



## Stem Cell Courier Services

**best match**  
in personally accompanied transports

The experts for courier,  
sameday and emergency logistics.

**time:matters**

time:matters – COUNT ON US.



## time:matters – YOUR BEST MATCHING PARTNER FOR HPC PRODUCT TRANSPORTATION.

Whenever the best matching donor for an allogeneic HPC transplantation is found, the question is who can guarantee fast and safe stem cell transportation to the patient.

As the global expert for Emergency & Special Speed Logistics, time:matters develops customized transport solutions for highly sensitive and urgent products such as **Stem Cell Courier Services**.

Major international registries, collection and transplant centers have been relying on our logistics expertise and **experience since 2009**.

Our dedicated Stem Cell Team conducts **several thousand international HPC transports** per year.

For each mission we select trained expert couriers such as former **pilots and flight attendants**.

Our **global Courier Center network** ensures optimal coverage for each mission in terms of urgency, flexibility and local specifics.

time:matters tailors the **best matching service** for your individual transport requirements.

We handle every logistics challenge with the same dedication as you do when maximizing patients' outlooks.



## time:matters – OUR TEAM & NETWORK.



SERVICE



NETWORK



IT



WORLDWIDE

### TEAM



Experts  
24/7 Availability  
Multilingual

## time:matters STEM CELL TEAM – THE BEST MATCHING EXPERTS FOR YOUR TRANSPORT.

Our **worldwide** Stem Cell Courier Services exceed WMDA standards and are audited regularly by various international bone marrow donor organizations. Our zero-tolerance policy reflects our commitment to service excellence.

All members of our dedicated **Stem Cell Team** are proud of their part in the mission to provide patients with a new perspective for life.

### Our team – mission headquarters

- Specially trained, **multilingual** operative **experts**
- **24/7 availability** for a fast response even for short-term requests
- End-to-end planning and coordination of every mission
- Strict courier selection and recurring training beyond WMDA standards
- Consideration of regulatory and customer-specific standards

### Our service – transparent and reliable

- Ideal **transport planning** and optimal **courier selection**, EDI booking, online provision of itinerary as well as web-based tracking option through proprietary **IT system**
- Continuous system optimization and process customization
- **Emergency handling** in case of unforeseeable irregularities (delays, weather, strike etc.)
- Provision of validated transport box, seamless temperature control and documentation

### Our network – your advantage

- Well-connected with major **international and domestic registries**, collection facilities and transplant centers
- Strong partnership with airlines and direct access to Lufthansa
- Established support from **international airports and local authorities**
- Own in-house travel agency

time:matters – OUR STEM CELL COURIERS.



## time:matters STEM CELL COURIERS – THE BEST MATCH FOR EACH TRANSPORT MISSION.

All our Stem Cell Couriers are thoroughly trained to carry out HPC transports. We also insist on certified psychological suitability, documented stress resistance and comprehensive international travel experience.

Our specialists are based at time:matters courier centers worldwide to make deployment as fast and efficient as possible. Most of our couriers are former pilots or flight attendants.

From our pool of over 300 Stem Cell Couriers, we select the one whose skill set is the best match for your transport mission, based on these four parameters:



Language requirements



Closest courier center



Passport and visas held



Local knowledge

# time:matters – YOUR BEST MATCH IN PERSONALLY ACCOMPANIED STEM CELL TRANSPORTS.

## Experience

- Experts for Emergency & Special Speed Logistics
- Stem Cell Courier Services since 2009
- Several thousand HPC transport missions per year

## Network

- Well-connected with major international and domestic registries, collection facilities and transplant centers
- Strong partnership with airlines and direct access to Lufthansa
- Established support from international airports and local authorities
- Pool of more than 300 highly qualified Stem Cell Couriers, mainly former pilots and flight attendants with psychological suitability, medical training and comprehensive travel experience
- Established worldwide courier centers
- Own in-house travel agency

## Reliability

- Accredited service exceeding WMDA standards
- Emergency handling in case of unforeseeable irregularities
- Seamless temperature control and documentation

## Service Excellence

- Dedicated, multilingual Stem Cell Team available 24/7
- End-to-end transport planning supported by proprietary IT system
- Selection of best matching courier for each mission according to specific requirements

**24/7 booking and service:**

[stemcellcourier@time-matters.com](mailto:stemcellcourier@time-matters.com)

[www.time-matters.com](http://www.time-matters.com)

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