

time:matters now with US domestic Sameday Air network for the first time

- Total of 89 stations for transport to all of the country's major economic centers
- In-person pick-up and delivery to the recipient at the customer's request
- Delivery of time-critical shipments within a matter of hours

Neu-Isenburg, July 30, 2020: The same-day delivery network continues to grow: having established time:matters America, Inc., the expert in global express transports has now significantly expanded its Sameday Air service. Effective immediately, the company is offering its customers a total of 89 stations for the nationwide domestic transport of time-critical shipments to all major economic centers in the US. For this, the company can rely on its many years of experience in operating its existing global Sameday Air network with more than 20 airlines across 130 stations, of which there are currently more than 100 in Europe and Israel and ten in Asia. The crucial advantage for time:matters customers is that consignments can be picked up directly from the shipper and delivered in person to the recipient upon request.

As an expert in its field, time:matters has decades of experience in worldwide Special Speed Logistics. This is obvious from, among other things, the high level of customer satisfaction reflected in its excellent Net Promoter Score of more than 76. In addition to speed and reliability, its solutions are equally well known for their individuality and flexibility. The company ensures the fastest possible transports through the nationwide network with more than 45,000 flights per week and its cooperation with three of the leading US airlines – American Airlines®, Southwest Airlines® and United Airlines®. Both logistical emergencies and regular time-critical business are covered. Through highly efficient processes as well as short handling and transit times of 45 minutes and upwards, urgent goods shipments weighing up to 200 lbs (90 kg) reach their destination within a matter of hours and are therefore ready for pick-up or onward carriage shortly thereafter.

The company guarantees its high degree of reliability in a number of ways, including higher loading priority compared with conventional express freight and real-time shipment tracking with proactive status updates. Shipments can be booked online, among other options. For customers in the US, Canada, Mexico and Central and South America, an experienced team of multilingual logistics experts is available in the US Customer Service center in Miami to provide consulting, issue air waybills and take care of invoicing. This team looks after all steps along the entire transport chain.

“By adding 89 stations to our unique Sameday Air network, we have now connected all major economic centers across mainland USA,” commented Lars Krosch, COO of time:matters. “The high

number of frequencies and the cooperation with leading US carriers enables us to transport shipments in the fastest possible way while maintaining our usual standards of flexibility and reliability.”

Lars Krosch went on to say that the expansion in the US market was an important element in the company’s internationalization strategy. Through its local team offering customized transport solutions, the company is best positioned to meet the needs and requirements of both its American and international customer base. With the US domestic Sameday Air network and the unique in-person pick-up and delivery options, time:matters is significantly extending the range of services available to its customers.

Industry customers from the automotive, high-tech and semicon, aviation and aerospace, machinery and components, medtech, life and health, and logistics sectors will especially benefit from the expansion of the Sameday Air network, which will allow them to optimize deliveries and avoid expensive supply chain disruptions. Standardized and stable prices for the entire transport solution complete the service, making this an affordable and reliable alternative to an accompanied transport by an On Board Courier (OBC).

Bookings & service:

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About time:matters:

time:matters is the expert for time-critical express transports. Urgently needed spare parts, missing production equipment, medical samples, dangerous goods and important documents are transported quickly and reliably from A to B via air, rail and road and if required also personally accompanied via on board courier. This is made possible by a global network with more than 500 courier partners and airlines. time:matters generally has access to all available airlines and can therefore utilize a wide range of flight routes. Besides speed and reliability, providing an individual, flexible service is paramount. time:matters is available 365 days a year, 24 hours a day, whenever customized logistics concepts are needed – for everything from ad-hoc situations through to regular business. time:matters has achieved ISO 9001:2015 certification as well as ISO 14001:2015 environmental certification and compensates CO2 emissions of all airmates on board courier transports. The company employs more than 330 people and operates its own terminals for express and courier shipments at Frankfurt and Munich airport. By acquiring CB Customs Broker GmbH in 2018, time:matters incorporated decades of customs clearance and cargo handling expertise. Services covering all standard customs procedures including digital solutions for e-commerce customs clearance. CB Customs Broker is an “Authorized Economic Operator” and has been AEO-C certified since 2013. time:matters GmbH has been AEO certified since April 2019.

Further information and picture requests:

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