

SERVICE GUIDE — TIME-CRITICAL AIR LOGISTICS

Aircraft on Ground (AOG): The Emergency Response Guide

For line maintenance controllers, materials and purchasing teams, and MRO duty desks — how a critical part moves from supplier dock to airside MRO in 4–12 hours.

• Service Guide • FlashGL • 2026

Contents

WHAT'S INSIDE

-
- 01 The cost of a grounded aircraft
 - 02 Service specifications
 - 03 The four-step AOG process
 - 04 Packaging, airworthiness and customs
 - 05 The documentation set
 - 06 Why FlashGL for AOG
 - 07 Case: A320 hydraulic valve, PVG → FRA
 - 08 What to have ready before you call
 - 09 FAQ
-

An aircraft on the ground is not a delay. It is a revenue emergency with a meter running.

Industry estimates put the cost of an AOG event at **\$60,000–\$150,000 per hour** — lost revenue, crew and passenger rebooking, and cascading disruption across the rest of the fleet.

Conventional air freight cannot solve it: routing a part through a cargo terminal adds **12–48 hours** of handling and customs dwell, and that assumes the part was tendered correctly in the first place.

This guide is written for the people who take the 3 a.m. call — line maintenance controllers, materials and purchasing, MRO duty desks. It sets out exactly how FlashGL moves a critical part from a bonded warehouse or supplier dock to an airside maintenance facility: what happens in the first 15 minutes after you dial the desk, which documents must exist before the courier boards, how ATA 300 packaging protects the part in transit, and what your team should have ready before they pick up the phone.

The numbers that decide the call

\$60K–\$150K AOG downtime cost, per hour	15 min Mobilization from your call	4–12 h Door-to-door, route-dependent	200+ Airports covered, 120+ countries
--	--	--	---

Every minute is a line item

At \$60,000–\$150,000 per hour, an extra hour spent sourcing, re-quoting, or waiting for a callback costs more than the part, the courier and the charter combined. Speed of **decision**, not just speed of transport, is what limits the bill. That is why our process front-loads the routing decision into the first 15 minutes rather than the first two hours.

AOG service specifications

ITEM	SPECIFICATION	WHAT IT MEANS FOR YOUR AOG
Mobilization	15 minutes, 24/7/365	A dedicated coordinator is assigned and a routing plan is in motion within 15 minutes of your call — not a ticket number.
Quote turnaround	10 minutes	Priced options returned fast enough to fit inside the sourcing decision, not after it.
Door-to-door transit	4–12 hours (route-dependent)	Measured from collection at the part source to handover at the airside MRO facility.

Weight and dimensions	No limit — OBC through to full charter	Oversize or heavy consignments are re-routed to NFO (up to 2,000 kg) or a dedicated charter rather than being rejected.
Packaging	ATA 300 / airline-approved containers	Load-rated, reusable containers that hold up under tarmac handling and stacking, with sealed closures and identification plates.
Documentation	AOG customs pre-clearance, CoC, AWB	The import entry is filed while the courier is airborne, so the part does not wait at the border.
Network	200+ airports, 120+ countries	Pre-arranged ground handling at major aviation hubs, including FRA, LHR, PVG, DXB, DTW and SIN.
Documentation and standards	IATA DGR, ATA 300, airline-compatible AWB processing	Airline-compatible processes and direct airway bill processing — the part is handled as aviation material, not generic freight.
Insurance	All-risk cargo insurance available	Cover sized to the declared value of the part.

AOG has no weight or dimension ceiling because the transport mode escalates: on-board courier → next flight out → full charter. Transit times are route-dependent; 4–12 hours door-to-door is the operating band.

Four steps from call to installation

01 Call the AOG desk

Dial the 24/7 hotline +86 400-011-9188. A single coordinator takes ownership of the shipment and starts mobilization. Within 15 minutes you have a named person, a routing plan and a yes/no on the fastest available seat.

02 Part sourcing and routing

We locate the serviceable part — your bonded stock, our supplier network, or a named vendor — and secure the fastest seat. Commercial flight, on-board courier hand-carry, or charter. We do not push one mode; we pick the one that lands first.

03 Courier collection and boarding

A vetted, background-checked and bonded courier collects the part, verifies part number and serial against your AOG order, seals the ATA 300 container, and clears export on pre-filed documents. The part stays under the courier's control — it is never handed to a terminal.

04 Delivery to the MRO

Handover at the airside maintenance facility with the airworthiness paperwork in hand. Signed proof of delivery and the full chain-of-custody record close the shipment.

Packaging, airworthiness and customs: the three failure points

ATA 300 packaging

AOG consignments ship in ATA 300 or airline-approved containers: rigid, reusable, load-rated for restraint and stacking, with gasket-sealed closures and identification plates that survive tarmac handling. Sensitive components — avionics, engines, APUs, landing gear, hydraulic valves — get anti-static or shock-mounted inner packing, and desiccant where the part requires it. Every container is inspected before release.

Airworthiness documentation travels with the part

A part that arrives without its release paperwork is a part your MRO cannot fit. Before the courier boards we confirm what travels with the consignment: Certificate of Conformity, the airworthiness release or serviceable tag, and the AWB. We collect it at source and hand it over at the receiving facility — we do not create it.

Export control and pre-clearance

Our licensed brokers handle HS classification, dual-use and ITAR licensing where the programme requires it, bonded-zone exit procedures (PVG sits next to the Waigaoqiao bonded area, where parts can be held duty-suspended), and pre-filed import entries at destination. Defence and dual-use consignments follow the same chain with additional security protocols.

Chain of custody, end to end

Tamper-evident seals with recorded seal numbers. Couriers are background-checked and bonded. GPS tracking runs continuously, and every handover is confirmed with a time-stamped photograph. One coordinator owns the file from pickup to signed delivery — zero handoff risk inside our own organisation.

The documentation set

DOCUMENT	WHO ISSUES IT	WHY THE SHIPMENT CANNOT MOVE WITHOUT IT
Air Waybill (AWB)	Issued by FlashGL in airline-standard format	Contract of carriage and the tracking key that links the part to a specific flight and courier.
Certificate of Conformity (CoC)	Part supplier or OEM	Evidence the part conforms to specification; required at import and for MRO acceptance.
AOG customs pre-clearance entry	FlashGL licensed brokers, with the local broker at destination	The import declaration is filed while the courier is airborne. This is what turns an 11-hour flight into an 11-hour delivery.
Airworthiness release or serviceable tag	The organisation releasing the part — OEM, supplier or MRO	Demonstrates the part is serviceable and traceable. Without it the part cannot be installed, no matter how fast it arrived.
Export declaration and licences	FlashGL brokers together with the exporter	Required for export-controlled, dual-use and ITAR-controlled components. Missing licences stop the shipment at origin.

Proof of delivery and chain-of-custody log

Courier and the receiving MRO

Closure evidence for your maintenance record and for any subsequent warranty or lease return claim.

Documentation is the most common cause of an AOG part sitting at a border or being rejected at the MRO dock. This is the set we confirm before the courier boards.

Why FlashGL for AOG

• 15-Minute Activation

The AOG desk is staffed 24/7/365. From your call to courier dispatch, mobilization takes 15 minutes — not hours, and not a callback tomorrow morning.

• Dedicated AOG Coordinator

Every shipment is assigned one coordinator who owns it from pickup to delivery. One point of contact, zero handoff risk, no re-explaining the aircraft situation to a new person.

• Multi-Mode Routing

We do not force one solution. On-board courier, next flight out, hand carry or full charter — chosen against your route, your part and your deadline.

• Real-Time AOG Tracking

Live GPS and flight-linked tracking with ETA updates every 15 minutes. Your MRO team can plan the maintenance window instead of guessing at it.

• Aviation-Grade Compliance

Aviation-grade handling. Engines, APUs, landing gear and avionics are packed, sealed and documented to airline and MRO requirements, with part and serial numbers captured at every handover.

• 200+ Airports Covered

Delivery to any commercial airport in 120+ countries, with pre-arranged ground handling and customs clearance at every major aviation hub.

Case: A320 hydraulic valve, Shanghai → Frankfurt, 11 hours

T+0:00 ● AOG desk takes the call

An A320 is grounded at Frankfurt awaiting a hydraulic valve. The MRO's Shanghai desk calls at 03:00 Beijing time. A coordinator is assigned on the call and starts sourcing and routing in parallel.

T+0:15 ● Routing confirmed

Fifteen minutes in: the part is located, the courier is dispatched, export documentation is pre-filed, and the direct PVG→FRA departure is identified as the fastest available seat.

T+1:00 ● Part collected and sealed

A vetted courier collects the valve, verifies part number and serial against the AOG order, packs it in an ATA 300 container, applies tamper-evident seals and clears export on the pre-filed entry.

T+4:30 ● Wheels up

The courier boards the direct flight with the part under personal control. While airborne, the Frankfurt broker files the import entry with AOG priority release and the airworthiness documentation attached.

T+11:00 ● Handover at the airside MRO

The part is delivered directly to the maintenance facility — not the cargo terminal — with signed proof of delivery and a closed chain-of-custody record. Eleven hours door-to-door, and more than €200,000 of avoided downtime cost for the operator.

You will not have to ask where the part is

Live GPS and flight-linked tracking, with **ETA refreshed every 15 minutes**. Your coordinator calls the milestones — pickup, screening, departure, arrival, handover — rather than waiting for you to chase. Every handover is photographed with a time stamp, so the custody record is complete without anyone filling in a form.

What to have ready before you call

Sixty seconds of preparation saves fifteen minutes of a grounded aircraft's time.

- ☐ Aircraft type, registration, and current location (airport, stand, or MRO facility)
- ☐ Part number, serial number if known, and quantity
- ☐ Part source: your bonded stock, a named supplier, or ask us to source it — with pickup address and on-site contact
- ☐ Required delivery point: airside MRO, line station, or the aircraft stand itself
- ☐ Airworthiness and CoC documents in hand, or the name of who can release them
- ☐ Any export-control constraints: dual-use classification, ITAR, or a defence programme
- ☐ A named contact at the receiving end who can sign at the expected delivery hour
- ☐ Weight and dimensions if you have them — if not, we size the part on site and select the container

Frequently asked questions

Q Can you actually respond at 3 a.m. on a public holiday?

Yes. The AOG desk is staffed 24/7/365 and mobilization takes 15 minutes from your call. Save the number before you need it: +86 400-011-9188.

Q What if the part is too heavy or too large for a courier?

AOG has no weight ceiling. We escalate the mode instead of rejecting the part: a single on-board courier carries up to 200 kg (total of three dimensions under 180 cm), next flight out handles up to 2,000 kg, and anything beyond that moves on a dedicated charter.

Q Who issues the airworthiness documentation — you or us?

The organisation releasing the part: the OEM, the supplier, or your MRO. FlashGL does not create release paperwork. What we do is confirm it exists before the courier boards, collect it at source, and hand it over with the part at delivery.

Q Does the part go to the MRO or to the cargo terminal?

To the airside MRO facility. Ground handling is pre-arranged and the import entry is filed while the courier is airborne, so the part bypasses the cargo terminal entirely. That is the difference between a flight that lands and a part that gets fitted.

Q How do we track it, and how fast do we get a price?

A quote comes back within 10 minutes. Once the part is moving you get live GPS tracking with an ETA updated every 15 minutes, milestone calls from your coordinator, and photographic confirmation at each handover.

Set up the account before the aircraft is on the ground

The worst moment to vet an AOG provider is while an aircraft is already parked. Send us your station list, part categories and MRO delivery points now, and we will pre-register your account so the first call is a dispatch, not an introduction. Quote in 10 minutes, mobilization in 15. +86 400-011-9188

GET EMERGENCY AOG SUPPORT

EMAIL

service@flashgl.com

24/7 DESK

+86 400-011-9188

WEB

flashgl.com