies, you will always be one step ahead of the game. We constantly invest in new telematics solutions for our locations and loading equipment. All our GDP vehicles are compliant with the DIN SPEC 91323 standard for “Temperature-controlled Commercial Vehicles for the Distribution of Pharmaceuticals.” Telematics guarantees the ultimate speed of data transmission via GPS/GPRS technology, keeping you informed about the current status of your sensitive shipments at every moment.

Full control

We keep an eye on your shipment

The Ambient Control Tower is our control centre, where we monitor your shipment to make sure it stays within the correct temperature range throughout the complete transport chain. Thanks to end-to-end monitoring, customised alarms, and extensive documentation, you can rest assured that your shipment is in safe hands with us.

- 24/7 temperature controls in vehicles, buildings, air-conditioned chambers/containers, using Euroscan Parts and Services (Cold Chain View) and TNT systems.
- Automatic alarms in the event of temperature deviations; affected shipments are identified.
- Proactive information: should a package spend more than 90 minutes in the +/- 5°C tolerance range around the Ambient temperature range (15°C to 25°C) or should the range of 10°C to 30°C be exceeded, we will inform you in the individually agreed form.
- Comprehensive reporting: temperature history of every transport unit and room is seamlessly recorded and lasting stored.
- Risk management: contingency plans and ad-hoc emergency management procedures are in place for unforeseen events.
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- 180,000 vehicles and 680 freight aircraft in service around the world.
- Bespoke industry solutions.

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1. ISO 9001
2. ISO 14001
3. GDP CERTIFIED

* Does not apply to all certificates or locations for FedEx Express
* For national shipments with TNT Germany

Contact us

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