

# THE SPEED YOU NEED.



Your Experts for High Performance  
and Special Speed Logistics

**time:matters**

# time:matters – YOUR EXPERTS FOR SPECIAL SPEED LOGISTICS

time:matters is your expert for high performance, extremely urgent transports and complex shipping needs. We develop customized logistics solutions that are tailored to your specific needs – around the clock, 7 days a week.

We maintain close cooperations with more than 21 airlines and over 500 other logistics partners worldwide. In particular, we have preferential access to the Lufthansa Group network and are an exclusive partner of Deutsche Bahn. Our unique services can be freely combined with one another.

Therefore, we are able to promptly develop customized transport solutions, ranging from ad-hoc cases to regular day-to-day business, and always ensure maximum flexibility.

Throughout the process, the focus is on speed, quality and your individual needs. We deliver your shipment quickly and reliably to its destination via air, rail and road – whether it's time-critical spare parts or materials required to avoid production bottlenecks, confidential documents or refrigerated stem cells.

## Individual logistics solutions tailored to your needs

- 24/7 availability of our logistics experts, shortest response times – from order acceptance and pickup to delivery
- Transport solutions for emergencies, your time-critical day-to-day business as well as tailor-made industry solutions
- Versatile transport options: pickup, delivery, customs clearance upon request
- Exclusive partnerships with Lufthansa Group, 21 partner airlines and Deutsche Bahn
- Company-operated Courier Terminals and direct access to the apron area at the airports in Frankfurt, Munich and Vienna
- Shortest processing and transit times at all airports throughout the network
- Higher loading priority than express freight
- Exclusive shipment monitoring and proactive status updates
- Customs clearance: all standard customs procedures as well as complete solutions, including digital solutions for eCommerce customs brokerage



# CUSTOMIZED GLOBAL LOGISTICS SOLUTIONS

## Sameday Air – the fastest air cargo service

With our highly efficient sameday network, we load your shipments onto the next available flight of all our partner airlines. Each shipment is individually processed and isn't consolidated, thus saving you valuable time. Through our proactive status information, you always have an eye on your shipment.

### Your Advantages

- Over 130 stations in Europe, Israel, US, Mexico and Asia
- Higher loading priority than express freight
- Latest acceptance and early availability: from 45 minutes prior to departure or after arrival
- Fast transit starting from 40 minutes
- Pickup, delivery, customs clearance upon request
- Weight up to 200 kg (increased weights available upon request)



## Global Express Air Freight – service on cargo and passenger aircraft

We closely cooperate with the Lufthansa Group throughout the world and offer you options such as customs clearance or pickup and delivery of your shipment. Whether it's departure, arrival or transit, our specialized monitoring team closely observes your shipment each step of the way. The separate loading and use of various loading options (loose, in our own containers or on pallets) provides you with the highest quality of shipping and greatest amount of flexibility.

### Your Advantages

- 300 destinations in more than 100 countries
- Priority loading on passenger and cargo flights
- Special handling at departure and arrival airports with the shortest processing times starting from 90 minutes
- Minimal transit times thanks to direct plane-to-plane loading starting from 40 minutes
- Pickup, delivery, customs clearance upon request
- Regardless of weight and size



## airmates On Board Couriers – quote in 1 minute

Urgent spare parts, sensitive samples or confidential documents: Our On Board Couriers accompany your urgent shipment personally to its destination and guarantee maximum speed with 100 % reliability. In the event of a logistical emergency, every minute is precious. Thanks for our unique airmates platform, you save valuable time.

### Your Advantages

- Online bookable quote in less than a minute at <https://www.airmates.eu>
- Fastest flight connection and best price
- Immediate availability of more than 12,000 couriers in over 50 countries
- Maximum reliability through experienced and verified On Board Couriers
- Active monitoring and status updates during the entire transport
- 24/7 availability of our experienced logistics experts



# CUSTOMIZED GLOBAL LOGISTICS SOLUTIONS

## The appropriate solution for any requirement

Do you have particularly urgent, complex or “impossible” logistics challenges? We respond immediately and offer you ad-hoc customized transports as well as solutions for your day-to-day business.

## Innight service for your spare parts supply

Our Europe-wide service for spare parts logistics offers you numerous competitive advantages for after-sales service. Due to our dedicated flight network, customized modes of delivery, as well as sophisticated shipment tracking, you achieve the decisive competitive edge.

### Your Advantages

- Reliable network consisting of specialized service providers, controlled by time:matters
- Transparent and proactive real-time shipment tracking, with the option of notifying technicians (e.g. via text message)
- Pickup until 7 p.m. and delivery innight or express during the day (with time options)
- Flexible IT setup, combinable with external systems



## Sameday Rail: ic:kurier

### Your Advantages

- 140 stations
- Loading on all ICE/IC/EC trains within Germany, as well as to/from Paris, Amsterdam, Vienna and Basel
- Late acceptance and early availability: on average 20 minutes prior to departure/ after arrival
- Pickup, delivery, customs clearance upon request
- Weight 20 kg, total girth 2 m



## Further solutions

### Charter

If necessary, we arrange a designated aircraft in order to transport your particularly urgent shipment as quickly as possible.

### Direct Delivery

We immediately organize a transport by road – the shipment is picked up and delivered directly to your desired address.

### Customs Brokerage

Customs clearance: all standard customs procedures as well as complete solutions, including digital solutions for eCommerce customs clearance logistics via our experts at CB Customs Broker.



# YOUR ADVANTAGE: MAXIMUM CONTROL AND SPEED

Tailormade – Worldwide – 24/7

Others

**time:matters**



**BLACK  
BOX**

Using generic  
airline products  
and processes



No Control

Longer transportation  
times

**Exclusive handling**

No consolidation with other shipments



**Highest loading priority  
and capacity access**



**Shortest handling  
and transit times**



**Physically supervised  
loading**

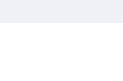


**24/7/365  
Customer Service**



**Control | Flexibility | Speed**

Shortest possible transportation  
times



# AND WHAT CAN WE DO FOR YOU?

## Whether it's an emergency or time-critical day-to-day business – we're here for you

From urgently needed spare parts to biological products and samples – we provide quick and customized solutions for your specific logistics challenge. In addition to emergency services, we offer tailor-made solutions for companies in diverse sectors:

- Automotive
- High-Tech & Semicon
- Machinery & Components
- MedTech
- Logistics
- Aviation & Aerospace
- Cell and Gene / Stem Cell
- and many others

Our customers include, among others, the world's largest technology companies, agricultural machinery manufacturers, automotive suppliers and logistics providers.

Customized service and highest quality transport  
with maximum speed – that's our promise to you!

### Customer Service & Sales

The logistics experts at our customer service are available by phone – 365 days a year and 24 hours a day – to develop the optimal transport solution for your urgent shipment. Many of our transport solutions can also be comfortably booked and tracked online via time:matters. If you would like an individual appointment, our sales representative will gladly visit your company to describe our services in a detailed manner and find the appropriate logistics solutions for you based on your individual needs.



**24/7 booking and service:**  
service@time-matters.com  
<https://www.time-matters.com>

**airmates On Board Courier platform:**  
obc-request@time-matters.com  
<https://www.airmates.eu>

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