



SATS Time-Critical Solutions

When Cargo Cannot Wait

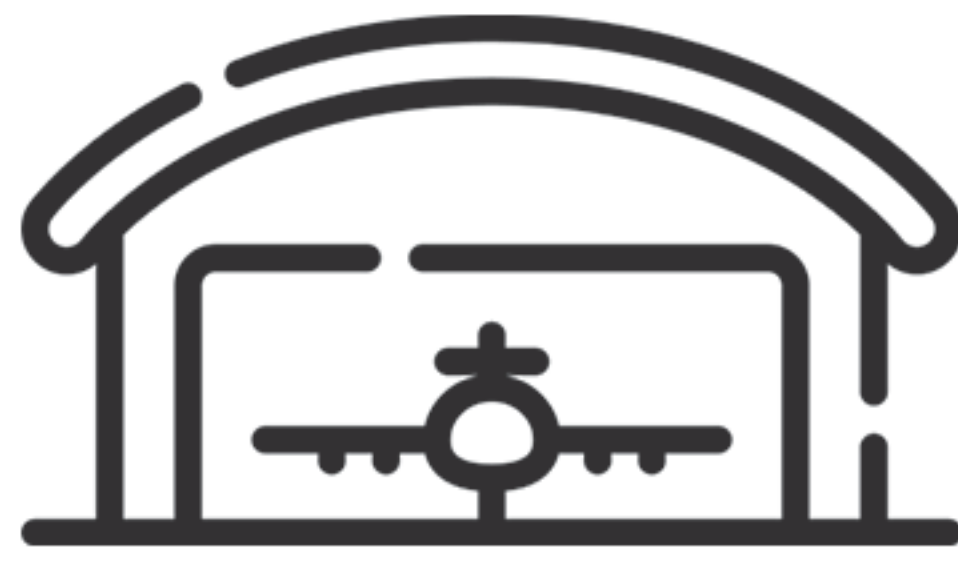
Delivering speed, visibility, and certainty for urgent,
high-stakes cargo situations



The Reality of Time-Critical Cargo

Urgent cargo doesn't always look urgent – until operations, customers, or production are impacted.

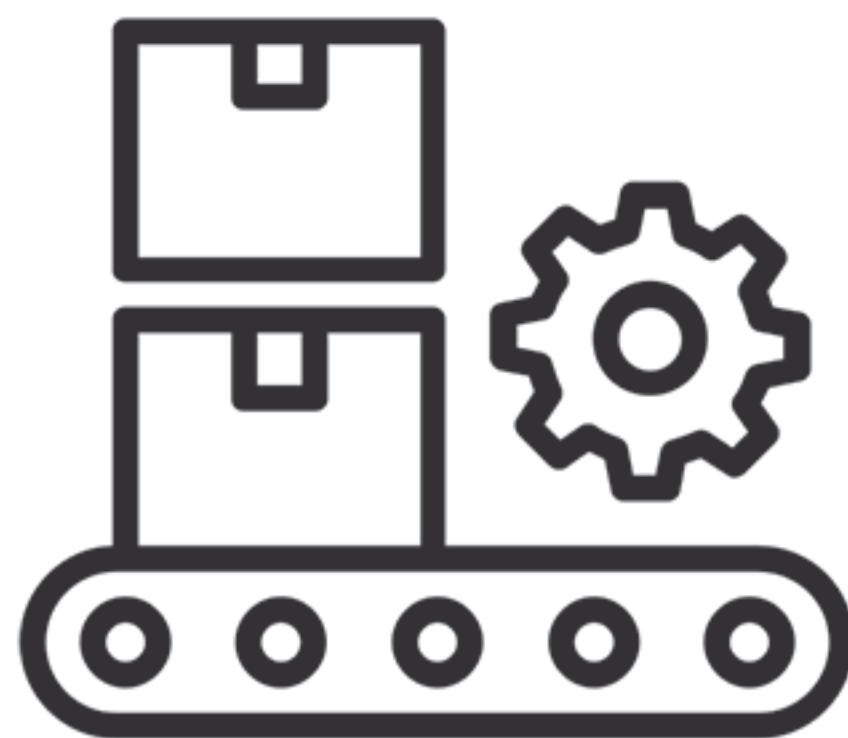
Common Scenarios Faced



Aircraft on Ground (AOG) waiting for parts



Life-saving medication with no margin for delay



Automotive manufacturing line halted over one component



Forwarder escalation as flight cut-off time approaches

The Cost of Delay

One delayed shipment can quickly impact operations, timelines, and customer confidence.

What is the Impact?



Production downtime



Revenue loss



Cargo spoilage or compromise



Customer escalation and contractual penalties



Increased risk of cargo claims

Every hour of delay amplifies risk across the supply chain.

How SATS Moves Urgent Cargo Faster

SATS Time-Critical Solutions is built for operationally urgent cargo situations — where standard handling timelines and processes are no longer sufficient.

Leveraging SATS' operational presence across key airport and airside touchpoints, we help freight forwarders accelerate shipment execution through prioritised handling, faster operational coordination, real-time visibility, and reduced dwell time across the ground handling journey.

Operational Execution Flow



Real-Time Visibility & Proactive Updates

Operational milestones are monitored through real-time visibility tracking, while proactive status notifications reduce manual follow-ups and improve coordination confidence for forwarders.

Core Operational Advantages

- **Up to 1-hour cargo readiness support (inbound)**
Priority handling and coordinated airside execution support faster cargo availability after aircraft arrival, enabling earlier collection and onward movement.
- **Extended lodge-in flexibility (outbound)**
Later acceptance windows enable freight forwarders to manage compressed timelines, improve cargo readiness, and maximise uplift opportunities for urgent shipments.
- **Prioritised airside handling**
Dedicated coordination, direct towing, and prioritised workflows reduce dwell time across critical airside and transfer touchpoints.
- **Real-time visibility and proactive updates**
Milestone tracking and live status notifications provide forwarders with clear visibility while reducing manual follow-ups and coordination effort.
- **Customised handling for time-critical cargo**
Operational workflows are adapted to shipment urgency, transfer complexity, and station requirements, enabling more reliable execution in high-pressure situations.

Hear from our Partner

“In time-critical AOG logistics, every minute matters. SATS Time-Critical Solutions consistently supports Sterling's AOG requirements with speed, precision, and reliability. Through integrated ground and cargo operations, SATS ensures seamless shipment handling, real-time visibility, and rapid escalation whenever timelines are critical.

Supported by strong operational expertise, an extensive network, and advanced digital capabilities for 24/7 monitoring and activation, AOG shipments move swiftly and efficiently across the supply chain. Together, SATS and Sterling deliver a dependable end-to-end AOG time-critical logistics solution, minimizing downtime and keeping our customers' operations running smoothly.”

Saurabh Doshi, Vice President
Sterling Global Aviation Logistics

Our Global Footprint

Approximately

57,000

Employees

Over

225

Locations

Across

27

Countries



Contact us to learn more:
specialisedservices@sats.com.sg

